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* (44400-117) Release 6.4.

Navigation

- Features on page 15
- Other changes on page 17

Features

See the following sections for information about feature changes:

- Database Views Changes on page 15
- Source of Call Disconnect on page 16

Database Views Changes

The following changes are made to the database views in Avaya Aura® Contact Center 6.4:

Application	View Name	New in this Release	Feature name
Contact Center Manager Server	ActivityCodeByContactType	New view	After Call Work - Activity Code Mapping For more information, see ActivityCodeByContactType on page 218.
Contact Center Manager Server	ActivityCodeBySkillset	New view	After Call Work - Activity Code Mapping For more information, see ActivityCodeBySkillset on page 220.
Contact Center Manager Server	Agent	New columns in the view: DNBargeInEnabl	Non-Skillset Call Monitoring For more information, see Agent view on page 221.

Application	View Name	New in this Release	Feature name
		ed, DNObserveEnabled, SIPSoftphoneEnabled	
Contact Center Manager Server	Supervisor	New columns in the view: DNBargeInEnabled, DNObserveEnabled, SIPSoftphoneEnabled	Non-Skillset Call Monitoring For more information, see Supervisor view on page 296.
Contact Center Manager Server	UserValidationStatus	New view	Agent Validation Audit For more information, see UserValidationStatus on page 319.
Contact Center Manager Server	UserValidationReport	New view	Agent Validation Audit For more information, see UserValidationReport on page 316.
Contact Center Manager Server	iCDNStat, dCDNStat, wCDNStat, and mCDNStat	New columns in the view	AMS Zoning For more information, see CDNStat views on page 112.
Contact Center Manager Server	eCSRStat	New column in the view	AMS Zoning
Contact Center Manager Server	URIExceptions	New view	AML to SIP Migration For more information, see URIExceptions on page 312.

Source of Call Disconnect

The Brazilian Presidential Decree 6.523 requires that an agent must not drop a call while talking to a caller who rang the contact center. Contact Center supports Source of Call Disconnect (SOCD) reporting in Avaya Aura® Unified Communications SIP-enabled contact centers. This support for SOCD reporting has full parity with the capability of AML-based contact centers in previous releases. The SOCD information appears in the **Associated Data** field in the Call by Call and Contact Summary reports.

Important:

Avaya Communication Server 1000 SIP-enabled contact centers do not support SOCD reporting.

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.

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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 20
- Optional features on page 20
- PABX references on page 21
- Contact Center database on page 21

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* (44400-710).

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 use the table indexes where possible. When joining views or restricting the data being returned, using indexed fields for the joins or restrictions can improve the SQL performance. This guide lists indexed fields throughout the document. Each view includes a table of Join Key fields. These fields are always indexed.

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 four statistic or collections of data collected in the Contact Center database:

- summarized historical statistic views
- contact statistics
- event statistics
- configuration 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 post contact 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 213.

Part 1: Avaya Aura® Contact Center Manager Data dictionary

- Overview on page 23
- Summarized historical statistics on page 31
- Contact statistics on page 162
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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.

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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.

Virtual Statistics

Virtual statistics show the actual number of contacts offered to the contact center, or abandoned while queuing in the contact center.

Depending on the routing in the Contact Center, a contact can be offered to multiple skillsets. As a result, a single contact can show up as offered or abandoned multiple times when you consolidate skillset statistics for multiple skillsets. Virtual statistics counter this by pegging an offered or abandoned call against just one skillset.

For example, a flow application routes a call to multiple skillsets. Before an agent answers the voice contact, the caller hangs up. In this case, both the CallsOffered and CallsAbandoned statistics increment on all the skillsets to which the contact was queued. However, the VirtualCallsOffered and VirtualCallsAbandoned increment only on the first skillset to which the contact was queued. Therefore the virtual statistics show the true number of contacts offered and abandoned, where a consolidated skillset report shows an artificially large number.

In a networked contact center using Network Skill Based Routing (NSBR), standard statistics increment both on the originating node skillset and the networked skillset. Virtual statistics identify where a voice contact is abandoned or offered. A voice contact that is abandoned increments the virtual statistics VirtualCallsAbandoned and VirtualCallsOffered only on the originating node skillset. A voice contact that is answered increments VirtualCallsOffered on the site on which an agent answers it.

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

Six default applications ship with Contact Center Manager Server: Master_Script, Network_Script, Switchover_Handling 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.

Application	Description
Network_Script	The Network_Script Application applies only to Contact Centers that are networked. The CCMS calls are 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. At the destination site, all delays and events peg against the Network_Script Application regardless of whether the Network script actually runs. 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.
Switchover_Handling Script	The Switchover_Handling Script is valid only for SIP High Availability Contact Centers. In Contact Centers using the Mission Critical High Availability feature, the Switchover_Handling Script handles calls in treatment during a switchover. The Switchover_Handling Script is the first script executed by calls or contacts that are in treatment, after a SIP switchover from the active CCMS server to the newly active CCMS server. Any new calls or contacts received by the newly active CCMS server uses the default Master_Script.
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 sysadmin 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 table 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
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

View	Item	Level of access
NCCRemoteApplication	Reports—Other	Create and run any report
NCCSite	Reports—Other	Create and run any report
NetworkConfig	Network Communications Parameters	View
NetworkRanking Assignment	Reports—Other	Create and run any report
NetworkSkillsetStatus	Reports—Other	Create and run any report
NetworkThresholdTemplate	Reports—Other	Create and run any report
PhoneSetDisplay	Reports—Other	Create and run any report
Provider	Reports—Other	Create and run any report
Ranking	Reports—Other	Create and run any report
RealTimeColumn	Reports—Other	Create and run any report
RealTimeStatCollection	Reports—Other	Create and run any report
RealTimeTemplate	Reports—Other	Create and run any report
RemoteApplication	Reports—Other	Create and run any report
Route	Reports—Other	Create and run any report
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
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

View	Item	Level of access
	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:

- application statistics
- CDN and Route Point statistics
- skillset statistics
- activity code statistics
- DNIS statistics
- trunk statistics (Avaya Communication Server 1000 PABX)
- route statistics (Avaya Communication Server 1000 PABX)
- music and RAN route statistics
- contact summary statistics
- agent performance statistics
- agent by application statistics
- agent by skillset statistics
- agent login/logout statistics
- IVR ACD-DN statistics

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* (44400-710).

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

Immediately 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.

You can configure the first day of the week in the Historical Statistics Configuration.

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

Weekly views begin with the prefix w.

Current week data is available—data includes all completed days so far for the current 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 for the current month.

When statistics accumulate

Type	When accumulated
interval	Statistics are accumulated every 15 minutes, at 00, 15, 30, and 45 minutes for each hour of the day.
daily	Statistics are accumulated for the entire day immediately after the end of the day (after 12:00 midnight).
weekly	The server creates weekly records containing daily totals immediately after the end of the first day of the week (after 12:00 midnight). After the end of each subsequent day in a week, the server adds the daily total to the fields in the weekly records. Statistics are accumulated for the entire week immediately after the end of the week (after 12:00 midnight on the first day of the next business week). You can run weekly reports at any time before the end of the week. This report shows statistics from the first day of the week up to and including data from the previous day.
monthly	The server creates monthly records containing daily totals immediately after the end of the first day of the month (after 12:00 midnight). After the end of each subsequent day in a month, the server adds the daily total to the fields in the monthly records. Statistics are accumulated for the entire month immediately after the end of the month (after 12:00 midnight on the first day of the next month). You can run monthly reports at any time before the end of the month. This report shows statistics from the first day of the month up to and including data from the previous day.

Joining views

To generate custom reports that combine statistics from two or more views you can join views together using a common field that exists on all the views to be joined. These common fields are join keys.

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 join keys only as the fields on which to group.

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

When you compare join 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 join key values in the right side view are 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. The AgentByApplicationStats view provides CallsAnswered and PostCallProcessingTime statistics, but it does not provide ShortCallsAnswered statistics.

The following tables provide examples of statistics for these views.

Table 1: AgentPerformanceStat view

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

Table 2: AgentByApplicationStat view

Timestamp	Agent Logon	Application ID	CallsAnswered	PostCallProcessingTime
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
 left outer join iAgentByApplicationStat b
      on  b.TimeStamp = a.Timestamp
      and b.UserID = a.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 join 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 join 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	Agent Logon	Calls Answered	ShortCalls Answered	Calls Answered	PostCallProcessingTime
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.

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
  - Email
  - Web communications
  - Outbound
  - Scanned Document
  - Fax
  - Short Message Service (SMS)
  - Voice mail
  - Social Networking
- 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, email 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, email 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)

Voice term	Generalized concept	Multimedia term
CDN	Entry point for Contact Center Multimedia contact routing and queuing service.	Route Point (specified by URI)
DN	A destination that a contact can be presented to or the originator's ID.	Address (an email 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_	Email
FX_	Fax
IM_	Instant Message
OB_	Outbound
OQ_	Open Queue
PO_	Predictive Outbound
SER_	Outbound
SD_	Scanned documents
SM_	SMS
SN_	Social Networking
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:

- Email
- 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 email 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 CCMM 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 1022.

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 an agent does not enter 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.

System default ACW code: The system default ACW code (00000) is the Not Ready reason code against which post call processing time pegs.

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

- Define activity and Not Ready reason codes on the Contact Center Manager Server. If you do not, 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* (44400-710). 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 996.

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 997.

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.

If the agent places or receives a personal contact while in ACW state, time stops pegging against the ACW code but time starts to peg against the default NRR code. If the agent places or receives a personal contact while in NRR state, time continues to accumulate against the NRR 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

Joins with other statistics groups

You can join activity code statistics to other statistics groups to generate custom reports. For more information, see Joining views on page 34.

The following table shows the statistics groups you can join activity codes to, as well as the data fields used as join keys. Specify all these fields in your join statement in the order shown. All data fields described as join keys have indexes.

IF you generate a custom report using	THEN the join key data fields are
AgentByApplicationStat	Timestamp UserID ApplicationID
AgentBySkillset Stat	Timestamp UserID
AgentPerformanceStat	Timestamp UserID
ApplicationStat	Timestamp ApplicationID
SkillsetStat	Timestamp ApplicationID
NetworkInCallStat	Timestamp ApplicationID
NetworkOutStat	Timestamp

IF you generate a custom report using	THEN the join key data fields are
	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 996 and Pegging of Not Ready reason codes on page 997.

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 Local SIP voice calls Local Contact Center Multimedia contacts Local Contact Center Outbound calls	Master_Script or primary application, depending on the location of the contact in the system
Incoming NSBR calls	Network_Script Application
ACD calls	ACD_DN_Application
NACD calls	NACD_DN_Application

Statistics for Not Ready reason codes peg against the System_Application.

For more information about default applications mentioned in this table; see Default applications on page 25.

Type: varchar

Length: 30

ApplicationID

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

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 996 and Pegging of Not Ready reason codes on page 997.

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

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

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 32.

Type: timestamp

Length: 16

UserID

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

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* (44400-710)). 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 Local SIP voice calls Local Contact Center Multimedia contacts Local Contact Center Outbound calls	Master_Script or primary application depending on the location of the contact in the system
Incoming NSBR	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

Joins with other statistics groups

You can join agent by application statistics to other statistics groups to generate custom reports. For more information, see Joining views on page 34.

The following table shows the statistics groups that agent by application statistics can join to and the data fields used as join keys. Specify all these fields as your join key in the specified order. All data fields described as join keys have indexes.

IF you generate a custom report using	THEN the join key data fields are
ActivityCodeStat	Timestamp UserID ApplicationID
AgentBySkillsetStat	Timestamp UserID

IF you generate a custom report using	THEN the join key data fields are
AgentPerformanceStat	Timestamp UserID
ApplicationStat	Timestamp ApplicationID
SkillsetStat	Timestamp ApplicationID
NetworkInCallStat	Timestamp ApplicationID
NetworkOutCallStat	Timestamp ApplicationID

Field descriptions

This section describes the fields for the AgentByApplicationStat view.

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.

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

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

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 voice calls, SIP IM contacts, incoming NSBR calls, ACD calls, and NACD calls in this application 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 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 calls, 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

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

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

ContactType

Description: The type of contact determined by the name of this application as described in Multimedia contacts on page 41.

For example, if the application is named EM_application, ContactType pegs as email. 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 39. 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 39. 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: The elapsed time this agent was in PostCallProcessing state after all simultaneous contacts were released, for the skillset corresponding to the last of the simultaneous contacts to be released by this agent.

Triggers: Post call processing time begins when an agent enters the Not Ready state after releasing any contact, except DN calls, and does not enter a Not Ready reason code or enters an After Call Work Item (ACW) code. Post call processing time ends when an agent leaves this Not Ready state, places or receives a DN call, logs off, or enters a Not Ready reason code other than an ACW code.

Pegging: This statistic pegs against the last application 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 call (for example, by answering or receiving a DN call or logging out of the skillset), and then enters the 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 the Not Ready state, the second Not Ready period does not peg against PostCallProcessingTime.

For Contact Center Multimedia contacts, PostCallProcessingTime does not include the time after replying to an email or disconnecting a Web Communication session, and closing the contact. The time between these two events can involve the agent setting closed reason codes 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 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 32.

Type: smalldatetime

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 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 1019.

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* (44400-710). 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* (44400-610).

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. **Note:** For Agent Queue to skillset for the contact type, the following fields are not pegged in the AgentBySkillsetStat view: • BlendedActiveTime • IdleTime • MaxCapacityIdleTime • MaxCapacityTotalStaffedTime • NotReadyTime • PostCallProcessingTime • TotalStaffedTime • WaitTime
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

Joins with other statistics groups

You can join agent by skillset statistics to other statistics groups to generate custom reports. For more information, see Joining views on page 34.

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

Specify all these fields as your join key, in the specified order. All data fields described as join keys have indexes.

IF you generate a custom report using	THEN the join key data fields are
ActivityCodeStat	Timestamp UserID
AgentByApplicationStat	Timestamp UserID
AgentPerformanceStat	Timestamp UserID
ApplicationStat	Timestamp ApplicationID
SkillsetStat	Timestamp SkillsetID
NetworkInCallStat	Timestamp ApplicationID
NetworkOutstat	Timestamp ApplicationID

Field descriptions

This section describes the fields for AgentBySkillsetStat view.

AgentLogin

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

Type: varchar

Length: 16

AgentGivenName

Description: The first or given name of the agent.

If an agent record is deleted after the agent data is 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

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

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

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

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

ContactType

Description: The type of contact determined by the name of this skillset as described in Multimedia contacts on page 41.

For example, if the skillset is named EM_skillset, ContactType pegs as email. 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 39. 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 39). 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

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

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

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

NotReadyTime

Description: The total time an agent spends in the Not Ready state. The same Not Ready time is recorded in all skillsets to which this agent is assigned. Not Ready time includes post call processing time and Not Ready time with reason codes.

Triggers: Not Ready time begins when the agent enters the Not Ready state and ends when the agent leaves the Not Ready state.

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 the last of the simultaneous contacts to be released by this agent.

Triggers: Post call processing time begins when an agent enters the Not Ready state after releasing any contact, except DN calls, and does not enter a Not Ready reason code or enters an ACW code. Post call processing time ends when an agent leaves this Not Ready state, places or receives a DN call, logs off, or enters a Not Ready reason code other than an ACW code.

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 call (for example, by answering or receiving a DN call or logging out of the skillset), and then enters the 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 the Not Ready state, the second Not Ready period does not peg against PostCallProcessingTime.

For Contact Center Multimedia contacts, PostCallProcessingTime does not include the time after replying to an email or disconnecting a Web Communication session, and closing the contact. The time between these two events can involve the agent setting closed reason codes 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

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

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 32.

Type: timestamp

Length: 16

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 1019.

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* (44400-710). 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-enabled 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 email 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.

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: int

Length: 4

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: int

Length: 4

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: int

Length: 4

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: int

Length: 4

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: int

Length: 4

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: int

Length: 4

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: int

Length: 4

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: 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

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.

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

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: int

Length: 4

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: int

Length: 4

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: int

Length: 4

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: int

Length: 4

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

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

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

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 39. 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 39.

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 39. 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: int

Length: 4

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: int

Length: 4

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: int

Length: 4

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 contact centers, 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

MaxCapacityIdleTime

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

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

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: int

Length: 4

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: int

Length: 4

NetworkCallsTalkTime

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

Pegging: This value is zero at all times.

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

Type: int

Length: 4

NotReadyTime

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

Triggers: Not Ready time begins when the agent enters the Not Ready state and ends when the agent leaves the Not Ready state.

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: 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: Post call processing time begins when an agent enters the Not Ready state after releasing any contact, except DN calls, and does not enter a Not Ready reason code or enters an After Call Work Item (ACW) code. Post call processing time ends when an agent leaves this Not Ready state, places or receives a DN call, logs off, or enters a Not Ready reason code other than an ACW code.

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 call (for example, by answering or receiving a DN call or logging out of the skillset), and then enters the 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 the Not Ready state, the second Not Ready period does not peg against PostCallProcessingTime.

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

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

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: int

Length: 4

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: 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

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 32.

Type: smalldatetime

Length: 4

UserID

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

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 1019.

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* (44400-710). 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* (44400-610).

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

Joins with other statistics groups

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

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

Specify all these fields as your join key, in the specified order. All data fields described as join keys have indexes.

IF you generate a custom report using	THEN the join key data fields are
ActivityCodeStat	Timestamp ApplicationID
AgentByApplicationStat	Timestamp ApplicationID
SkillsetStat	Timestamp ApplicationID
NetworkInCallStat	Timestamp ApplicationID
NetworkOutStat	Timestamp 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.

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 41.

For example, if the application is named EM_application, ContactType pegs as email. 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 post contact 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: Post call processing time begins when an agent enters the Not Ready state after releasing any contact, except DN calls, and does not enter a Not Ready reason code or enters an After Call Work Item (ACW) code. Post call processing time ends when an agent leaves this Not Ready state, places or receives a DN call, logs off, or enters a Not Ready reason code other than an ACW code.

Pegging: This statistic pegs against the last application 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 call (for example, by answering or receiving a DN call or logging out of the skillset), and then enters the 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 the Not Ready state, the second Not Ready period does not peg against PostCallProcessingTime.

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

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 32.

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 1019.

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* (44400-710). 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 centers do 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

PreferredMediaServerFailed

Description

This statistic counts the number of times the Avaya MS used for the call (the Anchored Avaya MS) was not the Preferred Avaya MS. If the counter registers a non-zero value, this can indicate

potential issues requiring investigation. The Preferred Media Server Failed statistic includes all times the Preferred Media server was not the server used to anchor the contact — this includes the instances when the preferred Media Server was Unknown or when No Preference was provided. This new column applies only if the Avaya MS Zoning feature is enabled.

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

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 32.

Type: smalldatetime

Length: 4

URI

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

Type: varchar

Length: 255

DNISStat views

Dialed Number Identification Service (DNIS) statistics summarize information for each DNIS. These statistics provide a way to monitor the call traffic and call handling for each DNIS.

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* (44400-710). 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: 255

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 32.

Type: smalldatetime

Length: 16

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* (44400-710)). Statistics are collected for all IVR ports; you cannot configure the system to collect statistics for selected ports.

Note:

IVR statistics might 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

Joins with other views

You can join IVR port statistics to other views to generate custom reports. For more information, see Joining views on page 34.

The following table shows the views which application statistics join to and the data fields used as a join key. Specify both of fields as your join key in the order shown. All data fields described as join keys have indexes.

If you generate a custom report using	THEN the join 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.

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 32.

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* (44400-710)). Statistics are collected for all IVR queues; you cannot configure the system to collect statistics for selected IVR queues.

Note:

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

Database views

IVR statistics use the following views:

- iIVRStat
- dIVRStat
- wIVRStat
- mIVRStat

Joins with other statistics groups

You can join IVR statistics to other statistics groups to generate custom reports. For more information, see Joining views on page 34.

The following table shows the views which application statistics can join to and the data fields used as a join key. Specify both of these fields as your join key in the order shown. All data fields described as join keys have indexes.

IF you generate a custom report using	THEN the join 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.

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 32.

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: 70

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 32.

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* (44400-710). 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

Joins with other statistics groups

You can join network call statistics to other statistics groups to generate custom reports. For more information, see Joining views on page 34.

The following table shows the statistics groups that network call statistics can join to and the data fields used as join keys.

Specify all these fields as your join key in the specified order. All data fields described as join keys have indexes.

IF you generate a custom report using	THEN the join key data fields are
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 32.

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* (44400-710).

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

Joins with other statistic groups

You can join network outcall statistics to other statistics groups to generate custom reports. For more information, see Joining views on page 34.

The following table shows the statistics groups that network call statistics can join to, as well as the data fields used as join keys.

Specify all these fields as your join key in the specified order. All data fields described as join keys have indexes.

IF you generate a custom report using	THEN the join key data fields are
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
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 32.

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* (44400-710). 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.

RouteAccess

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 32.

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* (44400-710). 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

Joins with other statistics groups

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

The following table shows the views that route statistics can join to and the data fields used as a join key. Specify both of these fields as your join key in the order shown. All data fields described as join keys have indexes.

IF you generate a custom report using	THEN the join 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.

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 32.

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* (44400-710). 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.

Note:

For Agent Queue to skillset for the contact type, the following fields are not pegged in the SkillsetStat view:

- ActiveTime
- AllAgentsBusyTime
- IdleTime
- MaxCapacityIdleTime
- MaxCapacityTotalStaffedTime
- NotReadyTime
- PostCallProcessingTime
- TotalStaffedTime
- WaitTime

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* (44400-610).

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 1000.

Database views

Skillset statistics use the following views:

- iSkillsetStat
- dSkillsetStat
- wSkillsetStat
- mSkillsetStat

Joins with other statistics groups

You can join skillset statistics to other statistics groups to generate custom reports. For more information, see Joining views on page 34.

The following table shows the statistics groups which skillset statistics can join to, as well as the data fields used as join keys. Specify both of these fields as your join key in the order shown. All data fields described as join keys have indexes.

IF you generate a custom report using	THEN the join key data fields are
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.

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 centers. Network statistics, such as NSBR contacts, are not applicable to SIP IM-enabled contact centers.

Pegging: Local contacts peg against the Master_Script or primary application, depending on the location of the contact in the system, and against the answering or accepting skillset. Incoming NSBR contacts peg against the Network_Script application and against the answering or accepting skillset.

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 41.

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

Type: varchar

Length: 30

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

IdleTime

Description: The cumulative time that all agents belonging to this skillset were in the Idle state.

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

MaxCapacityIdleTime

Description: The cumulative time that all agents belonging to this skillset, including the multiple capacities configured for these agents, were in the Idle state. MaxCapacityIdleTime stops when maximum capacity of the skillset or maximum capacity for the agent is reached.

Type: int

Length: 4

MaxCapacityTotalStaffedTime

Description: The cumulative time that all agents belonging to this skillset were in the Login state multiplied by their Maximum Capacity in this skillset.

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

NotReadyTime

Description: The total time that all agents belonging to this skillset spend in the Not Ready state. Not Ready time includes post call processing time and Not Ready time with reason codes.

Triggers: Not Ready time begins when the agent enters the Not Ready state and ends when the agent leaves the Not Ready state.

Type: int

Length: 4

PostCallProcessingTime

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

Triggers: Post call processing time begins when an agent enters the Not Ready state after releasing any contact, except DN calls, and does not enter a Not Ready reason code or enters an After Call Work Item (ACW) code. Post call processing time ends when an agent leaves this Not Ready state, places or receives a DN call, logs off, or enters a Not Ready reason code other than an ACW code.

Pegging: 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 call (for example, by answering or receiving a DN call or logging out of the skillset), and then enters the 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 the Not Ready state, the second Not Ready period does not peg against PostCallProcessingTime.

For Contact Center Multimedia contacts, PostCallProcessingTime does not include the time after the agent replies to an email or disconnects a Web Communication session, and closes the contact. The time between these two events can involve the agent setting closed reason codes or disposition codes, or adding agent notes to a contact. This time records as TalkTime, not PostCallProcessing time.

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 includes 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 32.

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

VirtualCallsAbnAftThreshold

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 1019.

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* (44400-710). 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

Joins with other views

You can join trunk statistics to other views to generate custom reports. For more information, see Joining views on page 34.

The following table shows the views which application statistics can join to, as well as the data fields used as a join key. Specify both of these fields as your join key in the order shown. All data fields described as join keys have indexes.

IF you generate a custom report using	THEN the join 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.

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 32.

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 post contact data is obtained, after the next pegging interval (that is, at the next 3-minute interval boundary after finishing data accumulation).

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- Contact Codes view on page 180
- Contact Observe and Barge In view on page 183
- Contact Intrinsic view on page 185

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

To configure the server to collect call flow and contact summary statistics, see *Avaya Aura® Contact Center Performance Management* (44400-710). 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: email address), Route Point, agent, supervisor, and originator (for example, CLID, From: email address). Each segment of a multi-segment contact is recorded separately in the Contact Summary view. A contact segment is a part of a contact associated with 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 for Voice, Instant Message (IM), and Web Communication (WC) contact types.

Note:

IM and WC transfer is reported as conference. In the Contact summary report, the Final Disposition for a transferred call is set to “Released” (for voice it is transferred) and the Initial Disposition for a consult call is set to “Conferenced” (for voice it is transferred). In the Call by call report the “Call Conferenced” event is displayed.

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.

Address

Description: The entry point for this contact into the contact center, as known to the contact originator. For incoming local and network Contact Center Manager voice calls, this is a DNIS number, or the CDN number if no DNIS number is available. For email contacts, this is the sender email 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

AgentGivenName

Description: The first or given name of the agent.

Type: varchar

Length: 64

AgentId

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

Type: binary

Length: 16

AgentSurName

Description: The surname of the agent.

Type: varchar

Length: 64

AnchoredMediaServer

Description

Name of the Avaya MS server the call is anchored on.

Type

String

Length

50

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

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

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

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

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

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

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-enabled contact center, 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

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

ContactType

Description: A value indicating the primary type of contact whose statistics are recorded in this record. ContactType receives the following values:

- 10000 = voice
- 10001 = email
- 10002 = web communication
- 10003 = outbound
- 10006 = instant message
- 10007= SER predictive outbound
- 10008 = open queue
- 10009 = scanned document
- 10010 = fax
- 10011 = SMS
- 10012 = voice mail
- 10013 = POM predictive outbound
- 10015 = Social Networking

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
- Email
- Web_communication
- Outbound
- IM
- SER_Outbound
- OpenQ
- Scanned_Document
- Fax
- SMS
- Voice_Mail

- POM_Outbound
- Social_Networking

Type: varchar

Length: 30

CustID

Description: The CCMS customer ID, which is always 1 in Contact Center.

Type: int

DisconnectSource

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

Valid values are as follows:

- UNKNWN {0} (Disconnecting Party is unknown)
- CLD PRTY {3} (Call released by the called party)
- CLNG PRTY {4} (Call released by the calling party)
- TRNSFR {5} (Call released due to a transfer)
- CONF {6} (Call released due to a conference party dropping out)
- CONF2SIMP {7} (The last call release in a conference tear down)
- SYS {8} (Call released due to a system generated event: agent presses Not Ready key, or selecting the Walk-away feature)
- ABSENT {-1} (Call released from ACD: agent presses RLS or Goodbye key)

Type: varchar

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)
- JN (Join)

Type: varchar

FinalDispositionInterval

Description: The timestamp at the start of the reporting interval in which the contact segment ends.

Type: varchar

FinalDipositionStamp

Description: The date and time when the contact segment ends.

Type: datetime

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

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

HoldTime

Description: The total time in seconds that the contact holds.

Type: int

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

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

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

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 by a script command in an application.

Type: int

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

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

NumContactBargeIns

Description: The number of times which supervisors of the agent handling this contact used the barge feature to allow them to actively participate in the call between the customer and agent.

Type: int

Length: 4

NumContactObserves

Description: The number of times that supervisors of the agent handling this contact used the barge-in feature to allow them to actively participate in the call between the customer and agent.

Type: int

Length: 4

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

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

Originator

Description: The known originator of the contact. For voice calls, this can be a CLID or ANI number or the calling DN. For SIP contacts, this can be the URI of the originator's user agent. For email contacts, this can be the sender address.

For DN Out calls from an agent logged on to a phone having more than one DN key, the first DN appears as the originator DN regardless of the DN key that the agent uses.

Type: varchar

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

PCPFirstCode

Description: The first Not Ready Reason Code that the agent enters in Post Contact Processing state after contact.

Type: varchar

Length: 32

PCPTime

Description: The total time the agent spends on post contact 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 enters the first Not Ready state after their last contact is released, and does not enter a Not Ready reason code or enters an After Call Work Item (ACW) code. It continues until the agent leaves this Not Ready state, or places or receives a DN call, logs off, or enters a Not Ready reason code other than an ACW code.

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, this 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 the Not Ready state, the second Not Ready period does not peg against PCPTime.

Type: int

Length: 4

PreferredMediaServer

Description

The name of the Avaya MS server targeted for the call. This name appears first in the priority list for Avaya MS Zoning.

Type

String

Length

50

PreferredMediaServerResult

Description

Status value that indicates whether or not the call was anchored on the preferred media server. This includes a reason code describing the failure reason.

Type

int

Length

4

PreferredMediaServerResultDesc

Description

This describes the PreferredMediaServerResult status value. The supported status values are:

- - 1 Not applicable
- 0 Success
- 1 Invalid
- 2 Blacklisted
- 3 No preference
- 4 Server error
- 5 Unknown

Type

String

Length

80

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

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

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

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

RoutePoint

Description: The CDN or Route Point from which the Contact Center Manager Server controls the incoming contact.

Type: varchar

Length: 30

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

ServiceInterval

Description: The timestamp at the start of the reporting interval in which this contact segment was accepted or abandoned.

Type: varchar

ServiceStamp

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

Type: datetime

Length: 8

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

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

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

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

SupervisorGivenName

Description: The first or given name of the agent's reporting supervisor that the supervisor defines.

Type: varchar

Length: 64

SupervisorID

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

Type: binary

Length: 16

SupervisorSurName

Description: The surname of the agent's supervisor.

Type: varchar

Length: 64

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

WaitTime

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

Type: int

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. Agents can add activity codes for any contact except for DN calls.

To configure the server to collect Contact Summary statistics; see *Avaya Aura® Contact Center Performance Management* (44400-710). 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 does not enter an 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 an agent does not enter an activity code. Your options to define this code are as the system default (0), skillset default (00), or a valid activity code.

The system default ACW code (00000) is the code against which post call processing time pegs.

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.

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

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

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

CodeStartStamp

Description: The timestamp for the Activity Code or Post Contact Processing code that an agent enters.

Type: datetime

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

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

CustID

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

Type: int

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 the Post Contact Processing state

Duration for PCP codes ends when an agent:

- presses the Activity key and enters a Not Ready reason code other than an After Call Work Item (ACW) code
- enters the 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

Contact Observe and Barge In view

View: eCSRObserveBargeInStat

Field descriptions

This section describes the fields for the eCSRObserveBargeInStat view.

CCMID

Description: The CCMID value of the contact segment for which this Observe or Barge In applies. Use the value with the ContactOriginatedStamp to identify contact segments that apply for this Observe or Barge In. CCMID can also match the CallID and InterCallID values in CallByCall reports.

Type: int

Length: 4

ContactOriginatedStamp

Description: The ContactOriginatedStamp value for the contact for which this Observe or Barge In applies.

This value with CCMID identifies contact segments that apply for this Observe or Barge In.

Type: datetime

Length: 8

ObserveBargeInEndStamp

Description: The time at which the Observe/Barge-In was ended by the supervisor.

Type: datetime

Length: 8

ObserveBargeInSequenceID

Description: For each Observe or Barge-In action against a call this number is incremented.

Type: int

Length: 4

ObserveBargeInStartStamp

Description: The time at which the Observe/Barge-In was started by the supervisor.

Type: datetime

Length: 8

ObserveBargeInType

Description: This indicates whether this record represents an Observe operation or a Barge-In operation.

Type: varchar

Length: 32

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

Length: 8

SupervisorGivenName

Description: The first or given name of the agent's reporting supervisor that the supervisor defines.

Type: varchar

Length: 64

SupervisorID

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

Type: binary

Length: 16

SupervisorSurName

Description: The surname of the agent’s supervisor.

Type: varchar

Length: 64

Contact Intrinsic view

View: eCSRIntrinsicStat

Field descriptions

This section describes the fields for the eCSRIntrinsicStat view.

CCMID

Description: The CCMID value of the contact segment for which this Intrinsic applies. Use the value with the ContactOriginatedStamp to identify contact segments that apply for this Intrinsic. CCMID can also match the CallID and InterCallID values in CallByCall reports.

Type: int

Length: 4

ContactOriginatedStamp

Description: The ContactOriginatedStamp value for the contact for which this Intrinsic applies.

This value with CCMID identifies contact segments that apply for this Intrinsic.

Type: datetime

Length: 8

IntrinsicKey

Description: The name of the intrinsic.

Type: varchar

Length: 32

IntrinsicValue

Description: The value of the intrinsic.

Type: varchar

Length: 80

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

Length: 8

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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- Types of historical statistics on page 187
- eAgentLoginStat view on page 187
- eCallByCallStat views on page 190
- eIVRPortLoginStat view on page 206

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 event statistics interval (that is, every 3 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* (44400-710). 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* (44400-710).

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
- Source of Call Disconnect (SOCD) information.

Type: varchar

Length: 300

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 193.

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: 300

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 Events that exist in the CCMS NIEnums table:

CallEvent Name	Callevent
Queued To Network Skillset	61

CallEvent Name	Callevent
ACD Call Conferenced	68
ACD Call Transferred	72
NACD Call Conferenced	74
NACD Call Transferred	78
DN Call Conferenced	79
DN Call Transferred	80
Call Abandoned	84
Call Answered	85
Call Enqueued	86
Call Dequeued	87
Call Join	96
Call Anchored	97

The following table lists the call event types and the field contents for each call event.

SIP does not support ACD DN, NACD DN, IVRTransfers, and other IVR elements. Therefore, these call events do not apply in SIP-enabled Contact Centers. SIP IM contacts do not support Network statistics.

All further table notes are listed at the end of the table.

CallEvent Name	Callevent	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

CallEvent Name	Calle vent	Source	Destination	Associated data	Event data	Notes
Local Call Answered	42	NULL	NULL	SK_SET: %Skillset Name	NULL	—
Network Incall Answered	48	NULL	NULL	SK_SET: %Skillset Name	DELAY_ AFTER_Q: %Delay Time	%Delay Time = Call answer time - Call queue time
Network Outcall Answered	54	NULL	NULL	R_SITE: %Remote SiteName	DELAY_ IN_R_ NODE: %DelayIn Remote Node	%DelayIn Remote Node = Call answer time - Destination arrival time
Call Blocked by ATB	4	RTE: %Route Number	NULL	NULL	NULL	See Note 2 on page 201.
Call Conference d	6	AGT: % SrcAgentId TYPE: %SrcCall Type	AGT: %Target AgentId TYPE: %TargetCall Type	INTRCALL_I D: %InterCall Id DEST: %DestNumb er	HANDLING_TI ME: %HandlingTim e	See Note 3 on page 201.
Call Consult Init	83	NULL	NULL	INTRCALL_I D: %InterCall Id	DIALED# %Dialled Number	See Note 14 on page 203.
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 201.
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 201.
Network Incall Dequeued	50	%Source	NULL	NULL	REASON: %Dequeue Reason TIME_IN_Q : %Value	See Note 4 on page 201.
Network Incall Queued	51	R_APP: %Application Name R_SITE: %Remote SiteName	SK_SET: %Skillset Name	L_APP: %Applicatio n Name	1st_TIME_Q UEUED_ TO_SKSET: %Value	See Note 5 on page 202.

CallEvent Name	Calle vent	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 202.
Queued To Skillset	62	L_APP: %Application Name	SK_SET: %Skillset Name	%Associate dData	1st_TIME_Q UEUED_ TO_SKSET: %Value	See Note 6 on page 202.
Task Flow Handed Off	66	TF: %SourceTas k 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 201.
Local Call Released	46	NULL	NULL	%Associate dData	NULL	See Note 7 on page 202 and Note 16 on page 204.
Network Incall Released	52	NULL	NULL	%Associate dData	NULL	See Note 7 on page 202.
Network Outcall Released	56	NULL	NULL	%Associate dData	NULL	See Note 7 on page 202.
ACD Call Released	70	NULL	NULL	%Associate dData	NULL	See Note 7 on page 202.
NACD Call Released	76	NULL	NULL	%Associate dData	NULL	See Note 7 on page 202.
DN Call Released	93	NULL	NULL	%Associate dData	NULL	See Note 7 on page 202.
Returned To Skillset	64	AGT: %AgentId	NULL	REASON: %ReturnTo Queue Reason	NULL	See Note 8 on page 202.
Call Transferred	18	AGT: % SrcAgentId TYPE:	AGT: %Target AgentId TYPE:	INTRCAL L_ID: %Inter CallId DNIS: %DNISNum	HANDLING _TIME: %HandlingTim e CLID:	See Note 3 on page 201.

CallEvent Name	Calle vent	Source	Destination	Associated data	Event data	Notes
		%SrcCall Type	%TargetCall Type	ber DEST: %DestNumb er	%Calling LineId	
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	%Associate dData	NULL	See Note 9 on page 203.
DN Call Initiated	89	NULL	DIALED# %Dialled Number	%Associate dData	REASON: %Reason	See Note 9 on page 203.
Give Broadcast	23	L_APP: %Application Name	IVR_Q: %IVR QueueId	NULL	NULL	—
Give Broadcast Completed	24	L_APP: %Application Name	IVR_Q: %IVR QueueId	NULL	DURATION : %Duration	—
Give Default	25	L_APP: % Application Name	NULL	NULL	CDN: % Default CDN Number	—
Give Force Busy	26	L_APP: % Destination Application Name	NULL	NULL	NULL	—
Give Force Disconnect	27	L_APP: % Destination Application Name	NULL	NULL	NULL	—
Give Force Overflow	28	L_APP: %Destination Application Name	NULL	NULL	NULL	—
Give IVR	29	L_APP: %Application Name	NULL	IVR_Q: %IVR QueueId	NULL	For SIP, see Note 15 on page 203.

CallEvent Name	Calle vent	Source	Destination	Associated data	Event data	Notes
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 201.
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 201.
Give RAN Completed	34	RTE: %Route Number	L_APP: %Application Name	NULL	DURATION : %Duration	See Note 2 on page 201.
Give Ringback	35	NULL	NULL	NULL	NULL	—
Give Route To	36	L_APP: %Application Name	NULL	REASON: %Give RouteTo Reason	NULL	See Note 10 on page 203.
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	—

CallEvent Name	Calle vent	Source	Destination	Associated data	Event data	Notes
IVR Call Session Interrupted	81	IVR_Q: %IVR QueueId IVR_P: %IVRPort Number	NULL	REASON: %Reason	NULL	See Note 11 on page 203.
Call Conference d At IVR Queue	5	IVR_P: %IVRPort Number	NULL	NULL	NULL	—
Call Not Treated At IVR Queue	2	IVR_Q: %IVR QueueId	NULL	NULL	NULL	—
Call On Hold At IVR Port	9	IVR_P: %IVRPort Number	NULL	NULL	NULL	—
Call Restored At IVR Port	15	IVR_P: %IVRPort Number	NULL	NULL	NULL	—
Call Transferred At IVR Queue	17	IVR_P: %IVRPort Number	NULL	NULL	NULL	—
Handed Over To Master Application	38	CDN: %CDN Number	L_APP: %Application Name	%Associate d Data	NULL	See Note 12 on page 203.
Local Call Arrived	43	RTE: %Route Number TRK: %TrunkId	CDN: %CDN Number	DNIS: %DNIS Number	CLID: %Calling LineId	See Note 2 on page 201.
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	—

CallEvent Name	Calle vent	Source	Destination	Associated data	Event data	Notes
NACD Call Restored	77	NULL	NULL	NULL	NULL	—
Handed Over To Network Application	39	CDN: %CDN Number	L_APP: %Destination Application Name	% Associated Data	NULL	See Note 12 on page 203.
Network Incall Arrived	49	RTE: %Route Number TRK: %TrunkId	CDN: %CDN Number	DNIS: %DNIS Number	CLID: %Calling LineId	See Note 2 on page 201.
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 203.
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 203.
Sent Info To Host	65	NULL	NULL	HOST ID: %HostId	NULL	—
Continuatio n	95	NULL	NULL	%AssocData	Prev Seq ID: %id	See Note 17 on page 204.
Call Join	96	CON_ID: %JOIN CON ID	CON_ID: %SURV CON ID	CON_STAT E: %Connectio nState	NULL	See Note 18 on page 204.

CallEvent Name	Calle vent	Source	Destination	Associated data	Event data	Notes
Call Anchored	97	NULL	NULL	NON_PREF _REASON: %Reason	ANCHORED_ MEDIA_SERV ER: %MSName PREFERRED_ MEDIA_SERV ER: %MSName	See Note 19 on page 205.

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.

There are two Continuation events associated with Call Transferred event. The first Continuation event is %AssociatedData = DNIS:%DNISNumber%. The second Continuation event is: %AssociatedData = DEST:%DestNumber%.

Call Conferenced event has one Continuation event associated with it, %AssociatedData = DEST: %DestNumber%.

The %HandlingTime and %CallingLineId appear on separate lines within 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 INTRCALL_ID: %InterCallId in the case of a release due to call transfer or %AssociatedData = NORM INTRCALL_ID: %InterCallId in the case of a normal call released event. This event occurs only for skillset calls.

The Call Released event has one Continuation event associated with it; %AssociatedData = DISC SRC: %DiscSrc%. See Note 16 on page 204.

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 INTRCALLID: %InterCallId in the case of a transferred call or CONF INTRCALLID: %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, in an AML–based Contact Center, 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; %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 {0} (Disconnecting Party is unknown)
- CLD PRTY {3} (Call released by the called party)
- CLNG PRTY {4} (Call released by the calling party)
- TRNSFR {5} (Call released due to a transfer)
- CONF {6} (Call released due to a conference party dropping out)
- CONF2SIMP {7} (The last call release in a conference tear down)
- SYS {8} (Call released due to a system generated event: agent presses Not Ready key, or selecting the Walk-away feature)
- ABSENT {-1} (Call released from ACD: agent presses RLS or Goodbye key)

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 might be, consult the documentation for the original data.

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

Note 18: Call Join — An agent can be on two unrelated calls and then if the agent wants, the agent can use the Call Join feature to bring all the parties into a single conference. The call event name for this feature is Call Join.

CON_STATE: %ConnectionState

- SURVIVING: This indicates that the call survives the join operation and become part of the Surviving contact.
- DYING: This indicates that the call is released as part of the join operation and is not part of the Surviving contact.

CON_ID:

- %Join con id: This is the Joining contact. This contact does not exist once the join operation completes. Calls that previously were part of the Joining contact might move to the Surviving contact as part of the join operation. Calls that were moved will Survive.
- %SURV CON ID: This is the ID of the Joined contact. This exists after the join operation completes. The Surviving contact might include calls that were previously part of the Joining contact. Calls that were previously part of the Surviving contact might move to the Joining

contact as part of the join operation. In that case the moved calls Die (are released) as part of the operation.

Note 19: Call Anchored — Incoming customer call is successfully anchored on a Media Server.

Since the reporting engine is aware of the call at an earlier point in the call flow the historical reports now contains:

- entries for calls that cannot be anchored on a Media Server
- entries for calls that are abandoned before they get anchored

ANCHORED_MEDIA_SERVER: Descriptive Name of Media Server

PREFERRED_MEDIA_SERVER: Descriptive Name of Media Server

NON_PREF_REASON: %Reason codes can be any of the following Codes:

Category	Code	Message	Server	Description
NON_PREF_REASON	0	Success	1	The call is successfully anchored on the preferred media server. Calls with this value are not pegged in the NonPrefMediaServerUsage statistic of the CDNStat table.
NON_PREF_REASON	1	Invalid	1	The preferred media server name supplied does not match any existing media server configured in CCMA. For example, the media server was removed at some point after it was originally included in an OD application.
NON_PREF_REASON	2	Blacklisted	1	The preferred media server is currently unreachable using TCP or not responding to OPTIONS ping messages.
NON_PREF_REASON	3	No Preference	1	List of media servers was not supplied with the anchoring request from TFE. This occurs in two scenarios: • The media server selection logic is not implemented correctly within Avaya MS Selection script or Master Script . • A Landing Pad was used to transfer a call to an agent DN (typically from Avaya Aura® Experience Portal). This use of Landing Pads is discouraged for SIP-enabled contact center environments. Use UUI data instead.
NON_PREF_REASON	4	Server Error	1	The preferred media server returned an error response. For example, due to a configuration error, license exhaustion, or CPU utilization levels.
NON_PREF_REASON	5	Unknown	1	Known rare scenarios arise where the system cannot accurately report the preferred media server result, though anchoring is successful. No corrective action is required for this scenario and it can be safely ignored.

eIVRPortLoginStat view

Interactive Voice Response (IVR) port—or voice port—logon and logoff statistics provide detailed information about how an IVR port time is distributed while in service and out of service.

IVR statistics are not applicable

- to multimedia contacts
- in SIP-enabled contact centers

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* (44400-710). 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 208
- Avaya Media Server Collection Status view on page 209
- Avaya Media Server Contact Summary view on page 211

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 163
- CCMM ContactByContact view fields For more information, see Contacts By Contacts on page 503.

Avaya Media Server Collection Status view

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

The data is collected on CCMS 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 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 Contact Center 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. CCMS uses the EndTsGMT to collect the SDR Archive data from the Avaya Media Server.

Note:

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. CCMS 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 last 15-minute interval timestamp on CCMS. This time interval is expressed in the time zone of the Windows server on which CCMS is installed.

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. CCMS uses 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 Avaya Media Server is in the 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:

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

Additional configuration is required to enable supporting features for Integrated Reporting. See *Avaya Aura® Contact Center Commissioning* (44400-312).

The Avaya Media Server application must be written to explicitly use the Integrated Reporting capabilities.

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 163.

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

ShortName

Description: A display name assigned to the activity code.

Type: varchar

Length: 30

ActivityCodeByContactType

The database view returns the activity codes mapped to the contact types. The Activity Code - Contact Type mapping can be configured using **CCMA** > **Configuration** > **Activity Codes** Web page. The view is a general purpose query view. A user can create a RCW or an external report for the Activity Code - Contact Type mapping configuration.

Field descriptions

This section describes the fields for the ActivityCodeByContactType view.

ActivityCode

Description: The number assigned to the activity code.

Type: %Library.String

Length: 32

ActivityCodeName

Description: The name assigned to the activity code.

Type: %Library.String

Length: 30

ActivityCodeTypeName

Description: The Activity Code Type. For example, DefaultNRDY, CustomNRDY, DefaultAct, CustomAct, DefaultACW, CustomACW, and CustomALL.

Type: %Library.String

Length: 80

ContactID

Description: An internal Contact Type ID mapped to the Activity Code.

Type: %Library.Integer

Length: 4

ContactType

Description: The Contact Type mapped to the Activity Code.

Type: %Library.String

Length: 30

CustID

Description: An internal number for default Customer ID on the server, usually value = 1.

Type: %Library.Integer

Length: 4

Prefix

Description: This is contact type prefix e.g. EM_ for an Email contact type used in the activity code mapping.

Type: %Library.String

Length: 3

Type

Description: An internal number representing the activity code type. For example,

Type	ActivityCodeTypeName
1	DefaultNRDY
2	CustomNRDY
3	DefaultAct
4	CustomAct
5	DefaultACW
6	CustomACW
7	CustomALL

Type: %Library.Integer

Length: 4

ActivityCodeBySkillset

The database view returns the activity codes mapped to the Skillsets. The Activity Code - Skillset mapping can be configured using **CCMA** > **Configuration** > **Activity Codes** Web page. The view is a general purpose query view. A user can create a RCW or an external report for the Activity Code - Skillsets mapping configuration.

Field descriptions

This section describes the fields for the ActivityCodeBySkillset view.

ActivityCode

Description: The number assigned to the activity code.

Type: %Library.String

Length: 32

ActivityCodeName

Description: The name assigned to the activity code.

Type: %Library.String

Length: 30

ActivityCodeTypeName

Description: The Activity Code Type. For example, DefaultNRDY, CustomNRDY, DefaultAct, CustomAct, DefaultACW, CustomACW, and CustomALL.

Type: %Library.String

Length: 80

CustID

Description: An internal number for default Customer ID on the server, usually value = 1.

Type: %Library.Integer

Length: 4

SkillsetID

Description: An internal number associated with the skillset mapped to the activity code.

Type: %Library.Integer

Length: 4

SkillsetName

Description: The skillset name mapped to the activity code.

Type: %Library.String

Length: 30

Type

Description: An internal number representing the activity code type. For example,

Type	ActivityCodeTypeName
1	DefaultNRDY
2	CustomNRDY
3	DefaultAct
4	CustomAct
5	DefaultACW
6	CustomACW
7	CustomALL

Type: %Library.Integer

Length: 4

Agent view

This view lists agents and the properties.

Field descriptions

This section describes the fields for the Agent view.

ACD_Queue

Description: This is Automatic Call Distribution (ACD) queue assigned to the agent for the calls defaulted.

Note:

The ACD Queue field appears only for Avaya Communication Server 1000 servers and does not appear for supervisors.

Type: varchar

Length: 10

ACD_QueueStatus

Description: The status of the ACD queue assigned to the agent.

Type: varchar

Length: 6

AGLicensed

Description: Indicates if Agent Greeting (AG) is licensed for this agent. When an AG enabled agent logs in, ASM tries to consume an AG license. If the license is granted, this field is updated to value 1.

Type: smallint

Length: 2

AGPassword

Description: Password that agents use to authenticate when they dial into the AG recording application.

Type: varchar

Length: 255

AGRecorded

Description: Indicates if an Agent Greeting is recorded for an agent.

Type: smallint

Length: 2

AGState

Description: Indicates if Agent Greeting (using CCMA) is enabled for an individual agent.

Type: smallint

Length: 2

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

CallForceDelayTimer

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

CtiEnabled

Description:

Type: boolean

Department

Description: The department to which the agent belongs.

Type: varchar

Length: 64

DialogPassword

Description:

Type: varchar

Length: 31

DNBargeInEnabled

Description: Supervisor privilege to barge in on a non-skillset call.

Supported values:

- 0 = Enabled
- 1 = Disabled

Type: %Library.SmallInt

Length: 2

DNObserveEnabled

Description: Supervisor privilege to observe a non-skillset call.

Supported values:

- 0 = Enabled
- 1 = Disabled

Type: %Library.SmallInt

Length: 2

ExternalAgentID

Description:

Type: int

Length: 4

ExternalServer

Description:

Type: varchar

Length: 16

GivenName

Description: The agent's first or given name.

Type: varchar

Length: 64

MultiplicityTemplateDesc

Description: Multiplicity presentation class template.

Note:

Multiplicity allows the agent to handle multiple concurrent contacts.

Type: varchar

Length: 31

MultiplicityTemplateID

Description: Template ID configured for multiplicity.

Type: smallint

Length: 2

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

OffsiteAllowed

Description: Enable/Disable Offsite Agent on a per agent basis.

Type: bit

OffsiteAllowedEnum

Description: Enum value of OffsiteAllowed parameter on a per agent basis.

Supported values:

- 0 = Disabled
- 1 = Optional
- 2 = Mandatory

Type: smallint

OffsiteAlternatePhone

Description: Allow/Disallow an agent to enter another Offsite Phone number.

Type: boolean

OffsiteMode

Description: Displayed only for CS1K AML and IP Office Remote Agent configurations.

Configure offsite agent to be “On Demand” or “Permanent”.

“Permanent” offsite agent’s home phone is called when agent logs into Avaya Aura® Agent Desktop and is “nailed up” until the agent exits Avaya Aura® Agent Desktop. IP Office Remote Agent operates in Permanent mode only.

“On Demand” offsite agent’s offsite phone is called for each call routed to the agent.

Type: bit

OffsiteModeEnum

Description: Enum value of OffsiteMode parameter on a per agent basis.

Supported values:

- 0 = On Demand
- 1 = Permanent

Type: smallint

OffsitePhone1

Description: First Offsite Phone number displayed in “Other Phone” drop-down list on Avaya Aura® Agent Desktop.

Type: varchar

Length: 30

OffsitePhone2

Description: Second Offsite Phone number displayed in “Other Phone” drop-down list on Avaya Aura® Agent Desktop.

Type: varchar

Length: 30

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

SIPSoftphoneEnabled

Description: Indicates if SIP softphone support is enabled or disabled.

Supported values:

- 0 = Enabled
- 1 = Disabled

Type: %Library.SmallInt

Length: 2

SIP_Terminal

Description: A unique resource ID for voice contacts. This field is no longer used, see URIList on page 230.

Type: varchar

Length: 255

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

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: smallint

Length: 2

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

URI

Description: A comma separated list of Voice, IM, and CTI URIs, where each URI is shown as Contact Type: URI. For example:

Voice: <URI>, IM: <URI>

Type: varchar

Length: 4096

URIList

Description: A comma separated list of Voice, IM, and CTI URIs, where each URI is shown as Contact Type: URI. For example:

Voice: <URI>, IM: <URI>

Type: varchar

Length: 4096

UserType

Description: The type of user.

Valid values are as follows:

- 0 = Agent
- 1 = Expert
- 2 = Supervisor
- 3 = Supervisor/Agent
- 4 = Supervisor/Expert

Type: smallint

Length: 2

UserTypeDesc

Description: The description of the UserType. For example, 0 is Agent.

Valid values are as follows:

- 0 = Agent
- 1 = Expert
- 2 = Supervisor
- 3 = Supervisor/Agent
- 4 = Supervisor/Expert

Type: varchar

Length: 80

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)

AgentCap View

The AgentCap view lists the contact types assigned to an agent.

Field descriptions

This section describes the fields for the AgentCap view.

ContactType

Description: The name corresponding to the contact type assigned to an agent.

Valid values are as follows:

- Voice
- Email
- Web_Communication
- Outbound
- IM
- SER_Outbound
- OpenQ
- Scanned_Document
- Fax
- SMS

- Voice_Mail
- POM_Outbound
- Social_Networking

Type: varchar

Length: 30

UserID

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

Type: binary

Length: 16

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: integer

Length: 4

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: varchar

Length: 255

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

URI

Description: A unique resource ID for this CDN.

Type: varchar

Length: 255

CodeToMessageMap view

The program uses this view internally.

Field descriptions

This section describes the fields for the CodeToMessage view map.

Category

Description: A system-defined classification for the status code, events, and other metadata.

Type: varchar

Length: 30

Code

Description: The numeric enum value for a category.

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, email, 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 41.

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

NetworkCDN

Description: Configured Network CDN for incoming network calls.

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

Type

Description:

Type: smallint

Length: 2

URI

Description: A unique resource ID for this DNIS.

Type: varchar

Length: 255

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

CSR

Description: Displays whether statistics in the Contact Summary 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

DaysofCSR

Description: The number of days for which the system stores Contact Summary 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

Parameter

Description: Name of an available parameter.

Valid values are as follows:

- Disk Size
- Agents
- Skillsets
- CallsPerHour
- DNISs
- CDNs
- IVRs
- ActivityCodes
- AgentEventsPerDay
- Routes
- RANRoutes
- MusicRoutes
- Trunks
- Applications
- Sites
- IVRPorts

Type: varchar

Length: 80

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

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:

Valid values are as follows:

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

Type: int

Length: 4

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: 4

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

Length: 4

TargetNodeCount

Description: The number of target nodes to which the source node sends a Network Agent Request (NAR).

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

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 41.

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* (44400-510).

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* (44400-510).

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

Type

Description: The data type of the variable. For more information about variables, see the *Avaya Aura® Contact Center Configuration – Orchestration Designer Application Development* (44400-510).

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* (44400-510).

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* (44400-510).

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 contact person name for the site.

Type: varchar

Length: 30

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

TemplateID

Description: This field is not used.

Type: int

Length: 4

TemplateName

Description: The default value is Network_Template. This field is not used.

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

ContactName

Description: The name corresponding to the contact type for this skillset.

Valid values are as follows:

- Voice
- Email
- Web_Communication
- Outbound
- IM
- SER_Outbound
- OpenQ

- Scanned_Document
- Fax
- SMS
- Voice_Mail
- POM_Outbound
- Social_Networking

Type: varchar

Length: 30

DN

Description: The ACD-DN number for which calls peg to this skillset.

Type: varchar

Length: 7

DynamicAssignment

Description:

Type: smallint

Length: 2

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

ServiceLevelRouting

Description: Indicates if the Service level routing is enabled or disabled for the skillset.

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

TargetServiceLevel

Description: A Threshold value entered for the skillset's target service level.

Type: smallint

Length: 2

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.

ACD_Queue

Description: This is Automatic Call Distribution (ACD) queue assigned to the agent for the calls defaulted.

Note:

The ACD Queue field appears only for Avaya Communication Server 1000 servers and does not appear for supervisors.

Type: varchar

Length: 10

ACD_QueueStatus

Description: This is the ACD Queue status/error.

Type: varchar

Length: 6

AGLicensed

Description: Indicates if Agent Greeting (AG) is licensed for this agent. When an AG enabled agent logs in, ASM tries to consume an AG license. If the license is granted, this field is updated to value 1.

Type: smallint

Length: 2

AGPassword

Description: Password that agents use to authenticate when they dial into the AG recording application.

Type: varchar

Length: 255

AGRecorded

Description: Indicates if an Agent Greeting is recorded for an agent.

Type: smallint

Length: 2

AGState

Description: Indicates if Agent Greeting (using CCMA) is enabled for an individual agent.

Type: smallint

Length: 2

Comment

Description: Additional information about the supervisor, if any.

Type: varchar

Length: 127

CtiEnabled

Description:

Type: boolean

Department

Description: The department to which the supervisor belongs.

Type: varchar

Length: 64

DialogPassword

Description:

Type: varchar

Length: 31

DNBargeInEnabled

Description: Supervisor privilege to barge in on a non-skillset call.

Supported values:

- 0 = Enabled
- 1 = Disabled

Type: %Library.SmallInt

Length: 2

DNObserveEnabled

Description: Supervisor privilege to observe a non-skillset call.

Supported values:

- 0 = Enabled

- 1 = Disabled

Type: %Library.SmallInt

Length: 2

ExternalAgentID

Description:

Type: int

Length: 4

ExternalServer

Description:

Type: varchar

Length: 16

GivenName

Description: The given or first name of the supervisor.

Type: varchar

Length: 64

MultiplicityTemplateDesc

Description: Multiplicity presentation class template.

Note:

Multiplicity allows the agent to handle multiple concurrent contacts.

Type: varchar

Length: 31

MultiplicityTemplateID

Description: Template ID configured for multiplicity.

Type: smallint

Length: 2

OffsiteAllowed

Description: Enable/Disable Offsite Agent on a per agent basis.

Type: bit

OffsiteAllowedEnum

Description: Enum value of OffsiteAllowed parameter on a per agent basis.

Supported values:

- 0 = Disabled
- 1 = Optional
- 2 = Mandatory

Type: smallint

OffsiteAlternatePhone

Description: Allow/Disallow an agent to enter another Offsite Phone number.

Type: boolean

OffsiteMode

Description: Displayed only for CS1K AML and IP Office Remote Agent configurations.

Configure offsite agent to be “On Demand” or “Permanent”.

“Permanent” offsite agent’s home phone is called when agent logs into Avaya Aura® Agent Desktop and is “nailed up” until the agent exits Avaya Aura® Agent Desktop. IP Office Remote Agent operates in Permanent mode only.

“On Demand” offsite agent’s offsite phone is called for each call routed to the agent.

Type: bit

OffsiteModeEnum

Description: Enum value of OffsiteMode parameter on a per agent basis.

Supported values:

- 0 = On Demand
- 1 = Permanent

Type: smallint

OffsitePhone1

Description: First Offsite Phone number displayed in “Other Phone” drop-down list on Avaya Aura® Agent Desktop.

Type: varchar

Length: 30

OffsitePhone2

Description: Second Offsite Phone number displayed in “Other Phone” drop-down list on Avaya Aura® Agent Desktop.

Type: varchar

Length: 30

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

SIPSoftphoneEnabled

Description: Indicates if SIP softphone support is enabled or disabled.

Supported values:

- 0 = Enabled
- 1 = Disabled

Type: %Library.SmallInt

Length: 2

SIP_Terminal

Description: A unique resource ID for voice contacts. This field is no longer used, see URIList on page 303.

Type: varchar

Length: 255

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

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: smallint

Length: 2

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

URI

Description: A comma separated list of Voice, IM, and CTI URIs, where each URI is shown as Contact Type: URI. For example:

Voice: <URI>, IM: <URI>

Type: varchar

Length: 4096

URIList

Description: A comma separated list of Voice, IM, and CTI URIs, where each URI is shown as Contact Type: URI. For example:

Voice: <URI>, IM: <URI>

Type: varchar

Length: 4096

UserID

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

Type: binary

Length: 16

UserType

Description: The type of user.

Valid values are as follows:

- 0 = Agent
- 1 = Expert
- 2 = Supervisor
- 3 = Supervisor/Agent
- 4 = Supervisor/Expert

Type: smallint

Length: 2

UserTypeDesc

Description: The description of the UserType. For example, 0 is Agent.

Valid values are as follows:

- 0 = Agent
- 1 = Expert
- 2 = Supervisor
- 3 = Supervisor/Agent
- 4 = Supervisor/Expert

Type: varchar

Length: 80

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

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

Treatment View

This is an internal view showing the system-defined call treatments.

Field descriptions

This section describes the fields for the Treatment view.

Description

Description: Description of the “Treatment”.

Type: varchar

Length: 50

Treatment

Description: A system-defined call treatment. For example, Give_Music.

Type: varchar

Length: 50

Treatment ID

Description: A system-defined Treatment ID.

Type: int

Length: 10

URIByAgent View

The view lists Voice, IM, and CTI URI assigned to an agent.

Field descriptions

This section describes the fields for the URIByAgent view.

URI

Description: A comma separated list of Voice, IM, and CTI URIs, where each URI is shown as Contact Type: URI. For example:

Voice: <URI>, IM: <URI>

Type: varchar

Length: 4096

UserID

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

Type: varchar

Length: 32

URIExceptions

This view stores duplicate URI values found for migrated Agent, CDN, and DNIS records.

Field descriptions

This section describes the fields for the URIExceptions view.

URI

Description: The URI that is found to be a duplicate or assigned to multiple entities, for example assigned to more than one of Agent, CDN or DNIS.

Type: %Library.String

Length: 255

URIException

Description: The column that stores the entity that this URI is assigned to, for example Agent, CDN, or DNIS.

Type: varchar

Length: 4096

Example

The following example shows that the same URI is assigned to both an agent and a CDN.

```
URI                                  URIException
sip:4011@wae.avaya          Agent: Agent1 AOSCC021,CDN: 4011
sip:4012@wae.avaya          Agent: Agent2 AOSCC021,CDN: 4012
sip:4013@wae.avaya          Agent: Agent3 AOSCC021,CDN: 4013
sip:4014@wae.avaya          Agent: Agent4 AOSCC021,CDN: 4014
```

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

UserValidationReport

The database view returns the configured agents or supervisors that have anomalies in the data configuration (partial agents). The returned results are from the last 24 hours of agent validation audit runs. A user can create a RCW Advanced report or an external report with this view.

Purpose of the view:

When Avaya Aura® Contact Center reports the windows event: 64141, the Avaya Aura® Contact Center CCMS administrator can create and run a RCW advanced report or an external report using the view.

The Avaya Aura® Contact Center windows application event 64141 is an error alerting the CCMS administrator about agent validation errors found on the configured agent/supervisor:

```
Agent Validation found errors on the agent records. 2013-08-16 05:00:00
Impact: AACC may not process contacts/display real time reporting correctly.
Action: Run RCW/CCMA report using view dbo.UserValidationStatus & run Agent Configuration
Validation Tool to fix affected agent data.
```

Field descriptions

This section describes the fields for the UserValidationReport view.

InvalidCode

Description: The description of anomaly reported on the Agent/Supervisor record in the database. For example,

Unknown

ContactTypesByAgent: Agent not in NIUser

URIByAgent: Agent URI assigned to CDN

SupervisorAgent: Agent not in NIUser

SupervisorAgent: Supervisor not in NIUser

SupervisorAgent: Supervisor Invalid Type

SupervisorAgent: Agent Has multiple Supervisors

NIUser: UserID not in NBUser

NIUser: UserType Invalid

NIUser: Agent not in SkillsetByAgent

NIUser: Agent not in UriByAgent

ContactTypesByAgent: ContactType not in NIContactTypes

NIUser: Agent not in SupervisorAgent

NIUser: Agent not in ContactTypesByAgent

NIUser: Supervisor Has Skillsets

NIUser: Supervisor Has ContactTypes

NIUser: TelsetLoginID Invalid

NIUser: TelsetLoginID Assigned multiple agents

NIUser: LocalUserID Invalid

NIUser: LocalUserID Assigned multiple agents

NBUser: UserID Not Agent, Supervisor or Desktop User

NBUser: Invalid First Name

ConactTypesByAgent: Has deleted ContactType

NBUser: Invalid Last Name

PCUserUser: UserID not in NBUser

GroupUserMapping: UserID not in NBUser

AgentByTaskFlow: UserID not in NIUser

AgentByTaskFlowVariable: UserID not in NIUser

SkillsetByAgent: Agent not in NIUser

SkillsetByAgent: Skillset not in NISkillset

SkillsetByAgent: Has deleted Skillset

URIByAgent: UserID not in NIUser

URIByAgent: Has Duplicate URI

URIByAgent: URI Type is invalid

Type: %Library.String

Length: 80

IsSupervisor

Description: Is the configured user a supervisor?

Type: varchar

Length: 255

LocalUserID

Description: An internal ID maintained for agent/supervisor.

Type: %Library.Integer

Length: 4

sTimeStamp

Description: The reported timestamp of the anomalies.

Type: %Library.TimeStamp

Length: 16

TelsetLoginID

Description: The Agent/Supervisor phone set Login ID.

Type: %Library.String

Length: 16

UserGivenName

Description: The first name of the Agent/Supervisor.

Type: %Library.String

Length: 64

UserID

Description: The internal agent identifier.

Type: util.DSFBinaryString

Length: 32

UserSurName

Description: The last name of the Agent/Supervisor.

Type: %Library.String

Length: 64

UserType

Description: The type of user. For example, Agent, Supervisor, Supervisor/Agent, Expert, and Supervisor/Expert.

Type: %Library.String

Length: 80

UserValidationStatus

The database view returns the configured agents or supervisors that have anomalies in the agent data configuration (partial agents). The returned results are from the last interval run; audits run automatically for two intervals each day at 11:00 AM and 11:00 PM.

A user can create a RCW Advanced report or an external report with this view.

Purpose of the view:

When Avaya Aura® Contact Centerreports the windows event: 64141, the Avaya Aura® Contact Center CCMS administrator can create and run a RCW advanced report or an external report using the view.

The Avaya Aura® Contact Center windows application event 64141 is an error alerting the CCMS administrator about agent validation errors found on the configured agent/supervisor:

```
Agent Validation found errors on the agent records. 2013-08-16 05:00:00
Impact: AACC may not process contacts/display real time reporting correctly.
Action: Run RCW/CCMA report using view dbo.UserValidationStatus & run Agent Configuration
Validation Tool to fix affected agent data.
```

Field descriptions

This section describes the fields for the UserValidationStatus view.

InvalidCode

Description: The description of anomaly reported on the Agent/Supervisor record in the database. For example,

Unknown

ContactTypesByAgent: Agent not in NIUser

URIByAgent: Agent URI assigned to CDN

SupervisorAgent: Agent not in NIUser

SupervisorAgent: Supervisor not in NIUser

SupervisorAgent: Supervisor Invalid Type

SupervisorAgent: Agent Has multiple Supervisors

NIUser: UserID not in NBUser

NIUser: UserType Invalid

NIUser: Agent not in SkillsetByAgent

NIUser: Agent not in UriByAgent

ContactTypesByAgent: ContactType not in NIContactTypes

NIUser: Agent not in SupervisorAgent

NIUser: Agent not in ContactTypesByAgent

NIUser: Supervisor Has Skillsets

NIUser: Supervisor Has ContactTypes

NIUser: TelsetLoginID Invalid

NIUser: TelsetLoginID Assigned multiple agents

NIUser: LocalUserID Invalid

NIUser: LocalUserID Assigned multiple agents

NBUser: UserID Not Agent, Supervisor or Desktop User

NBUser: Invalid First Name

ConactTypesByAgent: Has deleted ContactType

NBUser: Invalid Last Name

PCUserUser: UserID not in NBUser

GroupUserMapping: UserID not in NBUser

AgentByTaskFlow: UserID not in NIUser

AgentByTaskFlowVariable: UserID not in NIUser

SkillsetByAgent: Agent not in NIUser

SkillsetByAgent: Skillset not in NISkillset

SkillsetByAgent: Has deleted Skillset

URIByAgent: UserID not in NIUser

URIByAgent: Has Duplicate URI

URIByAgent: URI Type is invalid

Type: %Library.String

Length: 80

IsSupervisor

Description: Is the configured user a supervisor?

Type: varchar

Length: 255

LocalUserID

Description: An internal ID maintained for agent/supervisor.

Type: %Library.Integer

Length: 4

sTimeStamp

Description: The last reported timestamp of the anomalies.

Type: %Library.TimeStamp

Length: 16

TelsetLoginID

Description: The Agent/Supervisor phone set Login ID.

Type: %Library.String

Length: 16

UserGivenName

Description: The first name of the Agent/Supervisor.

Type: %Library.String

Length: 64

UserID

Description: The internal agent identifier.

Type: util.DSFBinaryString

Length: 32

UserSurName

Description: The last name of the Agent/Supervisor.

Type: %Library.String

Length: 64

UserType

Description: The type of user. For example, Agent, Supervisor, Supervisor/Agent, Expert, and Supervisor/Expert.

Type: %Library.String

Length: 80

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

Part 2: Contact Center Network Control Center Data dictionary

- Overview of NCC on page 324
- Summarized Historical statistics on page 328
- Event statistics on page 379

Chapter 10: 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.

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.

Virtual Statistics

Virtual statistics show the actual number of contacts offered to the contact center, or abandoned while queuing in the contact center.

Depending on the routing in the Contact Center, a contact can be offered to multiple skillsets. As a result, a single contact can show up as offered or abandoned multiple times when you consolidate skillset statistics for multiple skillsets. Virtual statistics counter this by pegging an offered or abandoned call against just one skillset.

For example, a flow application routes a call to multiple skillsets. Before an agent answers the voice contact, the caller hangs up. In this case, both the CallsOffered and CallsAbandoned statistics increment on all the skillsets to which the contact was queued. However, the VirtualCallsOffered and VirtualCallsAbandoned increment only on the first skillset to which the contact was queued. Therefore the virtual statistics show the true number of contacts offered and abandoned, where a consolidated skillset report shows an artificially large number.

In a networked contact center using Network Skill Based Routing (NSBR), standard statistics increment both on the originating node skillset and the networked skillset. Virtual statistics identify where a voice contact is abandoned or offered. A voice contact that is abandoned increments the virtual statistics VirtualCallsAbandoned and VirtualCallsOffered only on the originating node skillset. A voice contact that is answered increments VirtualCallsOffered on the site on which an agent answers it.

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 21.

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. 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. At the destination site, all delays and events peg against the Network_Script Application regardless of where the Network script executes. At the source site, delays and events that occur on the target site peg against the Master_Script Application or Primary_Script Application, whichever is appropriate.
ACD-DN_ Application	Presented calls to a Contact Center Manager Server agent through an ACD-DN (default calls).
NACD-DN_ Application	Presented NACD calls to a Contact Center Manager Server through ACD-DN
System_ Application	Null application to peg information such as All Agent Busy time if more than one application queues calls to a skillset.

Access right by view

The following tables lists the access rights needed to run reports, depending on 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.
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 11: Summarized Historical statistics

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

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

Navigation

- Types of statistics collected on page 328
- Types of views on page 329
- ApplicationConStat views on page 331
- CDNConStat views on page 348
- DNISConStat views on page 352
- NetworkInCallConStat views on page 358
- NetworkOutConStat views on page 363
- SkillsetConStat views on page 368

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* (44400-710).

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)
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

Database view	Type	Length
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 email. 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 post contact processing. Normally, agents use this time to complete work related to the contact, such as filling in forms or filing papers.

Triggers: Post call processing time begins when an agent enters the Not Ready state after releasing any contact, except DN calls, and does not enter a Not Ready reason code or enters an After Call Work Item (ACW) code. Post call processing time ends when an agent leaves this Not

Ready state, places or receives a DN call, logs off, or enters a Not Ready reason code other than an ACW code.

Pegging: This statistic pegs against the last application 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 call (for example, by answering or receiving a DN call or logging out of the skillset), and then enters the 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 the Not Ready state, the second Not Ready period does not peg against PostCallProcessingTime.

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

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, 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
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

Statistics	Type	Length
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

Statistic	Type	Length
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* (44400-611).

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 41.

For example, if the skillset is named EM_application, Contact Type pegs as email. 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 post contact processing. Normally, agents use this time to complete work related to the contact, such as filling in forms or filing papers.

Triggers: Post call processing time begins when an agent enters the Not Ready state after releasing any contact, except DN calls, and does not enter a Not Ready reason code or enters an After Call Work Item (ACW) code. Post call processing time ends when an agent leaves this Not Ready state, places or receives a DN call, logs off, or enters a Not Ready reason code other than an ACW code.

Pegging: 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 call (for example, by answering or receiving a DN call or logging out of the skillset), and then enters the 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 the Not Ready state, the second Not Ready period does not peg against PostCallProcessingTime.

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

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 includes 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 12: 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 379
- When statistics are accumulated on page 379
- eNetCallByCallStat views on page 380

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 event statistics interval—every 3 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* (44400-611). 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 193.

Part 3: Contact Center Multimedia Data dictionary

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- Multimedia database tables on page 390
- Multimedia database views on page 500
- Entity relationship diagrams on page 507

Chapter 13: Overview of 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* (44400-710).

Navigation

- Caché database on page 386
- Custom Contact Center Multimedia reports and searches on page 388

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	– 9999999999999999999 to +9999999999999999999	4 bytes

Field type	Description	Value range	Length
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 14: 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 email.

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 email.

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 426.

For more information about querying data from fields that are embedded tables; see Caché database on page 386. This field applies to both Outbound and email.

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 426.

For more information about querying data from fields that are embedded tables; see Caché database on page 386. This field applies to both Outbound and email.

Type: Integer

CallBackTime

Description: The date and time that the agent can contact the customer. This field applies to both Outbound and email.

Type: TimeStamp

CallEndTime

Description: The end date and time of the contact. This field applies to both Outbound and email.

Type: TimeStamp

CallStartTime

Description: The start date and time of the contact. This field applies to both Outbound and email.

Type: TimeStamp

CharSet

Description: The CharSet field stores the character set for the cls.Actions records. This field applies to both Outbound and email.

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 426.

For more information about querying data from fields that are embedded tables; see Caché database on page 386. This field applies to both Outbound and email.

Type: Integer

ClosedTime

Description: The date and time that the cls.Actions record closes. This field applies to both Outbound and email.

Type: TimeStamp

Comment

Description: Any comments from this agent. This field applies to both Outbound and email.

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 426

For more information about querying data from fields that are embedded tables; see Caché database on page 386. This field applies to both Outbound and email.

Type: Integer

ContactID

Description: Relational link to the cls.Contacts record that this action relates to. This field applies to both Outbound and email.

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 email.

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 438.

For more information about querying data from fields that are embedded tables; see Caché database on page 386. This field applies to both Outbound and email.

Type: Integer

DialEndTime

Description: The dial end date and time of the contact. This field applies to both Outbound and email.

Type: TimeStamp

DialStartTime

Description: The dial start date and time of the contact. This field applies to both Outbound and email.

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 444.

For more information about querying data from fields that are embedded tables; see Caché database on page 386. 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 email.

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 email.

Type: Integer

MailBCC

Description: The email addresses that this action is blind copied to. This field applies to both Outbound and email.

Type: String

Length: 32767

MailCC

Description: The email addresses that this action is copied to. This field applies to both Outbound and email.

Type: String

Length: 4096

MailFrom

Description: The email 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 email.

Type: String

Length: 4096

MailTo

Description: The email address that this action is sent to. This field applies to both Outbound and email.

Type: String

Length: 4096

NumberUsed

Description: The phone number used to contact the customer. This field applies to both Outbound and email.

Type: String

Length: 255

OpenTime

Description: The date and time this cls.Actions record is opened. This field applies to both Outbound and email.

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 426.

For more information about querying data from fields that are embedded tables; see Caché database on page 386. This field applies to both Outbound and email.

Type: Integer

Subject

Description: The subject for this action. This field applies to both Outbound and email.

Type: String

Length: 255

TemplateLocation

Description: Location of any templates used on this action. This field applies to both Outbound and email.

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 email.

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 email.

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 437.

For more information about querying data from fields that are embedded tables; see Caché database on page 386. This field applies to both Outbound and email.

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 email.

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 386. This field applies to both Outbound and email. This field applies to both Outbound and email.

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 email.

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 email.

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 email.

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 email.

Type: String

Length: 255

Line2

Description: Second line of the address information. This field applies to both Outbound and email.

Type: String

Length: 255

Line3

Description: Third line of the address information. This field applies to both Outbound and email.

Type: String

Length: 255

Line4

Description: Fourth line of the address information. This field applies to both Outbound and email.

Type: String

Length: 255

Line5

Description: Fifth line of the address information. This field applies to both Outbound and email.

Type: String

Length: 255

ZipCode

Description: Zip code or postal code information for the address. This field applies to both Outbound and email.

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 email 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 427.

For more information about querying data from fields that are embedded tables; see Caché database on page 386. 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 392.

For more information about querying data from fields that are embedded tables; see Caché database on page 386. This field applies to both Outbound and email.

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 426.

For more information about querying data from fields that are embedded tables; see Caché database on page 386. This field applies to both Outbound and email.

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 email.

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 email.

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 email.

Type: Integer

InternalFileName

Description: The full path and name for the attached file. This field applies to both Outbound and email.

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 email.

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 email.

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 email.

Type: Integer

CampaignUserName

Description: Campaign user name that created the cls.Audits record. This field applies to both Outbound and email.

Type: String

ContactId

Description: Relational link to the cls.Contacts record that this cls.Audits relates to. This field applies to both Outbound and email.

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 email.

Type: Integer

DateTimeStamp

Description: The date and time that this cls.Audits record is created. This field applies to both Outbound and email.

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 email.

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 426.

For more information about querying data from fields that are embedded tables; see Caché database on page 386. This field applies to both Outbound and email.

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 426.

For more information about querying data from fields that are embedded tables; see Caché database on page 386. This field applies to both Outbound and email.

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 426.

For more information about querying data from fields that are embedded tables; see Caché database on page 386. This field applies to both Outbound and email.

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 386. This field applies to email only.

Type: cls.AutoResponseAttachments

Body

Description: The acknowledgement text itself. This field applies to email 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 email only.

Type: Integer

Name

Description: The name displayed to reference the acknowledgement. This field applies to email only.

Type: String

Length: 255

Subject

Description: The subject displayed for the acknowledgement. This field applies to email 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 414.

For more information about querying data from fields that are embedded tables; see Caché database on page 386. This field applies to email 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 email 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 email 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 email 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 email 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 email 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 email.

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 email.

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 441.

For more information about querying data from fields that are embedded tables; see Caché database on page 386.

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 424.

For more information about querying data from fields that are embedded tables; see Caché database on page 386. 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 438.

For more information about querying data from fields that are embedded tables; see Caché database on page 386. 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 444.

For more information about querying data from fields that are embedded tables; see Caché database on page 386. 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 426.

For more information about querying data from fields that are embedded tables; see Caché database on page 386. 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 487.

For more information about querying data from fields that are embedded tables; see Caché database on page 386. 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 426.

For more information about querying data from fields that are embedded tables; see Caché database on page 386. 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 386. 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 email.

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 email.

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 email.

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 email.

Type: Integer

Text

Description: Text description of the code, such as Closed. This field applies to both Outbound and email.

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 email.

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 493.

For more information about querying data from fields that are embedded tables; see Caché database on page 386. This field applies to both Outbound and email.

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 386. This field applies to both Outbound and email.

Type: cls.Answers

ApprovalCheck

Description: Flag to indicate whether the contact has been flagged for supervisor approval. This field applies to email only.

Type: Integer

ApprovalSkillsetID

Description: Relational link to the cls.Skillsets record that caused the contact to be sent for approval. This field applies to email only.

Type: Integer

ArrivalTime

Description: The date and time that this cls.Contacts record is created on the system. This field applies to both Outbound and email.

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 email.

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 426.

For more information about querying data from fields that are embedded tables; see Caché database on page 386. This field applies to both Outbound and email.

Type: cls.CodeMappings

CallID

Description: The contact call ID. This field applies to both Outbound and email.

Type: Integer

CallTime

Description: The length of time in seconds, of the total difference between CallEndTime and CallStartTime values from cls.Actions for all associated action records. This field applies to both Outbound and email.

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 386. 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

CCOpenQueuedTime

Description: The length of time in seconds, that describes how long the contact was queued excluding breaks. If a contact is queuing during the out of hours period, the database holds the CCOpenQueuedTime, which is a calculation of total time queued less closed hours for the skillset. This field applies to email only.

Type: Integer

CharSet

Description: The contact character set. This field applies to both Outbound and email.

Type: String

Length: 50

ClickStreamText

Description: The URLs the customer visited prior to submitting this contact. This field applies to both Outbound and email.

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 386. This field applies to both Outbound and email.

Type: cls.CodeMappings

ClosedTime

Description: The date and time the contact was last closed. This field applies to both Outbound and email.

Type: TimeStamp

ClosureType

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 426.

For more information about querying data from fields that are embedded tables, see Caché database on page 386. This field applies to both Outbound and email.

Type: cls.CodeMappings

CmfId

Description: The identifier for this contact in CMF.

Type: String

Length: 50

CustomFields

Description: This is an embedded table (cls.CustomFields). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.CustomFields record related to this cls.Campaigns record. As a pointer, it refers to the fields on the cls.CustomFields record.

As a field, it can be used in an SQL relational join to the cls.CustomFields record. For a list of fields; see CustomFields on page 438.

For more information about querying data from fields that are embedded tables; see Caché database on page 386. This field applies to both Outbound and email.

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 386. This field applies to both Outbound and email.

Type: cls.Customers

CustomerID

Description: Relational link to the cls.Customers record that owns this contact. This field applies to both Outbound and email.

Type: Integer

DialTime

Description: The length of time in seconds, of the total difference between DialEndTime and DialStartTime values from cls.Actions for all associated action records. This field applies to both Outbound and email.

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 386. 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 email.

Type: Integer

Importance

Description: Flag to indicate importance flag from the incoming email. This field applies to email only.

Type: Integer

LastAction

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 426.

For more information about querying data from fields that are embedded tables, see Caché database on page 386. This field applies to both Outbound and email.

Type: cls.CodeMappings

MailCC

Description: The email addresses this contact is copied to, in addition to being sent to the contact center. This field applies to both Outbound and email.

Type: String

Length: 4096

MailFrom

Description: The email address this contact is received from. This field applies to both Outbound and email.

Type: String

Length: 4096

MailTo

Description: The email address that this contact is sent to. This must match the cls.Mailbox table record. This field applies to both Outbound and email.

Type: String

Length: 4096

NNCCApplicationID

Description: The contact center application ID. This field applies to both Outbound and email.

Type: Integer

NoOfCallAttempts

Description: The number of times the agent makes a call to the customer. This field applies to Outbound only.

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 email.

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 email.

Type: TimeStamp

OriginalSubject

Description: The original contact subject text. This field applies to both Outbound and email.

Type: String

Length: 255

OutboundOriginator

Description: The Outbound originator's email address. This field applies to both Outbound and email.

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 386. This field applies to both Outbound and email.

Type: cls.ContactTypes

Priority

Description: The contact's priority.

Type: Integer

QueueType

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 426.

For more information about querying data from fields that are embedded tables, see Caché database on page 386. This field applies to both Outbound and email.

Type: cls.CodeMappings

RouteSummary

Description: This is a textual property describing how Email Manager routed the contact. This field applies to email only.

Type: String

Length: 512

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 386. This field applies to both Outbound and email.

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 386. This field applies to both Outbound and email.

Type: cls.Skillsets

SocialMediaHeader

Description: This is an embedded table (cls.SocialMediaHeaders). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.SocialMediaHeaders record related to this cls.Contacts record. As a pointer, it refers to the fields on the cls.SocialMediaHeaders record.

As a field, it can be used in an SQL relational join to the cls.SocialMediaHeaders record.

For more information about querying data from fields that are embedded tables; see Caché database on page 386. This field applies to email only.

Type: cls.SocialMediaHeaders

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 386. This field applies to both Outbound and email.

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 426.

For more information about querying data from fields that are embedded tables; see Caché database on page 386. This field applies to both Outbound and email.

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 426.

For more information about querying data from fields that are embedded tables; see Caché database on page 386. This field applies to both Outbound and email.

Type: cls.CodeMappings

TimeZone

Description: The contact's time zone. This field applies to both Outbound and email.

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 437.

For more information about querying data from fields that are embedded tables; see Caché database on page 386. This field applies to both Outbound and email.

Type: cls.ContactTypes

WebOnHoldTag

Description: A tag identifying the group of Web On Hold URLs that were displayed for this Contact. This field applies to Web communications only.

Type: String

Length: 50

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.

Index name	Fields indexed	Type	Unique 1 = Yes	Description
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 487.

For more information about querying data from fields that are embedded tables; see Caché database on page 386. This field applies to both Outbound and email.

Type: cls.Skillsets

DeletionTimeStamp

Description: The date and time this record is marked as deleted. This field applies to both Outbound and email.

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 email.

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 email.

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 email.

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 email entry has a parent of email as well. This field applies to both Outbound and email.

Type: cls.ContactTypes

TextValue

Description: The text value of the type. This field applies to both Outbound and email.

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 386. This field applies to both Outbound and email.

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 386. This field applies to both Outbound and email.

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 386. This field applies to both Outbound and email.

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 386. This field applies to both Outbound and email.

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 email.

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 email.

Type: Boolean

Name

Description: This describes the type of information in the value field. This field applies to both Outbound and email.

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 386. This field applies to both Outbound and email.

Type: cls.Sites

Text

Description: The actual value for this instance. This field applies to both Outbound and email.

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.
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 386. This field applies to both Outbound and email.

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 438.

For more information about querying data from fields that are embedded tables; see Caché database on page 386. This field applies to both Outbound and email.

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 386. This field applies to both Outbound and email.

Type: cls.EmailAddresses

FirstName

Description: The customer's first name. This field applies to both Outbound and email.

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 email.

Type: Integer

LastName

Description: The customer's last name (surname). This field applies to both Outbound and email.

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 426.

For more information about querying data from fields that are embedded tables; see Caché database on page 386. This field applies to both Outbound and email.

Type: cls.CodeMappings

Password

Description: The customer's password, stored in encrypted format. This field applies to both Outbound and email.

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 386. This field applies to both Outbound and email.

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 493.

For more information about querying data from fields that are embedded tables; see Caché database on page 386. This field applies to both Outbound and email.

Type: cls.Users

RegisterDate

Description: The date and time that this cls.Customers record is created. This field applies to both Outbound and email.

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 email.

Type: String

Length: 20

UserName

Description: The user name that the customer uses to log on. This field applies to both Outbound and email.

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 426.

For more information about querying data from fields that are embedded tables; see Caché database on page 386. 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 493.

For more information about querying data from fields that are embedded tables; see Caché database on page 386.

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 email 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 email address. This field applies to both Outbound and email.

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 441.

For more information about querying data from fields that are embedded tables; see Caché database on page 386. This field applies to both Outbound and email.

Type: cls.Customers

Default

Description: Flag to indicate whether to use the email address as the default for communicating with the customer. A value of 1 equals Yes. This field applies to both Outbound and email.

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 email.

Type: Integer

SearchAddress

Description: This release of the email address is used for searching. This field applies to both Outbound and email.

Type: String

Length: 255

Indexes

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

Index name	Fields indexed	Type	Unique 1 = Yes	Description
idxCustomer	Customer	bitmap	0	Index on the Customer field to aid searching.
idxSearch Address	SearchAddress	bitmap	0	Index on the Address field to aid searching.

EmailAddressGroups

This table stores a list of email 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 email 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 email 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 email 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 email 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 email address.

Type: String

Length: 100

OutBoundMailThreshold

Description: The number of email 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 386.

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 386.

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 email.

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 386. This field applies to both Outbound and email.

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 email.

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 email.

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 email.

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 email.

Type: Integer

InternationalCode

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

Type: String

Length: 10

Number

Description: The local number part of the phone number. This field applies to both Outbound and email.

Type: String

Length: 32

Offset

Description: Calculated field to return the time offset for this phone number from the CCMM 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 426.

For more information about querying data from fields that are embedded tables; see Caché database on page 386. This field applies to both Outbound and email.

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 386.

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 386. 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 426.

For more information about querying data from fields that are embedded tables; see Caché database on page 386. 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.

Index name	Fields indexed	Type	Unique 1 = Yes	Description
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 email 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 email. A value of 1 equals Yes.

Type: Boolean

SearchSubject

Description: Flag to indicate whether to search the email 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 426.

For more information about querying data from fields that are embedded tables; see Caché database on page 386.

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 386.

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 438.

For more information about querying data from fields that are embedded tables; see Caché database on page 386.

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 484.

For more information about querying data from fields that are embedded tables; see Caché database on page 386.

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 493.

For more information about querying data from fields that are embedded tables; see Caché database on page 386.

Type: cls.Users

AutoSignature

Description: Default signature appended to email 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 450.

For more information about querying data from fields that are embedded tables; see Caché database on page 386.

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 386.

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 386.

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 email 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 386.

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 497.

For more information about querying data from fields that are embedded tables; see Caché database on page 386. 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.
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 15: 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

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- Campaign Call By Call Details on page 501
- Campaign Summary on page 503
- Contacts By Contacts on page 503
- Contacts Outstanding on page 504
- Contacts Outstanding Detail on page 505
- Contacts Outstanding Summary on page 506
- ScriptSummary on page 506

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
Priority	cls.Contacts	—
SkillsetName	cls.Skillsets	Name
CallStatus	cls.Contacts	Status
CallAttempts	cls.Contacts	NoOfCallAttempts
ContactSource	cls.Contacts	Source

View field	Source table	Source field
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
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	—
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

View field	Source table	Source field
ArrivalTime	cls.Contacts	—
ContactOpenTime	cls.Contacts	OpenTime
ContactClosedTime	cls.Contacts	ClosedTime
ClosedReasonCode	cls.Contacts	—
ClosedReasonCodeID	cls.Contacts	ClosedReasonCode
CustomerID	cls.Contacts	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	—
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
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 504.

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

View field	Source table	Source field
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 16: 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 507
- Contact Center Multimedia Data relationships on page 520

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.

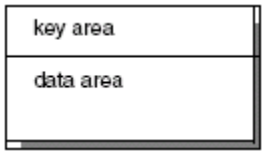


Figure 1: Entity name

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

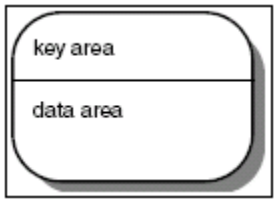
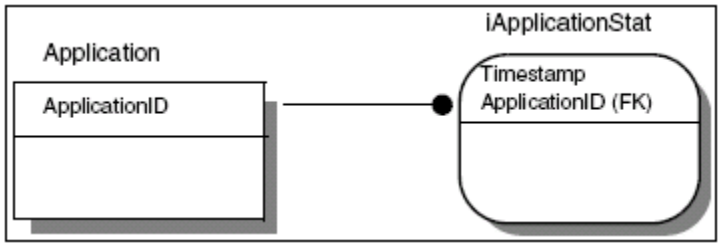


Figure 2: Entity name

- **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).

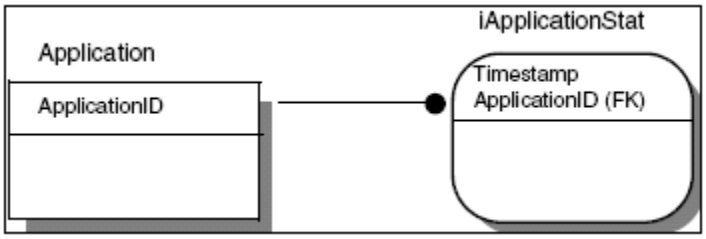
Attribute notation

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.

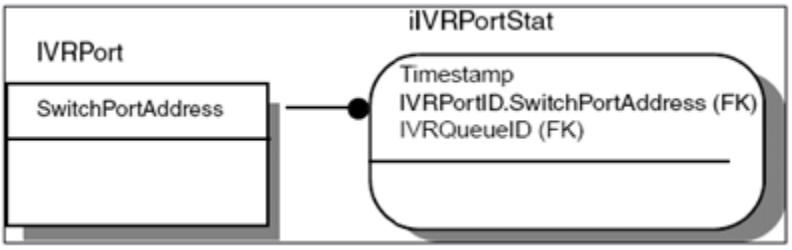
- **Non-primary key attribute**—A non-primary key attribute is not part of the primary key of the entity
- **Foreign key**—Whenever entities are connected by a relationship, the relationship contributes a key (or set of keys) to the child entity. Foreign key attributes are primary key attributes of a 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.



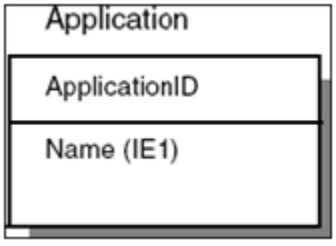
- **Role name**—A role name is a new name for a foreign key attribute or group of foreign key attributes that defines the role the foreign key plays in the child entity. A role definition is based on the definition of the original foreign key or keys. Role names take the following format: role-name.attribute (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 might not find exactly one instance. Inversion entries appear as: attribute (IEn).

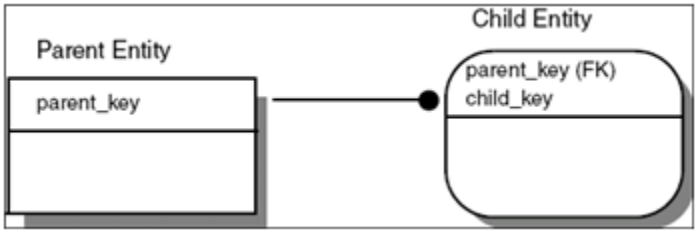
  In the following illustration, Name is an inversion entry.



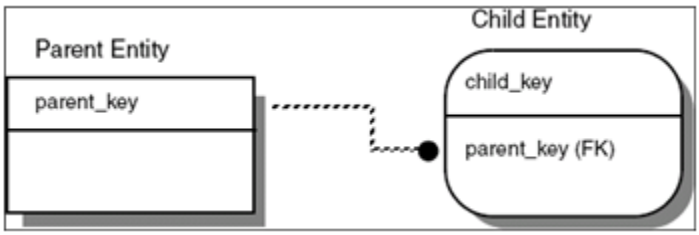
Relationship notation

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.

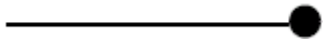
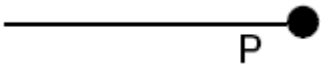
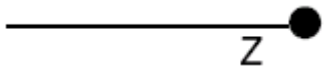
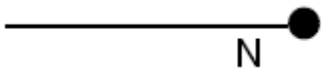


- **Nonidentifying relationship**—In a nonidentifying relationship, primary key attributes of the parent entity become non-primary-key attributes of the child entity.



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.

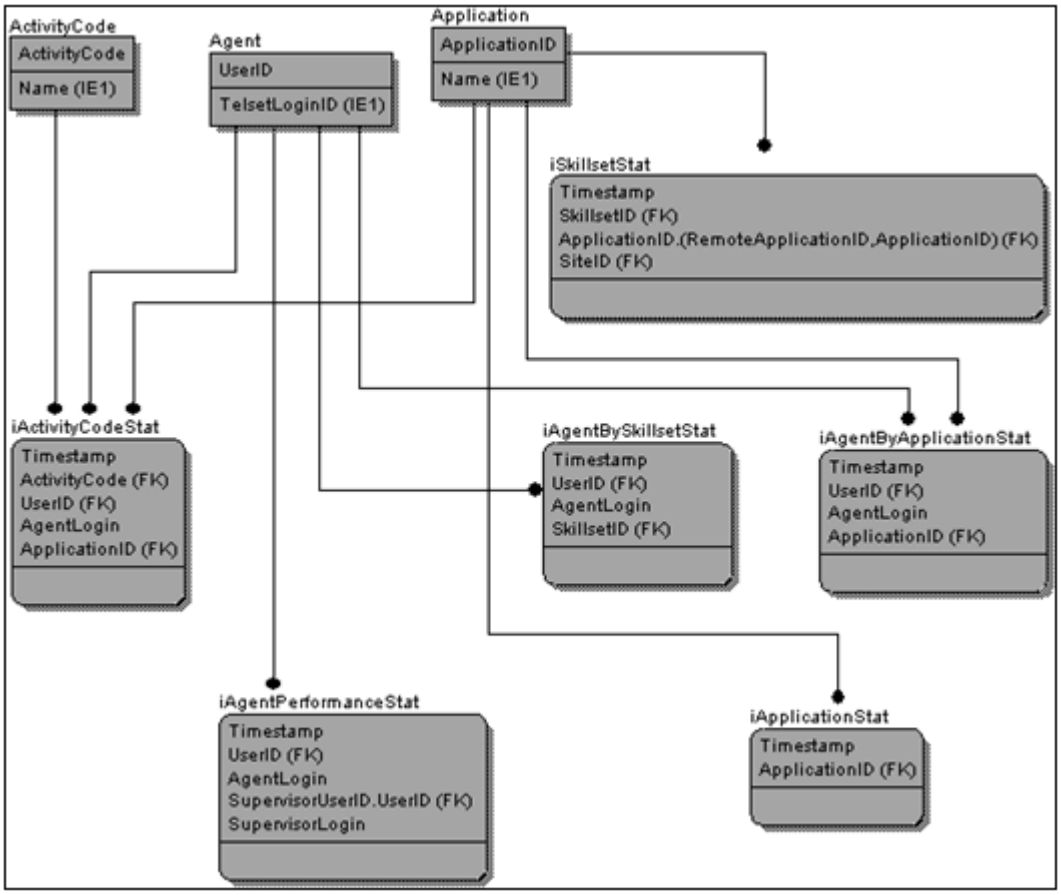


Figure 3: Activity code statistics

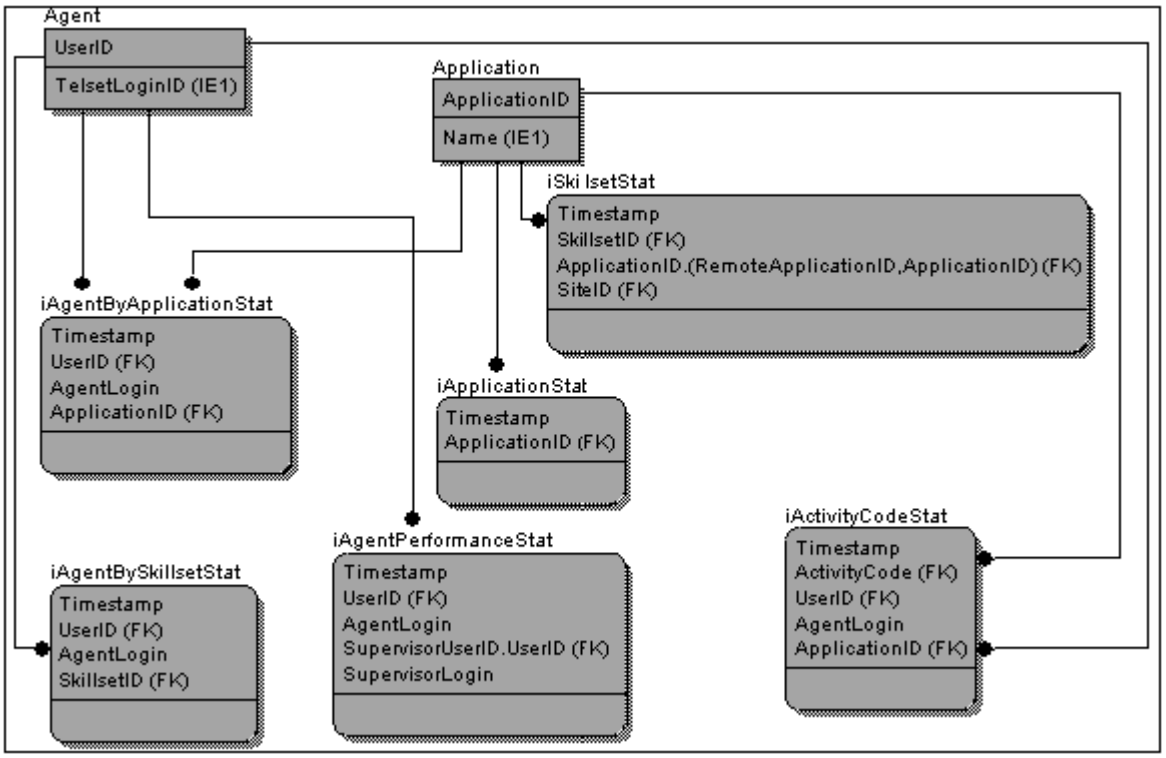


Figure 4: Agent by application statistics

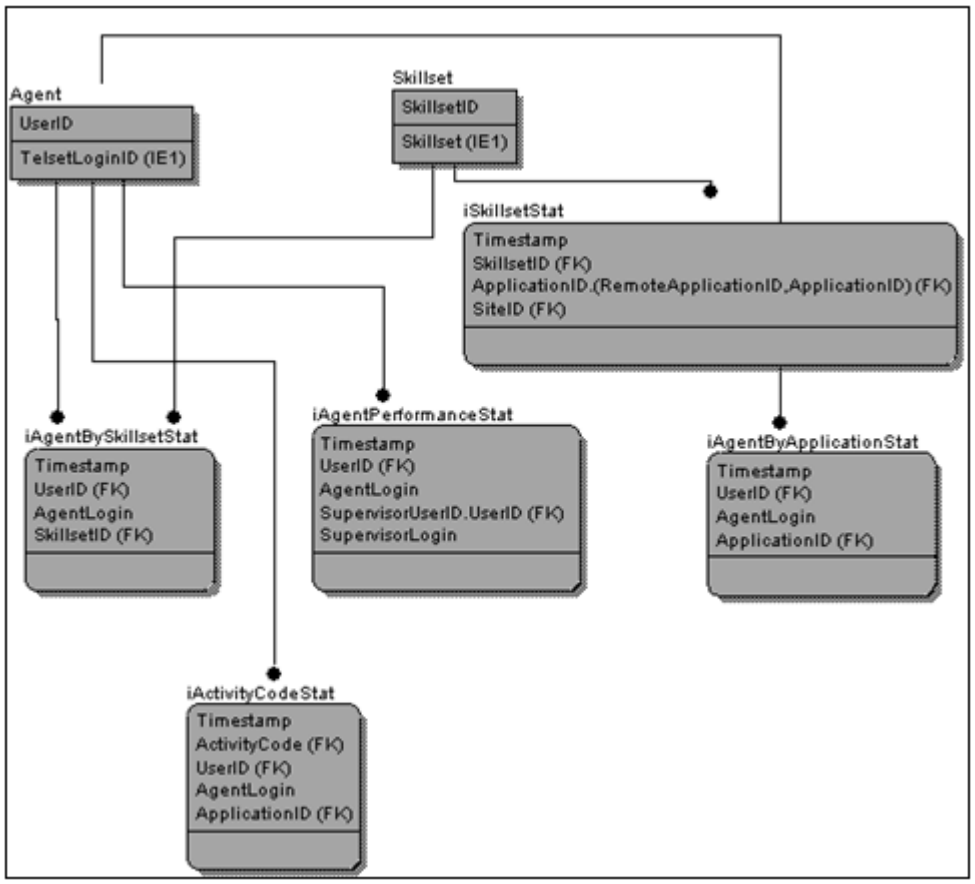


Figure 5: Agent by skillset statistics

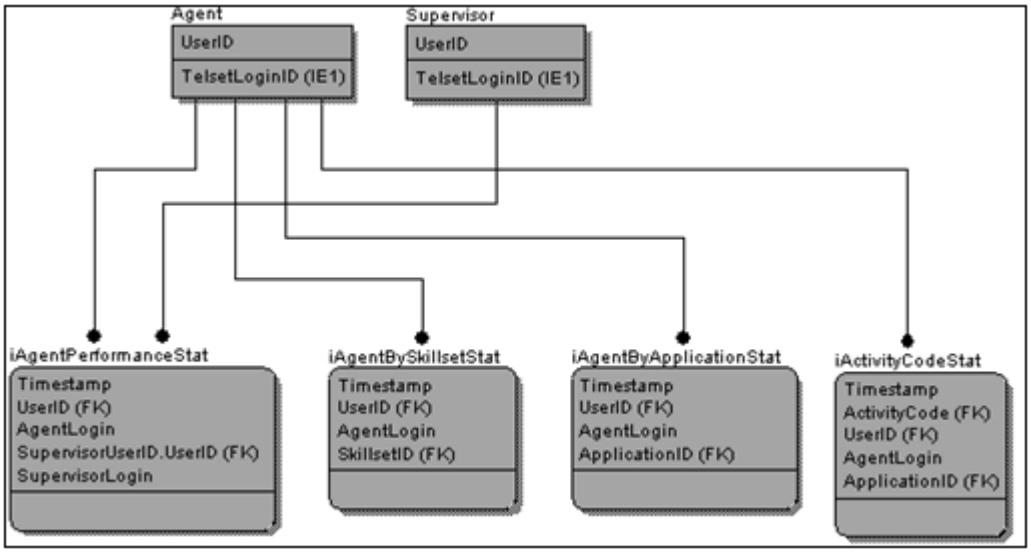


Figure 6: Agent performance statistics

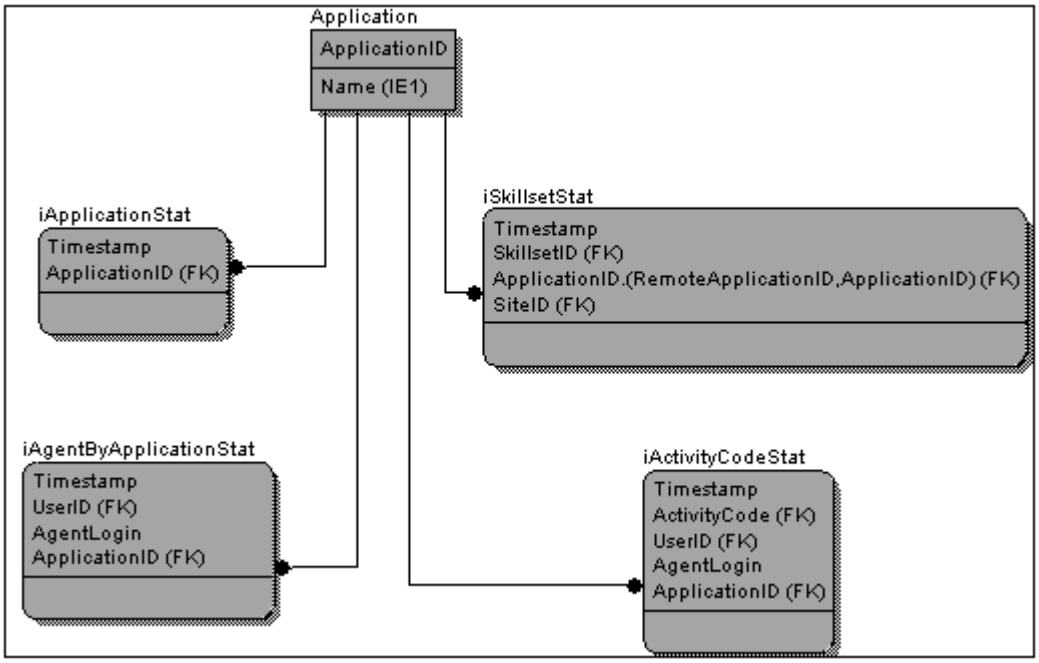


Figure 7: Application statistics

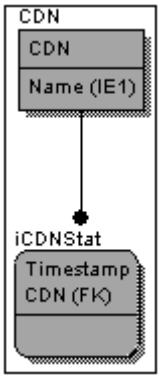


Figure 8: Control Directory Number (CDN) statistics

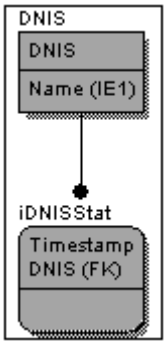


Figure 9: Dialed Number Identification Service (DNIS) statistics

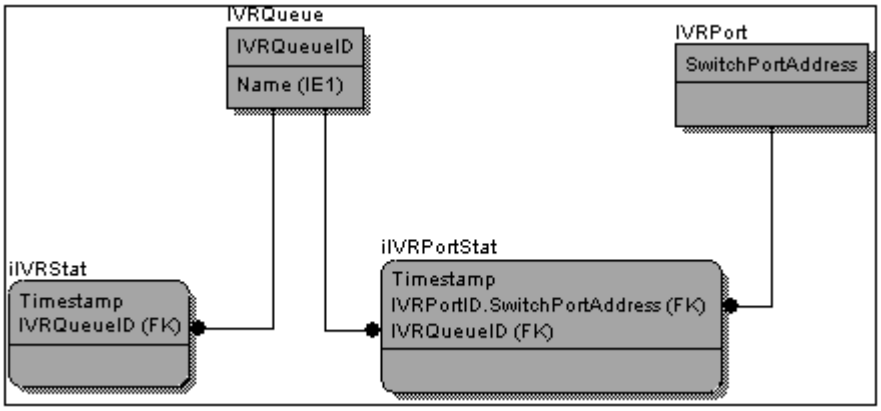


Figure 10: IVR port statistics

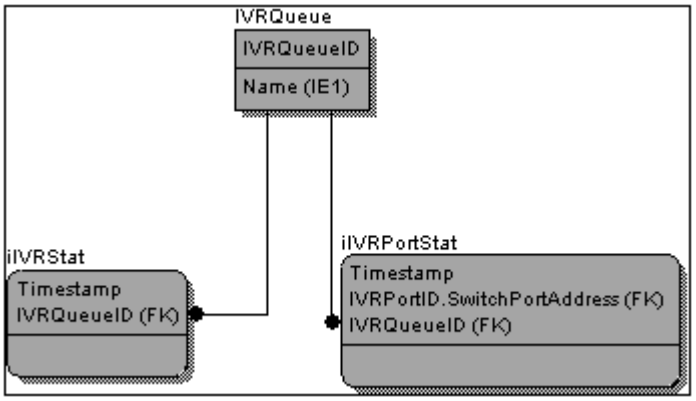


Figure 11: Interactive Voice Response (IVR) statistics

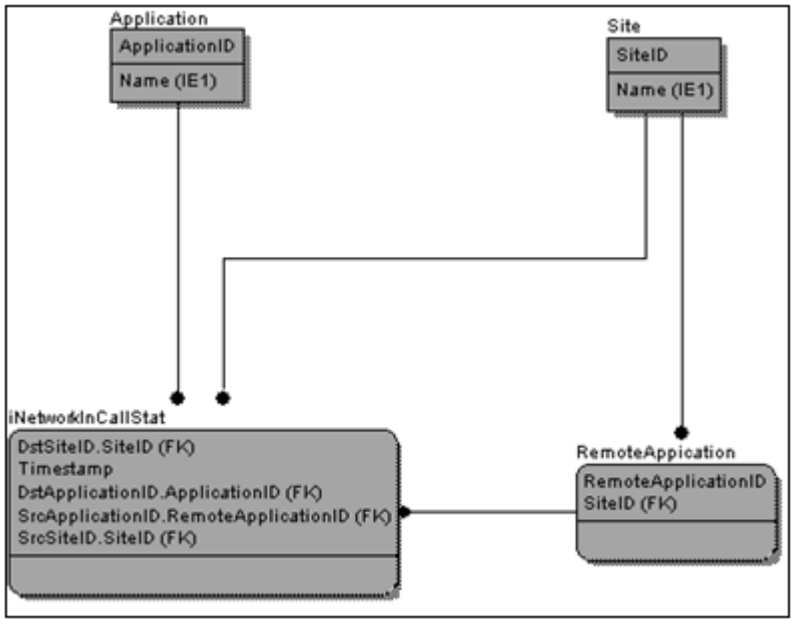


Figure 12: Network incoming call statistics

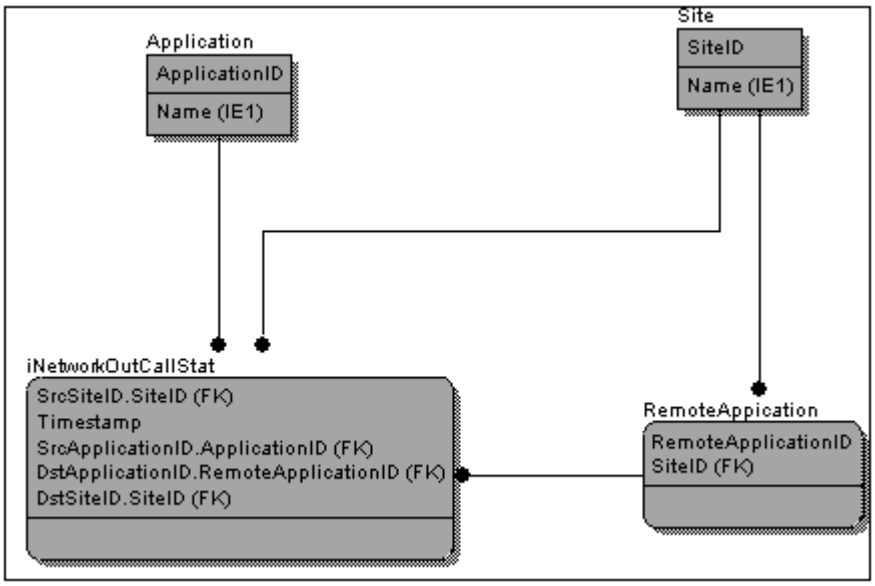


Figure 13: Network outgoing call statistics

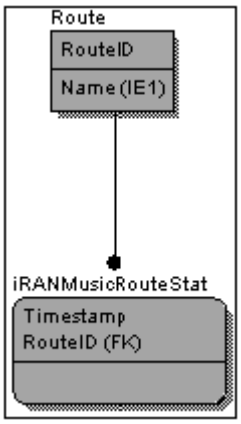


Figure 14: RAN/music route statistics

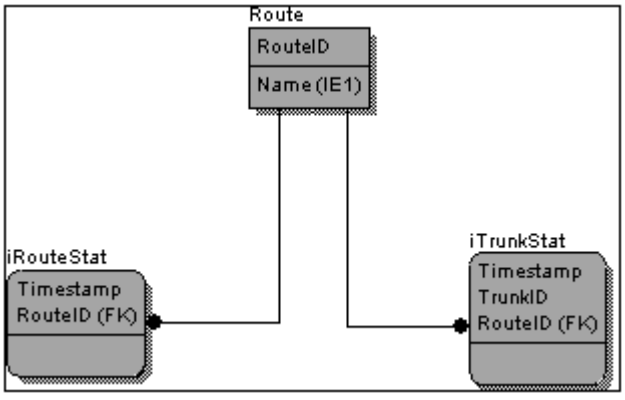


Figure 15: Route statistics

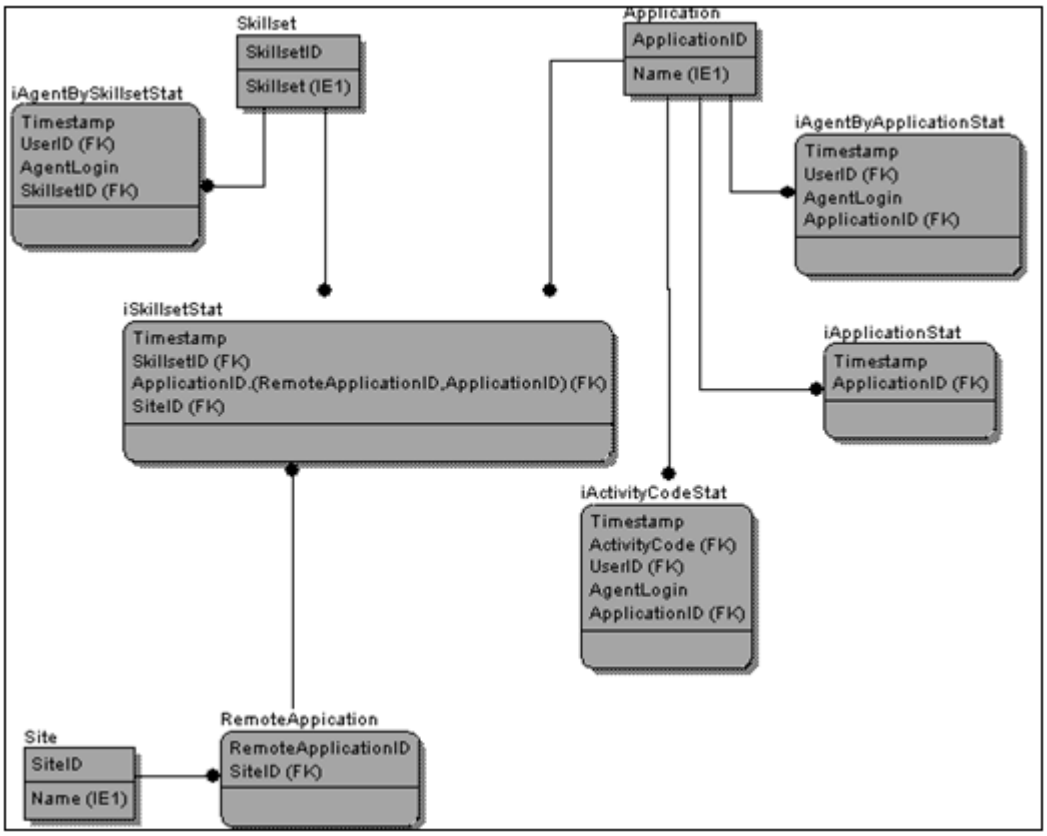


Figure 16: Skillset statistics

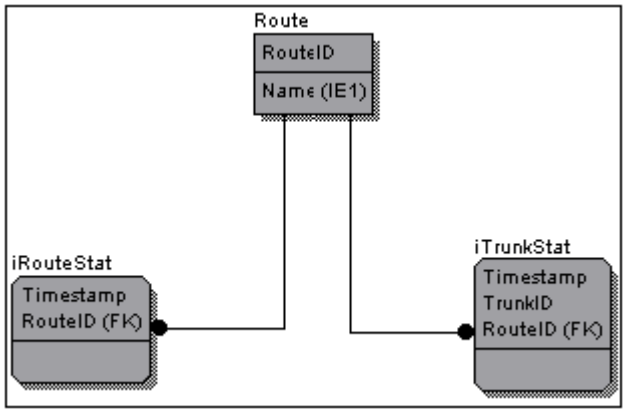


Figure 17: Trunk statistics

Full database entity relationships

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

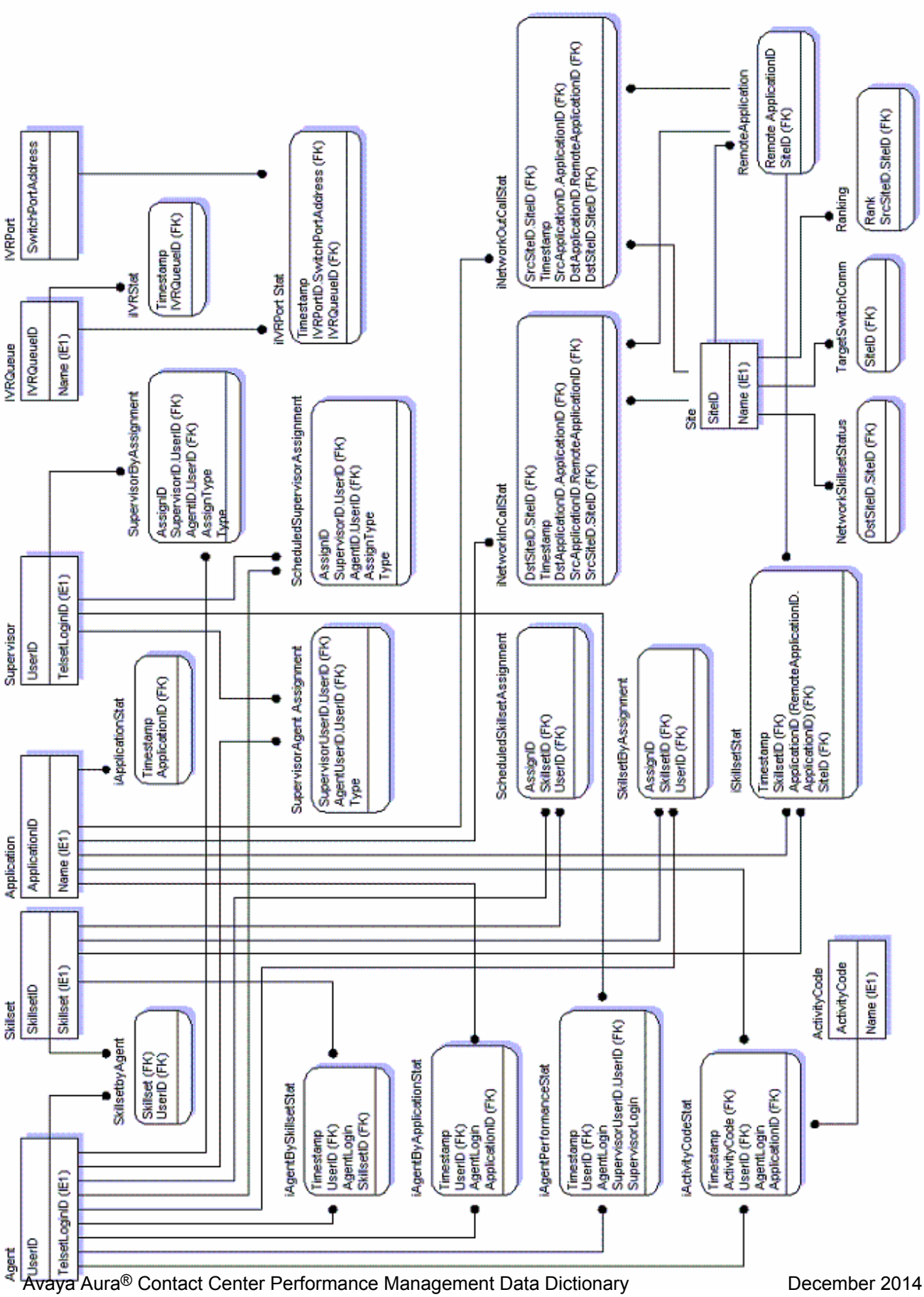


Figure 18: Contact Center Manager entity relationships diagram 1

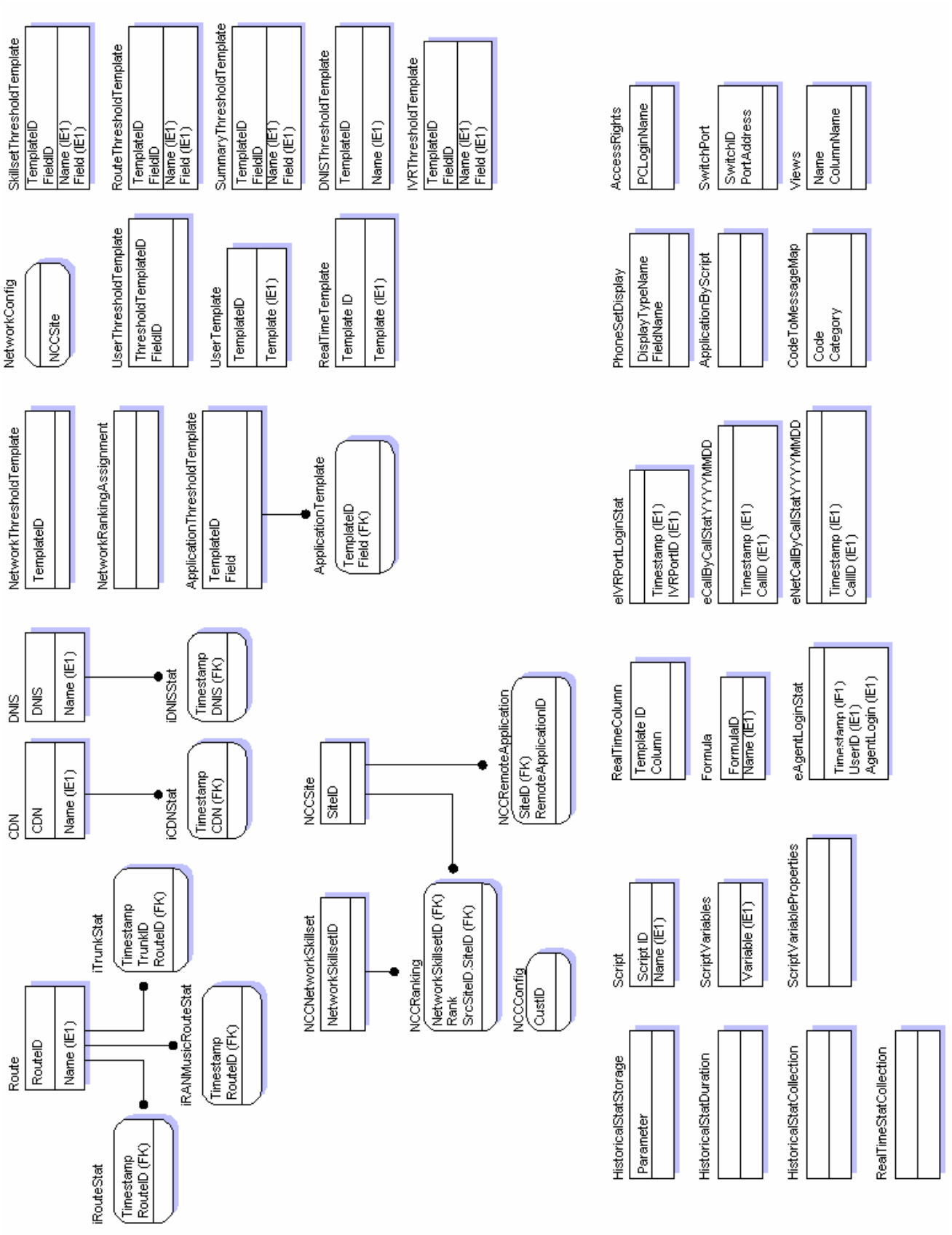


Figure 19: Contact Center Manager entity relationships diagram 2

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 385.

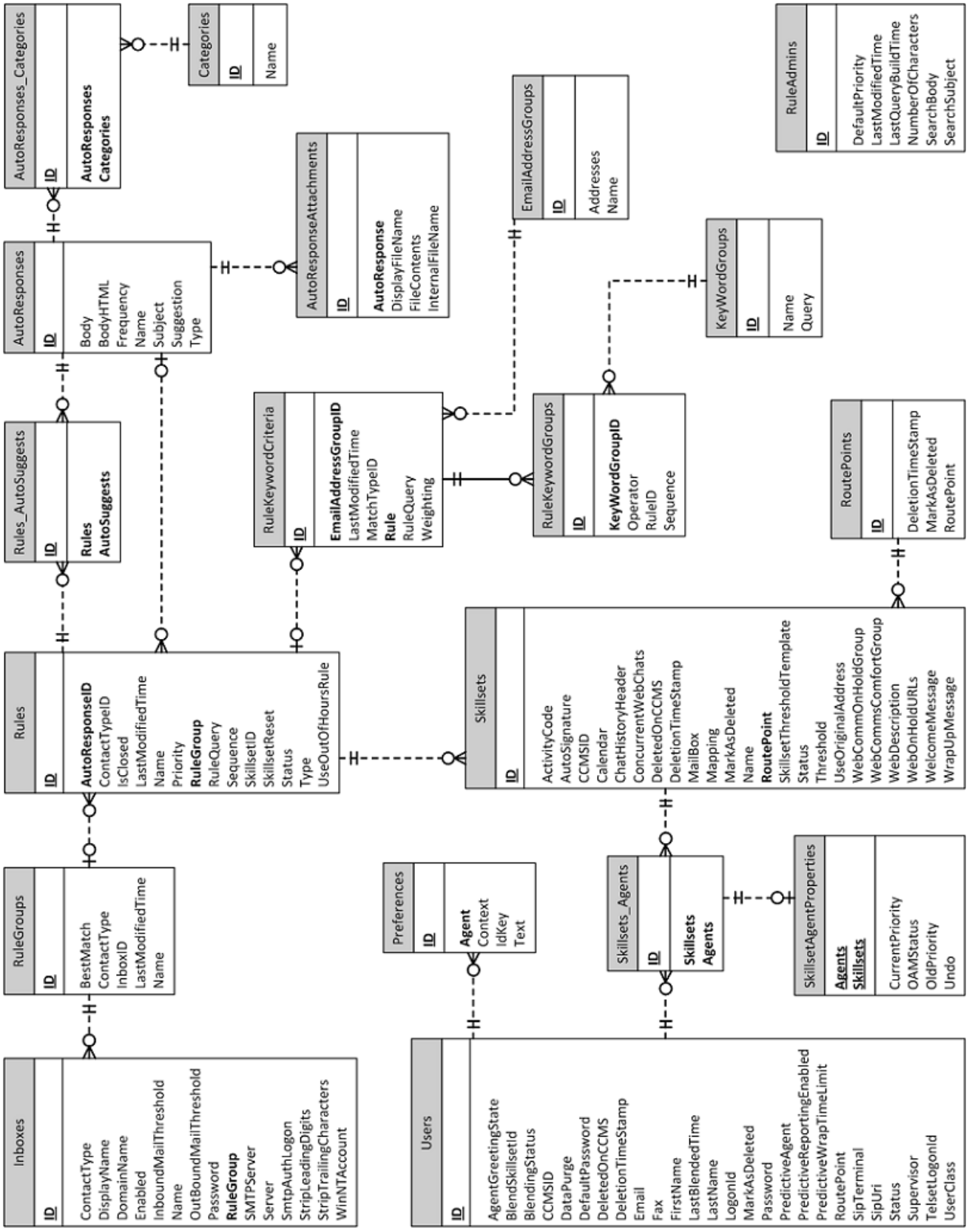


Figure 20: Contact Center Multimedia entity relationship diagram 1

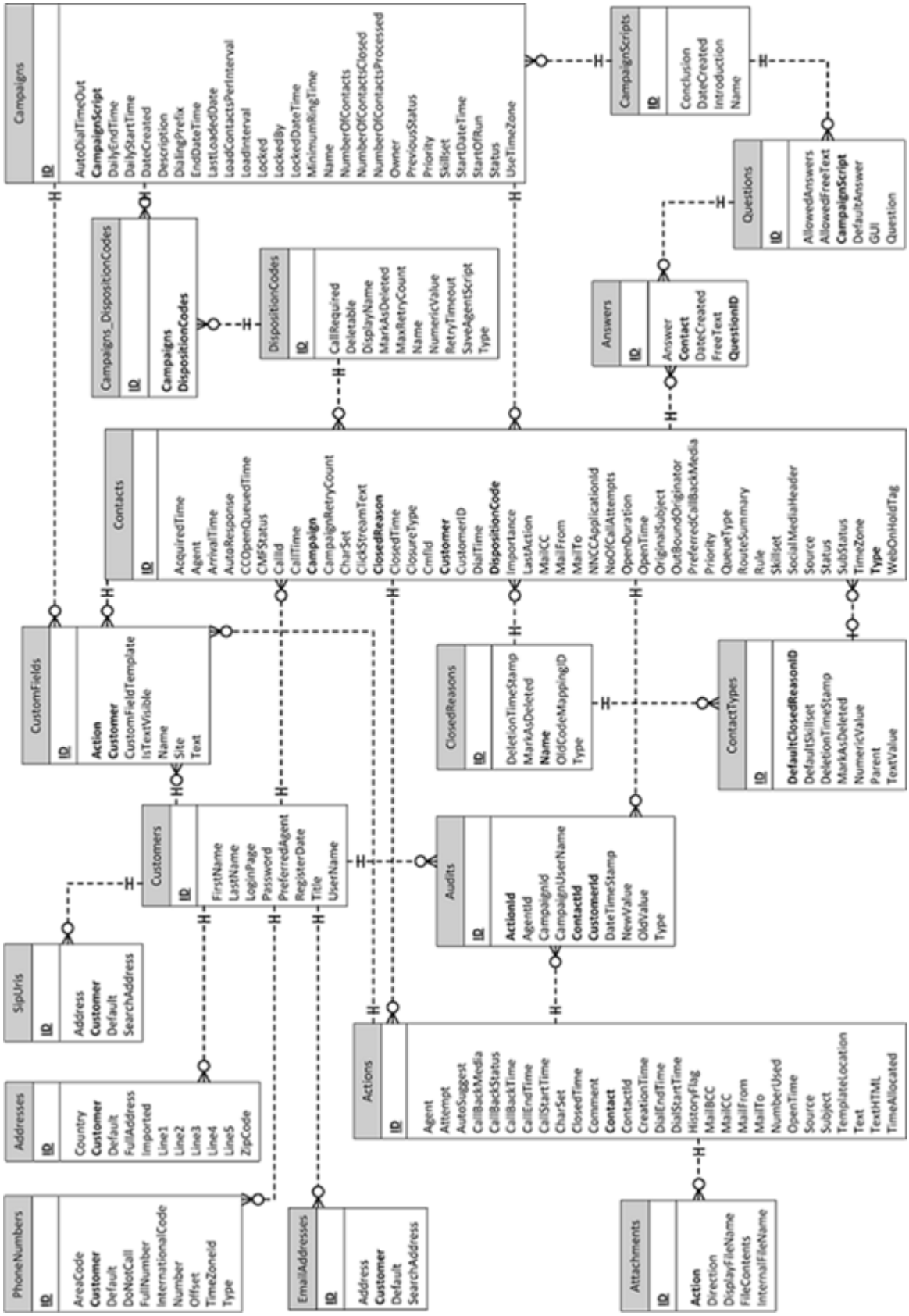


Figure 21: Contact Center Multimedia entity relationship diagram 2

Part 4: Standard reports

- Overview of standard reports on page 523
- Standard agent performance reports on page 534
- Standard call-by-call reports on page 607
- Standard configuration reports on page 611
- Contact Summary Reports on page 689
- Standard Multimedia reports on page 714
- Standard network reports on page 729
- Additional CCMA reports in the Others folder on page 767
- Standard administration reports on page 847
- Standard Outbound reports on page 858
- Standard Network Control Center reports on page 870
- Report Creation Wizard on page 916

Chapter 17: 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 524
- Selection criteria on page 526

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 385.

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 526.

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. For more information about modifying reports, see *Avaya Aura® Contact Center Performance Management* (44400-710).
3. Import the new template into the server. For more information about importing reports, see *Avaya Aura® Contact Center Performance Management* (44400-710).

Caution:	**Risk of data loss** Do not modify the standard templates.

For reports available in a number of collection frequencies, a template is available for each frequency. The template names have the same initial letter as the corresponding view. For example, the daily version of the Agent Performance Report (`dm-agt1.rpt`) uses the daily version of the AgentPerformanceStat view (`dAgentPerformanceStat`).

Selection criteria

This section of the report description indicates the fields on which the agent filters the report. For example, if the agent filters a report, you can choose the agents to include in the report.

Statistics

This section of the report contains tables with the following columns

Column	Description
Report field	Contains all fields that appear on the report.

Column	Description
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 916.

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 385. 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 Agent Name	iActivityCodeStat.Application <> 'System_Application' (iActivityCodeStat.AgentSurName + “ ” + iActivityCodeStat.AgentGivenName) iActivityCodeStat.Timestamp
Activity Code By Application	Application Name ID Application Name	iActivityCodeStat.Application <> 'System_Application' iActivityCodeStat.Application iActivityCodeStat.Timestamp

Report name	Selection criteria	Field names
Activity Code Properties	Activity Code Activity Name	ActivityCode.ActivityCode
Agent Average Calls Per Hour	Agent Login ID Agent Name	iAgentPerformanceStat.AgentLogin iAgentPerformanceStat.Timestamp
Agent Average Calls Per Hour, Bottom 5	Agent Login ID Agent Name	iAgentPerformanceStat.AgentLogin iAgentPerformanceStat.Timestamp
Agent Average Calls Per Hour, Top 5	Agent Login ID Agent Name	iAgentPerformanceStat.AgentLogin iAgentPerformanceStat.Timestamp
Agent by Activity Code	Activity Code ID Activity Code	iActivityCodeStat.Application <> 'System_Application' iActivityCodeStat.ActivityCode iActivityCodeStat.Timestamp
Agent By Application Performance	Application Name ID Application Name	iAgentByApplicationStat.Application iAgentByApplicationStat.Timestamp
Agent By Skillset Performance	Skillset Name ID Skillset Name	iAgentBySkillsetStat.Skillset iAgentBySkillsetStat.Timestamp
Agent By Supervisor Properties	Supervisor Login ID Supervisor Name	SupervisorAgentAssignment. SupervisorTelsetLoginID
Agent DN Performance	Agent Login ID Agent Name	iAgentPerformanceStat.AgentLogin iAgentPerformanceStat.Timestamp
Agent DN Performance Calls Answered, Bottom 5	Agent Login ID Agent Name	iAgentPerformanceStat.AgentLogin iAgentPerformanceStat.Timestamp
Agent DN Performance Calls Answered, Top 5	Agent Login ID Agent Name	iAgentPerformanceStat.AgentLogin iAgentPerformanceStat.Timestamp
Agent Login/Logout	Agent Login ID Agent Name	eAgentLoginStat.AgentLogin eAgentLoginStat.Timestamp
Agent NACD Activity	Agent Login ID Agent Name	iAgentPerformanceStat.AgentLogin iAgentPerformanceStat.Timestamp
Agent Performance	Agent Login ID Agent Name	iAgentPerformanceStat.AgentLogin iAgentPerformanceStat.Timestamp
Agent Performance by Supervisor	Supervisor Login ID Supervisor Name	iAgentPerformanceStat.SupervisorLogin iAgentPerformanceStat.Timestamp
Agent Performance Calls Answered, Bottom 5	Agent Login ID Agent Name	iAgentPerformanceStat.AgentLogin iAgentPerformanceStat.Timestamp

Report name	Selection criteria	Field names
Agent Performance Calls Answered, Top 5	Agent Login ID Agent Name	iAgentPerformanceStat.AgentLogin iAgentPerformanceStat.Timestamp
Agent Properties	Agent Login ID Agent Name	Agent.TelsetLoginID
Agent Short Calls	Agent Login ID Agent Name	iAgentPerformanceStat.AgentLogin iAgentPerformanceStat.Timestamp
Agent Skillset Assignment	Agent Login ID Agent Name	ScheduledSkillsetAssignment.User TelsetLoginID
Agent Skillset Properties	Agent Login ID Agent Name	Agent.UserID = SkillsetByAgent.UserID SkillsetByAgent.SkillsetID = Skillset.SkillsetID Agent.TelsetLoginID
Agent Supervisor Assignment	Agent Login ID Agent Name	SupervisorAgentAssignment. AgentUserID = ScheduledSupervisorAssignment. AgentID SupervisorAgentAssignment. AgentTelsetLoginID
Agent Transferred/ Conferenced Activity	Agent Login ID Agent Name	iAgentPerformanceStat.AgentLogin iAgentPerformanceStat.Timestamp
Application By Activity Code	Activity Code Activity Name	iActivityCodeStat.Application <> 'System_Application' iActivityCodeStat.ActivityCode iActivityCodeStat.Timestamp
Application By Skillset	Skillset Name ID Skillset Name	iSkillsetStat.SiteID = 0 iSkillsetStat.Application <> “System_Application” iSkillsetStat.Skillset iSkillsetStat.Timestamp
Application Call Treatment	Application Name ID Application Name	iApplicationStat.Application iApplicationStat.Timestamp
Application Delay Before Abandon	Application Name ID Application Name	iApplicationStat.Application iApplicationStat.Timestamp
Application Delay Before Answer	Application Name ID Application Name	iApplicationStat.Application iApplicationStat.Timestamp
Application Performance	Application Name ID Application Name	iApplicationStat.Application iApplicationStat.Timestamp
Application Script Properties	Application Name ID	ApplicationByScript.ParentName

Report name	Selection criteria	Field names
	Application Name	
Application Template Properties	Application Name ID Application Name	Application.Name
Call By Call Statistics	None	eCallByCallStatYYYYMMDD. TelsetLoginID *= Agent.TelsetLoginID eCallByCallStatYYYYMMDD. Timestamp
CDN (Route Point) Properties	CDN CDN Name	CDN.CDN
CDN (Route Point) Statistics	CDN CDN Name	iCDNStat.CDN iCDNStat.Timestamp
Crosstab - Application Performance	Application Name ID Application Name	iApplicationStat.Application iApplicationStat.Timestamp
Crosstab - CDN (Route Point) Statistics	CDN CDN Name	iCDNStat.CDN iCDNStat.Timestamp
Crosstab - DNIS Statistics	DNIS DNIS Name	iDNISStat.DNIS iDNISStat.Timestamp
Crosstab - Network Incoming Calls	Source Site Name ID Source Site Name	iNetworkInCallStat.SrcSite iNetworkInCallStat.Timestamp
Crosstab - Network Outgoing Calls	Destination Site Name ID Destination Site Name	iNetworkOutStat.DstSite iNetworkOutStat.Timestamp
Crosstab - Route Performance	Route ID Route Name	iRouteStat.RouteID iRouteStat.Timestamp
Crosstab - Skillset Performance	Skillset Name ID Skillset Name	iSkillsetStat.Application<> “System_Application” iSkillsetStat.Skillset iSkillsetStat.Timestamp
Crosstab - Trunk Performance	Trunk ID	iTrunkStat.Timestamp
Database View Definitions	None	None
DNIS Properties	DNIS DNIS Name	DNIS.DNIS
DNIS Statistics	DNIS DNIS Name	iDNISStat.DNIS iDNISStat.Timestamp
Estimated Revenue By Agent	Activity Code Activity Name Agent Login ID	iActivityCodeStat.Application <> 'System_Application' iActivityCodeStat.ActivityCode iActivityCodeStat.AgentLogin

Report name	Selection criteria	Field names
	Agent Name	iActivityCodeStat.Timestamp
Formula Properties	None	None
Historical and Real Time Statistics Properties	None	None
IVR Port First Login/Last Logout	None	(eIVRPortLoginStat.EventType='LI' OR eIVRPortLoginStat.EventType='LO') eIVRPortLoginStat.Timestamp
IVR Port Properties	IVR Port ID IVR Port Name	IVRPort.SwitchPortAddress
IVR Port Statistics	IVR Port ID IVR Port Name	iIVRPortStat.IVRPortID iIVRPortStat.Timestamp
IVR Queue and Port Properties	IVR Queue ID IVR Queue Name	IVRQueue.IVRQueueID = IVRPort.IVRQueueID IVRQueue.TemplateID = IVRThresholdTemplate.TemplateID IVRQueue.IVRQueueID
IVR Queue Statistics	IVR Queue ID IVR Queue Name	iIVRStat.IVRQueueID iIVRStat.Timestamp
Logged In Agent Position ID	Agent Login ID Agent Name	eAgentLoginStat.AgentLogin = Agent.TelsetLoginID eAgentLoginStat.AgentLogin
Music/RAN Route Statistics	Route ID Route Name	iRANMusicRouteStat.RouteID iRANMusicRouteStat.Timestamp
Network Application Performance	Application Name ID Application Name	iApplicationStat.Application<>'Network_Script' AND iApplicationStat.Application<> 'ACD_DN_Application' iApplicationStat.Application) iApplicationStat.Timestamp
Network Call By Call	None	None
Network Consolidated Application Performance	Network Sites	iApplicationStat.Application<>'Network_Script' AND iApplicationStat.Application<> 'ACD_DN_Application' iApplicationStat.Timestamp
Network Consolidated DNIS Statistics	Network Sites	iDNISStat.Timestamp
Network Consolidated Incoming Calls	Network Sites	iNetworkInCallStat.Timestamp
Network Consolidated Outgoing Calls	Network Sites	iNetworkOutStat.Timestamp

Report name	Selection criteria	Field names
Network Consolidated Route Performance	Network Sites	iRouteStat.Timestamp
Network Consolidated Skillset Call Distribution	Network Skillset Name ID Network Skillset Name	iSkillsetConStat.Skillset iSkillsetConStat.Timestamp
Network Consolidated Skillset Performance	Network Sites	iSkillsetStat.Timestamp
Network DNIS Statistics	DNIS DNIS Name	iDNISStat.DNIS iDNISStat.Timestamp
Network Incoming Calls	Source Site Name ID Source Site Name	iNetworkInCallStat.SrcSite iNetworkInCallStat.Timestamp
Network Outgoing Calls	Destination Site Name ID Destination Site Name	iNetworkOutStat.DstSite iNetworkOutStat.Timestamp
Network Route Performance	Route ID Route Name	iRouteStat.RouteID iRouteStat.Timestamp
Network Site and Application Properties	Site Name for App ID Site Name for App	RemoteApplication.SiteName
Network Site and Application Properties (NCC)	Site Name for App ID Site Name for App	NCCRemoteApplication.SiteName
Network Skillset Performance	Skillset Name ID Skillset Name	iSkillsetStat.Skillset iSkillsetStat.Timestamp
Network Skillset Routing Properties	Network Skillset Name ID Network Skillset Name Site Name ID Site Name	NetworkSkillsetStatus.NetworkSkillset ID = Ranking.NetworkSkillsetID NetworkSkillsetStatus.NetworkSkillset ID = Skillset.NetworkSkillsetID NetworkSkillsetStatus.SiteName = Ranking.DstSiteName NetworkSkillsetStatus.NetworkSkillset NetworkSkillsetStatus.SiteName
Network Skillset Routing Properties (NCC)	Network Skillset Name ID Network Skillset Name Source Site Name ID Source Site Name	NCCRanking.NetworkSkillsetID = NCCNetworkSkillset.NetworkSkillset ID NCCNetworkSkillset.NetworkSkillset NCCRanking.SrcSiteName
Network Skillset Timeline	Contact Type Skillset Name ID	iSkillsetStat.ContactType iSkillsetStat.Skillset

Report name	Selection criteria	Field names
	Skillset Name	iSkillsetStat.Timestamp
Network Skillset Timeline by Contact Type	Contact Type Skillset Name ID Skillset Name	iSkillsetStat.CotactType iSkillsetStat.Skillset iSkillsetStat.Timestamp
Network Table Routing Assignment (NCC)	Source Site Name ID Source Site Name	NetworkRankingAssignment.Network SkillsetID *= NCCNetworkSkillset.NetworkSkillset ID NetworkRankingAssignment.SrcSite Name
Nodal Consolidated Application Delay Before Abandon	Network Sites	iApplicationStat.Timestamp
Nodal Consolidated Application Delay Before Answer	Network Sites	iApplicationStat.Timestamp
Nodal Consolidated Application Performance	Network Sites	iApplicationStat.Timestamp
Not Ready Reason Codes By Agent	Agent Name ID Agent Name	iActivityCodeStat.Application= 'System_Application' iActivityCodeStat.AgentSurName + “ ” + iActivityCodeStat.AgentGivenName iActivityCodeStat.Timestamp
Real Time Template Properties	None	None
Report Groups	Server IP Server Name	None
Route Performance	Route ID Route Name	iRouteStat.RouteID iRouteStat.Timestamp
Route Properties	Route ID Route Name	Route.RouteID
Script Variable By Script	Script Name	ScriptVariables.Script
Script Variable Properties	Script Variable Name	ScriptVariableProperties.Name
Skillset By Agent Performance	Agent Login ID Agent Name Skillset Name ID Skillset Name	iAgentBySkillsetStat.AgentLogin iAgentBySkillsetStat.Skillset iAgentBySkillsetStat.Timestamp
Skillset By Application	Skillset Name ID Skillset Name	iSkillsetStat.SiteID = 0 iSkillsetStat.Application <> “System_Application” iSkillsetStat.Skillset iSkillsetStat.Timestamp
Skillset Performance	Skillset Name ID	iSkillsetStat.SiteID = 0

Report name	Selection criteria	Field names
	Skillset Name	iSkillsetStat.Skillset iSkillsetStat.Timestamp
Skillset Properties	Skillset Name ID Skillset Name	Skillset.SkillsetID = SkillsetByAgent.SkillsetID SkillsetByAgent.UserID = Agent.UserID Skillset.Skillset
Skillset Timeline	Contact Type Skillset Name ID Skillset Name	iSkillsetStat.ContactType iSkillsetStat.Skillset iSkillsetStat.Timestamp
Skillset TImeline by Contact Type	Contact Type Skillset Name ID Skillset Name	iSkillsetStat.ContactType iSkillsetStat.Skillset iSkillsetStat.Timestamp
Supervisor Properties	Supervisor Login ID Supervisor Name	Supervisor.TelsetLoginID
Telephone Display Properties	None	None
Trunk Performance	Trunk ID	iTrunkStat.Timestamp
User Access Privilege	None	None
User Defined Partitions	Partition Name	None
Users	User ID User Name	None

Chapter 18: Standard agent performance reports

This section describes the standard agent performance reports views.

Navigation

- Activity Code by Agent on page 535
- Agent Average Calls per Hour on page 537
- Agent Average Calls per Hour, Bottom 5 on page 540
- Agent Average Calls per Hour, Top 5 on page 542
- Agent by Activity Code on page 544
- Agent by Application Performance on page 546
- Agent by Skillset Performance on page 549
- Agent DN Performance on page 551
- Agent DN Performance Calls Answered, Bottom 5 on page 555
- Agent DN Performance Calls Answered, Top 5 on page 557
- Agent Login/Logout on page 560
- Agent NACD Activity on page 562
- Agent Performance on page 565
- Agent Performance by Supervisor on page 570
- Agent Performance Calls Answered, Bottom 5 on page 574
- Agent Performance Calls Answered, Top 5 on page 578
- Agent Efficiency on page 582
- Agent Efficiency by Contact Type on page 585
- Agent Efficiency by Skillset on page 587
- Agent Short Calls on page 590
- Agent Transferred/Conferenced Activity on page 594
- Estimated Revenue by Agent on page 599

- Not Ready Reason Codes by Agent on page 601
- Skillset by Agent Performance on page 604

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 524.

Views

This report uses the ActivityCodeStat view; see ActivityCodeStat views on page 44. For more information about views; see Access rights by view on page 26.

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 Agent Name —	iActivityCodeStat.Application <> 'System_Application' (iActivityCodeStat.AgentSurName + “ ” + iActivityCodeStat.AgentGivenName) iActivityCodeStat.Timestamp

Statistics

This report uses the following statistics.

Report field	View field/formula	View field/Report Creation Wizard formula
Activity Time	ActivityTime	@RCW_ActivityTime
Average Activity Time	ActivityTime/Occurrences	@RCW_AverageActivityTime
Activity Occurrences	Occurrences	Occurrences

Summaries

The report provides totals for each agent and subtotals for each day, week, or month (depending on the selected reporting period). For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all selected agents.

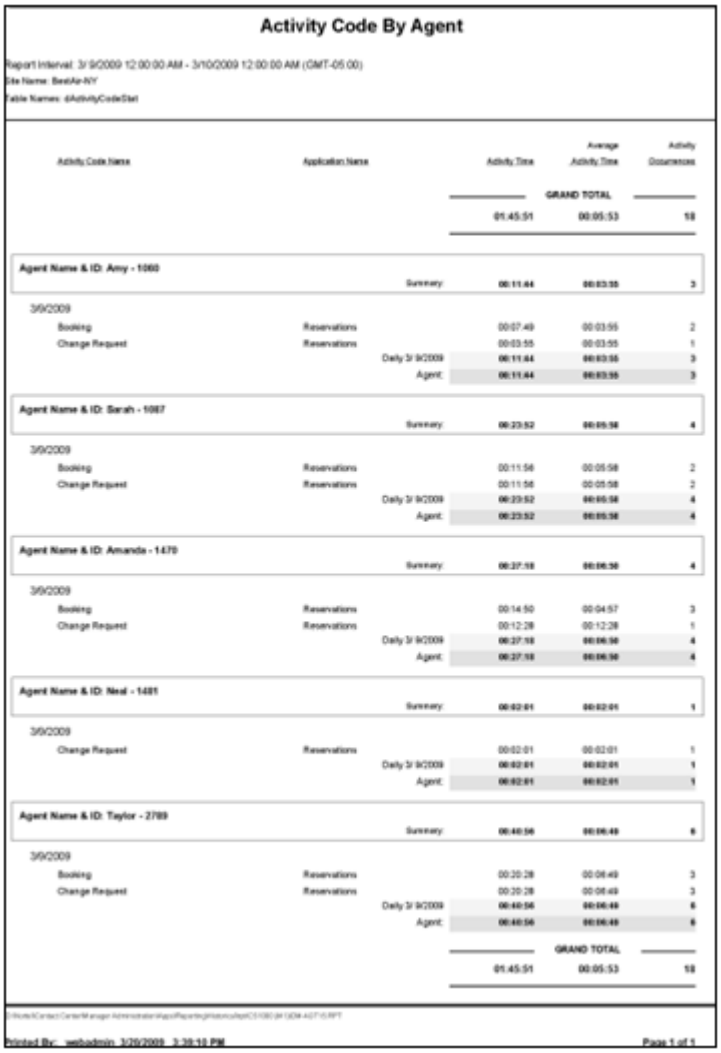


Figure 22: Activity Code by Agent report

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 524.

Views

This report uses the AgentPerformanceStat view, AgentPerformanceStat views on page 69. For more information about views; see Access rights by view on page 26.

Collection frequency

The following collection frequency types are available for this report:

- daily
- weekly
- monthly

Templates

This report uses the following templates:

- dm-agt9.rpt
- wm-agt9.rpt
- mm-agt9.rpt

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Agent Login ID	iAgentPerformanceStat.AgentLogin
Agent Name	iAgentPerformanceStat.Timestamp

Statistics

This report uses the following statistics.

Report field	View field/formula	View field/Report Creation Wizard formula
Average Answered per Hour	Communication Server 1000 PABX: (CallsAnswered + ACDCallsAnswered + NACDCallsAnswered)/ (LoggedInTime/3600)	@RCW_AverageCallsAnsweredPerHour

Report field	View field/formula	View field/Report Creation Wizard formula
	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.

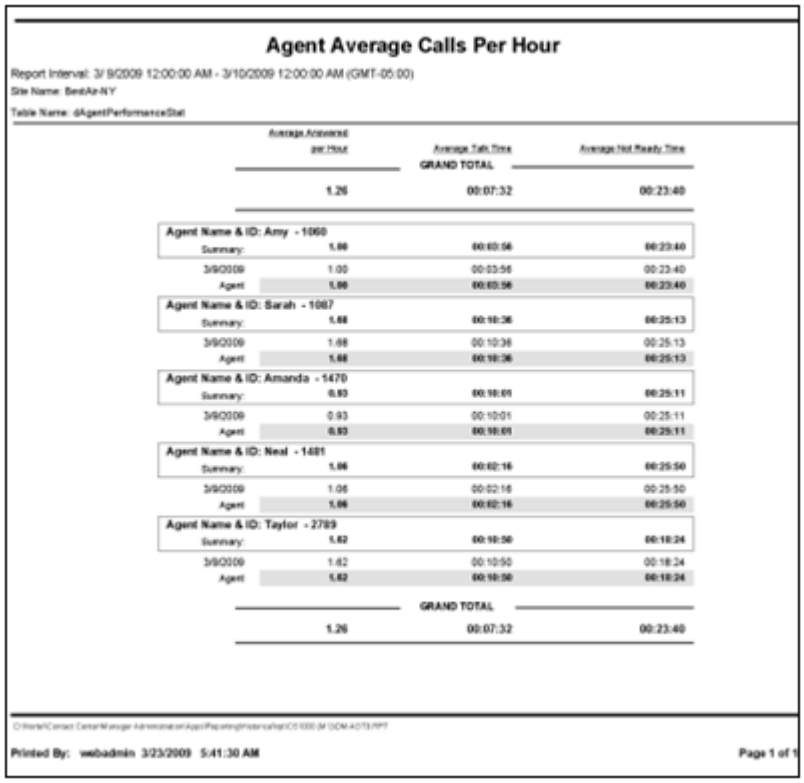


Figure 23: Agent Average Calls Per Hour report

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 524.

Views

This report uses the AgentPerformanceStat view; AgentPerformanceStat views on page 69. For more information about views; see Access rights by view on page 26.

Collection frequency

The following collection frequency types are available for this report:

- daily
- weekly
- monthly

Templates

This report uses the following templates:

- dm-agt11.rpt
- wm-agt11.rpt
- mm-agt11.rpt

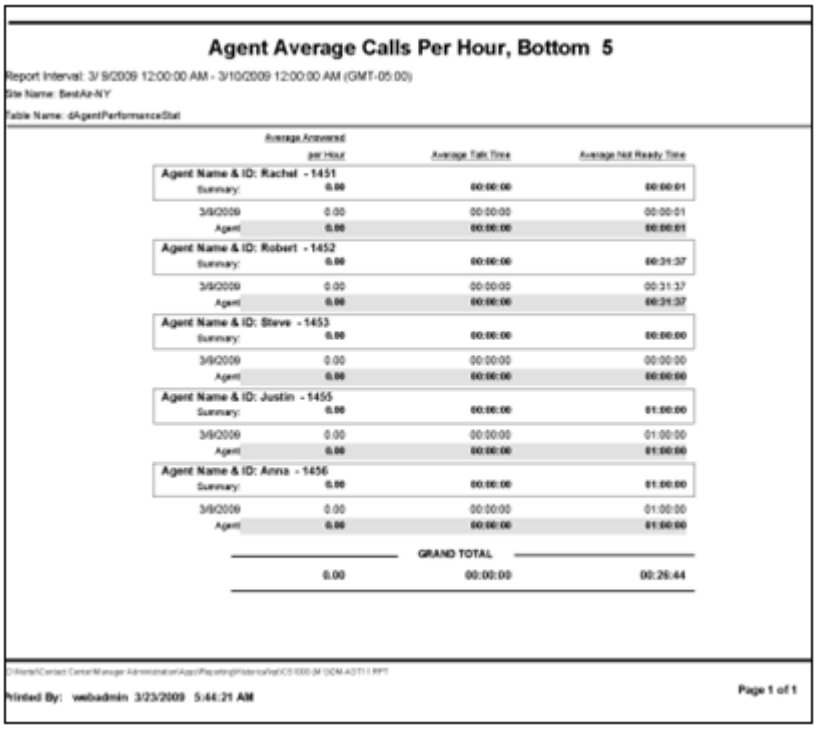
Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Agent Login ID	iAgentPerformanceStat.AgentLogin
Agent Name	iAgentPerformanceStat.Timestamp

Statistics and summaries

The fields in this report are identical to those in Agent Average Calls per Hour on page 537, 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 524.

Views

This report uses the AgentPerformanceStat view, see AgentPerformanceStat views on page 69. For more information about views; see Access rights by view on page 26.

Collection frequency

The following collection frequency types are available for this report:

- daily
- weekly
- monthly

Templates

This report uses the following templates:

- dm-agt10.rpt
- wm-agt10.rpt
- mm-agt10.rpt

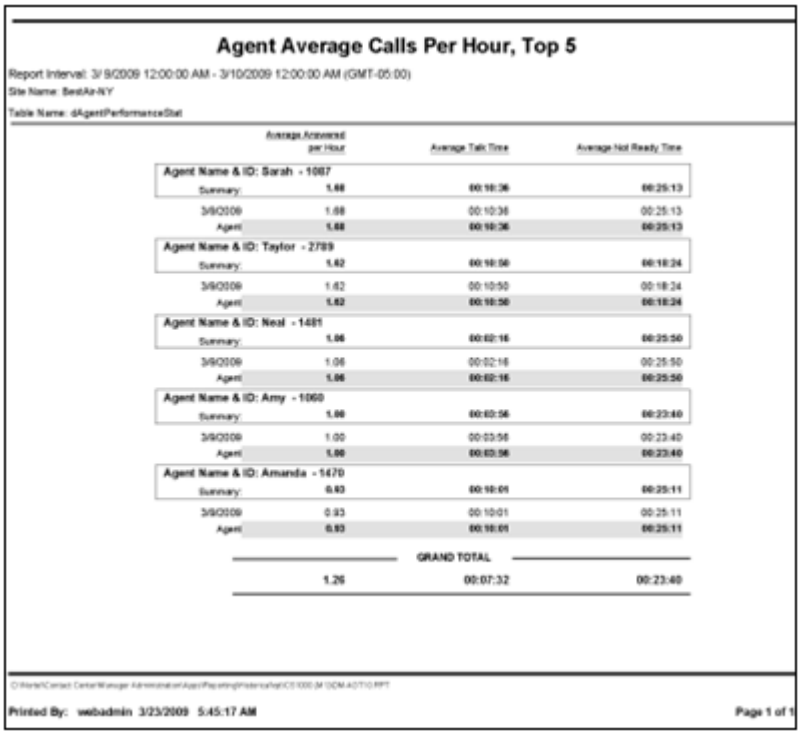
Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Agent Login ID	iAgentPerformanceStat.AgentLogin
Agent Name	iAgentPerformanceStat.Timestamp

Statistics and summaries

The fields in this report are identical to those in Agent Average Calls per Hour on page 537, 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 524.

Views

This report uses the ActivityCodeStat views on page 44. For more information about views; see Access rights by view on page 26.

Collection frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

- im-im-agt19.rpt
- dm-agt19.rpt
- wm-agt19.rpt
- mm-agt19.rpt

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Activity Code ID	iActivityCodeStat.Application <> 'System_Application'
Activity Code	iActivityCodeStat.ActivityCode
	iActivityCodeStat.Timestamp

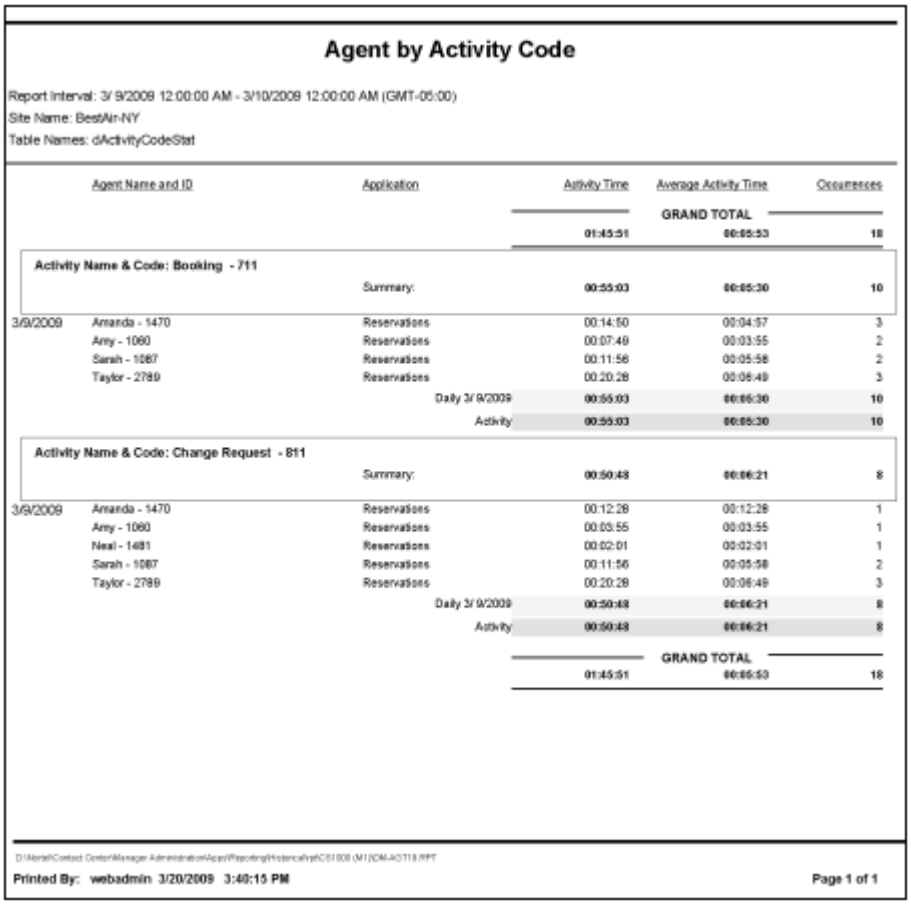
Statistics

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: cActivityCodeStat

	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 524.

Views

This report uses the AgentByApplicationStat. For more information, see AgentByApplicationStat views on page 50. For more information about views; see Access rights by view on page 26.

Collection frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

- im-agt16.rpt
- dm-agt16.rpt
- wm-agt16.rpt
- mm-agt16.rpt

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Application Name ID	iAgentByApplicationStat.Application
Application Name	iAgentByApplicationStat.Timestamp

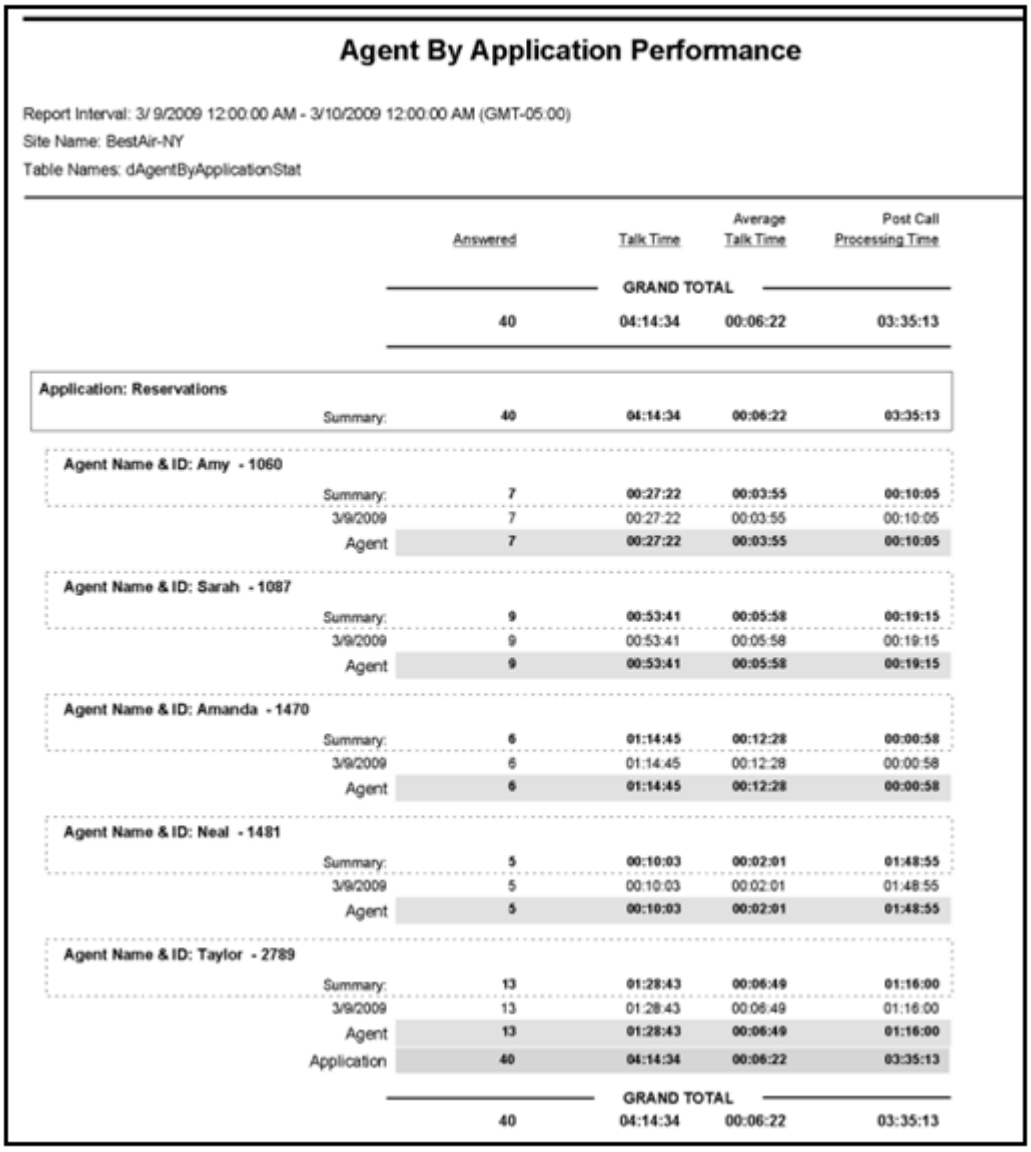
Statistics

This report uses the following statistics.

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 524.

Views

This report uses the AgentBySkillsetStat views on page 59. For more information about views; see Access rights by view on page 26.

Collection frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

- im-agt14.rpt
- dm-agt14.rpt
- wm-agt14.rpt
- mm-agt14.rpt

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Skillset Name ID	iAgentBySkillsetStat.Skillset
Skillset Name	iAgentBySkillsetStat.Timestamp

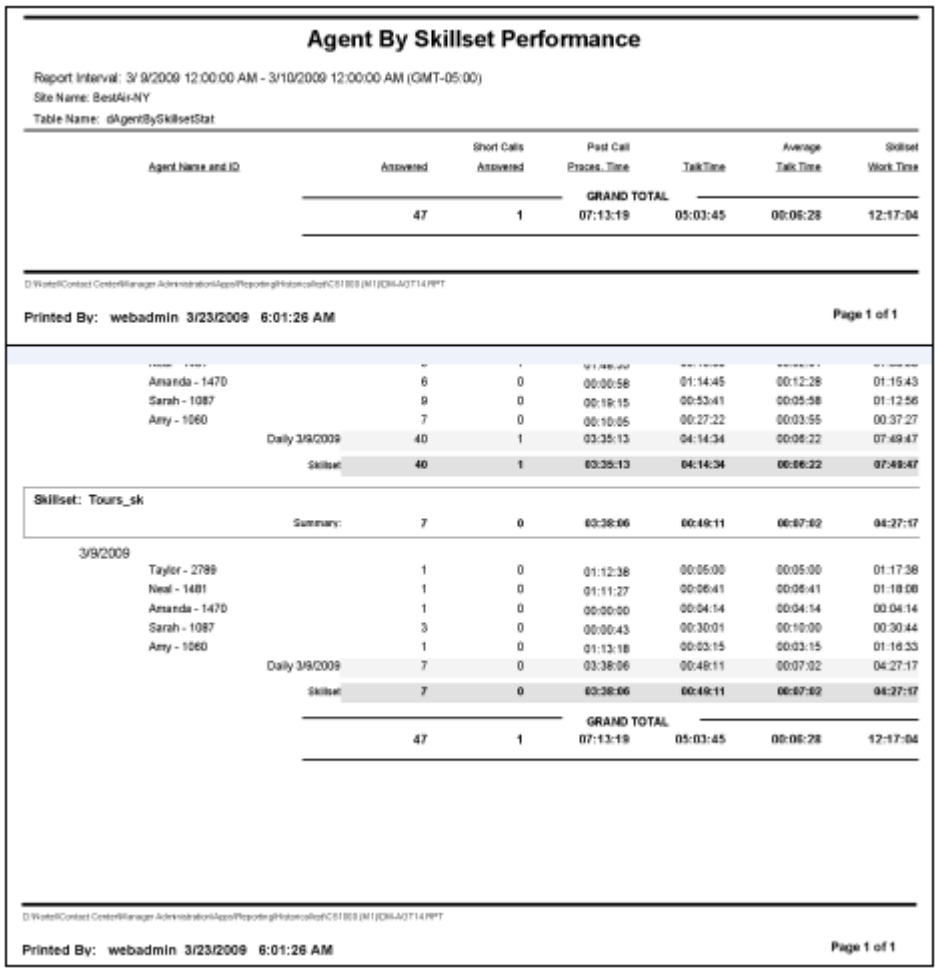
Statistics

This report uses the following statistics.

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 524.

Views

This report uses the AgentPerformanceStat view. For more information, see AgentPerformanceStat views on page 69. For more information about views; see Access rights by view on page 26.

Collection frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

- im-agt15.rpt
- dm-agt15.rpt
- wm-agt15.rpt
- mm-agt15.rpt

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Agent Name ID	iActivityCodeStat.Application <> 'System_Application'
Agent Name	(iActivityCodeStat.AgentSurName + " " + iActivityCodeStat.AgentGivenName)
	iActivityCodeStat.Timestamp

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_AverageDNInExtCalls TalkTime

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_AverageDNInIntCalls TalkTime
External	DNInExtCalls	DNInExtCalls
Average Ext Talk Time	DNInExtCallsTalkTime/ DNInExtCalls	@RCW_AverageDNInExtCalls TalkTime

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

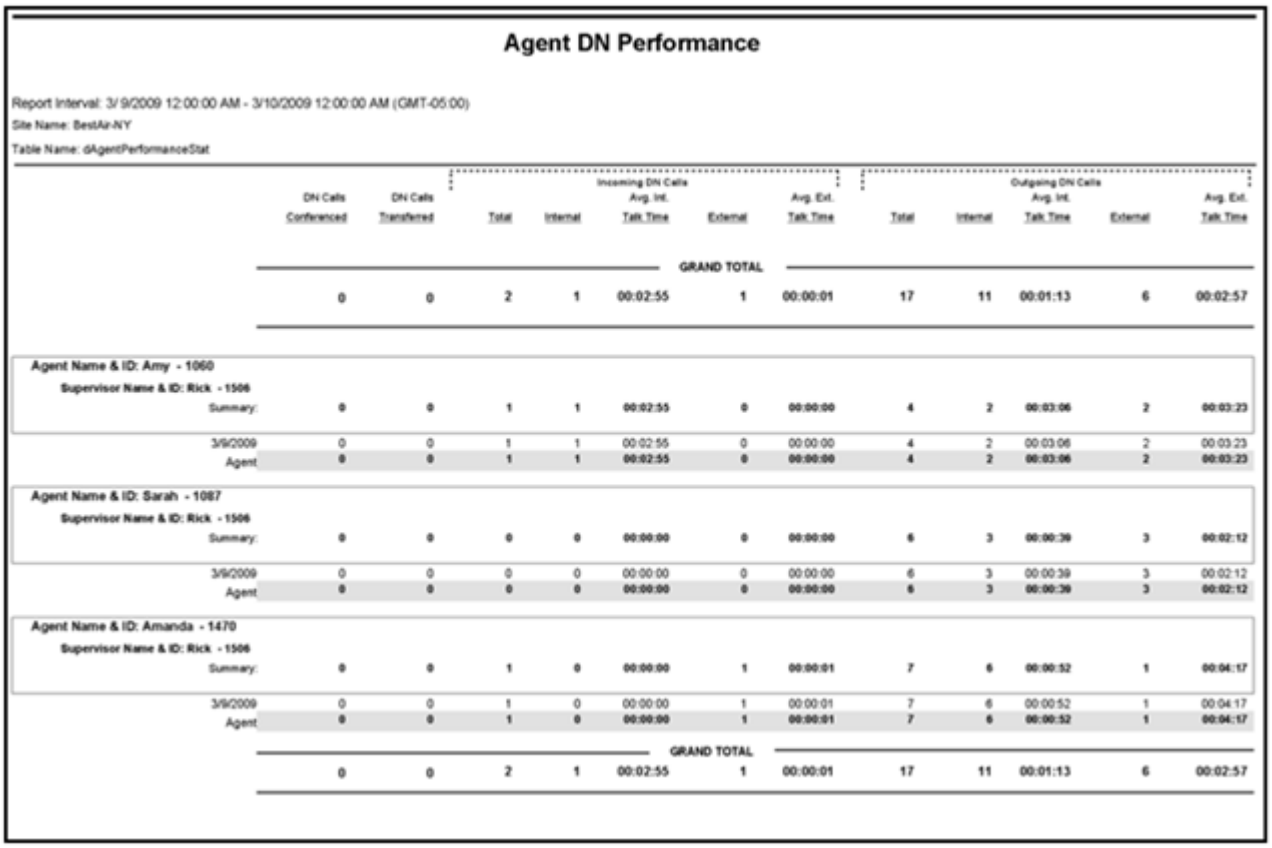
Report field	View field/formula	View field/Report Creation Wizard formula
Average Int Talk Time	DNOutIntCallsTalkTime/ DNOutIntCalls	@RCW_AverageDNOutIntCallsTalkTime
External	DNOutExtCalls	DNOutExtCalls
Average Ext Talk Time	DNOutExtCallsTalkTime/ DNOutExtCalls	@RCW_AverageDNOutExtCallsTalkTime

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 524.

Views

This report uses the AgentPerformanceStat views on page 69. For more information about views; see Access rights by view on page 26.

Collection frequency

The following collection frequency types are available for this report:

- daily
- weekly
- monthly

Templates

This report uses the following templates:

- dm-agt7.rpt
- wm-agt7.rpt
- mm-agt7.rpt

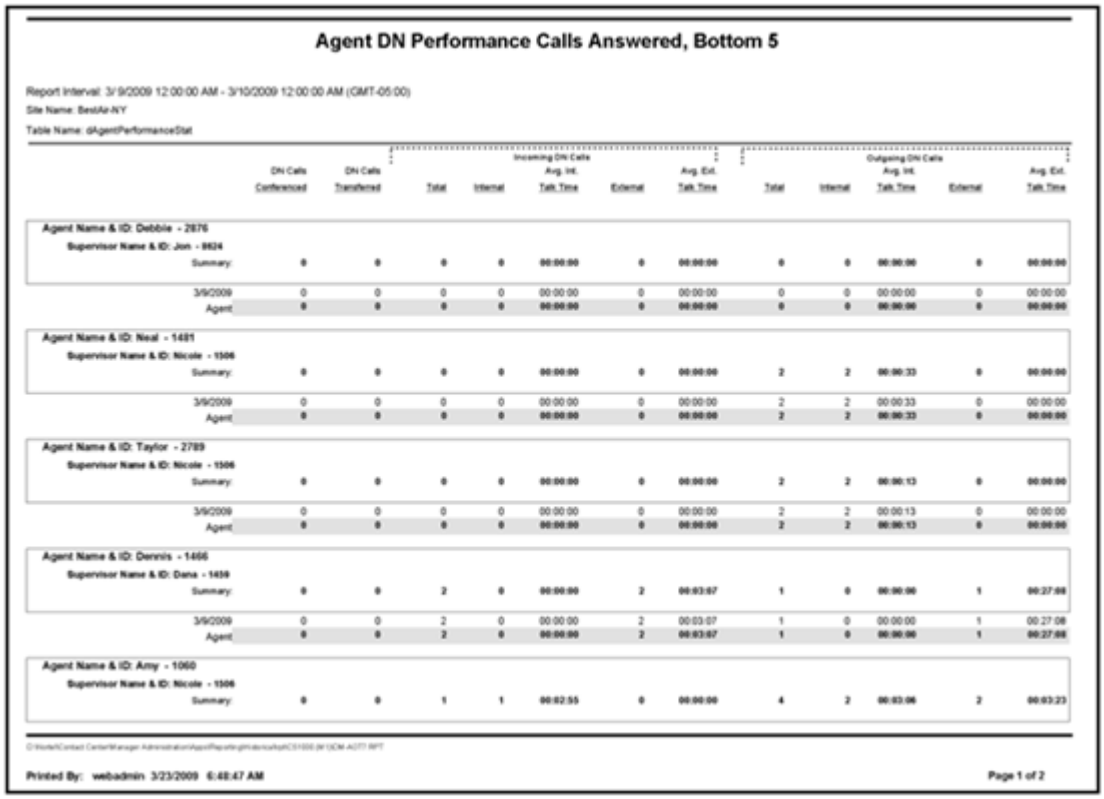
Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Agent Login ID	iAgentPerformanceStat.AgentLogin
Agent Name	iAgentPerformanceStat.Timestamp

Statistics and summaries

The report provides totals for each agent and subtotals for each day, week, or month (depending on the selected reporting period). For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all selected agents.



Agent DN Performance Calls Answered, Bottom 5

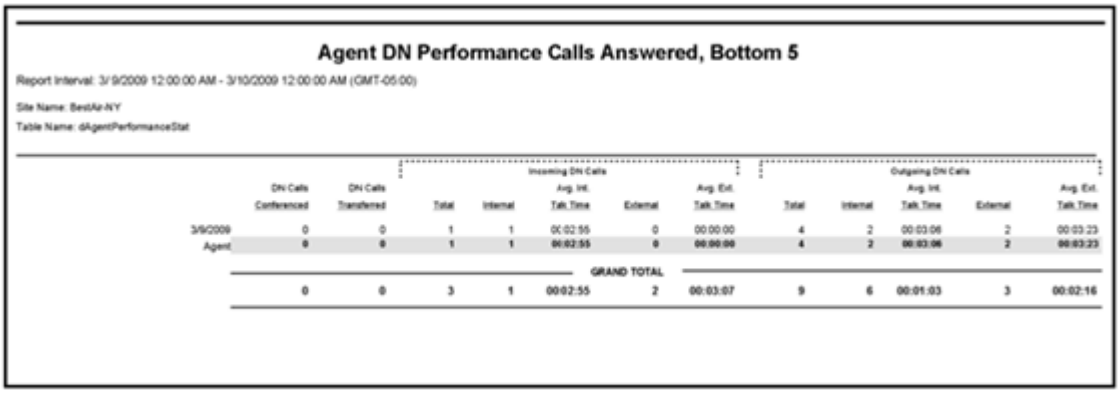
Report Interval: 3/ 9/2009 12:00:00 AM - 3/10/2009 12:00:00 AM (GMT-05:00)
Site Name: BestAir-NY
Table Name: dAgentPerformanceStat

	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 - 9824												
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

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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 524.

Views

This report uses the ActivityCodeStat views on page 44. For more information about views; see Access rights by view on page 26.

Collection frequency

The following collection frequency types are available for this report:

- daily
- weekly
- monthly

Templates

This report uses the following templates:

- dm-agt6.rpt
- wm-agt6.rpt
- mm-agt6.rpt

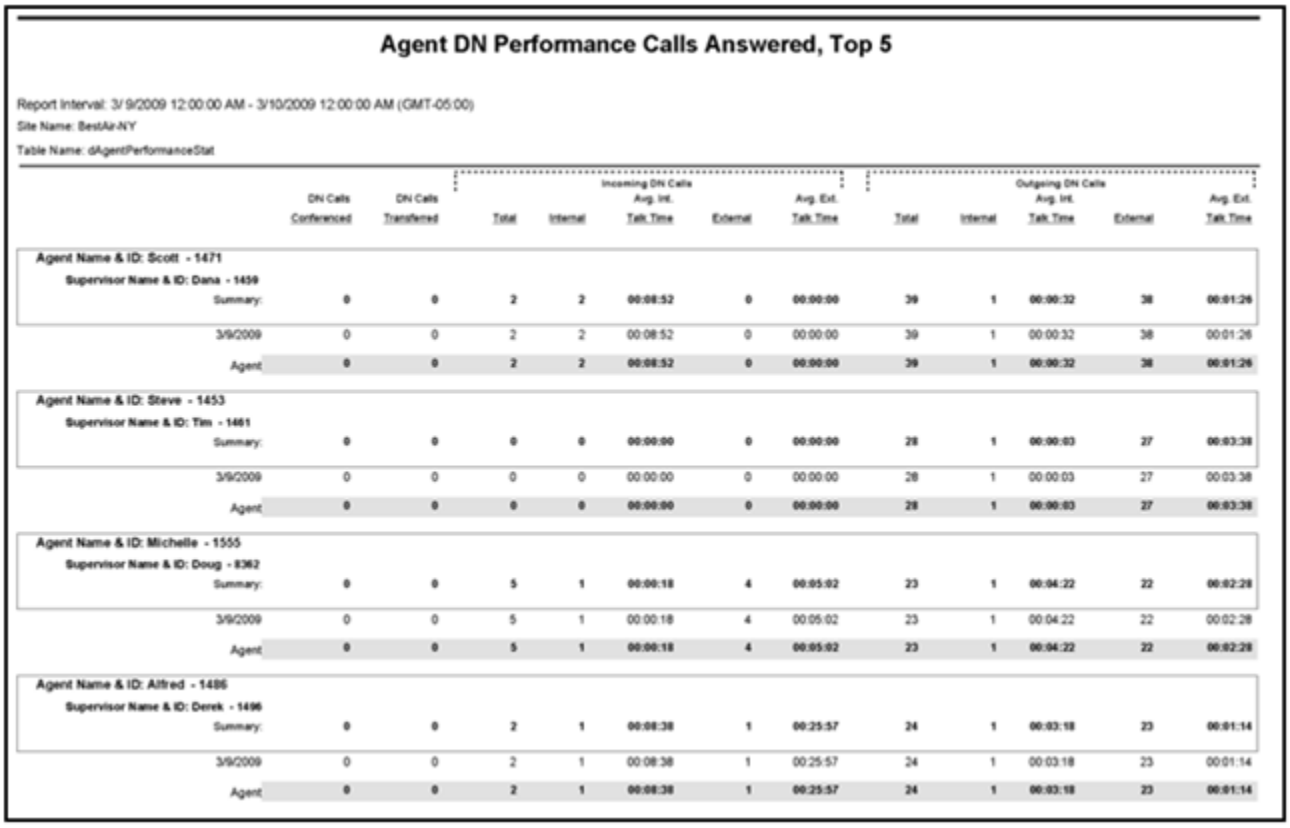
Selection criteria

Selection criteria	Database field names
Agent Login ID	iAgentPerformanceStat.AgentLogin
Agent Name	iAgentPerformanceStat.Timestamp

Statistics and summaries

The statistics in this report are identical to those in the Agent DN Performance report, except that they are for the five agents who answered the highest number of Contact Center Manager calls.

Statistics are summarized in the same way as for the Agent DN Performance report. See Agent DN Performance on page 551.

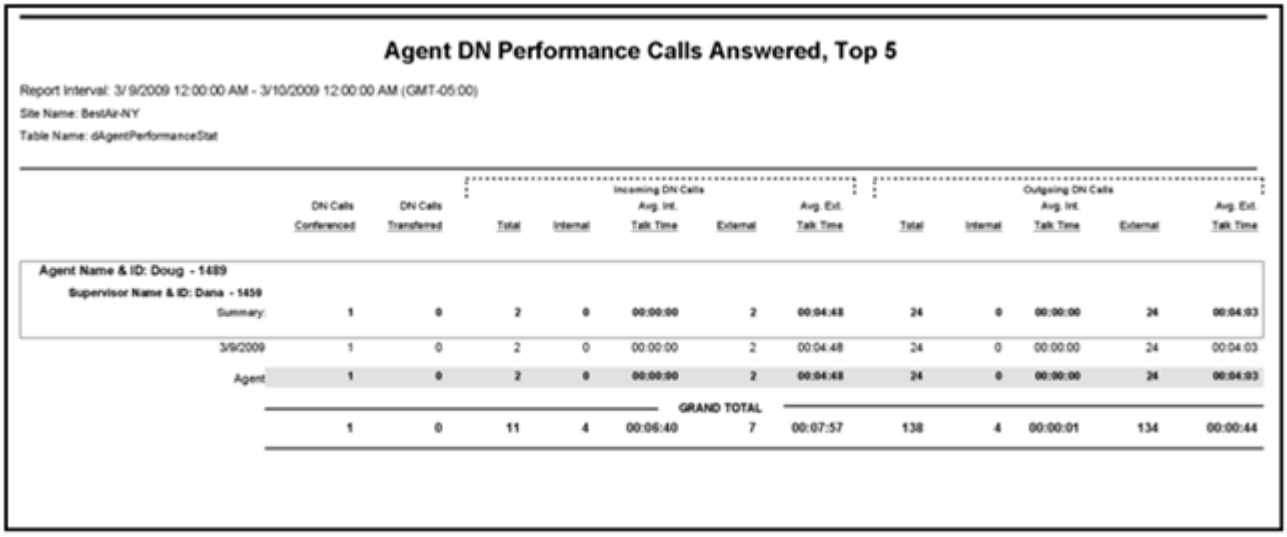


Agent DN Performance Calls Answered, Top 5

Report Interval: 3/ 9/2009 12:00:00 AM - 3/10/2009 12:00:00 AM (GMT-05:00)
Site Name: BestAir-NY
Table Name: dAgentPerformanceStat

	DN Calls Conferenced	DN Calls Transferred	Incoming DN Calls Total	Incoming DN Calls Internal	Incoming DN Calls Avg. Int. Talk Time	Incoming DN Calls External	Incoming DN Calls Avg. Ext. Talk Time	Outgoing DN Calls Total	Outgoing DN Calls Internal	Outgoing DN Calls Avg. Int. Talk Time	Outgoing DN Calls External	Outgoing DN Calls Avg. Ext. Talk Time
Agent Name & ID: Scott - 1471												
Supervisor Name & ID: Dana - 1459												
Summary:	**0**	**0**	**2**	**2**	**00:08:52**	**0**	**00:00:00**	**39**	**1**	**00:00:32**	**38**	**00:01:26**
3/9/2009	0	0	2	2	00:08:52	0	00:00:00	39	1	00:00:32	38	00:01:26
Agent	**0**	**0**	**2**	**2**	**00:08:52**	**0**	**00:00:00**	**39**	**1**	**00:00:32**	**38**	**00:01:26**
Agent Name & ID: Steve - 1453												
Supervisor Name & ID: Tim - 1461												
Summary:	**0**	**0**	**0**	**0**	**00:00:00**	**0**	**00:00:00**	**28**	**1**	**00:00:03**	**27**	**00:03:38**
3/9/2009	0	0	0	0	00:00:00	0	00:00:00	28	1	00:00:03	27	00:03:38
Agent	**0**	**0**	**0**	**0**	**00:00:00**	**0**	**00:00:00**	**28**	**1**	**00:00:03**	**27**	**00:03:38**
Agent Name & ID: Michelle - 1555												
Supervisor Name & ID: Doug - 8362												
Summary:	**0**	**0**	**5**	**1**	**00:00:18**	**4**	**00:05:02**	**23**	**1**	**00:04:22**	**22**	**00:02:28**
3/9/2009	0	0	5	1	00:00:18	4	00:05:02	23	1	00:04:22	22	00:02:28
Agent	**0**	**0**	**5**	**1**	**00:00:18**	**4**	**00:05:02**	**23**	**1**	**00:04:22**	**22**	**00:02:28**
Agent Name & ID: Alfred - 1486												
Supervisor Name & ID: Derek - 1496												
Summary:	**0**	**0**	**2**	**1**	**00:08:38**	**1**	**00:25:57**	**24**	**1**	**00:03:18**	**23**	**00:01:14**
3/9/2009	0	0	2	1	00:08:38	1	00:25:57	24	1	00:03:18	23	00:01:14
Agent	**0**	**0**	**2**	**1**	**00:08:38**	**1**	**00:25:57**	**24**	**1**	**00:03:18**	**23**	**00:01:14**

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 524.

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 187. For more information about views; see Access rights by view on page 26.

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	eAgentLoginStat.AgentLogin
Agent Name	eAgentLoginStat.Timestamp

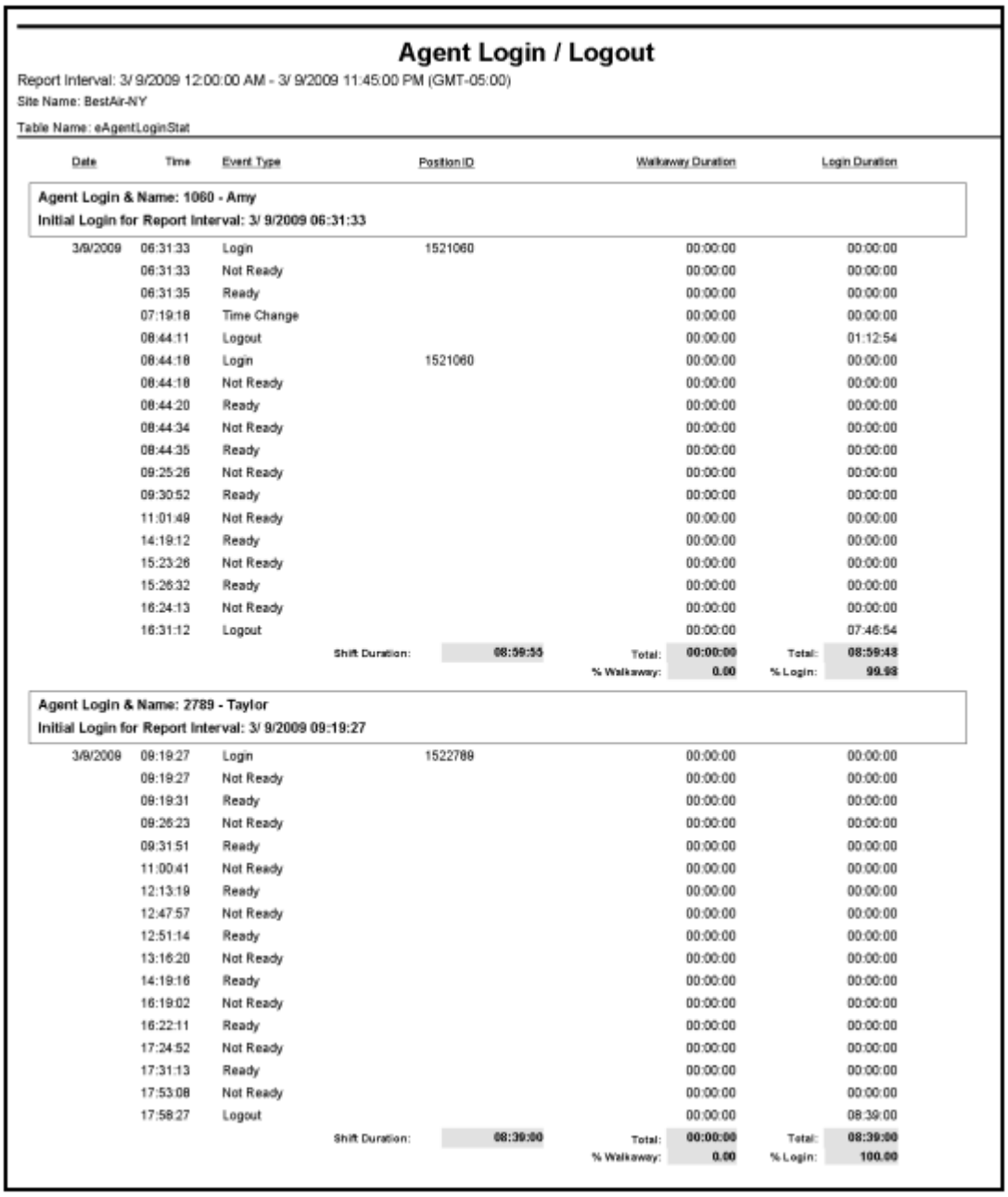
Statistics

This report uses the following statistics.

Report field	View field/formula	View field/Report Creation Wizard formula
Activity Time	ActivityTime	@RCW_ActivityTime
Average Activity Time	ActivityTime/Occurrences	@RCW_AverageActivityTime
Activity Occurrences	Occurrences	Occurrences

Report examples

The report example was generated on a Contact Center Manager Server.



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 524.

Views

This report uses the AgentPerformanceStat views on page 69. For more information about views; see Access rights by view on page 26.

Collection frequency

The following collection frequency types are available for this report:

- daily
- weekly
- monthly

Templates

This report uses the following templates:

- im-agt17.rpt
- dm-agt17.rpt
- wm-agt17.rpt
- mm-agt17.rpt

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Agent Login ID	iAgentPerformanceStat.AgentLogin
Agent Name	iAgentPerformanceStat.Timestamp

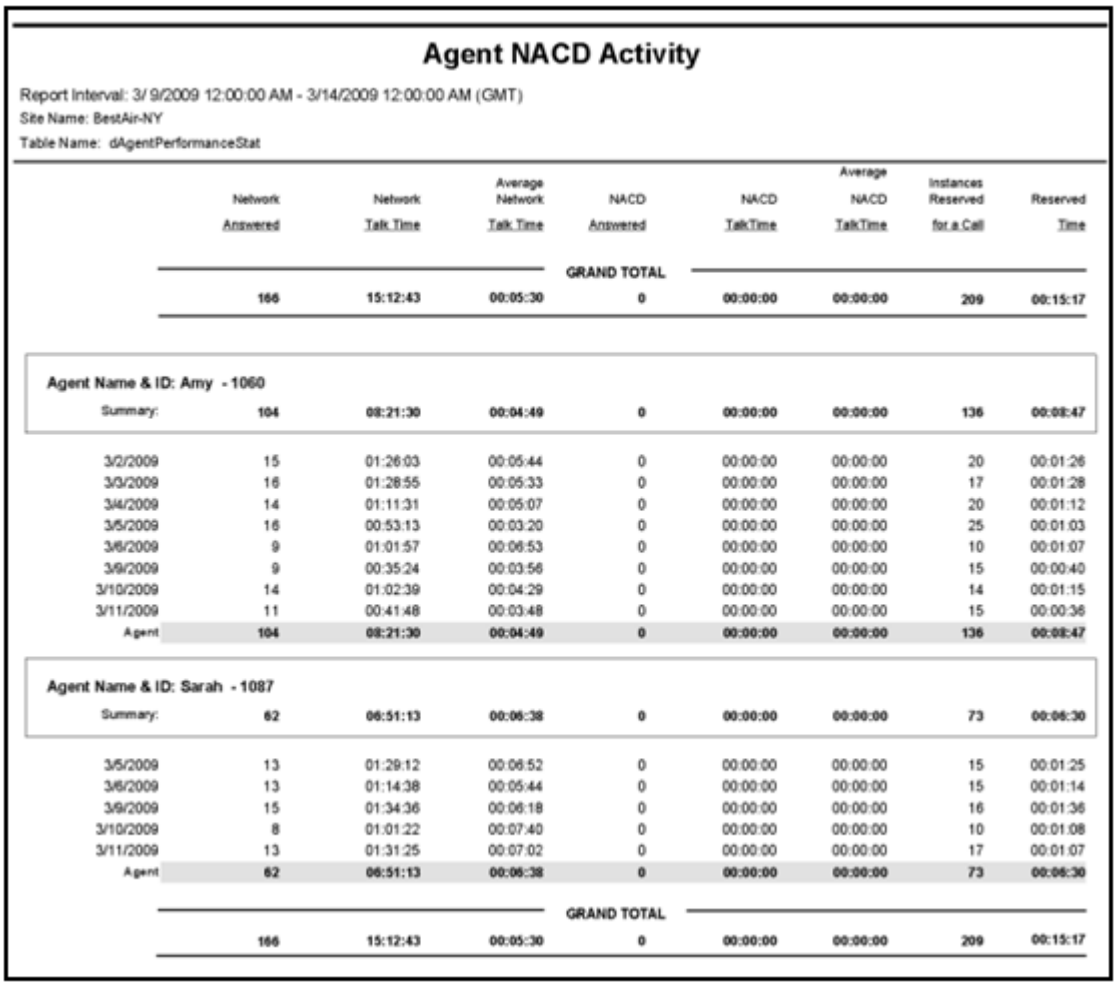
Statistics

This report uses the following statistics.

Report field	View field/formula	View field/Report Creation Wizard formula
Network Answered	NetworkCallsAnswered	NetworkCallsAnswered
Network Talk Time (NSBR option)	NetworkCallsTalkTime	@RCW_NetworkCallsTalkTime
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 524.

Views

This report uses the AgentPerformanceStat views on page 69. For more information about views; see Access rights by view on page 26.

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	iAgentPerformanceStat.AgentLogin
Agent Name	iAgentPerformanceStat.Timestamp

Summary statistics

This report uses the following statistics.

Report field	View field/formula	View field/Report Creation Wizard formula
Logged In Time	LoggedInTime	@RCW_LoggedInTime
Skillset Talk Time	TalkTime	@RCW_TalkTime
Avg Skillset Talk Time	TalkTime/CallsAnswered	@RCW_AverageTalkTime
Avg ACD/NACD Talk Time (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
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

Report field	View field/formula	View field/Report Creation Wizard formula
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 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 + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther + ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther + DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther	@RCW_CallsTransferred
% Work (Avaya Communication Server 2x00 PABX)	[(TalkTime + NotReadyTime + ACDCallsTalkTime) x 100]/ LoggedInTime. This statistic does not include DN time.	@RCW_%Work
Return Calls to Que	CallsReturnedToQ	CallsReturnedToQ
Return Calls Due to Timeout	CallsReturnedToQDueTo Timeout	CallsReturnedToQDueToTimeout

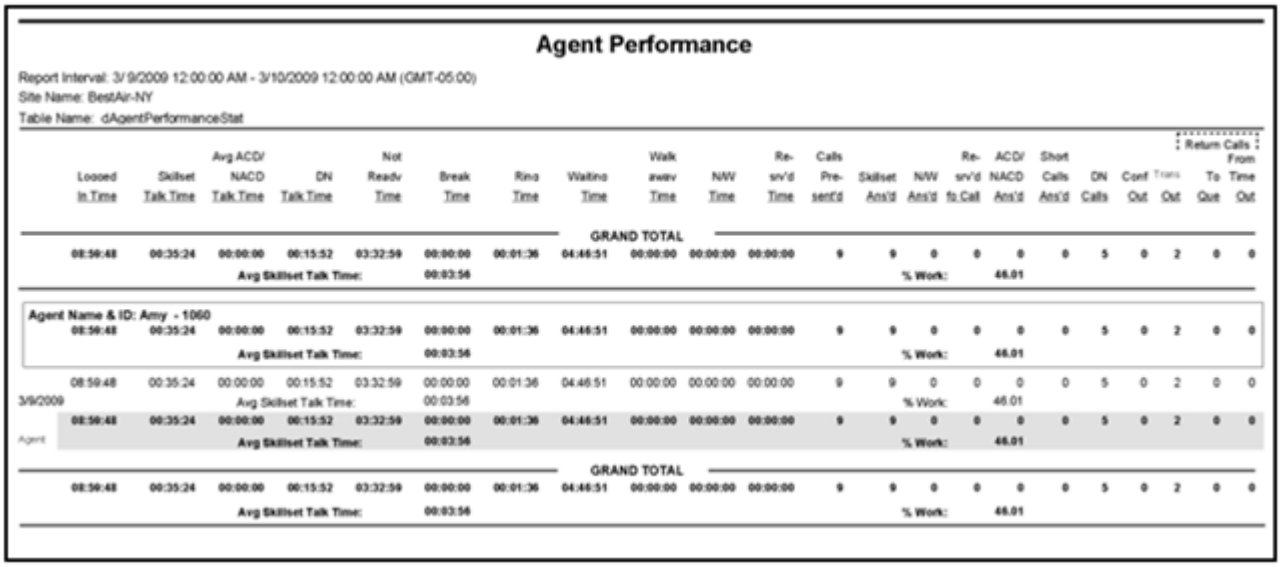
Agent Statistics

This report uses the following statistics.

Report field	View field/formula	View field/Report Creation Wizard formula
% Work (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	Work awav 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 524.

Views

This report uses the AgentPerformanceStat views on page 69. For more information about views; see Access rights by view on page 26.

Collection frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

- im-agt4.rpt
- dm-agt4.rpt
- wm-agt4.rpt
- mm-agt4.rpt

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Supervisor Login ID	iAgentPerformanceStat.SupervisorLogin
Supervisor Name	iAgentPerformanceStat.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
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 +	@RCW_CallsTransferred

Report field	View field/formula	View field/Report Creation Wizard formula
	DNCallsTransferredToACDDN + DNCallsTransferredToOther	
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

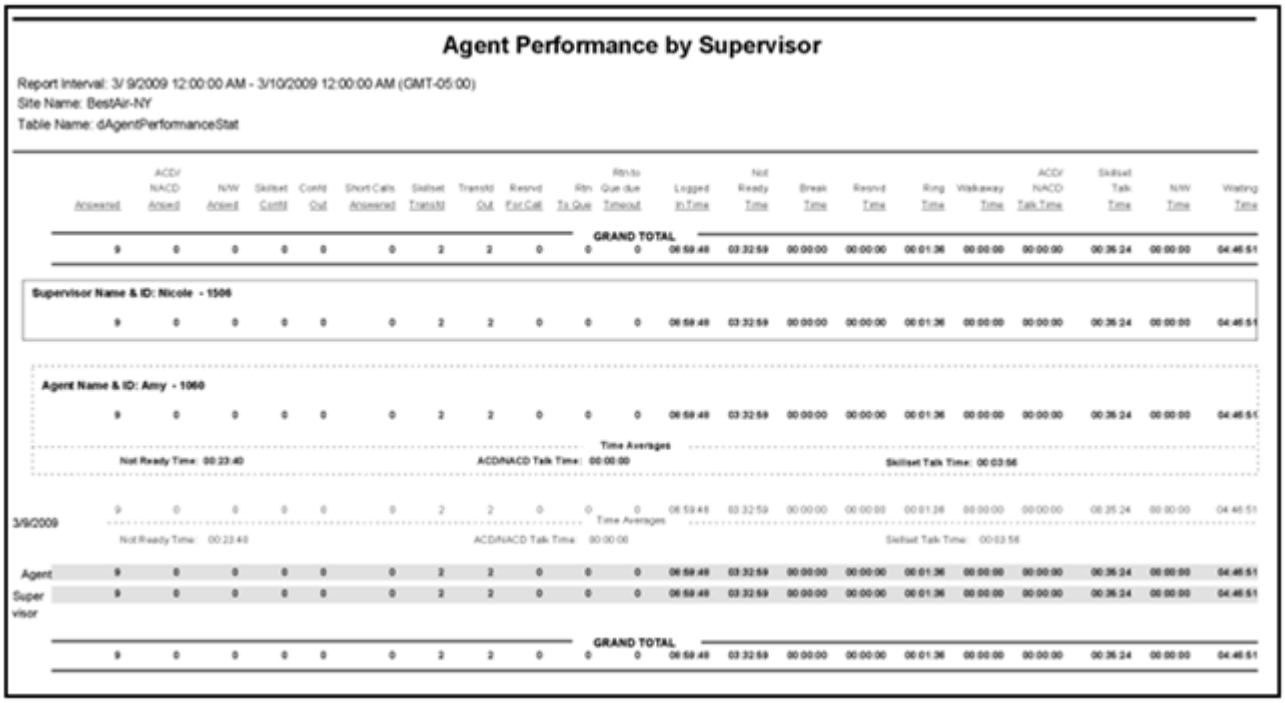
Time averages

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

GRAND TOTAL

Supervisor Name & ID: Nicole - 1506

Agent Name & ID: Amy - 1060

Time Averages
Not Ready Time: 00:23:40 ACD/NACD Talk Time: 00:00:00 Skillset Talk Time: 00:03:56

3/9/2009

Agent

Supervisor

GRAND TOTAL

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 524.

Views

This report uses the AgentPerformanceStat views on page 69. For more information about views; see Access rights by view on page 26.

Collection frequency

This report contains data that is collected daily.

Templates

This report uses the dm-agt3.rpt template.

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Agent Login ID	iAgentPerformanceStat.SupervisorLogin
Agent Name	iAgentPerformanceStat.Timestamp

Call total statistics

This report uses the following statistics.

Report field	View field/formula	View field/Report Creation Wizard formula
Skillset Ansd	CallsAnswered	CallsAnswered
Skillset 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 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 (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 565.

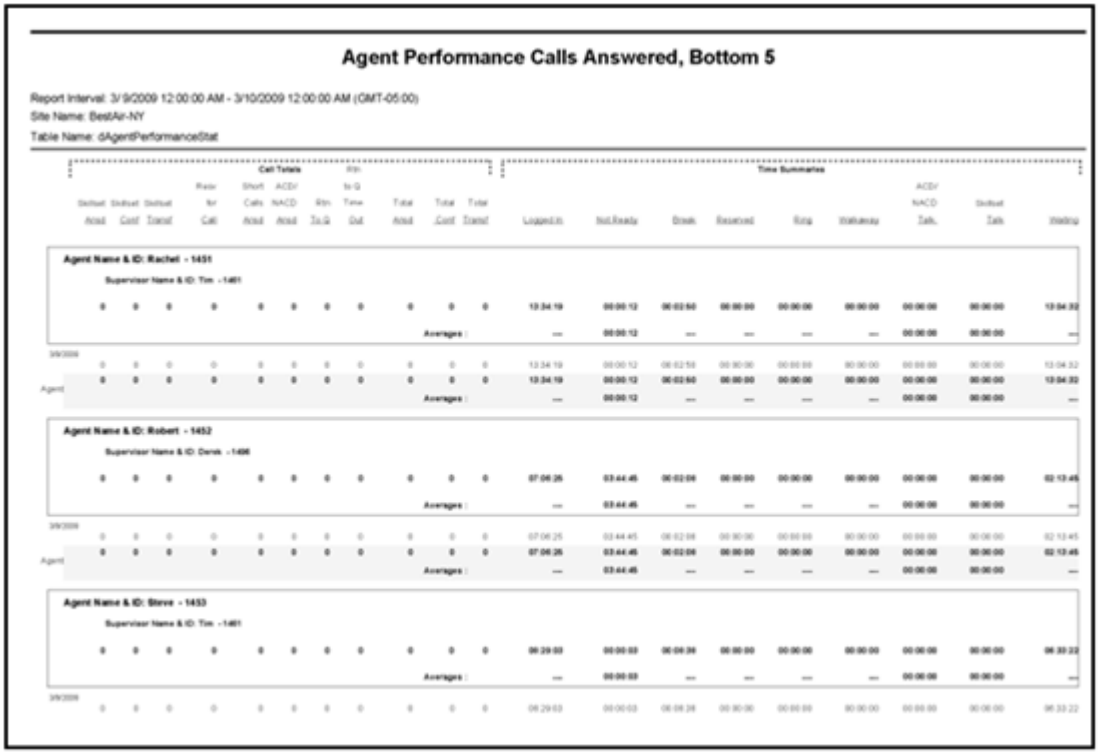


Figure 35: Agent Performance Calls Answered, Bottom 5 report (page 1 of 2)

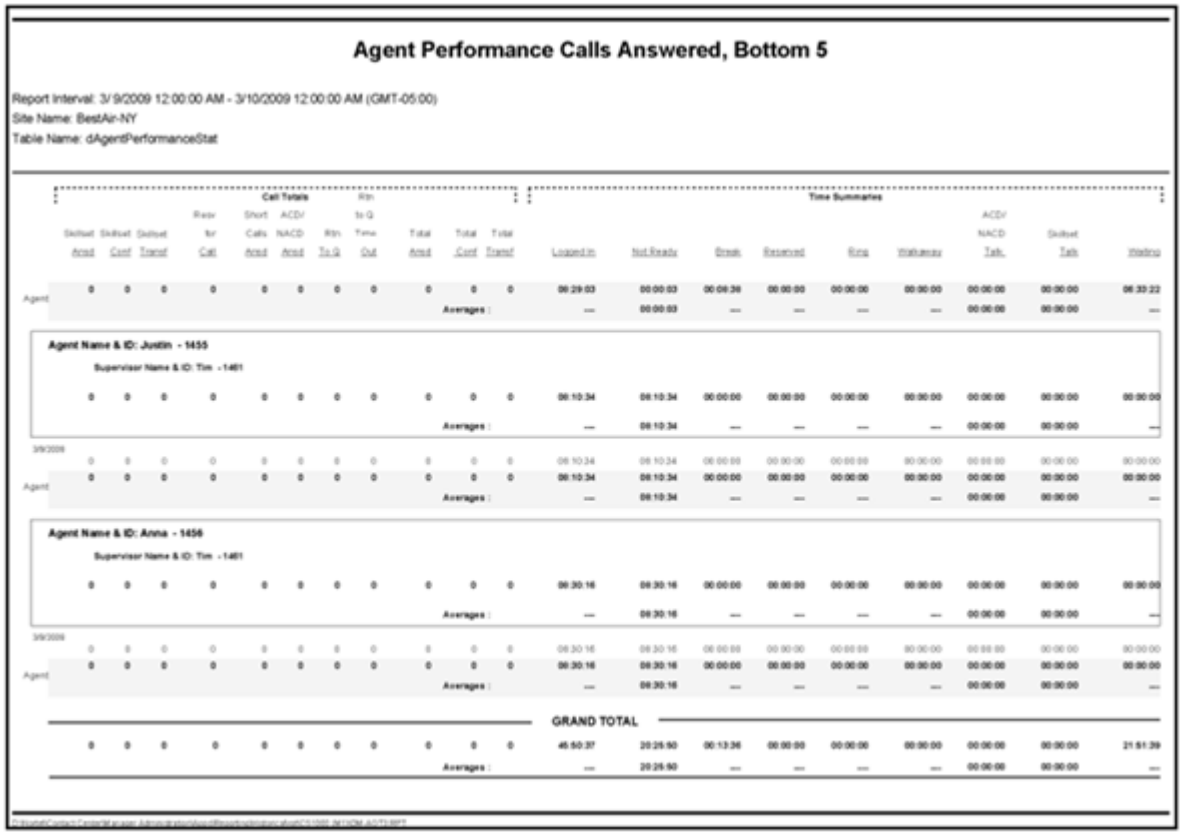


Figure 36: Agent Performance Calls Answered, Bottom 5 report (page 2 of 2)

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 524.

Views

This report uses the AgentPerformanceStat views on page 69. For more information about views; see Access rights by view on page 26.

Collection frequency

This report contains data that is collected daily.

Templates

This report uses the following template.

- dm-agt2.rpt

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Agent Login ID	iAgentPerformanceStat.SupervisorLogin
Agent Name	iAgentPerformanceStat.Timestamp

Call total statistics

This report uses the following statistics.

Report field	View field/formula	View field/Report Creation Wizard formula
Skillset Ansd	CallsAnswered	CallsAnswered
Skillset Conf	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther	@RCW_CDNCallsConferenced
Skillset Transf	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther	@RCW_CDNCallsTransferred
Resv for Call	ReservedForCall	ReservedForCall
Short Calls Ansd	ShortCallsAnswered	ShortCallsAnswered
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

Report field	View field/formula	View field/Report Creation Wizard formula
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

Report field	View field/formula	View field/Report Creation Wizard formula
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 565.

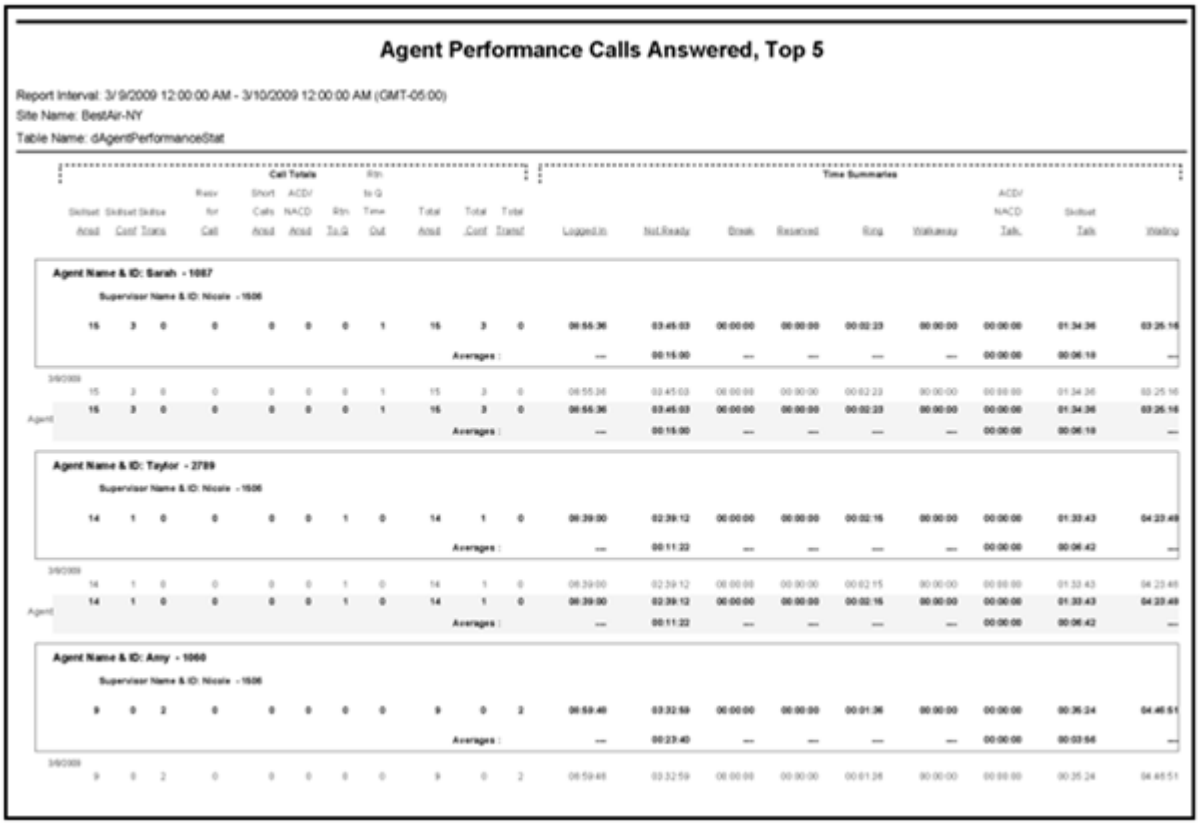


Figure 37: Agent Performance Calls Answered, Top 5 report (page 1 of 2)

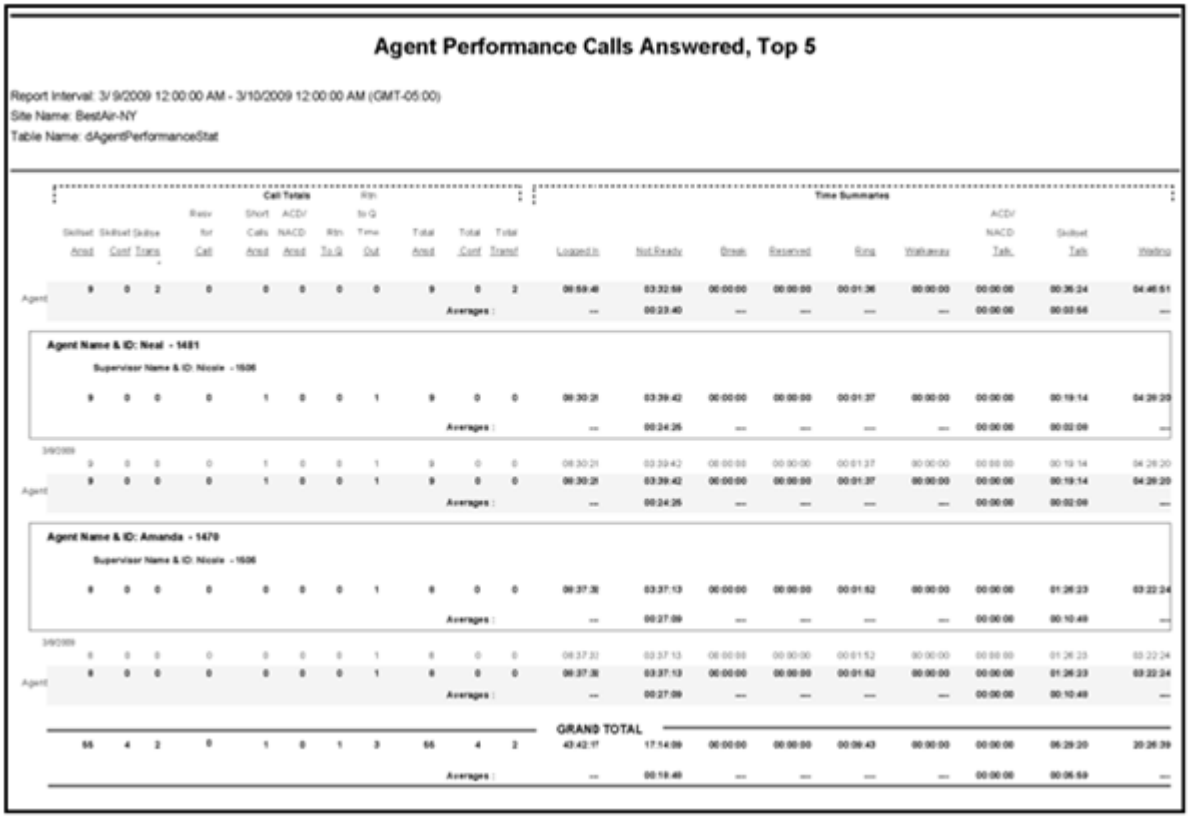


Figure 38: Agent Performance Calls Answered, Top 5 report (page 2 of 2)

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 524.

Views

This report uses the AgentPerformanceStat views on page 69. For more information about views; see Access rights by view on page 26.

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	—
Max Cap Logged In Time	MaxCapacityLoggedInTime	—
Active Time	TalkTime	@RCW_TalkTime
Blended Active Time	BlendedActiveTime	—
Max Cap Time	MaxCapacityTime	—

Report field	View field/formula	View field/Report Creation Wizard formula
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.

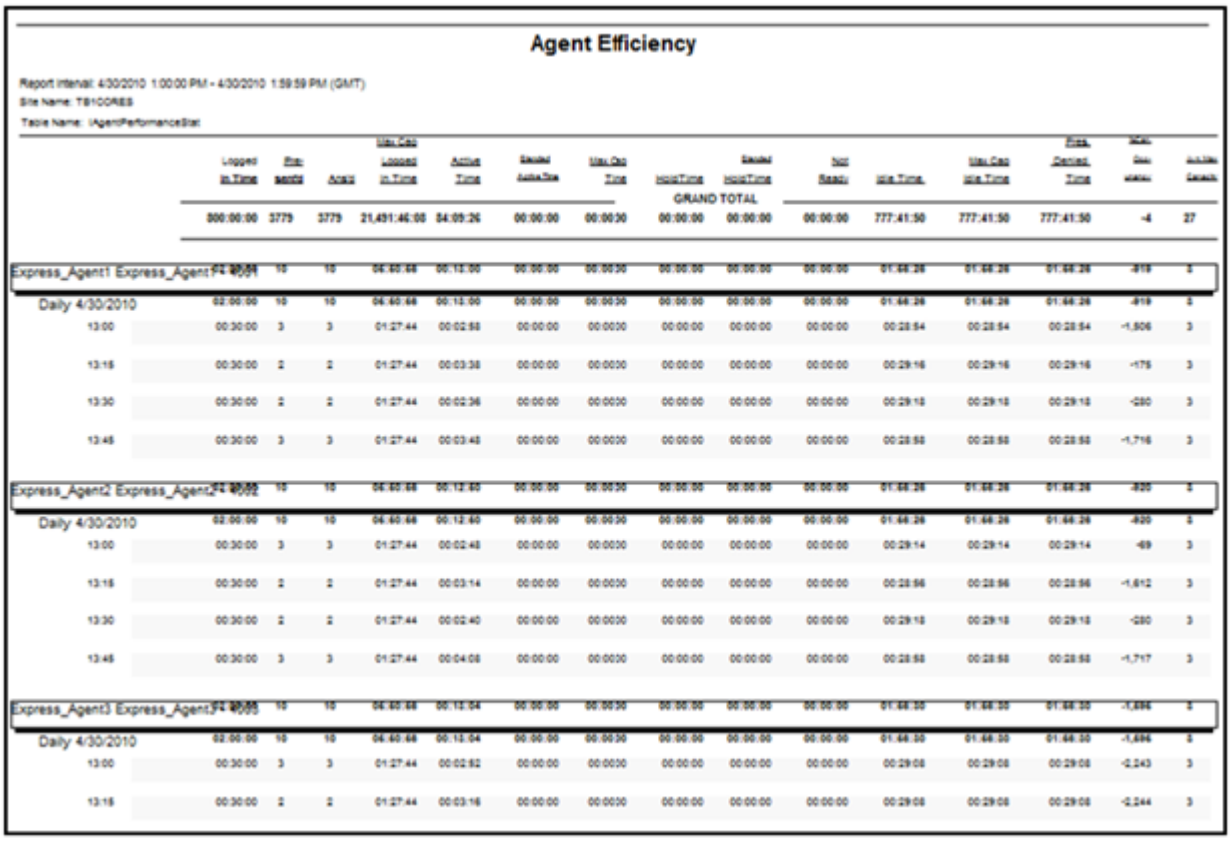


Figure 39: Agent Efficiency report

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 524.

Views

This report uses the AgentBySkillsetStat views on page 59. For more information about views; see Access rights by view on page 26.

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
Handling time	ContactTalkTime	—
Average Handling Time	ContactTalkTime/ CallsAnswered	—
Active Time	ContactTalkTime- ContactHoldTime- BlendedActiveTime	—
Blended Active Time	BlendedActiveTime	—
Contacts Hold Time	ContactHoldTime	—

Report field	View field/formula	View field/Report Creation Wizard formula
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.

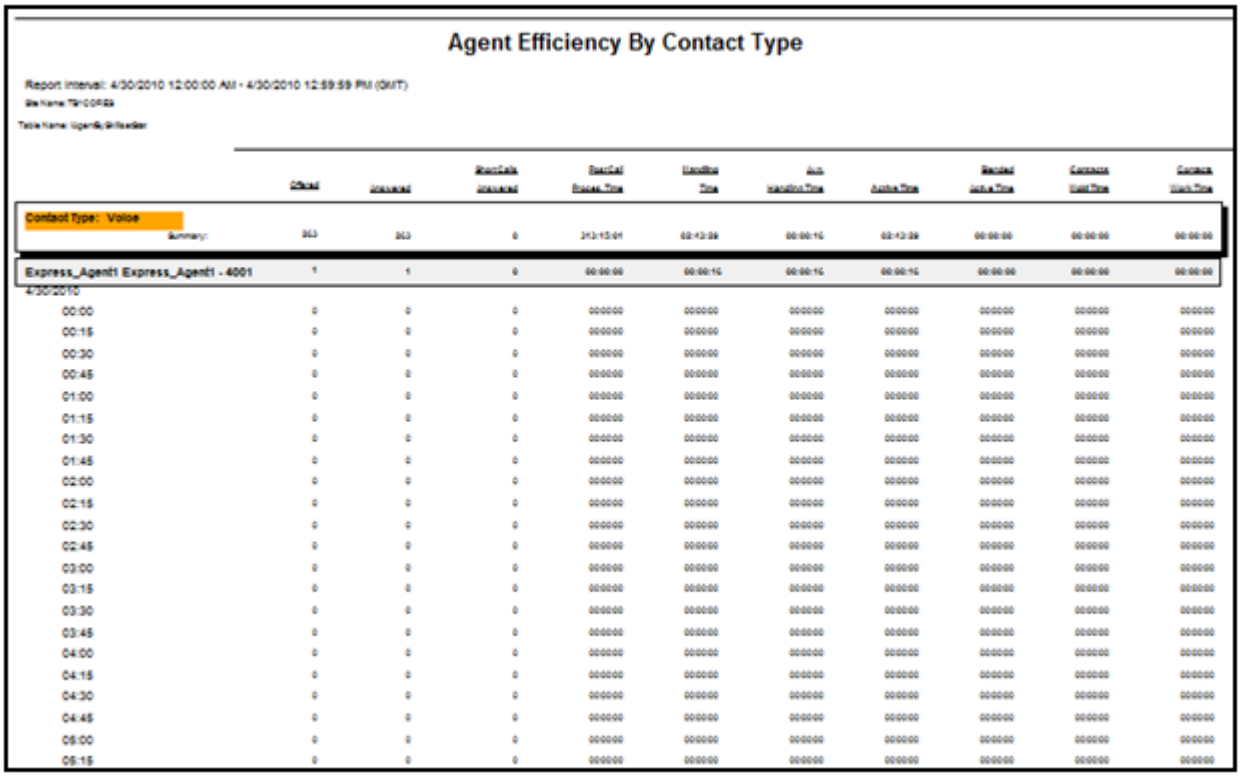


Figure 40: Agent Efficiency By Contact Type report

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 524.

Views

This report uses the AgentBySkillsetStat views on page 59. For more information about views; see Access rights by view on page 26.

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

Report field	View field/formula	View field/Report Creation Wizard formula
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	—
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.

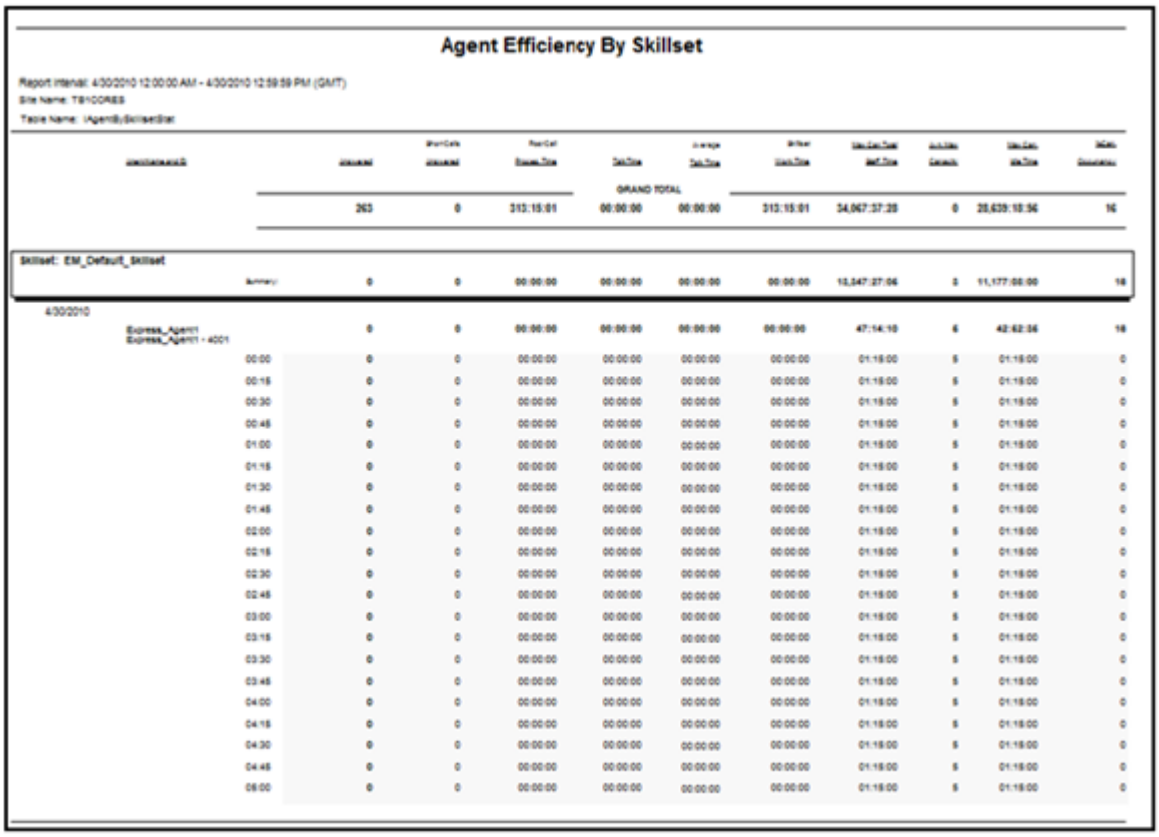


Figure 41: Agent Efficiency By Skillset report

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 524.

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 69. For more information about views; see Access rights by view on page 26.

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	iAgentPerformanceStat.SupervisorLogin
Agent Name	iAgentPerformanceStat.Timestamp

Statistics

This report uses the following statistics.

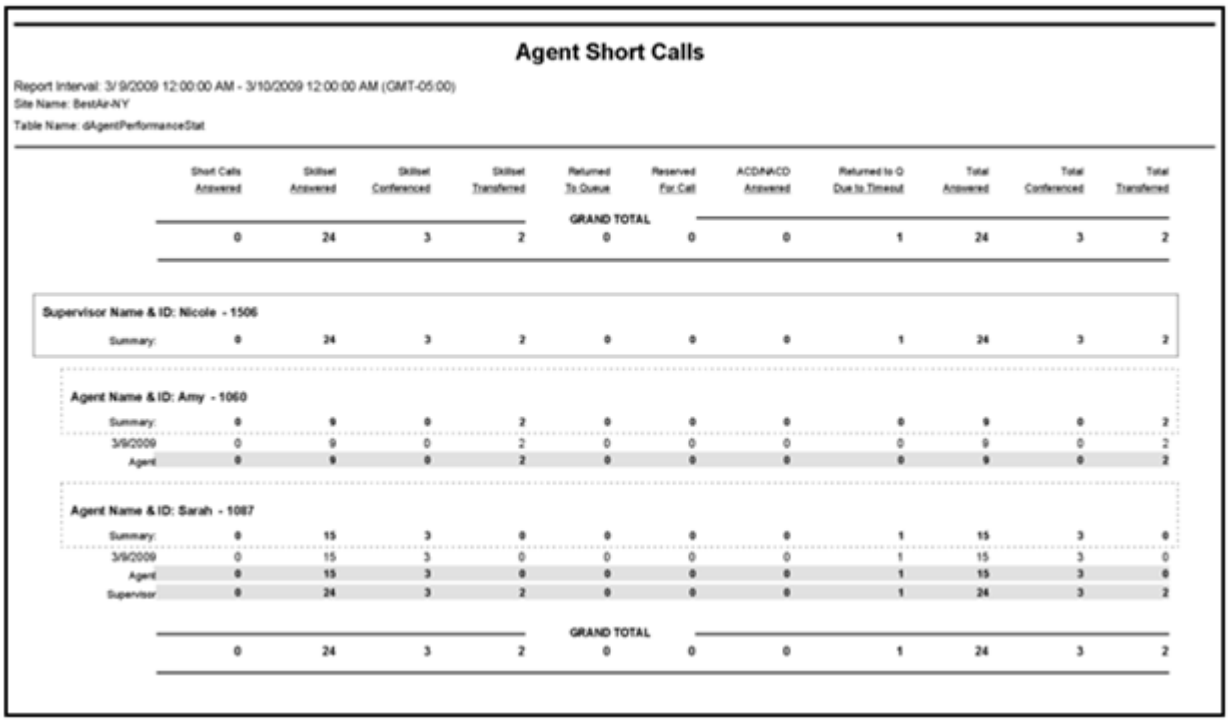
Report field	View field/formula	View field/Report Creation Wizard formula
Short Calls Answered	ShortCallsAnswered	ShortCallsAnswered

Report field	View field/formula	View field/Report Creation Wizard formula
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
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 +	@RCW_CallsTransferred

Report field	View field/formula	View field/Report Creation Wizard formula
	DNCallsTransferredToACDDN + DNCallsTransferredToOther	
Skillset Transfd	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther + ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther + DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther	@RCW_CallsTransferred
Resv'd For Call (NSBR/NACD options)	ReservedForCall	ReservedForCall
Retnd to Que	CallsReturnedToQ	CallsReturnedToQ
Retnd to Que Due Timeout	CallsReturnedToQDueTo Timeout	CallsReturnedToQDueToTimeout

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: Agent Short Calls report

Agent Transferred/Conferenced Activity

The Agent Transferred/Conferenced Activity report displays detailed statistics about voice and Web communication contacts conferenced and transferred by agents. The report provides summarized totals for the time period under review.

This report 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 524.

Views

This report uses the AgentPerformanceStat view; see AgentPerformanceStat views on page 69. For more information about views; see Access rights by view on page 26.

Collection frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

- im-agt18.rpt
- dm-agt18.rpt
- wm-agt18.rpt
- mm-agt18.rpt

Selection Criteria

This report uses the following criteria.

Selection criteria	Database field names
Agent Login ID Agent Name	iAgentPerformanceStat.SupervisorLogin iAgentPerformanceStat.Timestamp

Voice contacts transferred/conferenced by statistics

This report uses the following statistics.

Report field	View field/formula	View field/Report Creation Wizard formula
Skillset Transf	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther	@RCW_CDNCallsConferenced
ACD Transf	ACDCallsTransferredToCDN + ACDCallsTransferredToDN +	@RCW_ACDCallsTransferred

Report field	View field/formula	View field/Report Creation Wizard formula
	ACDCallsTransferredToIncalls + ACDCallsTransferredToOther	
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

Report field	View field/formula	View field/Report Creation Wizard formula
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 + CDNCallsTransferredToOther + ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther + DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther	@RCW_CallsTransferred
Conf Out	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther + ACDCallsConfToCDN + ACDCallsConfToDN + ACDCallsConfToIncalls + ACDCallsConfToOther + DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDN + DNCallsConfToOther	@RCW_CallsConferenced

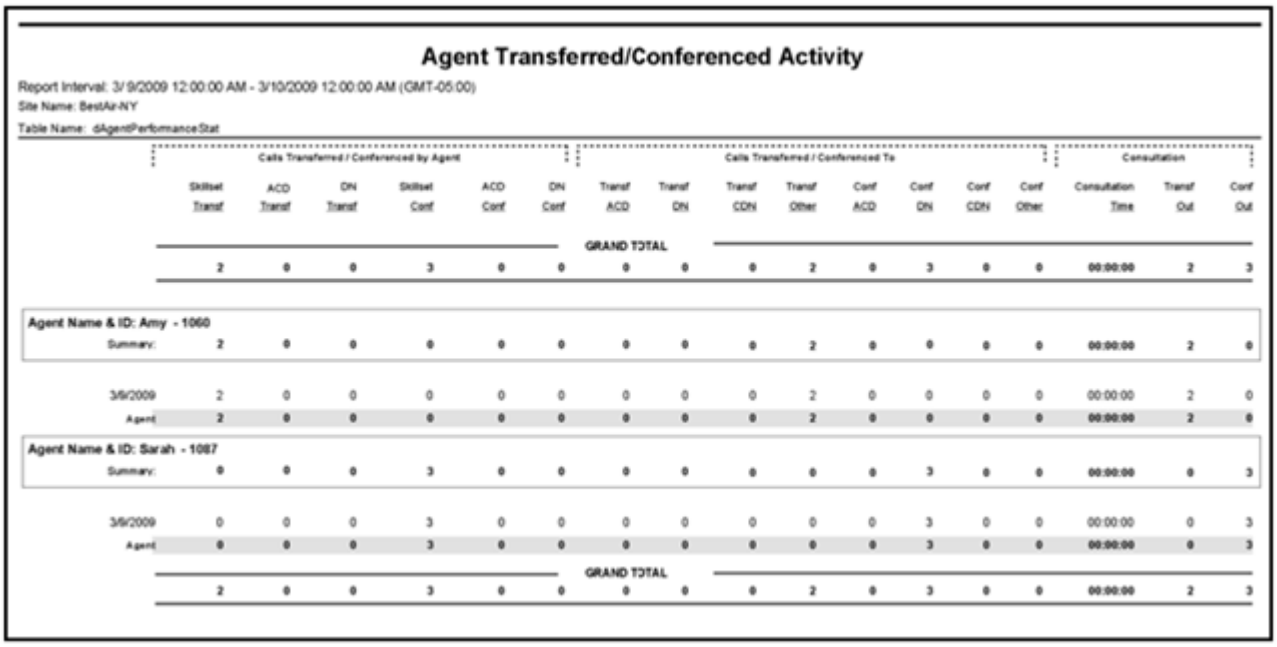
Totals statistics (Avaya Communication Server 2x00)

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 + DNCallsTransferredToACDDN + DNCallsTransferredToOther	@RCW_CallsTransferred
Total Conferenced Out	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther + ACDCallsConfToCDN + ACDCallsConfToDN + ACDCallsConfToIncalls + ACDCallsConfToOther + DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDN + DNCallsConfToOther	@RCW_CallsConferenced

Summaries

The report provides totals for each agent and subtotals for each day, week, or month (depending on the selected reporting period). For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all selected agents.



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: Agent Transferred/Conferenced Activity 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 524.

Views

This report uses the ActivityCodeStat views on page 44. For more information about views; see Access rights by view on page 26.

Collection frequency

The following collection frequency types are available for this report:

- daily
- weekly
- monthly

Templates

This report uses the following templates:

- dm-agt13.rpt
- wm-agt13.rpt
- mm-agt13.rpt

Selection Criteria

This report uses the following criteria.

Selection criteria	Database field names
Activity Code Activity Name Agent Login ID Agent Name	iActivityCodeStat.Application <> 'System_Application' iActivityCodeStat.ActivityCode iActivityCodeStat.AgentLogin iActivityCodeStat.Timestamp

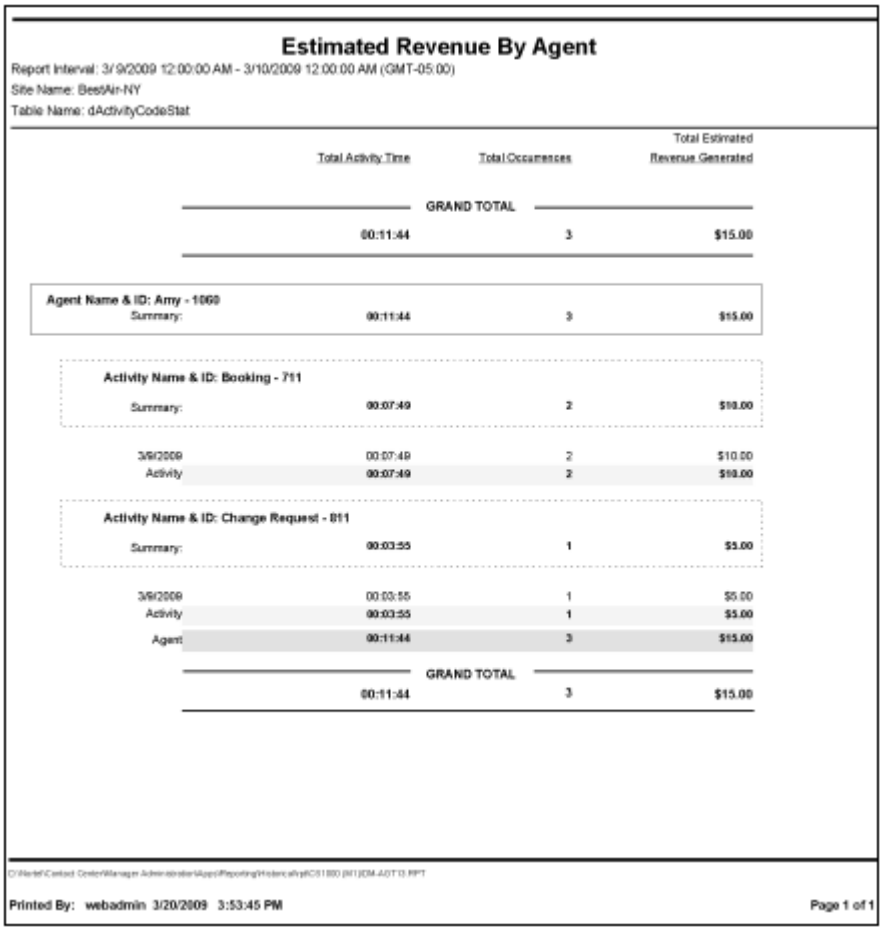
Statistics

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.



Estimated Revenue By Agent

Report Interval: 3/ 9/2009 12:00:00 AM - 3/10/2009 12:00:00 AM (GMT-05:00)
Site Name: BestAir-NY
Table Name: dActivityCodeStat

	Total Activity Time	Total Occurrences	Total Estimated Revenue Generated
GRAND TOTAL			
	00:11:44	3	$15.00
Agent Name & ID: Amy - 1060			
Summary:	00:11:44	3	$15.00
Activity Name & ID: Booking - 711			
Summary:	00:07:49	2	$10.00
3/9/2009	00:07:49	2	$10.00
Activity	00:07:49	2	$10.00
Activity Name & ID: Change Request - 811			
Summary:	00:03:55	1	$5.00
3/9/2009	00:03:55	1	$5.00
Activity	00:03:55	1	$5.00
Agent	00:11:44	3	$15.00
GRAND TOTAL			
	00:11:44	3	$15.00

Printed By: webadmin 3/20/2009 3:53:45 PM Page 1 of 1

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 524.

Views

This report uses the ActivityCodeStat views on page 44. For more information about views; see Access rights by view on page 26.

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	iActivityCodeStat.Appliation <> 'System_Application'
Agent Name	iActivityCodeStat.AgentSurName + “ ”
	+iActivityCodeStat.AgentGivenName
	iActivityCodeStat.Timestamp

Statistics

This report uses the following statistics.

Report field	View field/formula	View field/Report Creation Wizard formula
Total Time	ActivityTime	@RCW_ActivityTime

Report field	View field/formula	View field/Report Creation Wizard formula
Average Time	ActivityTime/Occurrences	@RCW_AverageActivityTime
Number of Occurrences	Occurrences	Occurrences

Summaries

The report provides totals for each agent and subtotals for each day, week, or month (depending on the selected reporting period). For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all selected agents.

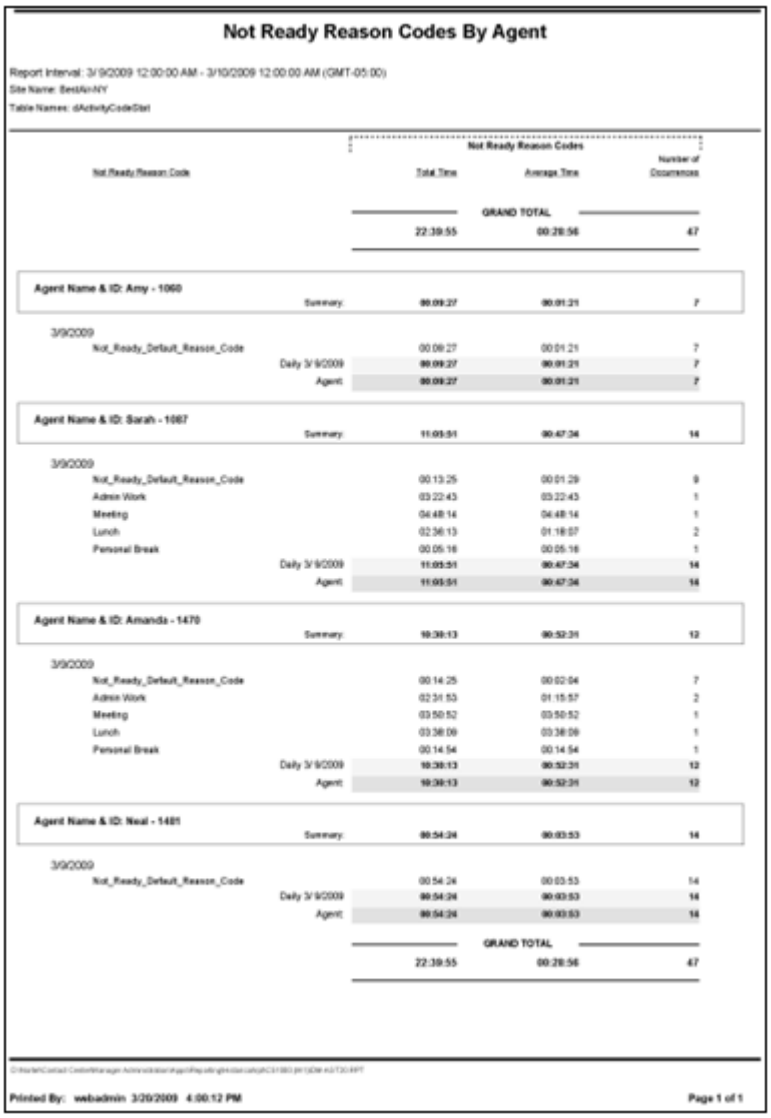


Figure 45: Not Ready Reason Codes By Agent report

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 524.

Views

This report uses the AgentBySkillsetStat views on page 59. For more information about views; see Access rights by view on page 26.

Collection frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

- im-agt21.rpt
- dm-agt21.rpt
- wm-agt21.rpt
- mm-agt21.rpt

Selection Criteria

This report uses the following criteria.

Selection criteria	Database field names
Activity Login ID	iAgentBySkillsetStat.AgentLogin
Agent Name Skillset Name ID	iAgentBySkillsetStat.Skillset

Selection criteria	Database field names
Skillset Name	iAgentBySkillsetStat.Timestamp

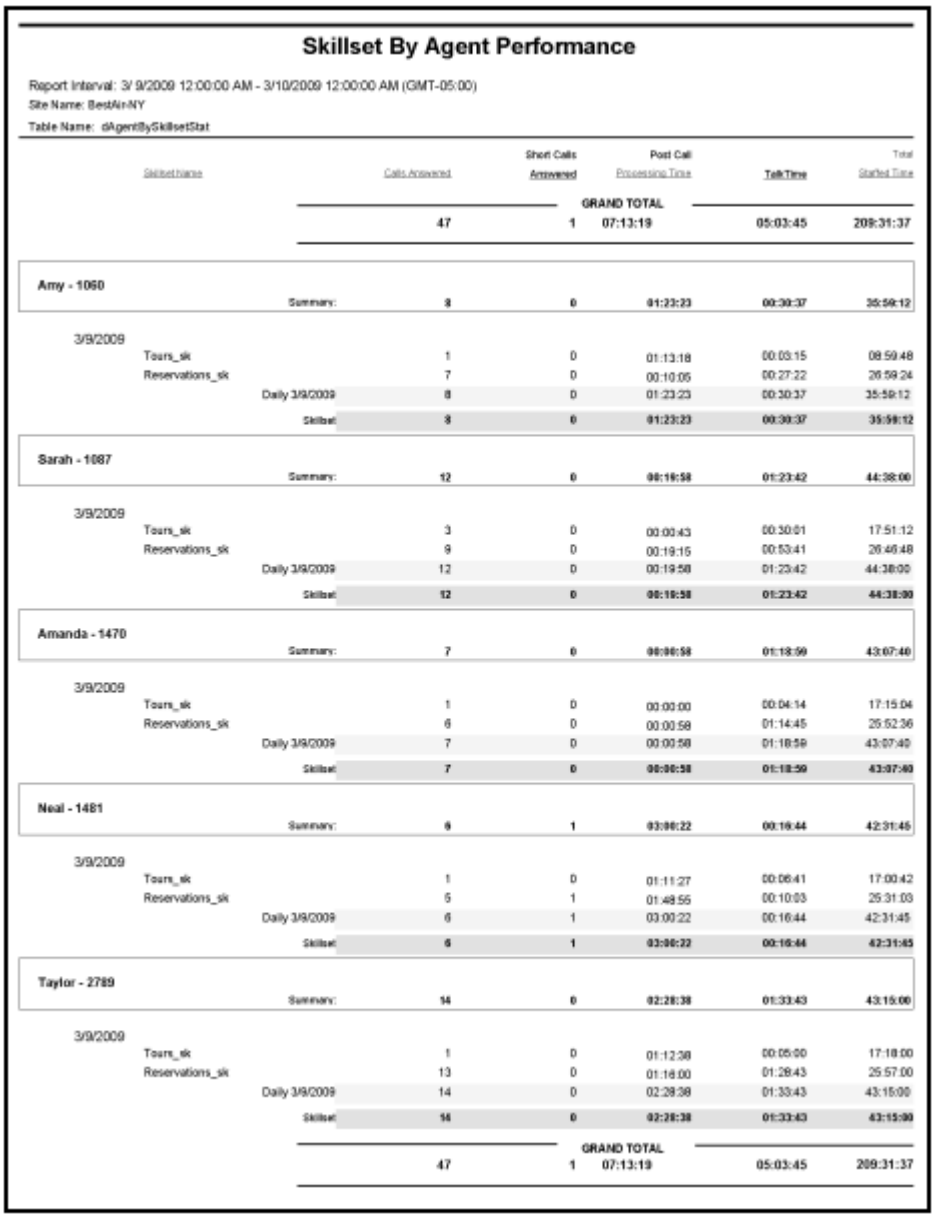
Statistics

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	Talk Time	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 19: Standard call-by-call reports

This section describes standard call-by-call reports.

Navigation

- Call by Call Statistics on page 607

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 524.

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 190.
- Agent; see Agent view on page 221.

For more information about views; see Access rights by view on page 26.

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
Time	eCallByCallStatYYYYMMDD. Time	eCallByCallStatYYYYMMDD. Time
Event	eCallByCallStatYYYYMMDD.	eCallByCallStatYYYYMMDD.

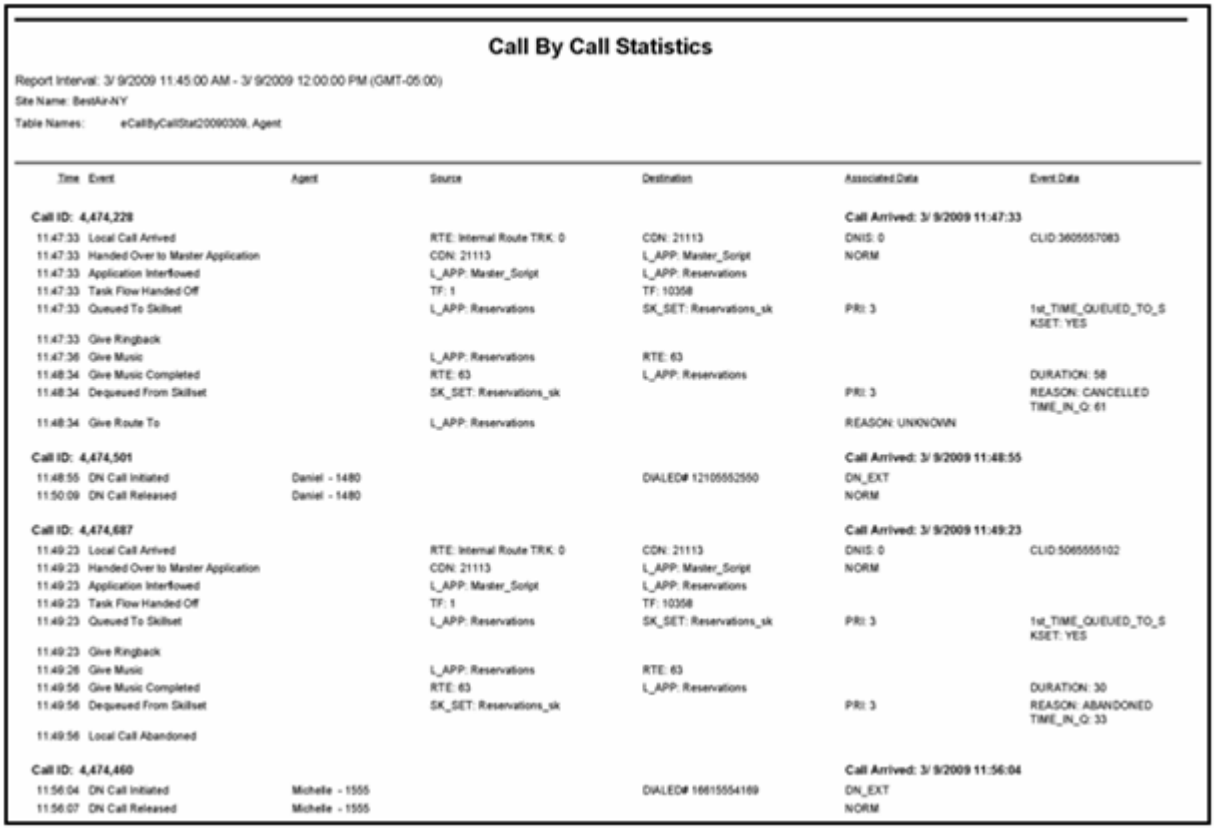
Report field	View field/Formula	View field/Report Creation Wizard formula
	CallEventName	Ca llEventName
Agent	Agent.SurName, Agent.GivenName, Agent.TelsetLoginID	@RCW_AgentNameID
Source	eCallByCallStatYYYYMMDD. Source	eCallByCallStatYYYYMMDD. Source
Destination	eCallByCallStatYYYYMMDD. Destination	eCallByCallStatYYYYMMDD. 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 ond aContact 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 Interfaced		L_APP: Master_Script	L_APP: Reservations		
11:47:33	Task Flow Handed Off		TF: 1	TF: 10358		
11:47:33	Queued To Skillset		L_APP: Reservations	SK_SET: Reservations_sk	PRI: 3	1st_TIME_QUEUED_TO_S KSET: YES
11:47:33	Give Ringback					
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 Interfaced		L_APP: Master_Script	L_APP: Reservations		
11:49:23	Task Flow Handed Off		TF: 1	TF: 10358		
11:49:23	Queued To Skillset		L_APP: Reservations	SK_SET: Reservations_sk	PRI: 3	1st_TIME_QUEUED_TO_S KSET: YES
11:49:23	Give Ringback					
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 20: Standard configuration reports

This section describes standard configuration reports.

Navigation

- Activity Code Properties on page 612
- Agent by Supervisor Properties on page 616
- Agent Properties on page 619
- Agent Skillset Assignment on page 625
- Agent Skillset Properties on page 628
- Agent Supervisor Assignment on page 631
- Application Script Properties on page 634
- Application Template Properties on page 636
- CDN (Route Point) Properties on page 639
- Database View Definitions on page 642
- DNIS Properties on page 644
- Formula Properties on page 647
- Historical and Real Time Statistics Properties on page 650
- IVR Queue and Port Properties on page 660
- Logged In Agent on page 663
- Route Properties on page 666
- Script Variable by Script on page 669
- Script Variable Properties on page 672
- Skillset Properties on page 675
- Supervisor Properties on page 679
- Telephone Display Properties on page 683
- User Access Privilege on page 685

Activity Code Properties

The Activity Code Properties report lists all of the activity codes and assigned names. The report groups the activity codes by type (Activity Code, After Call Work Item, and Not Ready Reason) and displays activity code mappings to contact types and Skillsets.

For more information, see Report descriptions on page 524.

Views

This report uses the ActivityCode view. See ActivityCode view on page 218.

The report uses the following tables, which are not available for RCW or user-created reports:

- NIActivityCode
- NIActivityCodeMapping
- NISkillset
- NIContactTypes

For more information about views, see Access rights by view on page 26.

Templates

This report uses the config8.rpt template.

Selection criteria

The following table gives the description of Selection criteria:

Selection criteria	Database field names
Activity Code	ActivityCode.ActivityCode
Activity Name	ActivityCode.Name

Report data fields

Activity Code Types

The Activity Code Types section is grouped by:

Report field	View field/formula	View field/Report Creation Wizard formula
Type	NIActivityCode.Type	—

Report field	View field/formula	View field/Report Creation Wizard formula
Activity Code Name	ActivityCode.Name	ActivityCode.Name
Activity Code Number	ActivityCode.ActivityCode	ActivityCode.ActivityCode

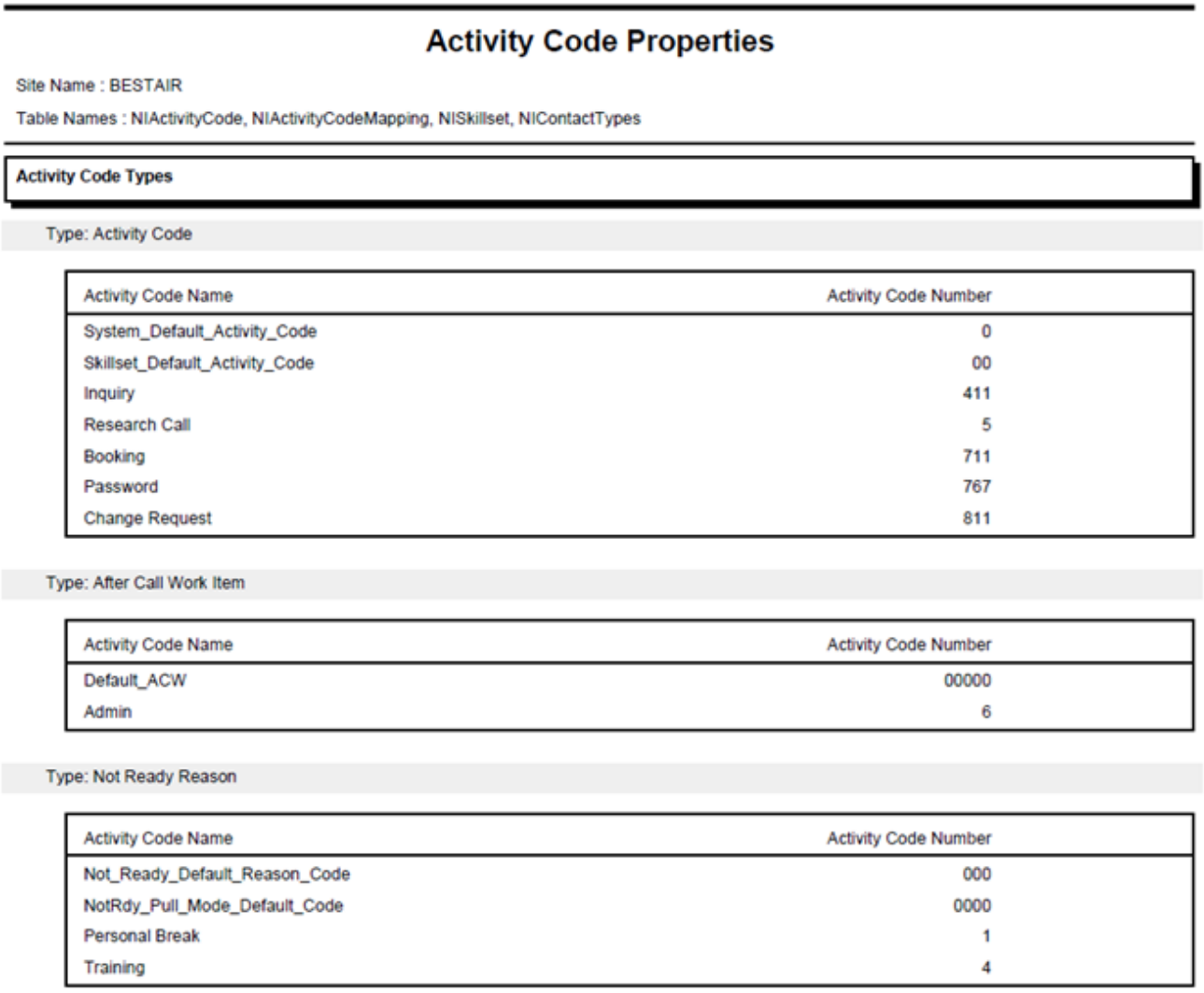
Activity Code Mappings

The Activity Code Mappings section is grouped by:

Report field	View field/formula	View field/Report Creation Wizard formula
Activity Code Name – Activity Code:	ActivityCode.Name + " – " + ActivityCode.ActivityCode	—

The report displays the following data fields in the Activity Code Mappings section:

Report field	View field/formula	View field/Report Creation Wizard formula
Contact Types	NIContactTypes.Name	—
Skillsets	NISkillset.Name	—



Activity Code Properties

Site Name : BESTAIR

Table Names : NIActivityCode, NIActivityCodeMapping, NISkillset, NIContactTypes

Activity Code Types

Type: Activity Code

Activity Code Name	Activity Code Number
System_Default_Activity_Code	0
Skillset_Default_Activity_Code	00
Inquiry	411
Research Call	5
Booking	711
Password	767
Change Request	811

Type: After Call Work Item

Activity Code Name	Activity Code Number
Default_ACW	00000
Admin	6

Type: Not Ready Reason

Activity Code Name	Activity Code Number
Not_Ready_Default_Reason_Code	000
NotRdy_Pull_Mode_Default_Code	0000
Personal Break	1
Training	4

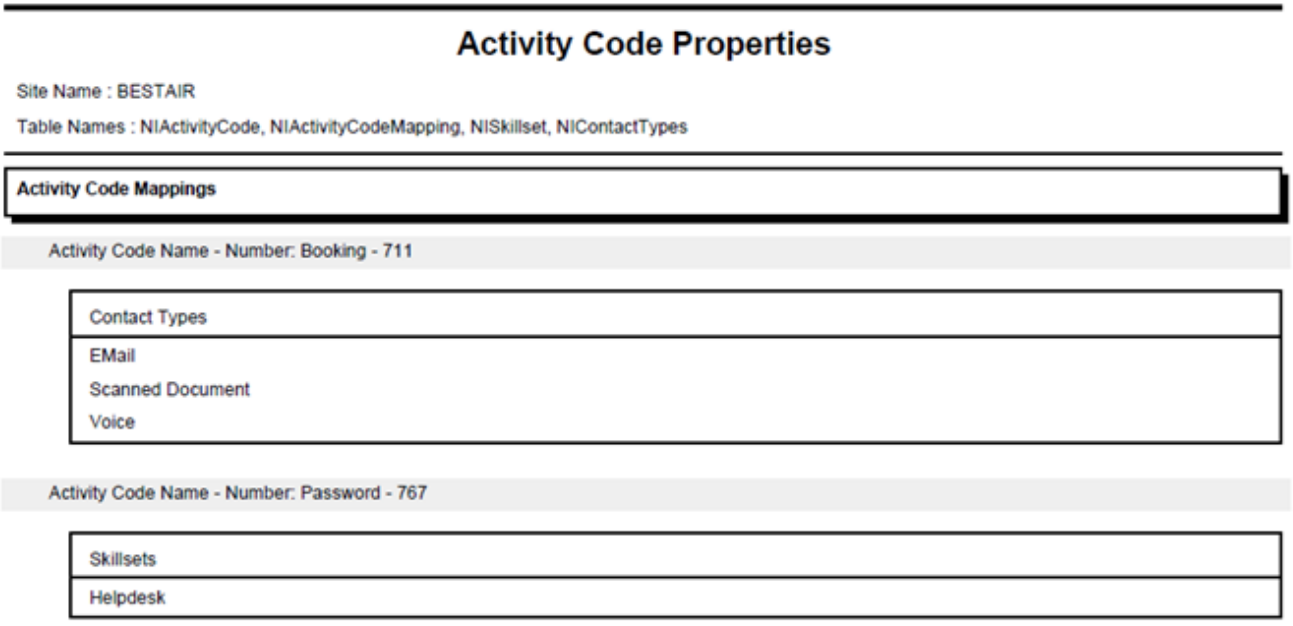
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Page 1 of 2

Figure 48: Activity Code Properties report (Page 1)

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Activity Code Properties

Site Name : BESTAIR

Table Names : NIActivityCode, NIActivityCodeMapping, NISkillset, NIContactTypes

Activity Code Mappings

Activity Code Name - Number: Booking - 711

Contact Types
EMail
Scanned Document
Voice

Activity Code Name - Number: Password - 767

Skillsets
Helpdesk

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Figure 49: Activity Code Properties report (Page 2)

Comments? infodev@avaya.com

Agent By Supervisor Properties

The Agent By Supervisor Properties report lists agents and the supervisors to whom they are assigned.

For more information, see Report descriptions on page 524.

Views

This report uses the SupervisorAgentAssignment view. See SupervisorAgentAssignment view on page 304.

For more information about views, see Access rights by view on page 26.

Templates

This report uses the config31.rpt template.

Selection criteria

The following table gives the description of Selection criteria:

Selection criteria	Database field names
Supervisor Login ID	SupervisorAgentAssignment.SupervisorTelsetLoginID
Supervisor Name	SupervisorAgentAssignment.SupervisorGivenName + " " + SupervisorAgentAssignment.SupervisorSurName

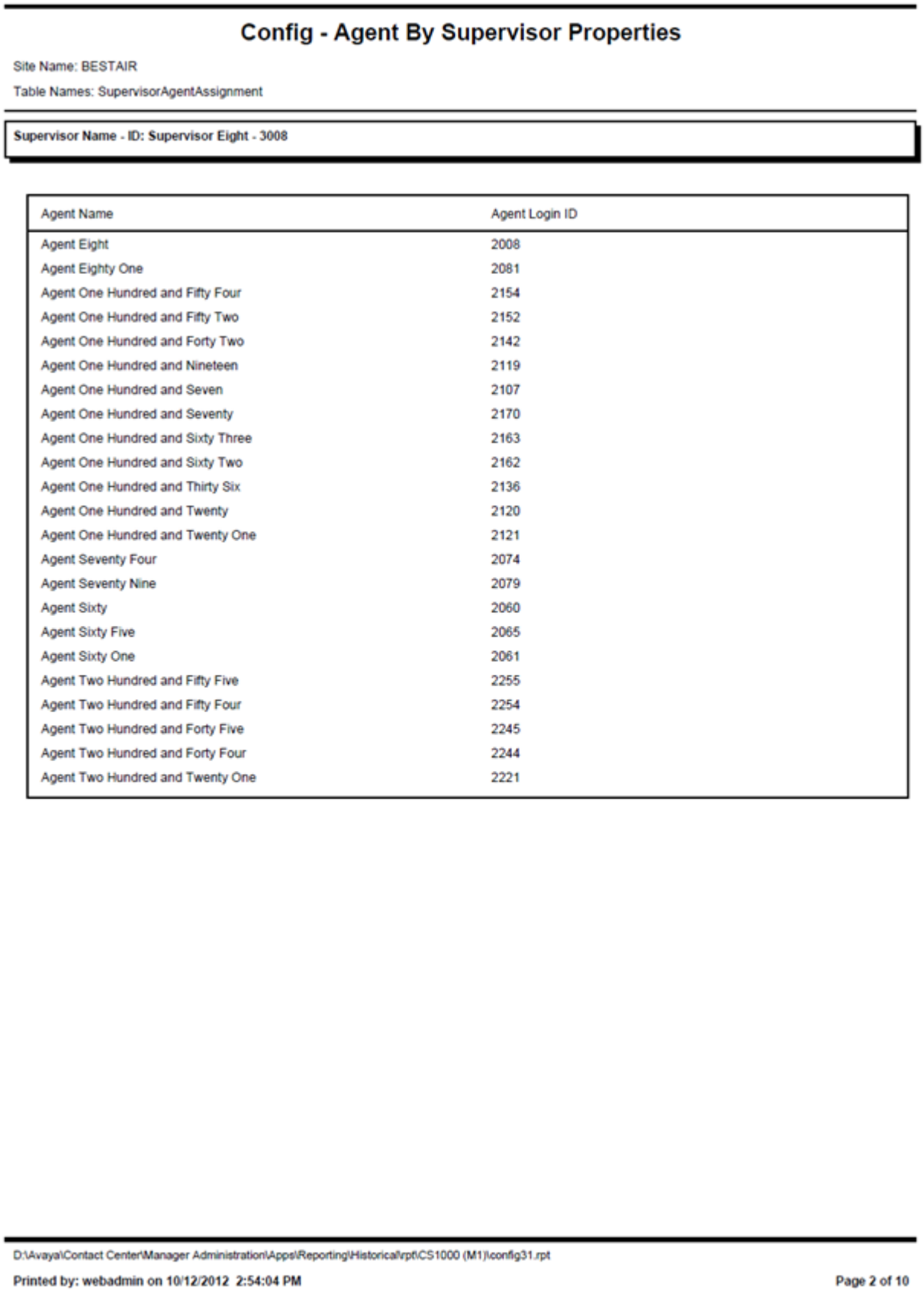
Report data fields

The report is grouped by:

Report field	View field/formula	View field/Report Creation Wizard formula
Supervisor Name – ID:	SupervisorGivenName + “ “ + SupervisorSurName + “ – “ + SupervisorTelsetLoginID	@RCW_SupervisorNameID

The report displays the following data fields for each group:

Report field	View field/formula	View field/Report Creation Wizard formula
Agent Name	AgentGivenName + " " + AgentSurName	@RCW_AgentName
Agent Login ID	AgentTelsetLoginID	AgentTelsetLoginID



Config - Agent By Supervisor Properties

Site Name: BESTAIR

Table Names: SupervisorAgentAssignment

Supervisor Name - ID: Supervisor Eight - 3008

Agent Name	Agent Login ID
Agent Eight	2008
Agent Eighty One	2081
Agent One Hundred and Fifty Four	2154
Agent One Hundred and Fifty Two	2152
Agent One Hundred and Forty Two	2142
Agent One Hundred and Nineteen	2119
Agent One Hundred and Seven	2107
Agent One Hundred and Seventy	2170
Agent One Hundred and Sixty Three	2163
Agent One Hundred and Sixty Two	2162
Agent One Hundred and Thirty Six	2136
Agent One Hundred and Twenty	2120
Agent One Hundred and Twenty One	2121
Agent Seventy Four	2074
Agent Seventy Nine	2079
Agent Sixty	2060
Agent Sixty Five	2065
Agent Sixty One	2061
Agent Two Hundred and Fifty Five	2255
Agent Two Hundred and Fifty Four	2254
Agent Two Hundred and Forty Five	2245
Agent Two Hundred and Forty Four	2244
Agent Two Hundred and Twenty One	2221

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Figure 50: Config-Agent By Supervisor Properties report

Agent Properties

The Agent Properties report presents agent information in the following sections:

- User Details
- Agent Information
- Call Presentation Class
- Phoneset - available only for CS 1000 – AML systems
- Agent Greeting - available only if Agent Greeting is licensed
- Offsite Agent - available only if Offsite Agent is licensed
- Contact Types

For more information, see Report descriptions on page 524.

Views

This report uses the following views:

- Agent, see Agent view on page 221
- SupervisorAgentAssignment, see SupervisorAgentAssignment view on page 304
- ContactType, see ContactType view on page 238

For more information about views, see Access rights by view on page 26.

Templates

This report uses the config5.rpt template.

Selection criteria

The following table gives the description of Selection criteria.

Selection criteria	Database field names
Agent Login ID	Agent.TelsetLoginID
Agent Name	Agent.GivenName + " " + Agent.SurName

Report data fields

The report is grouped by:

Report field	View field/formula	View field/Report Creation Wizard formula
Agent Name – ID:	Agent.GivenName + " " + Agent.SurName + " – " + Agent.TelsetLoginID	@RCW_AgentNameID

The report displays the following data fields for each group:

- User Details on page 620
- Agent Information on page 621
- Call Presentation Class on page 621
- Phoneset - available on CS1000 - AML on page 622
- Agent Greeting - available only if Agent Greeting is licensed on page 622
- Offsite Agent - available only if Offsite Agent is licensed on page 623
- ContactType on page 64

User Details

The report displays the following data fields in the User Details section for each group:

Report field	View field/formula	View field/Report Creation Wizard formula
Title:	Agent.Title	Agent.Title
Department:	Agent.Department	Agent.Department
Comment:	Agent.Comment	Agent.Comment
User Type: (Shown if Supervisor/Agent)	Agent.UserType	Agent.UserType
Login ID:	Agent.TelsetLoginID	Agent.TelsetLoginID
Voice URI: (SIP AACC 6.2 and later)	Agent.URIList (Voice URI only)	—
IM URI: (SIP AACC 6.2 and later)	Agent.URIList (IM URI only)	—
SIP URI: (SIP Before AACC 6.2)	Agent.URI	Agent.URI
SIP Terminal: (SIP Before AACC 6.2)	Agent.SIP_Terminal	Agent.SIP_Terminal
Personal DN: (CS1000 – AML)	Agent.PersonalDN	Agent.PersonalDN
ACD Queue: (CS1000 – AML)	Agent.ACD_Queue	Agent.ACD_Queue
ACD Queue Error: (CS1000 – AML)	Agent.ACD_Queue_Error_String	Agent.ACD_Queue_Error_String

Report field	View field/formula	View field/Report Creation Wizard formula
Enable CTI for this agent: (AACC 6.2 and later with CCT configured)	Agent.CtiEnabled	Agent.CtiEnabled

Agent Information

The report displays the following data fields in the Agent Information section for each group:

Report field	View field/formula	View field/Report Creation Wizard formula
Primary Supervisor:	SupervisorAgentAssignment.SupervisorSurname + " " + SupervisorAgentAssignment.SupervisorGivenName + " – " + SupervisorAgentAssignment.SupervisorTelsetLoginID	@RCW_SupervisorNameID
Threshold:	Agent.ThresholdTemplateName	Agent.ThresholdTemplateName
Multiplicity Presentation Class: (AACC 6.2 and later if Multiplicity is licensed)	Agent.MultiplicityTemplateDesc	Agent.MultiplicityTemplateDesc
Call Manager Agent ID: (AACC 6.2 and later if Call Manager Server Configured)	Agent.ExternalAgentID	Agent.ExternalAgentID
Call Manager Server: (AACC 6.2 and later if Call Manager Server Configured)	Agent.ExternalServer	Agent.ExternalServer

Call Presentation Class

The report displays the following data fields in the Call Presentation Class section for each group:

Report field	View field/formula	View field/Report Creation Wizard formula
Call Presentation:	Agent.TemplateName	Agent.TemplateName
Presentation Option:	if ({Agent.CallForceOption} = "Y") then "Call Force Delay" else if	—

Report field	View field/formula	View field/Report Creation Wizard formula
	({Agent.ReturnToQueueOnNoAnswer} = "Y") then “Return to Queue” else “Let it Ring”	
Call Force Delay Timer: (Shown if Presentation Option = “Call Force Delay”)	Agent.CallForceDelayTimer	@RCW_CallForceDelayTimer
Return to Queue Timer: (Shown if Presentation Option = “Return to Queue”)	Agent.ReturnToQueueWaitInterval	@RCW_ReturnToQueueWaitInterval
After Return to Queue, Make Phoneset: (Shown if Presentation Option = “Return to Queue”)	Agent.ReturnToQueueMode	@RCW_MakePhoneSet
Break Timer:	Agent.UnionBreakTimer	Agent.UnionBreakTimer
Answer by Placing DN Call on Hold:	Agent.AlternateCallAnswer	Agent.AlternateCallAnswer
Agent Reserved For Network Call: (NSBR option)	Agent.TelsetShowReserve	Agent.TelsetShowReserve

Phoneset - available on CS1000 - AML

The report displays the following data fields in the Phoneset section for each group:

Report field	View field/formula	View field/Report Creation Wizard formula
Switch Port Address:	Agent.SwitchPortAddress	@RCW_SwitchPortAddress
Switch Port Name:	Agent.SwitchPortName	@RCW_SwitchPortName
Switch ID:	Agent.SwitchID	Agent.SwitchID

Agent Greeting - available only if Agent Greeting is licensed

The report displays the following data fields in the Agent Greeting section for each group:

Report field	View field/formula	View field/Report Creation Wizard formula
Agent Greeting Enabled:	Agent.AGState	Agent.AGState
Agent Greeting Recorded:	Agent.AGRecorded	Agent.AGRecorded

Offsite Agent - available only if Offsite Agent is licensed

The report displays the following data fields in the Offsite Agent section for each group:

Report field	View field/formula	View field/Report Creation Wizard formula
Offsite Agent Enabled:	Agent.OffsiteAllowed	Agent.OffsiteAllowed
Offsite Agent Mode:	Agent.OffsiteMode	Agent.OffsiteMode
Phone 1:	Agent.OffsitePhone1	Agent.OffsitePhone1
Phone 2:	Agent.OffsitePhone2	Agent.OffsitePhone2
Allow agent enter an alternate phone:	Agent.OffsiteAlternatePhone	Agent.OffsiteAlternatePhone

Contact Types

The report displays the following data fields in the Contact Types section for each group:

Report field	View field/formula	View field/Report Creation Wizard formula
—	ContactType.Name	ContactType.Name



Config - Agent Properties

Site Name: BESTAIR

Table Names: Agent, AgentCap, ContactType, SupervisorAgentAssignment

Agent Name - ID: Agent Eight - 2008

User Details	
Title:	Agent
Department:	Department Eleven
Comment:	BestAir Agent
Login ID:	2008
Personal DN:	Not Assigned
ACD Queue:	
ACD Queue Error:	
Agent Information	
Primary Supervisor:	Supervisor Eight - 3008
Multiplicity Presentation Class:	BestAir_MPC_One
Threshold:	BestAirAgent
Call Presentation Class	
Call Presentation:	BestAir_BlendedAgent
Presentation Option:	Call Force Delay
Call Force Delay Timer:	00:00:01
Break Timer:	00:00:03
Answer By Placing DN Call On Hold:	No
Phoneset	
Switch Port Address:	88-0-13-9
Switch Port Name:	TN 88-0-13-9
Switch ID:	1
Agent Greeting	
Agent Greeting Enabled:	No
Agent Greeting Recorded:	No
Offsite Agent	
Offsite Agent Enabled:	No
Offsite Agent Mode:	On Demand
Phone 1:	
Phone 2:	
Allow agent enter an alternate phone:	No
Contact Types	
EMail	
Voice	

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Figure 51: Config-Agent Properties 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 524.

Views

This report uses the ScheduledSkillsetAssignment view. See ScheduledSkillsetAssignment view on page 275.

For more information about views, see Access rights by view on page 26.

Templates

This report uses the config24.rpt template.

Selection criteria

The following table gives the description of Selection criteria:

Selection criteria	Database field names
Agent Login ID	ScheduledSkillsetAssignment.UserTelsetLoginID
Agent Name	ScheduledSkillsetAssignment.UserGivenName + " " + ScheduledSkillsetAssignment.UserSurName

Report data fields

The report is grouped by:

Report field	View field/formula	View field/Report Creation Wizard formula
Assignment Name:	AssignName	AssignName

The report displays the following data fields for each group:

Report field	View field/formula	View field/Report Creation Wizard formula
Status:	Status	Status
Comment:	Comment	Comment
Agent Name - ID	UserSurName + “ “ + UserGivenName + “ – “ + UserTelsetLoginID	@RCW_UserNameID

Report field	View field/formula	View field/Report Creation Wizard formula
To Skillset	SkillsetName	@RCW_SkillsetName
SkillsetState	SkillsetState	SkillsetState
Priority	Priority	@RCW_Priority

Config - Agent Skillset Assignment

Site Name: BESTAIR

Table Names: ScheduledSkillsetAssignment

Assignment Name: BestAir_Assignment_15

Status: Edited/Saved

Comment:

Agent Name - ID	To Skillset	Skillset State	Priority
Agent Eight - 2008	All_Travel_Agents	Active	1
	Canada_Travel	Active	1
	Canada_Travel_Deals	Active	1
	Caribbean_Travel	Active	1
	Caribbean_Travel_Deals	Active	1
	Default_Skillset	Standby	N/A
	Europe_Travel	Active	2
	Europe_Travel_Deals	Active	1
	Europe_Vacation	Active	2
	Hawaii_Vacation	Active	1
	Mexico_Travel_Deals	Active	1
	SouthAmerica_Travel	Active	1
	SouthAmerica_Travel_Deals	Active	1
	Travel	Active	1
	Travel_Customer_Service	Standby	N/A
	USA_Travel	Active	1
	USA_Travel_Deals	Active	1
	USA_Vacation	Active	2
Agent Eleven - 2011	All_Travel_Agents	Active	1
	All_Vacation_Agents	Active	1
	USA_Vacation	Standby	N/A
	Vacation	Active	1
Agent Ninety Five - 2095	All_Travel_Agents	Active	1
	BestAir_Travel	Active	1
	Canada_Travel	Active	1
	Canada_Travel_Deals	Active	2
	Caribbean_Travel	Active	1
	Caribbean_Travel_Deals	Active	1
	Europe_Travel	Active	2
	Europe_Travel_Deals	Active	2
	Europe_Vacation	Active	1
	Hawaii_Travel_Deals	Active	2
	Hawaii_Vacation	Active	1
	Mexico_Travel_Deals	Active	1
	SouthAmerica_Travel	Active	1
	SouthAmerica_Travel_Deals	Active	1

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Figure 52: 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 524.

Views

This report uses the following views:

- Agent, see Agent view on page 221
- Skillset, see Skillset view on page 286
- SkillsetByAgent, see SkillsetByAgent view on page 290

For more information about views, see Access rights by view on page 26.

Templates

This report uses the config29.rpt template.

Selection criteria

The following table gives the description of Selection criteria:

Selection criteria	Database field names
Agent Login ID	Agent.TelsetLoginID
Agent Name	Agent.GivenName + " " + Agent.SurName

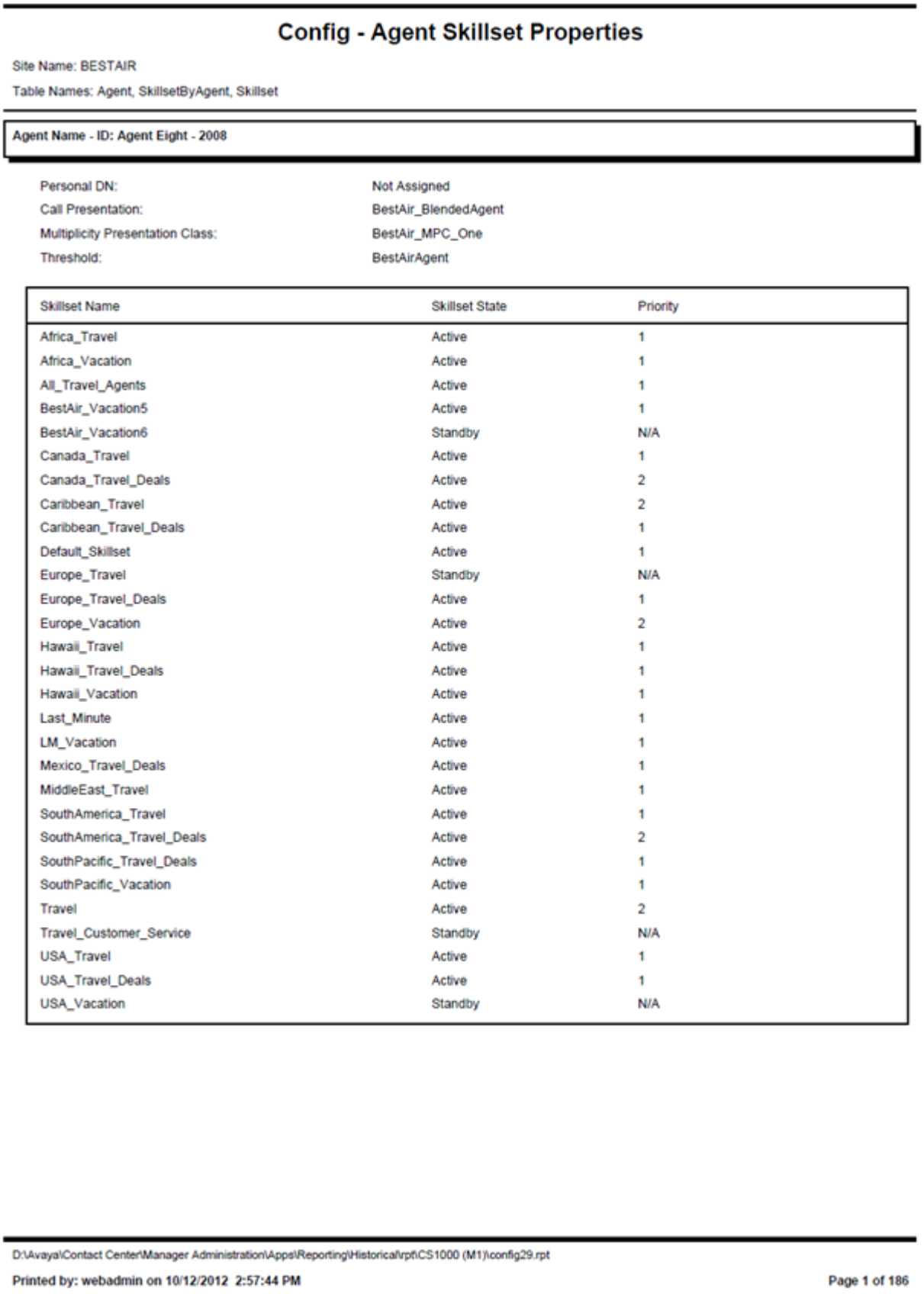
Report data fields

The report is grouped by:

Report field	View field/formula	View field/Report Creation Wizard formula
Agent Name – ID:	Agent.GivenName + " " + Agent.SurName + " – " + Agent.TelsetLoginID	@RCW_AgentNameID

The report displays the following data fields for each group:

Report field	View field/formula	View field/Report Creation Wizard formula
Voice URI: (SIP AACC 6.2 and later)	Agent.URIList (Voice URI only)	—
IM URI: (SIP AACC 6.2 and later)	Agent.URIList (IM URI only)	—
SIP URI: (SIP Before AACC 6.2)	Agent.URI	Agent.URI
SIP Terminal: (SIP Before AACC 6.2)	Agent.SIP_Terminal	Agent.SIP_Terminal
Personal DN: (CS1000 – AML)	Agent.PersonalDN	Agent.PersonalDN
ACD Queue: (CS1000 – AML)	Agent.ACD_Queue	Agent.ACD_Queue
ACD Queue Error: (CS1000 – AML)	Agent.ACD_Queue_Error_String	Agent.ACD_Queue_Error_String
Call Presentation	Agent.TemplateName	Agent.TemplateName
Multiplicity Presentation Class	Agent.MultiplicityTemplateDesc	Agent.MultiplicityTemplateDesc
Threshold	Agent.ThresholdTemplateName	Agent.ThresholdTemplateName
Skillset Name	Skillset.Skillset	Skillset.Skillset
Skillset State	SkillsetByAgent.SkillsetState	SkillsetByAgent.SkillsetState
Priority	SkillsetByAgent.Priority	@RCW_Priority



Config - Agent Skillset Properties

Site Name: BESTAIR

Table Names: Agent, SkillsetByAgent, Skillset

Agent Name - ID: Agent Eight - 2008

Personal DN:	Not Assigned
Call Presentation:	BestAir_BlendedAgent
Multiplicity Presentation Class:	BestAir_MPC_One
Threshold:	BestAirAgent

Skillset Name	Skillset State	Priority
Africa_Travel	Active	1
Africa_Vacation	Active	1
All_Travel_Agents	Active	1
BestAir_Vacation5	Active	1
BestAir_Vacation6	Standby	N/A
Canada_Travel	Active	1
Canada_Travel_Deals	Active	2
Caribbean_Travel	Active	2
Caribbean_Travel_Deals	Active	1
Default_Skillset	Active	1
Europe_Travel	Standby	N/A
Europe_Travel_Deals	Active	1
Europe_Vacation	Active	2
Hawaii_Travel	Active	1
Hawaii_Travel_Deals	Active	1
Hawaii_Vacation	Active	1
Last_Minute	Active	1
LM_Vacation	Active	1
Mexico_Travel_Deals	Active	1
MiddleEast_Travel	Active	1
SouthAmerica_Travel	Active	1
SouthAmerica_Travel_Deals	Active	2
SouthPacific_Travel_Deals	Active	1
SouthPacific_Vacation	Active	1
Travel	Active	2
Travel_Customer_Service	Standby	N/A
USA_Travel	Active	1
USA_Travel_Deals	Active	1
USA_Vacation	Standby	N/A

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Figure 53: Config - Agent Skillset Properties 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 524.

Views

This report uses the following views:

- ScheduledSupervisorAssignment, see ScheduledSupervisorAssignment view on page 277
- SupervisorAgentAssignment, see SupervisorAgentAssignment view on page 304

For more information about views, see Access rights by view on page 26.

Templates

This report uses the config23.rpt template.

Selection criteria

The following table gives the description of Selection criteria:

Selection criteria	Database field names
Agent Login	SupervisorAgentAssignment.AgentTelsetLoginID
Agent Name	SupervisorAgentAssignment.AgentGivenName + " " + SupervisorAgentAssignment.AgentSurName

Report data fields

The report is grouped by:

Report field	View field/formula	View field/Report Creation Wizard formula
Assignment Name	ScheduledSupervisorAssignment. AssignName	@RCW_AssignName

The report displays the following data fields for each group:

Report field	View field/formula	View field/Report Creation Wizard formula
Status:	ScheduledSupervisorAssignment. AssignName	ScheduledSupervisorAssignment.AssignNam e

Report field	View field/formula	View field/Report Creation Wizard formula
Comment:	ScheduledSupervisorAssignment.Comment	ScheduledSupervisorAssignment.Comment
Agent Name – ID	SupervisorAgentAssignment.AgentSurName + “ “ + SupervisorAgentAssignment.AgentGivenName + “ – “ + SupervisorAgentAssignment.AgentTelsetLoginID	@RCW_AgentNameID
From Supervisor	SupervisorAgentAssignment.SupervisorGivenName + “ “ + SupervisorAgentAssignment.SupervisorSurname + “ – “ + SupervisorAgentAssignment.SupervisorUserID	@RCW_SupervisorNameID
To Supervisor	ScheduledSupervisorAssignment.SupervisorGivenName + “ “ + ScheduledSupervisorAssignment.SupervisorSurname + “ – “ + ScheduledSupervisorAssignment.SupervisorID	@RCW_ToSupervisorName

Config - Agent Supervisor Assignment

Site Name: BESTAIR

Table Names: ScheduledSupervisorAssignment, SupervisorAgentAssignment

Assignment Name: BestAir_Assignment_200

Status: Edited/Saved

Comment:

Agent Name - ID	From Supervisor	To Supervisor
Agent Seventy Three - 2073	Supervisor Twenty Four	Supervisor Twenty Four
Agent Two Hundred and Fifty Four - 2254	Supervisor Eight	Supervisor Three
Agent Two Hundred and Twenty - 2220	Supervisor Nine	Supervisor Twenty Four
Agent Two Hundred and Twenty One - 2221	Supervisor Eight	Supervisor Three
Supervisor Eighteen - 3018	Supervisor Twenty	Supervisor Three
Supervisor Three - 3003	Supervisor Twenty Four	Supervisor Twenty Four

Assignment Name: BestAir_Assignment_201

Status: Ran Ok

Comment:

Agent Name - ID	From Supervisor	To Supervisor
Agent Eight - 2008	Supervisor Eight	Supervisor Twenty Four
Agent Eighty Eight - 2088	Supervisor Seven	Supervisor Twenty Four
Agent Eighty Four - 2084	Supervisor Twenty Four	Supervisor Twenty Four
Agent Nine - 2009	Supervisor Seven	Supervisor Twenty Four
Agent Ninety Eight - 2098	Supervisor Three	Supervisor Three
Agent One Hundred and Seventeen - 2117	Supervisor Two	Supervisor Three
Agent One Hundred and Twelve - 2112	Supervisor Three	Supervisor Three
Agent Seventy Three - 2073	Supervisor Twenty Four	Supervisor Twenty Four
Agent Sixty - 2060	Supervisor Eight	Supervisor Twenty Four
Agent Sixty Eight - 2068	Supervisor Two	Supervisor Twenty Four
Agent Ten - 2010	Supervisor Two	Supervisor Twenty Four
Agent Thirty Four - 2034	Supervisor Twenty	Supervisor Three
Agent Thirty Three - 2033	Supervisor Seven	Supervisor Three
Agent Two Hundred and Twenty - 2220	Supervisor Nine	Supervisor Twenty Four
Supervisor Four - 3004	Supervisor Three	Supervisor One
Supervisor Fourteen - 3014	Supervisor Three	Supervisor Twenty Four
Supervisor One - 3001	Supervisor Twenty Four	Supervisor Twenty Four
Supervisor Seven - 3007	Supervisor Three	Supervisor Three
Supervisor Six - 3006	Supervisor Three	Supervisor Twenty Four
Supervisor Three - 3003	Supervisor Twenty Four	Supervisor Twenty Four
Supervisor Two - 3002	Supervisor Twenty Four	Supervisor Twenty Four

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Figure 54: Config - 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 524.

Definitions

Parent script

A parent script is any script that directs a contact to a 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. See ApplicationByScript view on page 233.

For more information about views, see Access rights by view on page 26.

Templates

This report uses the config14.rpt template.

Selection criteria

The following table gives the description of Selection criteria:

Selection criteria	Database field names
Application Name ID	ApplicationByScript.ParentName
Application Name	ApplicationByScript.ParentName

Report data fields

The report is grouped by:

Report field	View field/formula	View field/Report Creation Wizard formula
Parent Script Name	ParentName	ParentName
Child Script Name	ChildName	ChildName

Config - Application Script Properties

Site Name: BESTAIR

Table Names: ApplicationByScript

Parent Script Name	Child Script Name
Master_Script	BestAir7_Script
	Canada_Deals1_Script
	Canada_Deals2_Script
	Canada_Deals3_Script
	Canada_Deals4_Script
	Canada_Deals5_Script
	Canada_Deals6_Script
	Canada_Travel_Script
	Canada_Vacation_Script
	Caribbean_Deals1_Script
	Caribbean_Deals2_Script
	Caribbean_Travel_Script
	Caribbean_Vacation_Script
	EM_Email_Primary
	EM_OpenQRP1
	EM_OpenQRP1_Scheduled
	EM_OpenQRP2
	EM_OpenQRP2_Scheduled
	EM_Scheduled
	Europe_Deals1_Script
	Europe_Deals2_Script
	Europe_Deals3_Script
	Europe_Deals4_Script
	Europe_Deals5_Script
	Europe_Deals6_Script
	Europe_Deals7_Script
	Europe_Travel_Script
	Europe_Vacation_Script
	FX_Fax_Script
	Hawaii_Deals1_Script
	Hawaii_Deals2_Script
	Hawaii_Travel_Script
	Hawaii_Vacation_Script
	Helpdesk_Script
	Last_Minute_Script
	LM_Customer_Service_Script

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Figure 55: Config - 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 524.

Views

This report uses the following views:

- Application, see Application view on page 232
- ApplicationThresholdTemplate, see ApplicationThresholdTemplate view on page 235

The report uses the NIThresholdTemplate table, which is not available for RCW or user-created reports.

For more information about views, see Access rights by view on page 26.

Templates

This report uses the config15.rpt template.

Selection criteria

The following table gives the description of Selection criteria:

Selection criteria	Database field names
Application Name ID	Application.Name
Application Name	Application.Name

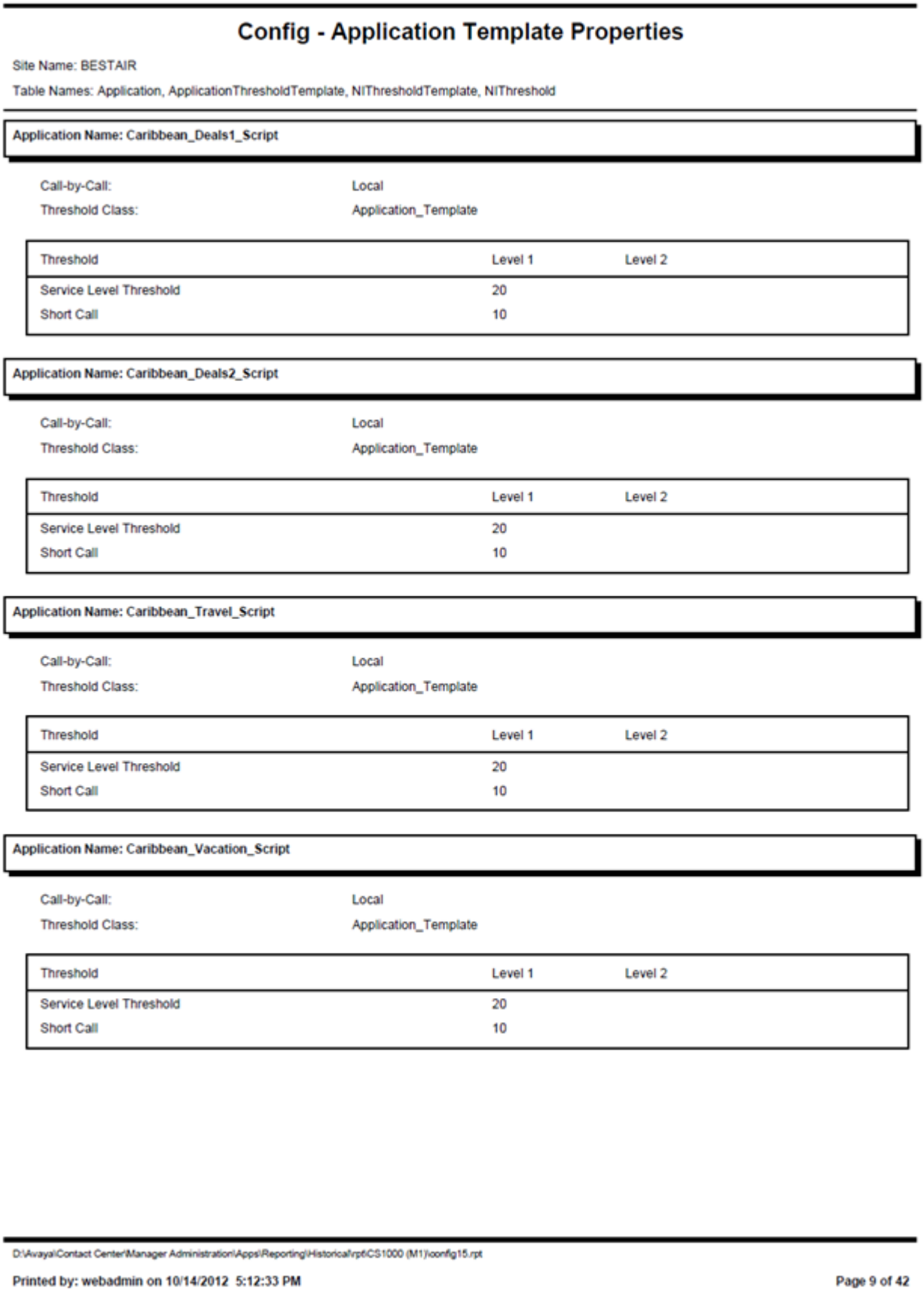
Report data fields

The report is grouped by:

Report field	View field/formula	View field/Report Creation Wizard formula
Application Name:	Application.Name	Application.Name

The report displays the following data fields for each group:

Report field	View field/formula	View field/Report Creation Wizard formula
Call by Call:	Application.CallByCall	@RCW_CallByCall
Threshold Class:	ApplicationThresholdTemplate.Name	ApplicationThresholdTemplate.Name
Threshold	ApplicationThresholdTemplate.Field	ApplicationThresholdTemplate.Field
Service Level Threshold	Application.ServiceLevelThreshold	Application.ServiceLevelThreshold
Short Call (AACC 6.2 and later)	NIThresholdTemplate.MinShortCallDelay	—
Level 1	ApplicationThresholdTemplate.Level1	ApplicationThresholdTemplate.Level1
Level 2	ApplicationThresholdTemplate.Level2	ApplicationThresholdTemplate.Level2



Config - Application Template Properties

Site Name: BESTAIR

Table Names: Application, ApplicationThresholdTemplate, NIThresholdTemplate, NIThreshold

Application Name: Caribbean_Deals1_Script

Call-by-Call: Local

Threshold Class: Application_Template

Threshold	Level 1	Level 2
Service Level Threshold	20	
Short Call	10	

Application Name: Caribbean_Deals2_Script

Call-by-Call: Local

Threshold Class: Application_Template

Threshold	Level 1	Level 2
Service Level Threshold	20	
Short Call	10	

Application Name: Caribbean_Travel_Script

Call-by-Call: Local

Threshold Class: Application_Template

Threshold	Level 1	Level 2
Service Level Threshold	20	
Short Call	10	

Application Name: Caribbean_Vacation_Script

Call-by-Call: Local

Threshold Class: Application_Template

Threshold	Level 1	Level 2
Service Level Threshold	20	
Short Call	10	

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Figure 56: 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 524.

Definitions

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 view. See CDN view on page 236.

For more information about views, see Access rights by view on page 26.

Templates

This report uses the config7.rpt template.

Selection criteria

The following table gives the description of Selection criteria:

Selection criteria	Database field names
CDN	CDN.CDN
CDN Name	CDN.Name

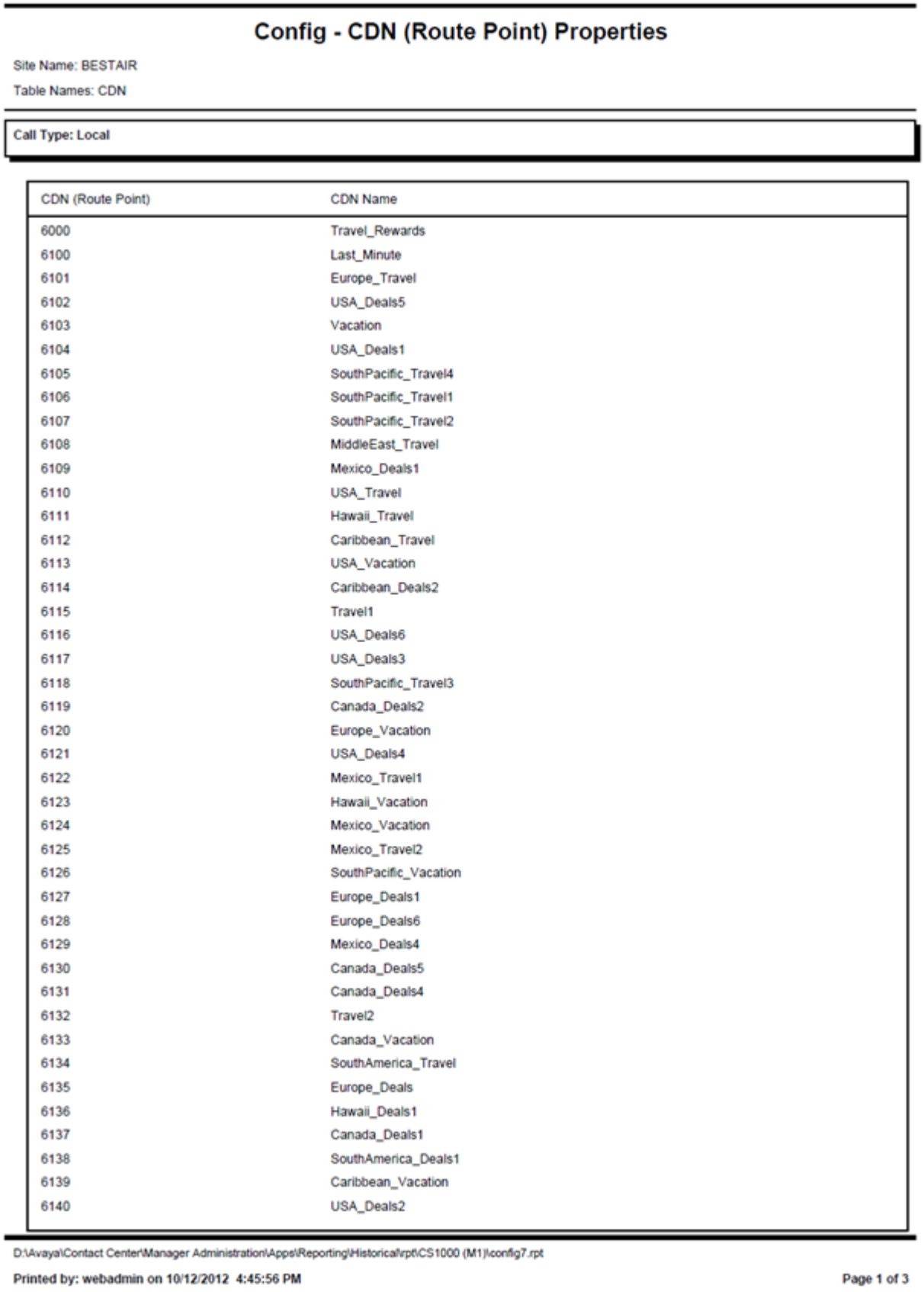
Report data fields

The report is grouped by:

Report field	View field/formula	View field/Report Creation Wizard formula
Call Type:	Type	Type

The report displays the following data fields for each group:

Report field	View field/formula	View field/Report Creation Wizard formula
CDN (Route Point)	CDN	CDN
CDN Name	Name	Name
URI (SIP if supported by Call Type)	URI	URI



Config - CDN (Route Point) Properties

Site Name: BESTAIR

Table Names: CDN

Call Type: Local

CDN (Route Point)	CDN Name
6000	Travel_Rewards
6100	Last_Minute
6101	Europe_Travel
6102	USA_Deals5
6103	Vacation
6104	USA_Deals1
6105	SouthPacific_Travel4
6106	SouthPacific_Travel1
6107	SouthPacific_Travel2
6108	MiddleEast_Travel
6109	Mexico_Deals1
6110	USA_Travel
6111	Hawaii_Travel
6112	Caribbean_Travel
6113	USA_Vacation
6114	Caribbean_Deals2
6115	Travel1
6116	USA_Deals6
6117	USA_Deals3
6118	SouthPacific_Travel3
6119	Canada_Deals2
6120	Europe_Vacation
6121	USA_Deals4
6122	Mexico_Travel1
6123	Hawaii_Vacation
6124	Mexico_Vacation
6125	Mexico_Travel2
6126	SouthPacific_Vacation
6127	Europe_Deals1
6128	Europe_Deals6
6129	Mexico_Deals4
6130	Canada_Deals5
6131	Canada_Deals4
6132	Travel2
6133	Canada_Vacation
6134	SouthAmerica_Travel
6135	Europe_Deals
6136	Hawaii_Deals1
6137	Canada_Deals1
6138	SouthAmerica_Deals1
6139	Caribbean_Vacation
6140	USA_Deals2

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Figure 57: Config-CDN (Route Point) Properties report

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 524.

Views

This report uses the Views view. See Views view on page 322.

For more information about views, see Access rights by view on page 26.

Templates

This report uses the config34.rpt template.

Selection criteria

The following table gives the description of Selection criteria:

Selection criteria	Database field names
None	None

Report data fields

The report is grouped by:

Report field	View field/formula	View field/Report Creation Wizard formula
View Name:	Name	Name

The report displays the following data fields for each group:

Report field	View field/formula	View field/Report Creation Wizard formula
Field Name	ColumnName	ColumnName
Type	Type	Type
Length	Length	Length

Config - Database View Definitions

Site Name: BESTAIR

Table Names: ccmSP.Views

View Name: AccessRights

Field Name	Type	Length
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

View Name: ActivityCode

Field Name	Type	Length
ActivityCode	%Library.String	32
Name	%Library.String	30
ShortName	%Library.String	30

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Figure 58: Config-Database View Definitions 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 524.

Views

This report uses the DNIS view. See DNIS view on page 239.

For more information about views, see Access rights by view on page 26.

Templates

This report uses the config10.rpt template.

Selection criteria

The following table gives the description of Selection criteria:

Selection criteria	Database field names
DNIS	DNIS.DNIS
DNIS Name	DNIS.Name

Report data fields

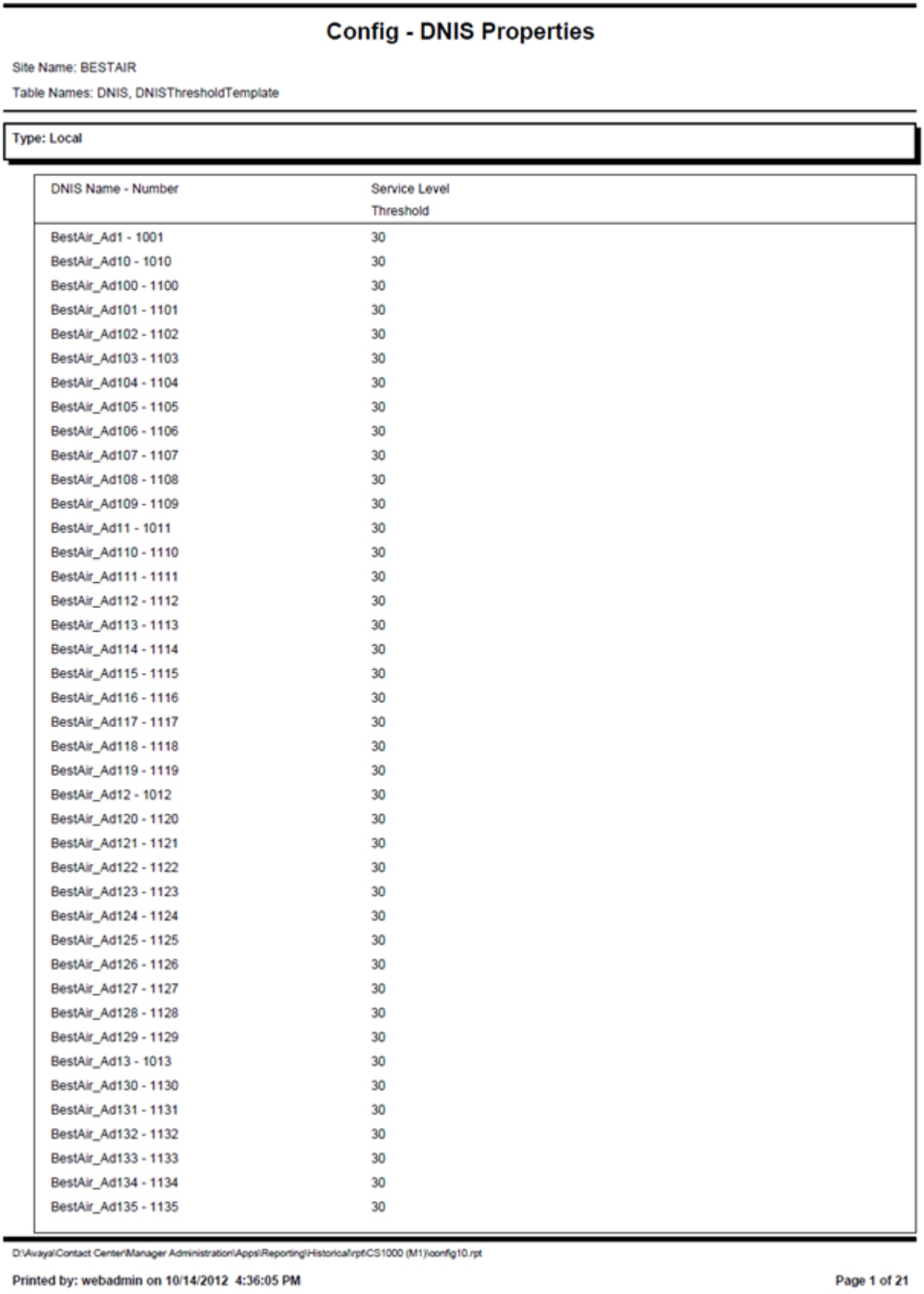
The report is grouped by:

Report field	View field/formula	View field/Report Creation Wizard formula
Type:	Type	Type

The report displays the following data fields for each group:

Report field	View field/formula	View field/Report Creation Wizard formula
DNIS Name – Number	Name + " – " + DNIS	@RCW_DNISNameID
Service Level Threshold	ServiceLevelThreshold	ServiceLevelThreshold
URI (SIP and Universal Networking feature)	URI	URI

Report field	View field/formula	View field/Report Creation Wizard formula
Description (SIP and Universal Networking feature)	DNIS_PREFIX	DNIS_PREFIX



Config - DNIS Properties

Site Name: BESTAIR

Table Names: DNIS, DNISThresholdTemplate

Type: Local

DNIS Name - Number	Service Level Threshold
BestAir_Ad1 - 1001	30
BestAir_Ad10 - 1010	30
BestAir_Ad100 - 1100	30
BestAir_Ad101 - 1101	30
BestAir_Ad102 - 1102	30
BestAir_Ad103 - 1103	30
BestAir_Ad104 - 1104	30
BestAir_Ad105 - 1105	30
BestAir_Ad106 - 1106	30
BestAir_Ad107 - 1107	30
BestAir_Ad108 - 1108	30
BestAir_Ad109 - 1109	30
BestAir_Ad11 - 1011	30
BestAir_Ad110 - 1110	30
BestAir_Ad111 - 1111	30
BestAir_Ad112 - 1112	30
BestAir_Ad113 - 1113	30
BestAir_Ad114 - 1114	30
BestAir_Ad115 - 1115	30
BestAir_Ad116 - 1116	30
BestAir_Ad117 - 1117	30
BestAir_Ad118 - 1118	30
BestAir_Ad119 - 1119	30
BestAir_Ad12 - 1012	30
BestAir_Ad120 - 1120	30
BestAir_Ad121 - 1121	30
BestAir_Ad122 - 1122	30
BestAir_Ad123 - 1123	30
BestAir_Ad124 - 1124	30
BestAir_Ad125 - 1125	30
BestAir_Ad126 - 1126	30
BestAir_Ad127 - 1127	30
BestAir_Ad128 - 1128	30
BestAir_Ad129 - 1129	30
BestAir_Ad13 - 1013	30
BestAir_Ad130 - 1130	30
BestAir_Ad131 - 1131	30
BestAir_Ad132 - 1132	30
BestAir_Ad133 - 1133	30
BestAir_Ad134 - 1134	30
BestAir_Ad135 - 1135	30

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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 524.

Views

This report uses the Formula view. See Formula view on page 241.

For more information about views, see Access rights by view on page 26.

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

The following table gives the description of Selection criteria:

Selection criteria	Database field names
None	None

Report data fields

The report is grouped by:

Report field	View field/formula	View field/Report Creation Wizard formula
Formula Name:	Name	@RCW_FormulaName

The report displays the following data fields for each group:

Report field	View field/formula	View field/Report Creation Wizard formula
Statistics Group:	Class	Class

Report field	View field/formula	View field/Report Creation Wizard formula
Comment:	Comment	Comment
Formula:	Definition	Definition



Config - Formula Properties

Site Name: BESTAIR

Table Names: Formula

Formula Name: %_Abandoned_Aft_Threshold

Statistics Group:	Application
Comment:	
Formula:	%Calls Abdnd Aft Threshold*100/%Calls Abandoned

Formula Name: %Calls_Abandoned

Statistics Group:	Application
Comment:	
Formula:	%Calls Abandoned*100/(%Calls Abandoned+%Calls Answered)

Formula Name: %Service_Level

Statistics Group:	Application
Comment:	
Formula:	((%Calls Answered+%Calls Abandoned)-(%Calls Answd Aft Threshold+%Calls Abdnd Aft Threshold))*100/(%Calls Answered+%Calls Abandoned)

Formula Name: %Service_Level_for_Ans_Calls

Statistics Group:	Skillset
Comment:	
Formula:	(%Calls Answered-%Calls Answd Aft Threshold)*100/%Calls Answered

Formula Name: %Service_Level_IVR

Statistics Group:	IVR
Comment:	
Formula:	((%Calls Answered+%Calls Not Treated)-(%Calls Answd Aft Threshold+%Calls Not Treated Aft Thrshld))*100/(%Calls Answered+%Calls Not Treated)

Formula Name: %Service_Level_S

Statistics Group:	Skillset
Comment:	
Formula:	((%Calls Answered+%Call Abandon)-(%Calls Answd Aft Threshold+%Call Aband Delay Aft Threshold))*100/(%Calls Answered+%Call Abandon)

Formula Name: %Srv_Level_for_Answd_Calls

Statistics Group:	IVR
Comment:	
Formula:	(%Calls Answered-%Calls Answd Aft Threshold)*100/%Calls Answered

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Printed by: webadmin on 10/12/2012 2:49:54 PM **Page 1 of 2**

Figure 60: Config - Formula Properties report

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 Template Properties report on page 636.

For more information, see Report descriptions on page 524.

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 242
- HistoricalStatDuration, see HistoricalStatDuration view on page 245
- HistoricalStatStorage, see HistoricalStatStorage view on page 247
- RealTimeStatCollection, see RealTimeStatCollection view on page 267
- Application, see Application view on page 232

The report uses the following views to calculate Measured Value for Parameters that can be measured:

- Agent, see Agent view on page 221
- Skillset, see Skillset view on page 286
- DNIS, see DNIS view on page 239
- CDN, see CDN view on page 236
- IVRQueue, see IVRQueue view on page 250
- ActivityCode, see ActivityCode view on page 218
- Route, see Route view on page 273
- Application, see Application view on page 232
- IVRPort, see IVRPort view on page 248

For more information about views, see Access rights by view on page 26.

Templates

This report uses the config1.rpt template.

Selection criteria

The following table gives the description of Selection criteria:

Selection criteria	Database field names
None	None

Report data fields

The report displays the following data fields for each group:

- Historical Statistics on page 651
- Collect the following statistics on page 652
- Call-by-Call on page 653
- Duration on page 653
- Real-time Statistics on page 654
- Interval-to-date on page 655
- Minimum refresh rates on page 655

Historical Statistics

Parameters

The report displays the following data fields in the Parameters section:

Report field	View field/formula	View field/Report Creation Wizard formula
Parameter Name	HistoricalStatStorage.Parameter	@RCW_Parameter
Configured Value	HistoricalStatStorage.Configured	@RCW_Configured
Measured Value		
• Agent Positions	COUNT (*) FROM Agent WHERE UserType != 2	—
• Skillset	COUNT (*) FROM Skillset WHERE SkillsetID > 10000	—
• Calls per Hour	0 (Not Measured)	—

Report field	View field/formula	View field/Report Creation Wizard formula
• DNISs	COUNT (*) FROM DNIS	—
• CDNs	COUNT (*) FROM CDN	—
• IVR ACD-DNs	COUNT (*) FROM IVRQueue	—
• Activity Codes	COUNT (*) FROM ActivityCode	—
• Agent Event per Day	0 (Not Measured)	—
• Routes	COUNT (*) FROM Route	—
• RAN Routes	0 (Not Measured)	—
• Music Routes	0 (Not Measured)	—
• Trunks	0 (Not Measured)	—
• Applications	COUNT (*) FROM Application	—
• Nodes	0 (Not Measured)	—
• IVR Ports (CS1000 –AML)	COUNT (*) FROM IVRPort	—
• Active Agents	N/A	—
• Configured Agents IDs	N/A	—
• Supervisors	COUNT (*) FROM Supervisor	—
System Value	HistoricalStatStorage.System	HistoricalStatStorage.System

Collect the following statistics

The report displays the following data fields in the Collect the following statistics section:

Report field	View field/formula	View field/Report Creation Wizard formula
Type		
• Call Flow	—	—
• Agent	—	—
• IVR	—	—
Name	—	—
Collect		
Call Flow		
• Application	HistoricalStatCollection.Application	HistoricalStatCollection.Application
• CDN	HistoricalStatCollection.CDN	HistoricalStatCollection.CDN
• Skillset	HistoricalStatCollection.Skillset	HistoricalStatCollection.Skillset
• Activity Code	HistoricalStatCollection.ActivityCode	HistoricalStatCollection.ActivityCode
• DNIS	HistoricalStatCollection.DNIS	HistoricalStatCollection.DNIS

Report field	View field/formula	View field/Report Creation Wizard formula
• Trunk	HistoricalStatCollection.Trunk	HistoricalStatCollection.Trunk
• Route	HistoricalStatCollection.Route	HistoricalStatCollection.Route
• Music/RAN Route	HistoricalStatCollection.RANMusicRoute	HistoricalStatCollection.RANMusicRoute
• Network in Call (NSBR Option)	HistoricalStatCollection.NetworkCall	HistoricalStatCollection.NetworkCall
• Network Out Call (NSBR Option)	HistoricalStatCollection.NetworkOutCall	HistoricalStatCollection.NetworkOutCall
• Contact Summary	HistoricalStatCollection.CSR	HistoricalStatCollection.CSR
Agent		
• Performance	HistoricalStatCollection.AgentPerformance	HistoricalStatCollection.AgentPerformance
• By-Application	HistoricalStatCollection.AgentByApplication	HistoricalStatCollection.AgentByApplication
• By-Skillset	HistoricalStatCollection.AgentBySkillset	HistoricalStatCollection.AgentBySkillset
• Login/Logout	HistoricalStatCollection.AgentLogin	HistoricalStatCollection.AgentLogin
IVR		
• ACD-DN Statistics	HistoricalStatCollection.IVR	HistoricalStatCollection.IVR
• Voice Port Statistics (CS1000 – AML)	HistoricalStatCollection.IVRPort	HistoricalStatCollection.IVRPort
• Voice Port Login (CS1000 – AML)	HistoricalStatCollection.IVRPortLogin	HistoricalStatCollection.IVRPortLogin

Call-by-Call

The report displays the following data fields in the Call-by-Call section:

Report field	View field/formula	View field/Report Creation Wizard formula
Application name	Application.Name	Application.Name
Statistics collection method	Application.CallByCall	@RCW_CallByCall

Duration

The report displays the following data fields in the Duration section:

Report field	View field/formula	View field/Report Creation Wizard formula
Name	—	—

Report field	View field/formula	View field/Report Creation Wizard formula
Value		
• Interval (days)	HistoricalStatDuration.DaysOfInterval	HistoricalStatDuration.DaysOfInterval
• Daily (Days)	HistoricalStatDuration.DaysOfDaily	HistoricalStatDuration.DaysOfDaily
• Weekly (weeks)	HistoricalStatDuration.WeeksOfWeekly	HistoricalStatDuration.WeeksOfWeekly
• Monthly (months)	HistoricalStatDuration.MonthsOfMonthly	HistoricalStatDuration.MonthsOfMonthly
• IVR Voice Port (days)	HistoricalStatDuration.DaysOfIVRPortLogin	HistoricalStatDuration.DaysOfIVRPortLogin
• Agent login and logout (days)	HistoricalStatDuration.DaysOfAgentLogin	HistoricalStatDuration.DaysOfAgentLogin
• Length of Business day (hours)	HistoricalStatDuration.BusinessHoursPerDay	HistoricalStatDuration.BusinessHoursPerDay
• Business week contains (days)	HistoricalStatDuration.BusinessDaysPerWeek	HistoricalStatDuration.BusinessDaysPerWeek
• Call-by-Call (days)	HistoricalStatDuration.DaysOfCallByCall	HistoricalStatDuration.DaysOfCallByCall
• Contact Summary (days)	HistoricalStatDuration.DaysOfCSR	HistoricalStatDuration.DaysOfCSR
Business week starts:	HistoricalStatDuration.BusinessDaysPerWeek	HistoricalStatDuration.BusinessDaysPerWeek

Real-time Statistics

The following statistical data is collected.

The report displays the following data fields for each group:

Report field	View field/formula	View field/Report Creation Wizard formula
Skillset Statistics:		
• Moving Window	RealTimeStatCollection.MWSkillset	RealTimeStatCollection.MWSkillset
• Interval-to-date	RealTimeStatCollection.ITDSkillset	RealTimeStatCollection.ITDSkillset
Nodal:		
• Moving Window	RealTimeStatCollection.MWNodalCall	RealTimeStatCollection.MWNodalCall
• Interval-to-date	RealTimeStatCollection.ITDNodalCall	RealTimeStatCollection.ITDNodalCall
Application Statistics:		
• Moving Window	RealTimeStatCollection.MWApplication	RealTimeStatCollection.MWApplication
• Interval-to-date	RealTimeStatCollection.ITDApplication	RealTimeStatCollection.ITDApplication
IVR Statistics:		
• Moving Window	RealTimeStatCollection.MWIVR	RealTimeStatCollection.MWIVR

Report field	View field/formula	View field/Report Creation Wizard formula
• Interval-to-date	RealTimeStatCollection.ITDIVR	RealTimeStatCollection.ITDIVR
Route Statistics:		
• Moving Window	RealTimeStatCollection.MWRoute	RealTimeStatCollection.MWRoute
• Interval-to-date	RealTimeStatCollection.ITDRoute	RealTimeStatCollection.ITDRoute
Agent Statistics:		
• Moving Window	RealTimeStatCollection.MWAgent	RealTimeStatCollection.MWAgent
• Interval-to-date	RealTimeStatCollection.ITDAgent	RealTimeStatCollection.ITDAgent
Network Statistics:		
• Moving Window	RealTimeStatCollection.MWNetworkCall	RealTimeStatCollection.MWNetworkCall
• Interval-to-date	RealTimeStatCollection.ITDNetworkCall	RealTimeStatCollection.ITDNetworkCall

The report uses the fields defined in the table to determine the type of RTD in which the statistics group can appear. The formula for the displayed RTD type is, where mw = Moving Window and itd = Interval-to-date:

```
If (mw <> "Y" And itd <> "Y") Then
    “None”
Else
    If (mw = "Y" And itd = "Y") Then
        “Moving Window & Interval-to-date”
    Else
        If (mw = "Y") Then
            “Moving Window”
        Else
            “Interval-to-date”
```

Interval-to-date

The report displays the following data fields in the Interval-to-date section:

Report field	View field/formula	View field/Report Creation Wizard formula
Data Collection Interval:	RealTimeStatCollection.IntervalDuration	@RCW_IntervalDuration
One of the intervals starts at:	RealTimeStatCollection.IntervalStartTime	RealTimeStatCollection.IntervalStartTime

Minimum refresh rates

The report displays the following data fields in the Minimum refresh rates section:

Report field	View field/formula	View field/Report Creation Wizard formula
Agent Real-time Displays:	NIParameter WHERE ParameterName = 'MinAgentRTUpdate'	—

Report field	View field/formula	View field/Report Creation Wizard formula
Other Real-time Displays:	RealTimeStatCollection.MinRefreshRate	@RCW_MinRefreshRate

Config - Historical and Real Time Statistics Properties

Site Name: BESTAIR

Table Names: Application, NIHDCConfig, NIHDMConfig, NIParameter, NIStorageConfig, RealTimeStatCollection

Historical Statistics

Parameters

Parameter Name	Configured Value	Measured Value	System Value
Agent Positions	500	296	10,050
Skillsets	200	158	1,500
Calls per Hour	2,500	0	35,000
DNISs	1,400	804	10,000
CDNs	250	97	1,000
IVR ACD-DNs	10	4	150
Activity Codes	30	11	5,000
Agent Events per Day	32	0	10,000
Routes	128	8	513
RAN Routes	25	0	512
Music Routes	10	0	512
Trunks	500	0	3,000
Applications	350	167	1,005
Nodes	20	0	30
IVR Ports	30	22	1,000
Active Agents	400	N/A	5,000
Configured Agents IDs	100	N/A	10,050
Supervisors	600	0	600

Collect the following statistics

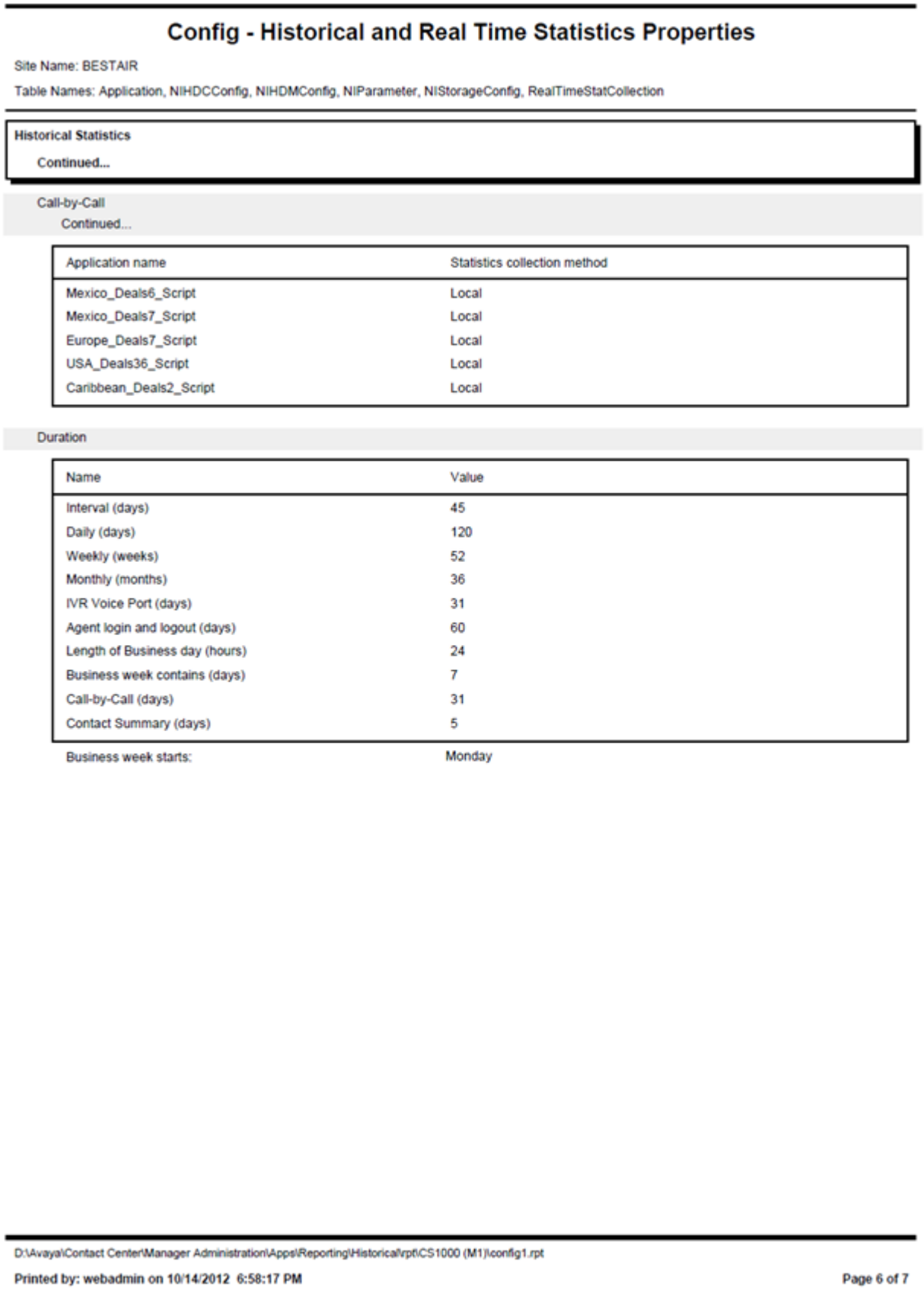
Type	Name	Collect
Call Flow	Application	Yes
	CDN	Yes
	Skillset	Yes
	Activity Code	Yes
	DNIS	Yes
	Trunk	Yes
	Route	Yes
	Music/RAN Route	Yes
	Contact Summary	Yes
Agent	Perfomance	Yes
	By-Application	Yes
	By-Skillset	Yes
	Login/Logout	Yes
IVR	ACD-DN Statistics	Yes
	Voice Port Statistics	Yes
	Voice Port Login	Yes

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Figure 61: Config - Historical and Real Time Statistics Properties report (Page 1)



Config - Historical and Real Time Statistics Properties

Site Name: BESTAIR

Table Names: Application, NIHDCConfig, NIHDMConfig, NIParameter, NIStorageConfig, RealTimeStatCollection

Historical Statistics

Continued...

Call-by-Call

Continued...

Application name	Statistics collection method
Mexico_Deals6_Script	Local
Mexico_Deals7_Script	Local
Europe_Deals7_Script	Local
USA_Deals36_Script	Local
Caribbean_Deals2_Script	Local

Duration

Name	Value
Interval (days)	45
Daily (days)	120
Weekly (weeks)	52
Monthly (months)	36
IVR Voice Port (days)	31
Agent login and logout (days)	60
Length of Business day (hours)	24
Business week contains (days)	7
Call-by-Call (days)	31
Contact Summary (days)	5

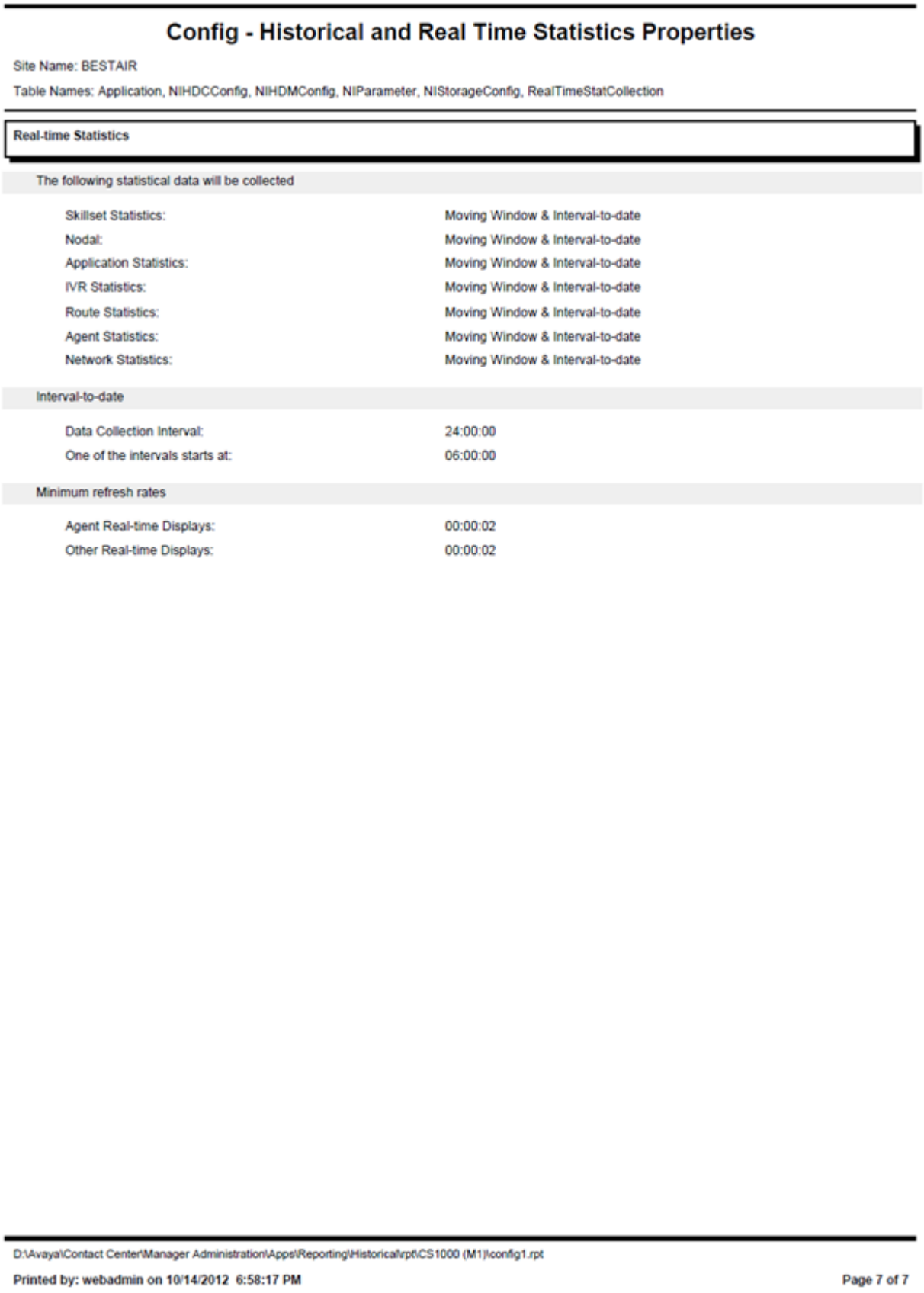
Business week starts: Monday

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Figure 62: Config - Historical and Real Time Statistics Properties report (Page 2)



Config - Historical and Real Time Statistics Properties

Site Name: BESTAIR

Table Names: Application, NIHDCConfig, NIHDMConfig, NIParameter, NIStorageConfig, RealTimeStatCollection

Real-time Statistics

The following statistical data will be collected

Skillset Statistics:	Moving Window & Interval-to-date
Nodal:	Moving Window & Interval-to-date
Application Statistics:	Moving Window & Interval-to-date
IVR Statistics:	Moving Window & Interval-to-date
Route Statistics:	Moving Window & Interval-to-date
Agent Statistics:	Moving Window & Interval-to-date
Network Statistics:	Moving Window & Interval-to-date

Interval-to-date

Data Collection Interval:	24:00:00
One of the intervals starts at:	06:00:00

Minimum refresh rates

Agent Real-time Displays:	00:00:02
Other Real-time Displays:	00:00:02

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Figure 63: Config - Historical and Real Time Statistics Properties report (Page 3)

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 524.

Views

This report uses the following views:

- IVRQueue, see IVRQueue view on page 250.
- IVRPort, see IVRPort view on page 248.
- IVRThresholdTemplate

The report uses the NIThresholdTemplate table, which is not available for RCW or user-created reports

For more information about views, see Access rights by view on page 26.

Templates

This report uses the config11.rpt template.

Selection criteria

The following table gives the description of Selection criteria:

Selection criteria	Database field names
IVR Queue ID	IVRQueue.IVRQueueID
IVR Queue Name	IVRQueue.Name

Report data fields

The report is grouped by:

Report field	View field/formula	View field/Report Creation Wizard formula
IVR Queue Name – ID:	IVRQueue.Name + " – " + IVRQueue.IVRQueueID	@RCW_IVRQueueNameID

The report displays the following data fields for each group:

Report field	View field/formula	View field/Report Creation Wizard formula
Acquired:	IVRQueue.Acquire	IVRQueue.Acquire
Status:	IVRQueue.Status	IVRQueue.Status
Threshold Class:	IVRQueue.TemplateName	IVRQueue.TemplateName

IVR Ports

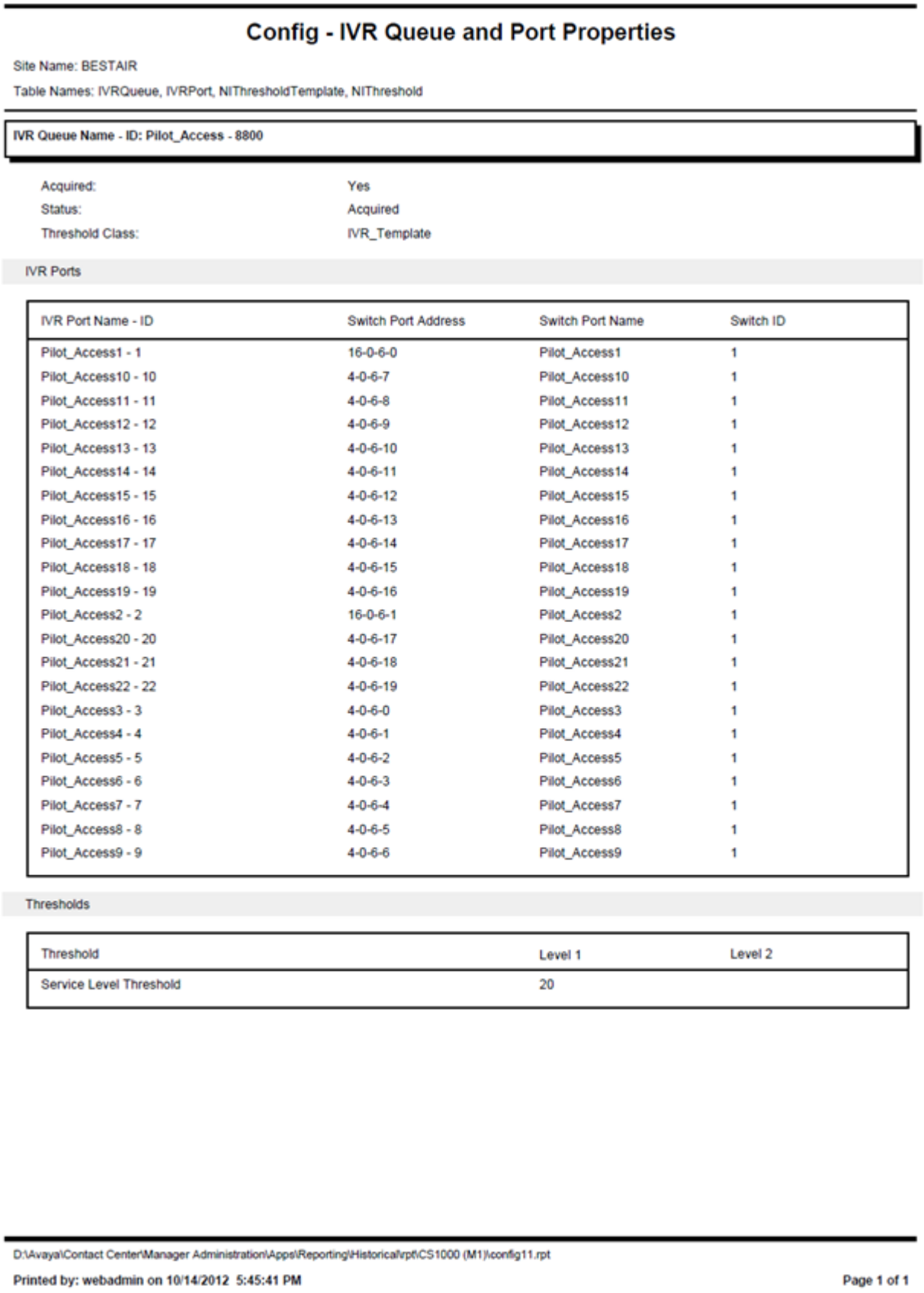
The report displays the following data fields in the IVR Ports section for each group:

Report field	View field/formula	View field/Report Creation Wizard formula
IVR Port Name – ID	IVRQueue.IVRPortName + " – " + IVRQueue.IVRPortID	@RCW_IVRPortNameID
Switch Port Address	IVRPort.SwitchPortAddress	IVRPort.SwitchPortAddress
Switch Port Name	IVRPort.SwitchPortName	IVRPort.SwitchPortName
Switch ID	IVRPort.SwitchID	IVRPort.SwitchID

Thresholds

The report displays the following data fields in the Thresholds section for each group:

Report field	View field/formula	View field/Report Creation Wizard formula
Threshold	IVRThresholdTemplate.Field	IVRThresholdTemplate.Field
• Service Level Threshold	IVRThresholdTemplate.ServiceLevelThreshold	IVRThresholdTemplate.ServiceLevelThreshold
• Short Call (AACC 6.2 and later)	NIThresholdTemplate.MinShortCallDelay	—
Level 1	IVRThresholdTemplate.Level1	IVRThresholdTemplate.Level1
Level 2	IVRThresholdTemplate.Level2	IVRThresholdTemplate.Level2



Config - IVR Queue and Port Properties

Site Name: BESTAIR

Table Names: IVRQueue, IVRPort, NIThresholdTemplate, NIThreshold

IVR Queue Name - ID: Pilot_Access - 8800

Acquired:	Yes
Status:	Acquired
Threshold Class:	IVR_Template

IVR Ports

IVR Port Name - ID	Switch Port Address	Switch Port Name	Switch ID
Pilot_Access1 - 1	16-0-6-0	Pilot_Access1	1
Pilot_Access10 - 10	4-0-6-7	Pilot_Access10	1
Pilot_Access11 - 11	4-0-6-8	Pilot_Access11	1
Pilot_Access12 - 12	4-0-6-9	Pilot_Access12	1
Pilot_Access13 - 13	4-0-6-10	Pilot_Access13	1
Pilot_Access14 - 14	4-0-6-11	Pilot_Access14	1
Pilot_Access15 - 15	4-0-6-12	Pilot_Access15	1
Pilot_Access16 - 16	4-0-6-13	Pilot_Access16	1
Pilot_Access17 - 17	4-0-6-14	Pilot_Access17	1
Pilot_Access18 - 18	4-0-6-15	Pilot_Access18	1
Pilot_Access19 - 19	4-0-6-16	Pilot_Access19	1
Pilot_Access2 - 2	16-0-6-1	Pilot_Access2	1
Pilot_Access20 - 20	4-0-6-17	Pilot_Access20	1
Pilot_Access21 - 21	4-0-6-18	Pilot_Access21	1
Pilot_Access22 - 22	4-0-6-19	Pilot_Access22	1
Pilot_Access3 - 3	4-0-6-0	Pilot_Access3	1
Pilot_Access4 - 4	4-0-6-1	Pilot_Access4	1
Pilot_Access5 - 5	4-0-6-2	Pilot_Access5	1
Pilot_Access6 - 6	4-0-6-3	Pilot_Access6	1
Pilot_Access7 - 7	4-0-6-4	Pilot_Access7	1
Pilot_Access8 - 8	4-0-6-5	Pilot_Access8	1
Pilot_Access9 - 9	4-0-6-6	Pilot_Access9	1

Thresholds

Threshold	Level 1	Level 2
Service Level Threshold	20	

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Figure 64: Config - IVR Queue and Port Properties report

Logged In Agent

The Logged In Agent report lists agents and provides, for each, a logon ID. On the CS1000 - AML the position ID and personal DN are also shown.

Important:

AACC CS1000 – AML, the position ID is read from the Agent Login/Logout Historical Statistics. To show the position ID, ensure Agent Login/Logout Historical Statistics are collected and the duration covers enough days to maintain the required details.

Agent Login/Logout Historical Statistics are written to the database every three minutes. This report shows the agent's position ID as of the end of the last three-minute interval.

For NES CS1000 – AML, the details of a logged in agent are read from the Agent Login/Logout Historical Statistics. To show logged in agent, ensure Agent Login/Logout Historical Statistics are collected and the duration covers enough days to maintain the Login In event for the agents.

Agent Login/Logout Historical Statistics are written to the database every three minutes. This report shows agent status as of the end of the last three-minute interval.

For more information, see Report descriptions on page 524.

Views

This report uses the following views:

- Agent, see Agent view on page 221.
- eAgentLoginStat, see eAgentLoginStat view on page 187.

The report uses the NIUser table, which is not available for RCW or user-created reports.

For more information about views, see Access rights by view on page 26.

Templates

This report uses the config32.rpt template.

Selection criteria

The following table gives the description of Selection criteria:

Selection criteriaSelection criteria	Database field names
Agent Login	Agent.TelsetLoginID
Agent Name	Agent.GivenName + " " +

Selection criteriaSelection criteria	Database field names
	Agent.SurName

Report data fields

The report is grouped by:

Report field	View field/formula	View field/Report Creation Wizard formula
Agent Name	Agent.GivenName + " " + Agent.SurName	@RCW_AgentName

The report displays the following data fields for each group:

Report field	View field/formula	View field/Report Creation Wizard formula
Agent Login ID	Agent.TelsetLoginID	Agent.TelsetLoginID
Position ID (CS 1000 – AML)	eAgentLoginStat.PositionID	@RCW_DisplayPositionID
Personal DN (CS 1000 – AML)	Agent.PersonalDN	@RCW_PersonalDN

Config - Logged In Agent

Site Name : BESTAIR

Table Names : Agent, eAgentLoginStat, NIUser

Agent Name	Agent Login ID	Position ID	Personal DN
Agent Eight	2008	8477	Not Assigned
Agent Eighteen	2018	8441	Not Assigned
Agent Eighty	2080	8458	4080
Agent Eighty Eight	2088	8486	Not Assigned
Agent Eighty Five	2085	8546	Not Assigned
Agent Eighty One	2081	8338	Not Assigned
Agent Eighty Three	2083	8467	Not Assigned
Agent Eleven	2011	8428	Not Assigned
Agent Five	2005	8241	Not Assigned
Agent Four	2004	8303	Not Assigned
Agent Nine	2009	8490	Not Assigned
Agent Ninety Five	2095	8206	Not Assigned
Agent Ninety Four	2094	8744	Not Assigned
Agent Ninety Seven	2097	8235	Not Assigned
Agent Ninety Six	2096	8754	Not Assigned
Agent Ninety Three	2093	8270	Not Assigned
Agent One Hundred and Eight	2108	8427	Not Assigned
Agent One Hundred and Eighteen	2118	8442	Not Assigned
Agent One Hundred and Eighty	2180	8234	Not Assigned
Agent One Hundred and Eighty Eight	2188	8207	Not Assigned
Agent One Hundred and Eighty Five	2185	8332	Not Assigned
Agent One Hundred and Eighty Four	2184	8334	Not Assigned

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Figure 65: Config - Logged In Agent 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 524.

Views

This report uses the following views:

- Route, see Route view on page 273
- RouteThresholdTemplate, see RouteThresholdTemplate view on page 274

The report uses the NIThresholdTemplate table, which is not available for RCW or user-created reports.

For more information about views, see Access rights by view on page 26.

Templates

This report uses the config9.rpt template.

Selection criteria

The following table gives the description of Selection criteria:

Selection criteria	Database field names
Route ID	Route.RouteID
Route Name	Route.Name

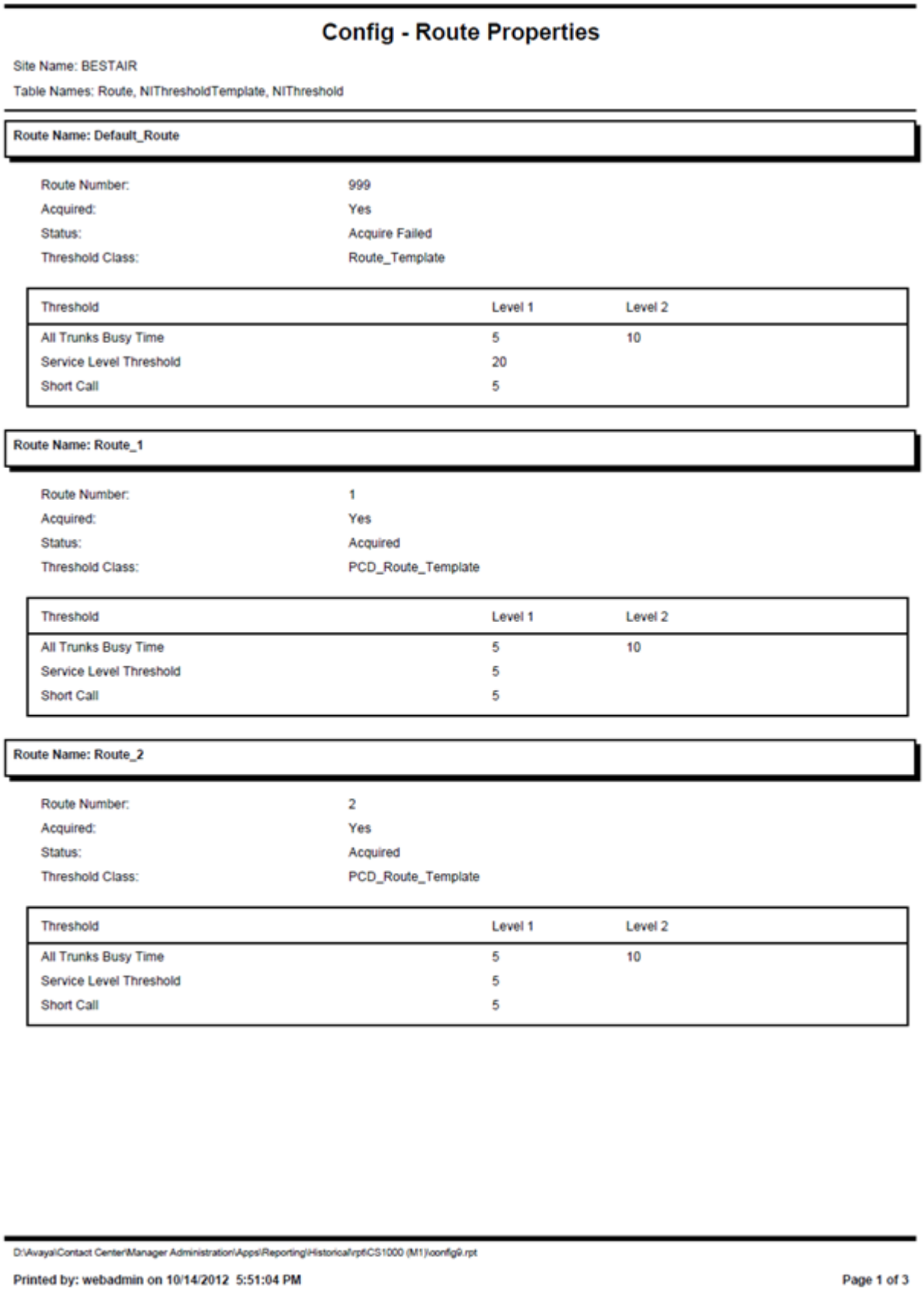
Report data fields

The report is grouped by:

Report field	View field/formula	View field/Report Creation Wizard formula
Route Name:	Route.Name	Route.Name

The report displays the following data fields for each group:

Report field	View field/formula	View field/Report Creation Wizard formula
Route Number:	Route.RouteID	Route.RouteID
Acquired: (CS1000 – AML)	Route.Acquire	Route.Acquire
Status: (CS1000 – AML)	Route.Status	Route.Status
Threshold Class:	RouteThresholdTemplate.Name	RouteThresholdTemplate.Name
Threshold	RouteThresholdTemplate.Field	RouteThresholdTemplate.Field
Service Level Threshold (AACC 6.2 and later)	NIThresholdTemplate.ServiceLevelThreshold	—
Short Call (AACC 6.2 and later)	NIThresholdTemplate.MinShortCallDelay	—
Level 1	RouteThresholdTemplate.Level1	RouteThresholdTemplate.Level1
Level 2	RouteThresholdTemplate.Level2	RouteThresholdTemplate.Level2



Config - Route Properties

Site Name: BESTAIR

Table Names: Route, NIThresholdTemplate, NIThreshold

Route Name: Default_Route

Route Number:	999
Acquired:	Yes
Status:	Acquire Failed
Threshold Class:	Route_Template

Threshold	Level 1	Level 2
All Trunks Busy Time	5	10
Service Level Threshold	20	
Short Call	5	

Route Name: Route_1

Route Number:	1
Acquired:	Yes
Status:	Acquired
Threshold Class:	PCD_Route_Template

Threshold	Level 1	Level 2
All Trunks Busy Time	5	10
Service Level Threshold	5	
Short Call	5	

Route Name: Route_2

Route Number:	2
Acquired:	Yes
Status:	Acquired
Threshold Class:	PCD_Route_Template

Threshold	Level 1	Level 2
All Trunks Busy Time	5	10
Service Level Threshold	5	
Short Call	5	

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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 524.

Views

This report uses the ScriptVariables view. See ScriptVariables view on page 283.

For more information about views, see Access rights by view on page 26.

Templates

This report uses the config36.rpt template.

Selection criteria

The following table gives the description of Selection criteria:

Selection criteria	Database field names
Script Name	ScriptVariables.Script

Report data fields

The report is grouped by:

Report field	View field/formula	View field/Report Creation Wizard formula
Script Name:	ScriptVariables.Script	ScriptVariables.Script

The report displays the following data fields for each group:

Report field	View field/formula	View field/Report Creation Wizard formula
Status:	ScriptStatus	ScriptStatus
Type:	ScriptType	ScriptType
Script Variable Name	Variable	Variable
Status	VariableStatus	VariableStatus

Report field	View field/formula	View field/Report Creation Wizard formula
Type	VariableType	VariableType

Config - Script Variable By Script

Site Name: BESTAIR

Table Names: ScriptVariables

Script Name: Caribbean_Deals1_Script

Status: Active

Type: Primary

Script Variable Name	Status	Type
BestAir_access	Active	ACD
BestAir_Announcement1	Active	RAN
BestAir_Announcement2	Active	RAN
BestAir_Music	Active	MUSIC
Caribbean_Deals_que1	Active	VOICE_SEGMENT
Caribbean_Deals_que10	Active	VOICE_SEGMENT
Caribbean_Deals_que11	Active	VOICE_SEGMENT
Caribbean_Deals_que12	Active	VOICE_SEGMENT
Caribbean_Deals_que14	Active	VOICE_SEGMENT
Caribbean_Deals_que20	Active	VOICE_SEGMENT
Caribbean_Deals_que21	Active	VOICE_SEGMENT
Caribbean_Deals_que22	Active	VOICE_SEGMENT
Caribbean_Deals_que23	Active	VOICE_SEGMENT
Caribbean_Deals_que24	Active	VOICE_SEGMENT
Caribbean_Deals_que5	Active	VOICE_SEGMENT
Caribbean_Deals_que6	Active	VOICE_SEGMENT
Caribbean_Deals_que7	Active	VOICE_SEGMENT
Caribbean_Deals_que8	Active	VOICE_SEGMENT
Caribbean_Deals_que9	Active	VOICE_SEGMENT

Script Name: Caribbean_Deals2_Script

Status: Active

Type: Primary

Script Variable Name	Status	Type
BestAir_Announcement1	Active	RAN
BestAir_Announcement2	Active	RAN
BestAir_Music	Active	MUSIC

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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 524.

Views

This report uses the following views:

- ScriptVariableProperties, see ScriptVariableProperties view on page 281
- ScriptVariables, see ScriptVariables view on page 283

For more information about views, see Access rights by view on page 26.

Templates

This report uses the config35.rpt template.

Selection criteria

The following table gives the description of Selection criteria:

Selection criteria	Database field names
Script Variable Name	ScriptVariableProperties.Name

Report data fields

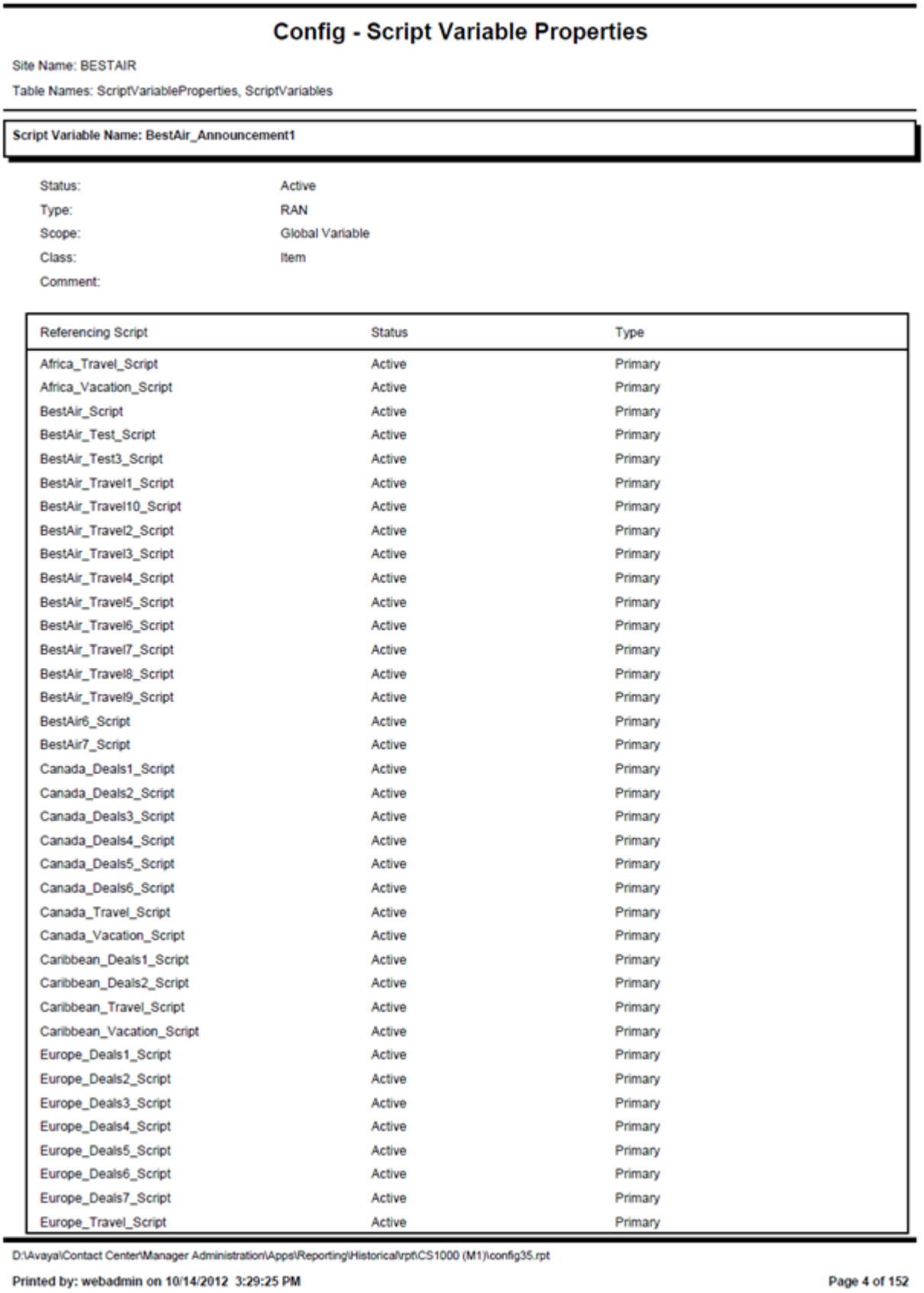
The report is grouped by:

Report field	View field/formula	View field/Report Creation Wizard formula
Script Variable Name:	ScriptVariableProperties.Name	ScriptVariableProperties.Name

The report displays the following data fields for each group:

Report field	View field/formula	View field/Report Creation Wizard formula
Status:	ScriptVariableProperties.Status	ScriptVariableProperties.Status

Report field	View field/formula	View field/Report Creation Wizard formula
Type:	ScriptVariableProperties.Type	ScriptVariableProperties.Type
Scope:	ScriptVariableProperties.Grouping	ScriptVariableProperties.Grouping
Class:	ScriptVariableProperties.Class	ScriptVariableProperties.Class
Comment:	ScriptVariableProperties.Comment	ScriptVariableProperties.Comment
Referencing Script	ScriptVariables.Script	ScriptVariables.Script
Status	ScriptVariables.ScriptStatus	ScriptVariables.ScriptStatus
Type	ScriptVariables.ScriptType	ScriptVariables.ScriptType



Config - Script Variable Properties

Site Name: BESTAIR

Table Names: ScriptVariableProperties, ScriptVariables

Script Variable Name: BestAir_Announcement1

Status:	Active
Type:	RAN
Scope:	Global Variable
Class:	Item
Comment:	

Referencing Script	Status	Type
Africa_Travel_Script	Active	Primary
Africa_Vacation_Script	Active	Primary
BestAir_Script	Active	Primary
BestAir_Test_Script	Active	Primary
BestAir_Test3_Script	Active	Primary
BestAir_Travel1_Script	Active	Primary
BestAir_Travel10_Script	Active	Primary
BestAir_Travel2_Script	Active	Primary
BestAir_Travel3_Script	Active	Primary
BestAir_Travel4_Script	Active	Primary
BestAir_Travel5_Script	Active	Primary
BestAir_Travel6_Script	Active	Primary
BestAir_Travel7_Script	Active	Primary
BestAir_Travel8_Script	Active	Primary
BestAir_Travel9_Script	Active	Primary
BestAir6_Script	Active	Primary
BestAir7_Script	Active	Primary
Canada_Deals1_Script	Active	Primary
Canada_Deals2_Script	Active	Primary
Canada_Deals3_Script	Active	Primary
Canada_Deals4_Script	Active	Primary
Canada_Deals5_Script	Active	Primary
Canada_Deals6_Script	Active	Primary
Canada_Travel_Script	Active	Primary
Canada_Vacation_Script	Active	Primary
Caribbean_Deals1_Script	Active	Primary
Caribbean_Deals2_Script	Active	Primary
Caribbean_Travel_Script	Active	Primary
Caribbean_Vacation_Script	Active	Primary
Europe_Deals1_Script	Active	Primary
Europe_Deals2_Script	Active	Primary
Europe_Deals3_Script	Active	Primary
Europe_Deals4_Script	Active	Primary
Europe_Deals5_Script	Active	Primary
Europe_Deals6_Script	Active	Primary
Europe_Deals7_Script	Active	Primary
Europe_Travel_Script	Active	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 524.

Views

This report uses the following views:

- Agent, see Agent view on page 221
- Skillset, see Skillset view on page 286
- SkillsetByAgent, see SkillsetByAgent view on page 290

The report uses the following tables, which are not available for RCW or user-created reports:

- NINetworkSkillset
- NISkillset
- NIThresholdTemplate

For more information about views, see Access rights by view on page 26.

Templates

This report uses the config16.rpt template.

Selection criteria

The following table gives the description of Selection criteria:

Selection criteria	Database field names
Skillset Name ID	Skillset.Skillset
Skillset Name	Skillset.Skillset

Report data fields

The report is grouped by:

Report field	View field/formula	View field/Report Creation Wizard formula
Skillset Name:	Skillset.Skillset	Skillset.Skillset

The report displays the following data fields for each group:

Report field	View field/formula	View field/Report Creation Wizard formula
Contact Type:	Skillset.ContactName	Skillset.ContactName
Skillset Type:	Skillset.IsNetworked	Skillset.IsNetworked
Default Activity Code:	Skillset.ActivityCode	Skillset.ActivityCode
Threshold Class: (AACC 6.2 and later)	NIThresholdTemplate.Name	—
Call Age Preference:	Skillset.CallAgePreference	@RCW_CallAgePreference
Map To ACD-DN:	Skillset.DN	Skillset.DN
Out Of Service Mode:	Skillset.NightServiceType	@RCW_NightServiceType
Target Service Level: (AACC 6.2 and later)	NISkillset.TargetServiceLevel	—
Service Level Routing: (AACC 6.2 and later)	NISkillset.ServiceLevelRouting	—
Service Level Threshold:	Skillset.ServiceLevelThreshold	Skillset.ServiceLevelThreshold
Short Call:	Skillset.MinShortCallDelay	Skillset.MinShortCallDelay
Comment:	Skillset.Comment	Skillset.Comment
Agent Name–ID	Agent.GivenName + " " + Agent.SurName	@RCW_AgentNameID
Skillset State	SkillsetByAgent.SkillsetState	SkillsetByAgent.SkillsetState
Priority	SkillsetByAgent.Priority	@RCW_Priority

Network Skillset Name:<Skillset.NetworkSkillsetName> (NSCR Option)

The report displays the following data fields in the Network Skillset Name:<Skillset.NetworkSkillsetName> section for each group:

Report field	View field/formula	View field/Report Creation Wizard formula
Call Source Preference:	Skillset.CallSourcePreference	@RCW_CallSourcePreference
Call Request Queue Size:	Skillset.CallRequestQueueSize	Skillset.CallRequestQueueSize
Flow Control Threshold:	Skillset.CallRequestQueueSizeThreshold	Skillset.CallRequestQueueSizeThreshold

Report field	View field/formula	View field/Report Creation Wizard formula
Include Local Node: (AACC 6.2 and later)	NISkillset.IncludeLocalNode	—
Routing Method:	Skillset.UseRoundRobin	Skillset.UseRoundRobin
Networking Method: (AACC 6.2 and later)	NINetworkSkillset.UseLongestIdleAgent	—
Comment:	Skillset.NetworkSkillsetComment	Skillset.NetworkSkillsetComment

Config - Skillset Properties

Site Name: BESTAIR

Table Names: Agent, NINetworkSkillset, NISkillset, NIThresholdTemplate, Skillset, SkillsetByAgent

Skillset Name: Caribbean_Travel_Deals

Contact Type:	Voice
Default Activity Code:	00
Threshold Class:	BestAirStandard
Call Age Preference:	Oldest
Out Of Service Mode:	N/A
Target Service Level:	0
Service Level Routing:	No
Service Level Threshold:	20
Short Call:	20
Comment:	

Agent Name - ID	Skillset State	Priority
Agent Eight - 2008	Active	1
Agent Eighteen - 2018	Active	2
Agent Eighty - 2080	Active	1
Agent Eighty Eight - 2088	Active	1
Agent Eighty Seven - 2087	Standby	N/A
Agent Eighty Three - 2083	Active	1
Agent Five - 2005	Standby	N/A
Agent Four - 2004	Active	2
Agent Nine - 2009	Standby	1
Agent Ninety Five - 2095	Standby	N/A
Agent Ninety Four - 2094	Standby	N/A
Agent Ninety Nine - 2099	Standby	N/A
Agent Ninety Seven - 2097	Standby	N/A
Agent Ninety Six - 2096	Standby	N/A
Agent Ninety Three - 2093	Active	2
Agent One - 2001	Standby	N/A
Agent One Hundred and Eighteen - 2118	Active	1
Agent One Hundred and Eighty - 2180	Active	1
Agent One Hundred and Eighty Eight - 2188	Active	1
Agent One Hundred and Eighty Five - 2185	Active	1
Agent One Hundred and Eighty Four - 2184	Active	1
Agent One Hundred and Eighty One - 2181	Active	2
Agent One Hundred and Eighty Seven - 2187	Active	1
Agent One Hundred and Eighty Six - 2186	Active	1
Agent One Hundred and Eighty Three - 2183	Active	1
Agent One Hundred and Eighty Two - 2182	Active	1
Agent One Hundred and Eleven - 2111	Active	2
Agent One Hundred and Fifteen - 2115	Active	1
Agent One Hundred and Fifty - 2150	Standby	N/A
Agent One Hundred and Fifty Eight - 2158	Standby	N/A
Agent One Hundred and Fifty Five - 2155	Standby	N/A

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Figure 69: Config-Skillset Properties report

Supervisor Properties

The Supervisor Properties report lists all Contact Center Manager supervisors by name and threshold class.

The Supervisor Properties report presents agent information in the following sections:

- User Details
- Phoneset - available only for CS 1000 – AML systems
- Agent Greeting - available only if Agent Greeting is licensed
- Assigned Agents

For more information, see Report descriptions on page 524.

Views

This report uses the following views:

- SupervisorAgentAssignment, see SupervisorAgentAssignment view on page 304
- Supervisor, see Supervisor view on page 296

For more information about views, see Access rights by view on page 26.

Templates

This report uses the config4.rpt template.

Selection criteria

The following table gives the description of Selection criteria:

Selection criteria	Database field names
Supervisor Login ID	Supervisor.TelsetLoginID
Supervisor Name	Supervisor.GivenName + " " + Supervisor.SurName

Report data fields

The report is grouped by:

Report field	View field/formula	View field/Report Creation Wizard formula
Supervisor Name – ID:	Supervisor.Given Name + " " + Supervisor.SurName + " – " + Supervisor.TelsetLoginID	@RCW_SupervisorNameID

The report displays the following data fields for each group:

- User Details on page 680
- Phoneset - available on CS1000 - AML on page 681
- Agent Greeting - available only if Agent Greeting is licensed on page 681
- Assigned Agents on page 681

User Details

The report displays the following data fields in the User Details section for each group:

Report field	View field/formula	View field/Report Creation Wizard formula
Title:	Supervisor.Title	Supervisor.Title
Department:	Supervisor.Department	Supervisor.Department
Comment:	Supervisor.Comment	Supervisor.Comment
User Type: (Shown if Supervisor/Agent)	Supervisor.UserType	Supervisor.UserType
Login ID:	Supervisor.TelsetLoginID	Supervisor.TelsetLoginID
Voice URI: (SIP AACC 6.2 and later)	Supervisor.URIList (Voice URI only)	—
IM URI: (SIP AACC 6.2 and later)	Supervisor.URIList (IM URI only)	—
SIP URI: (SIP Before AACC 6.2)	Supervisor.URI	Supervisor.URI
SIP Terminal: (SIP Before AACC 6.2)	Supervisor.SIP_Terminal	Supervisor.SIP_Terminal
Personal DN: (CS1000 – AML)	Supervisor.PersonalDN	Supervisor.PersonalDN
ACD Queue: (CS1000 – AML)	Supervisor.ACD_Queue	Supervisor.ACD_Queue
ACD Queue Error:	Supervisor.ACD_Queue_Error_String	Supervisor.ACD_Queue_Error_String

Report field	View field/formula	View field/Report Creation Wizard formula
(CS1000 – AML)		
Enable CTI for this agent:	Supervisor.CtiEnabled	Supervisor.CtiEnabled

Phoneset - available on CS1000 - AML

The report displays the following data fields in the Phoneset section for each group:

Report field	View field/formula	View field/Report Creation Wizard formula
Switch Port Address:	Supervisor.SwitchPortAddress	@RCW_SwitchPortAddress
Switch Port Name:	Supervisor.SwitchPortName	@RCW_SwitchPortName
Switch ID:	Supervisor.SwitchID	@RCW_SwitchID

Agent Greeting - available only if Agent Greeting is licensed

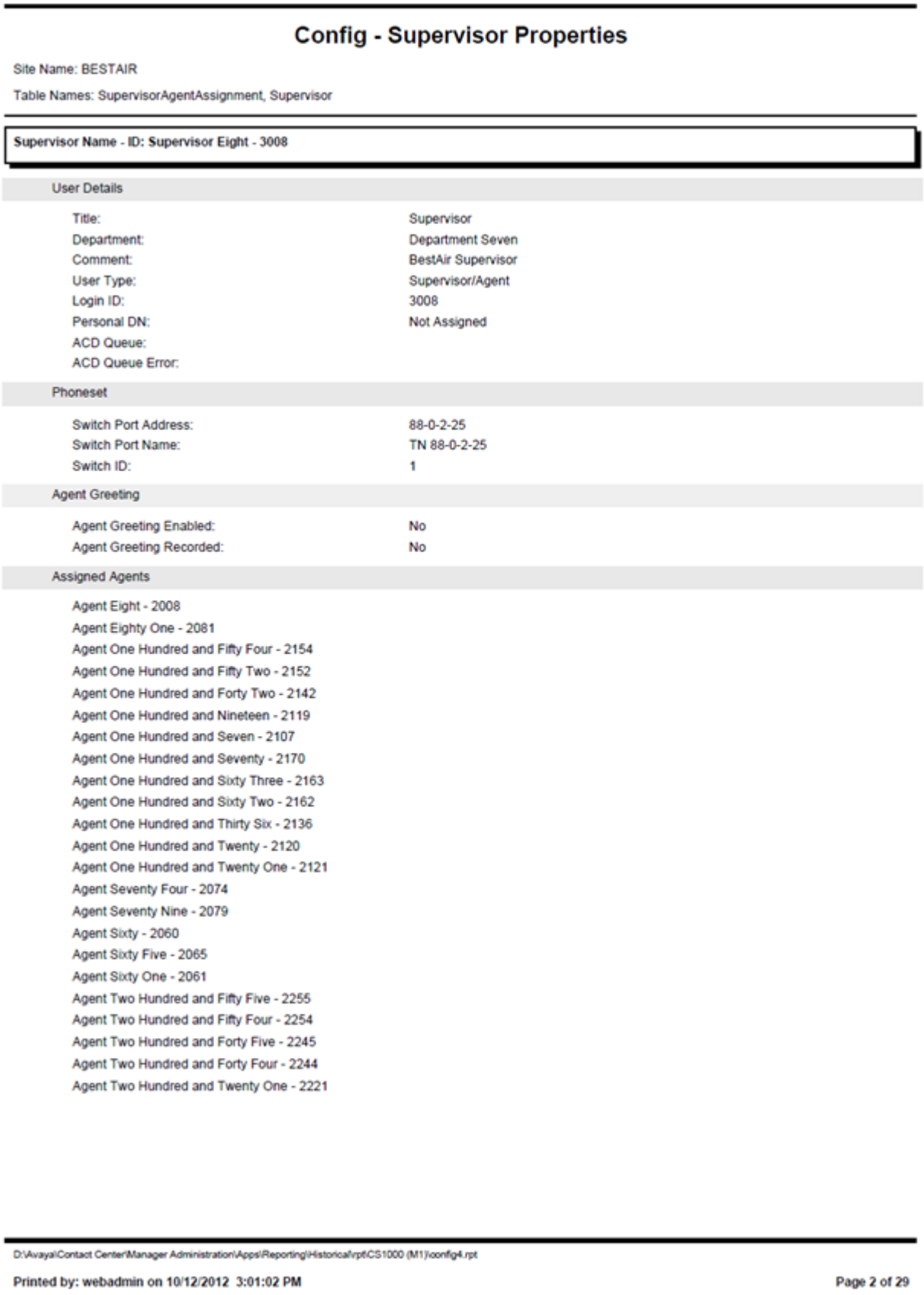
The report displays the following data fields in the Agent Greeting section for each group:

Report field	View field/formula	View field/Report Creation Wizard formula
Agent Greeting Enabled:	Supervisor.AGState	Supervisor.AGState
Agent Greeting Recorded:	Supervisor.AGRecorded	Supervisor.AGRecorded

Assigned Agents

The report displays the following data fields in the Assigned Agents section for each group:

Report field	View field/formula	View field/Report Creation Wizard formula
—	SupervisorAgentAssignment.AgentGivenName + " " + SupervisorAgentAssignment.AgentSurName + " – " + SupervisorAgentAssignment.AgentTelsetLoginID	@RCW_AgentNameID



Config - Supervisor Properties

Site Name: BESTAIR

Table Names: SupervisorAgentAssignment, Supervisor

Supervisor Name - ID: Supervisor Eight - 3008

User Details

Title:	Supervisor
Department:	Department Seven
Comment:	BestAir Supervisor
User Type:	Supervisor/Agent
Login ID:	3008
Personal DN:	Not Assigned
ACD Queue:	
ACD Queue Error:	

Phoneset

Switch Port Address:	88-0-2-25
Switch Port Name:	TN 88-0-2-25
Switch ID:	1

Agent Greeting

Agent Greeting Enabled:	No
Agent Greeting Recorded:	No

Assigned Agents

Agent Eight - 2008
Agent Eighty One - 2081
Agent One Hundred and Fifty Four - 2154
Agent One Hundred and Fifty Two - 2152
Agent One Hundred and Forty Two - 2142
Agent One Hundred and Nineteen - 2119
Agent One Hundred and Seven - 2107
Agent One Hundred and Seventy - 2170
Agent One Hundred and Sixty Three - 2163
Agent One Hundred and Sixty Two - 2162
Agent One Hundred and Thirty Six - 2136
Agent One Hundred and Twenty - 2120
Agent One Hundred and Twenty One - 2121
Agent Seventy Four - 2074
Agent Seventy Nine - 2079
Agent Sixty - 2060
Agent Sixty Five - 2065
Agent Sixty One - 2061
Agent Two Hundred and Fifty Five - 2255
Agent Two Hundred and Fifty Four - 2254
Agent Two Hundred and Forty Five - 2245
Agent Two Hundred and Forty Four - 2244
Agent Two Hundred and Twenty One - 2221

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Figure 70: Config - Supervisor Properties report

Telephone Display Properties

Available for CS 1000 – AML systems 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 524.

Views

This report uses the PhoneSetDisplay view. See PhonesetDisplay view on page 263.

For more information about views, see Access rights by view on page 26.

Templates

This report uses the config6.rpt template.

Selection criteria

The following table gives the description of Selection criteria:

Selection criteria	Database field names
None	None

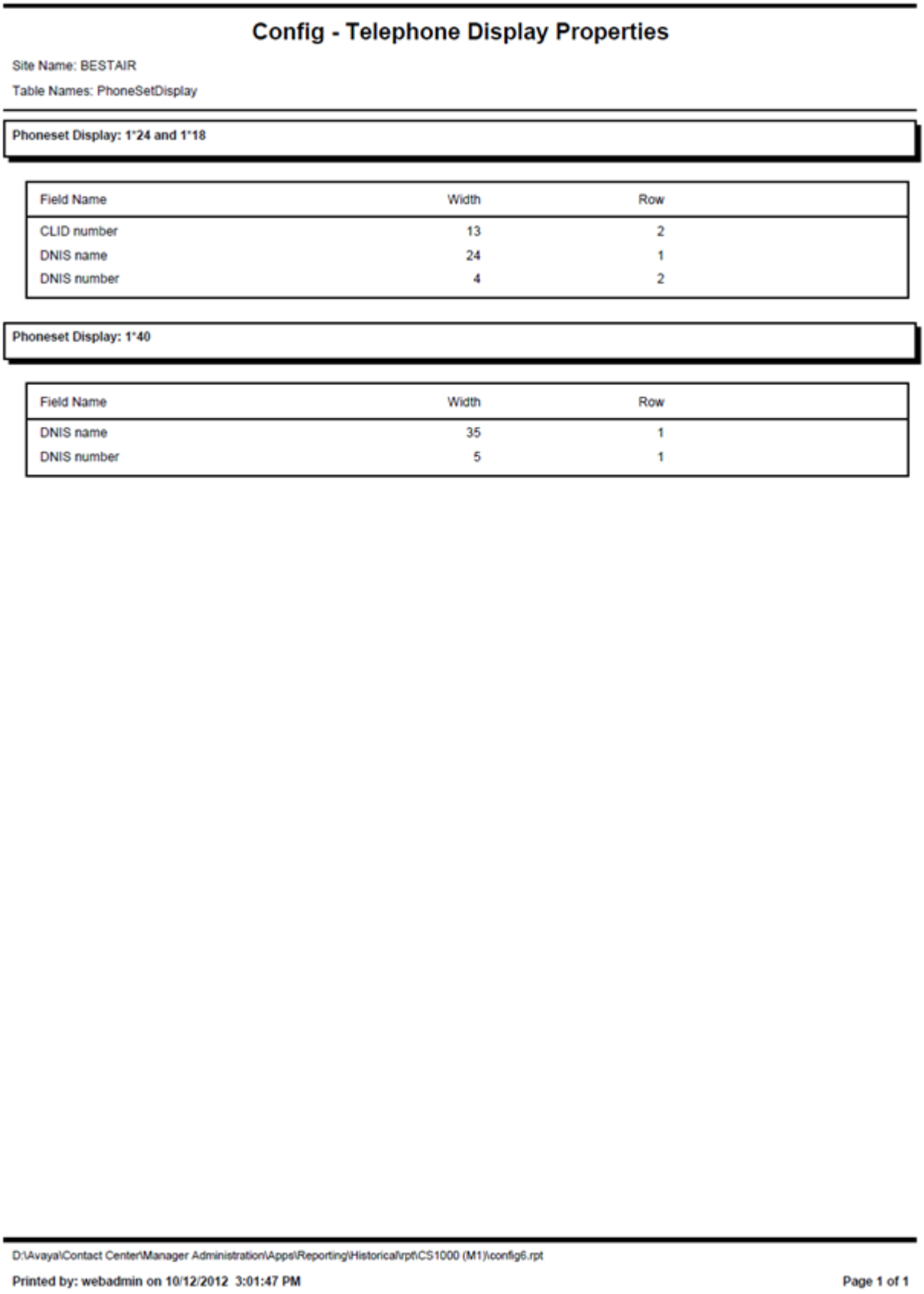
Report data fields

The report is grouped by:

Report field	View field/formula	View field/Report Creation Wizard formula
Phoneset Display:	DisplayTypeName	@RCW_DisplayTypeName

The report displays the following data fields for each group:

Report field	View field/formula	View field/Report Creation Wizard formula
Field Name	FieldName	FieldName
Width	Width	Width
Row	Row	Row



Config - Telephone Display Properties

Site Name: BESTAIR

Table Names: PhoneSetDisplay

Phoneset Display: 1*24 and 1*18

Field Name	Width	Row
CLID number	13	2
DNIS name	24	1
DNIS number	4	2

Phoneset Display: 1*40

Field Name	Width	Row
DNIS name	35	1
DNIS number	5	1

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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 524.

Views

This report uses the AccessRights view. See AccessRights view on page 215.

For more information about views, see Access rights by view on page 26.

Templates

This report uses the config42.rpt template.

Selection criteria

The following table gives the description of Selection criteria:

Selection criteria	Database field names
None	None

Report data fields

The report is grouped by:

Report field	View field/formula	View field/Report Creation Wizard formula
Access Class Name:	AccessRights.GroupName	AccessRights.GroupName

The report displays the following data fields for each group:

Report field	View field/formula	View field/Report Creation Wizard formula
Comment:	AccessRights.Comment	AccessRights.Comment

Access Class Members

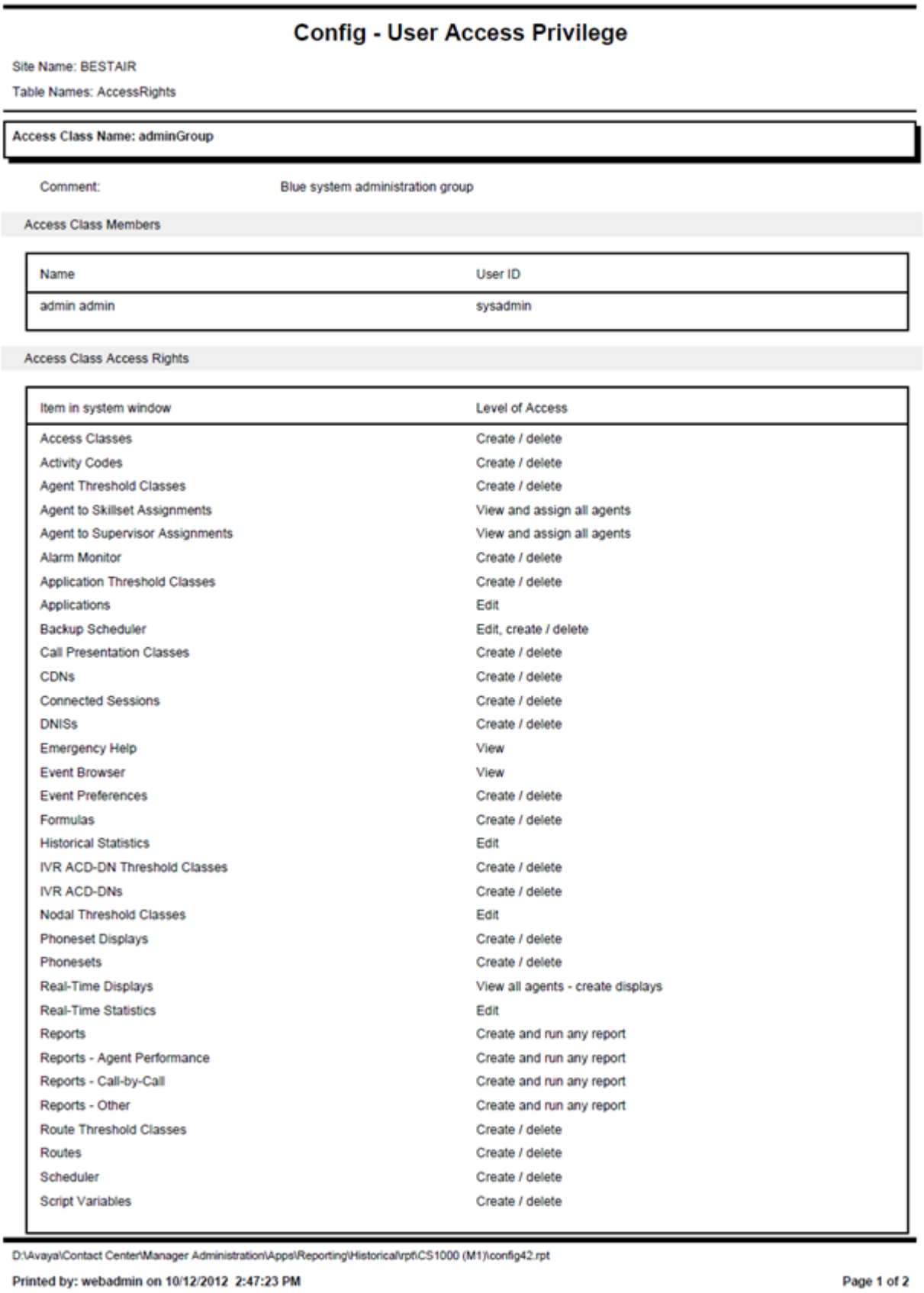
The report displays the following data fields in the Access Class Members section for each group:

Report field	View field/formula	View field/Report Creation Wizard formula
Name	AccessRights.GivenName + " " + AccessRights.Surname	@RCW_AgentName
User ID	AccessRights.PCLoginName	AccessRights.PCLoginName

Access Class Access Rights

The report displays the following data fields in the Access Class Access Rights section for each group:

Report field	View field/formula	View field/Report Creation Wizard formula
Item in System Window	AccessRights.ObjectName	AccessRights.ObjectName
Level of Access	AccessRights.CreateDeleteAccess + AccessRights.CreatedDeleteAgentAccess + AccessRights.CreateDeleteAllAgentAccess + AccessRights.ReadAccess + AccessRights.ReadAgentAccess + AccessRights.ReadAllAgentAccess + AccessRights.WriteAccess + AccessRights.WriteAgentAccess + AccessRights.WriteAllAgentAccess	@RCW_AccessCode



Config - User Access Privilege

Site Name: BESTAIR

Table Names: AccessRights

Access Class Name: adminGroup

Comment: Blue system administration group

Access Class Members

Name	User ID
admin admin	sysadmin

Access Class Access Rights

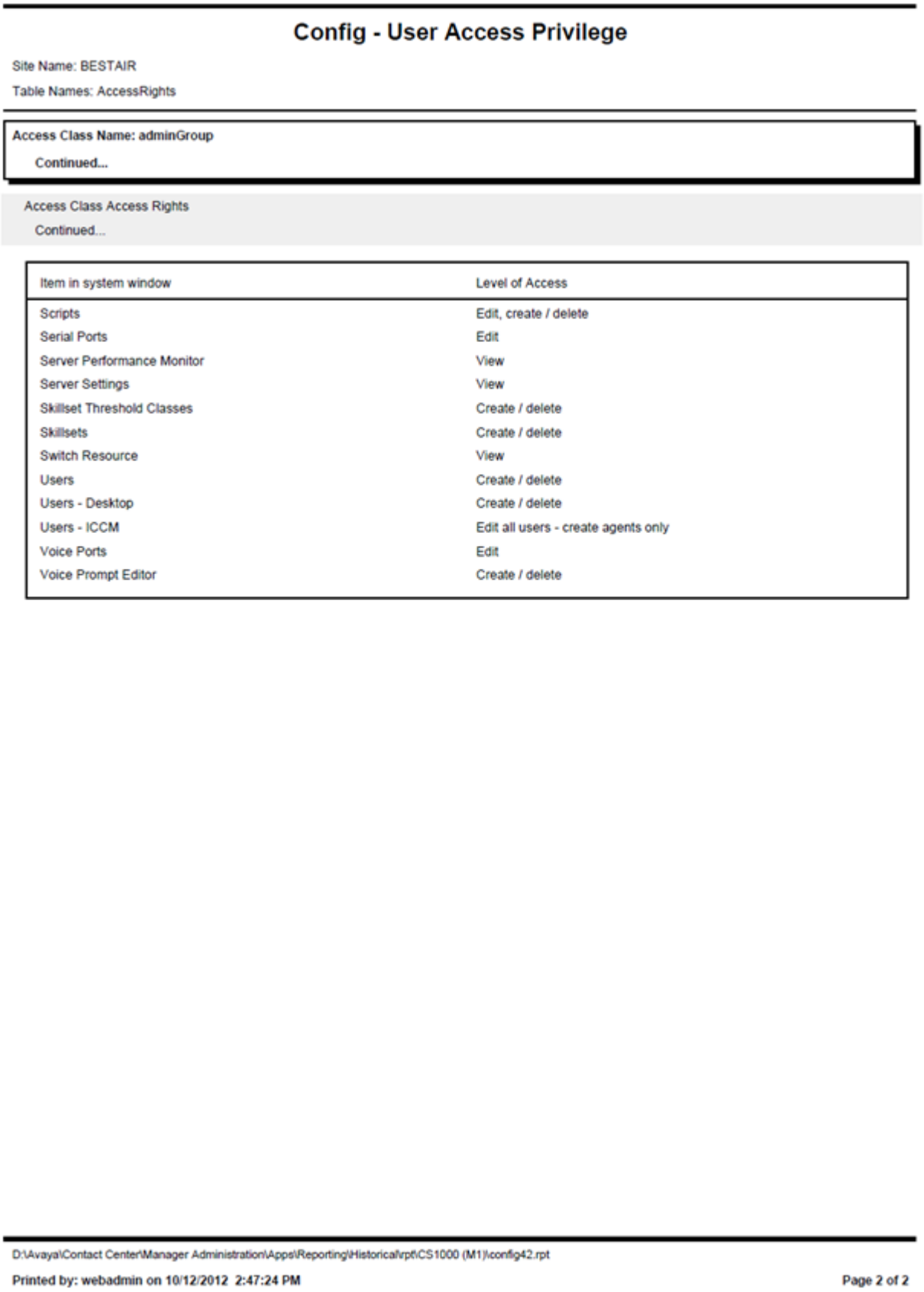
Item in system window	Level of Access
Access Classes	Create / delete
Activity Codes	Create / delete
Agent Threshold Classes	Create / delete
Agent to Skillset Assignments	View and assign all agents
Agent to Supervisor Assignments	View and assign all agents
Alarm Monitor	Create / delete
Application Threshold Classes	Create / delete
Applications	Edit
Backup Scheduler	Edit, create / delete
Call Presentation Classes	Create / delete
CDNs	Create / delete
Connected Sessions	Create / delete
DNISs	Create / delete
Emergency Help	View
Event Browser	View
Event Preferences	Create / delete
Formulas	Create / delete
Historical Statistics	Edit
IVR ACD-DN Threshold Classes	Create / delete
IVR ACD-DNs	Create / delete
Nodal Threshold Classes	Edit
Phoneset Displays	Create / delete
Phonesets	Create / delete
Real-Time Displays	View all agents - create displays
Real-Time Statistics	Edit
Reports	Create and run any report
Reports - Agent Performance	Create and run any report
Reports - Call-by-Call	Create and run any report
Reports - Other	Create and run any report
Route Threshold Classes	Create / delete
Routes	Create / delete
Scheduler	Create / delete
Script Variables	Create / delete

D:\Avaya\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\config42.rpt

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Page 1 of 2

Figure 72: Config - User Access Privilege report (Page 1)



Config - User Access Privilege

Site Name: BESTAIR

Table Names: AccessRights

Access Class Name: adminGroup

Continued...

Access Class Access Rights

Continued...

Item in system window	Level of Access
Scripts	Edit, create / delete
Serial Ports	Edit
Server Performance Monitor	View
Server Settings	View
Skillset Threshold Classes	Create / delete
Skillsets	Create / delete
Switch Resource	View
Users	Create / delete
Users - Desktop	Create / delete
Users - ICCM	Edit all users - create agents only
Voice Ports	Edit
Voice Prompt Editor	Create / delete

D:\Avaya\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\config42.rpt

Printed by: webadmin on 10/12/2012 2:47:24 PM **Page 2 of 2**

Figure 73: Config - User Access Privilege report (Page 2)

Chapter 21: Contact Summary Reports

This section describes of the Contact Summary reports.

Navigation

- Activity Code by Address on page 689
- Agent by Address on page 693
- Contact Duration on page 696
- Contact Duration by Agent on page 698
- Contact Summary on page 700
- Contacts by Agent on page 706
- Originator by Disposition on page 709
- Media Server Call Distribution report on page 712

Activity Code by Address

With the Activity Code by Address report you monitor each agent's work and time distribution by the contact address, for example, DNIS and To: email address. During the contact handling, agents can identify the contact type by entering an activity (Line of Business) code. The code identifies contacts as sales, service, or support.

This report includes the system default ACW code (00000), which is the code for reporting Post Contact Processing (PCP). PCP begins when an agent enters Not Ready (without a Reason Code) or enters Not Ready with the system default ACW code (00000), immediately 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 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 524.

Views

This report uses the following views:

- eCSRCodeStat
- eCSRStat

For more information see Access rights by view on page 26.

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

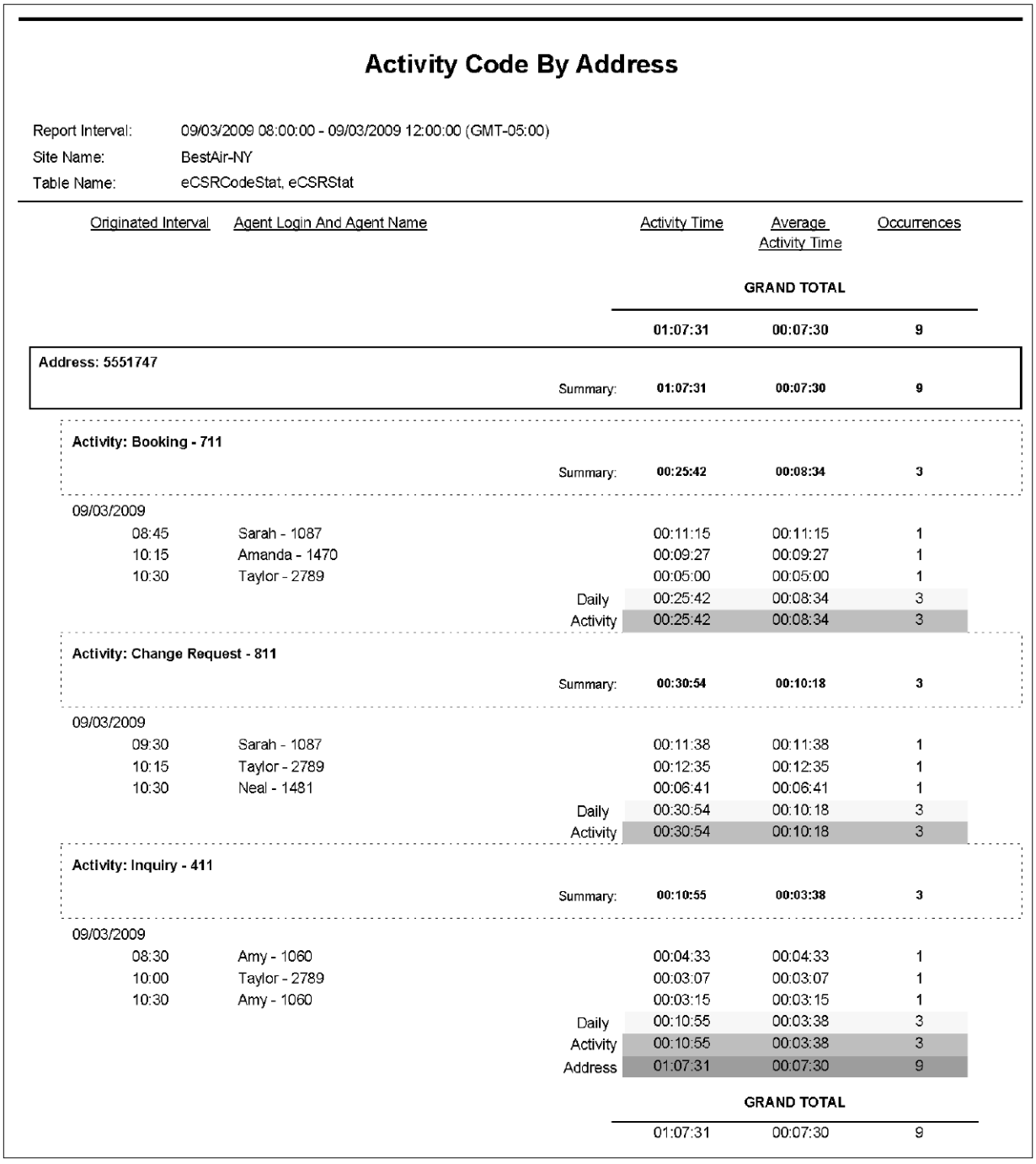
This report uses the following statistics.

Report field	View field/formula	View field/Report Creation Wizard formula
Activity Time	Duration	@RCW_Duration

Report field	View field/formula	View field/Report Creation Wizard formula
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	00:25:42	00:08:34	3
		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	00:30:54	00:10:18	3
		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	00:10:55	00:03:38	3
		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: email 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 524.

View

This report uses the following views:

- eCSRStat
- Skillset

For more information, see Access rights by view on page 26.

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.

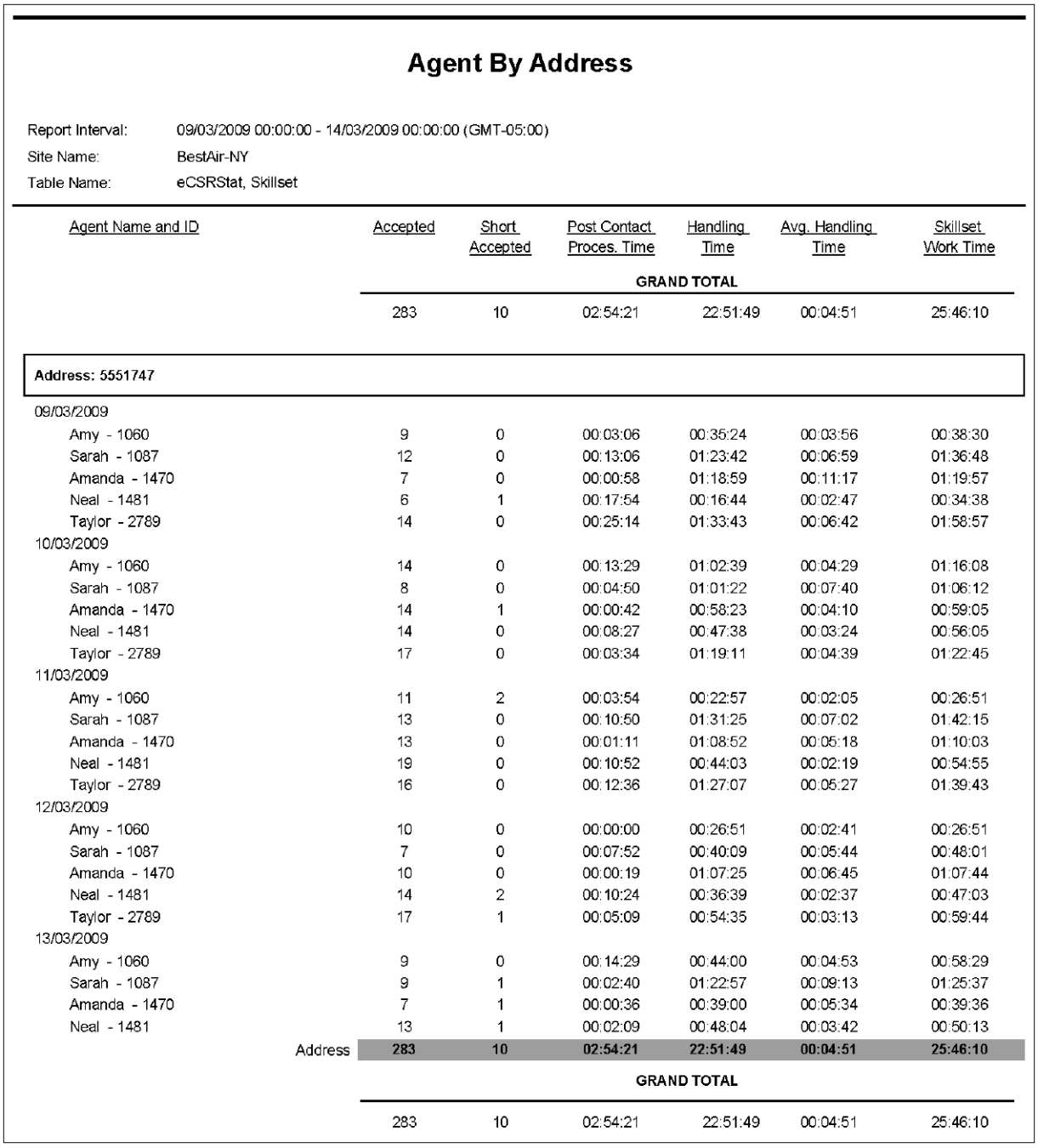
Statistics

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 524.

View

This report uses the following views:

- eCSRStat view
- Skillset

For more information, see Access rights by view on page 26.

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.

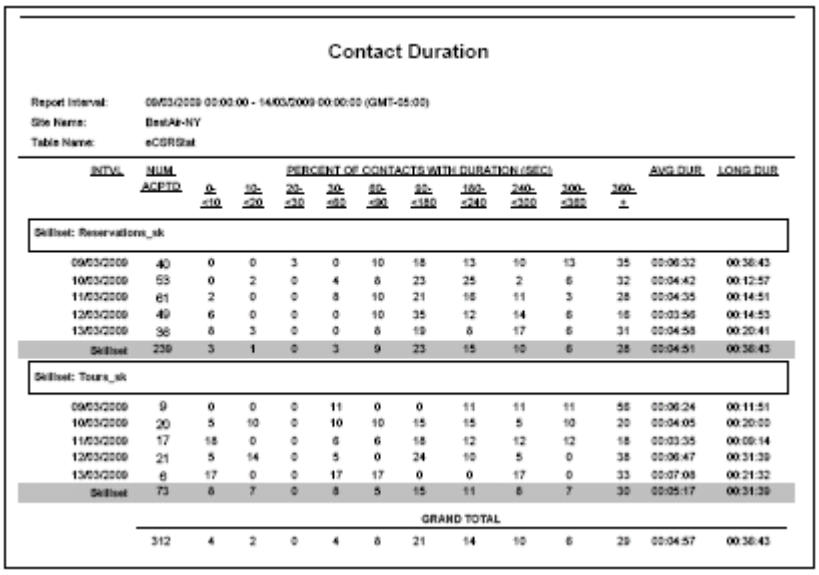
Statistics

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/Count(Duration)*100	
10 -<20	totCall2/Count(Duration)*100	
20-<30	totCall3/Count(Duration)*100	
30-<60	totCall4/Count(Duration)*100	
60-<90	totCall5/Count(Duration)*100	
90-<180	totCall6/Count(Duration)*100	
180-<240	totCall7/Count(Duration)*100	
240-<300	totCall8/Count(Duration)*100	
300-<360	totCall9/Count(Duration)*100	
360-<+	totCall10/Count(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	53	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	6	3	0	0	6	19	6	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	56	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 524.

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.

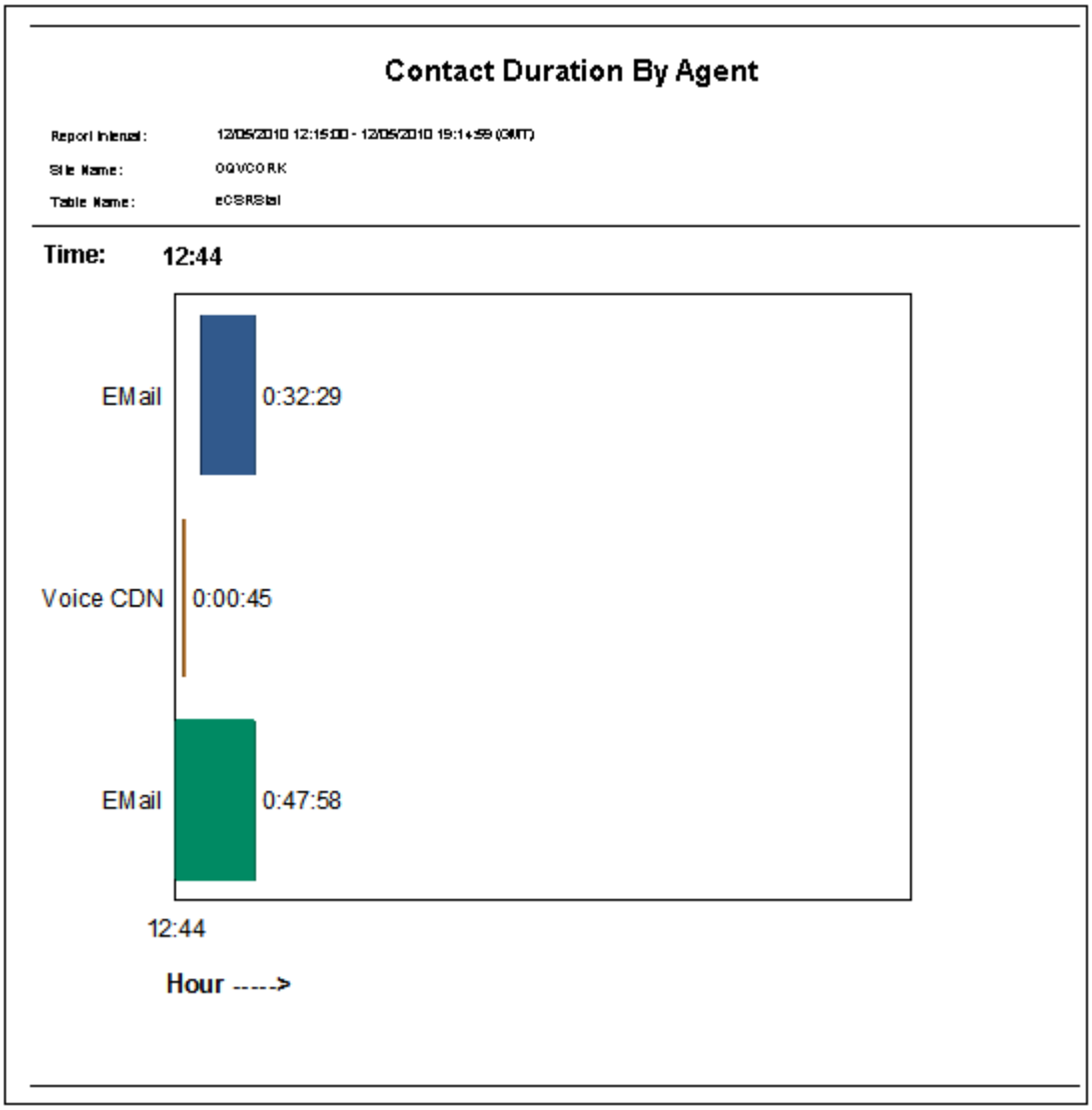


Figure 77: Contact Duration By Agent Report

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 524.

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 report 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 ApplicationName ApplicationID	@RCW_ApplicationNameOrID
Application Delay	AppAcceptedDelay AppAbandonDelay	@RCW_ApplicationDelay
Last Treatment	Treatment LastTreatmentID	—

Statistics shown when SkillsetID <>0.

Report field	View field/formula	View field/Report Creation Wizard formula
Skillset	SkillsetName Or SkillsetID	@RCW_SkillsetNameOrID
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
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

Statistics shown when Avaya MS Zoning is enabled.

Report field	View field/formula	View field/Report Creation Wizard formula
Anchored Media Server	AnchoredMediaServer	—
Preferred Media Server	PreferredMediaServer	—
Preferred Media Server Result	PreferredMediaServerResult	—

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 524.

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.

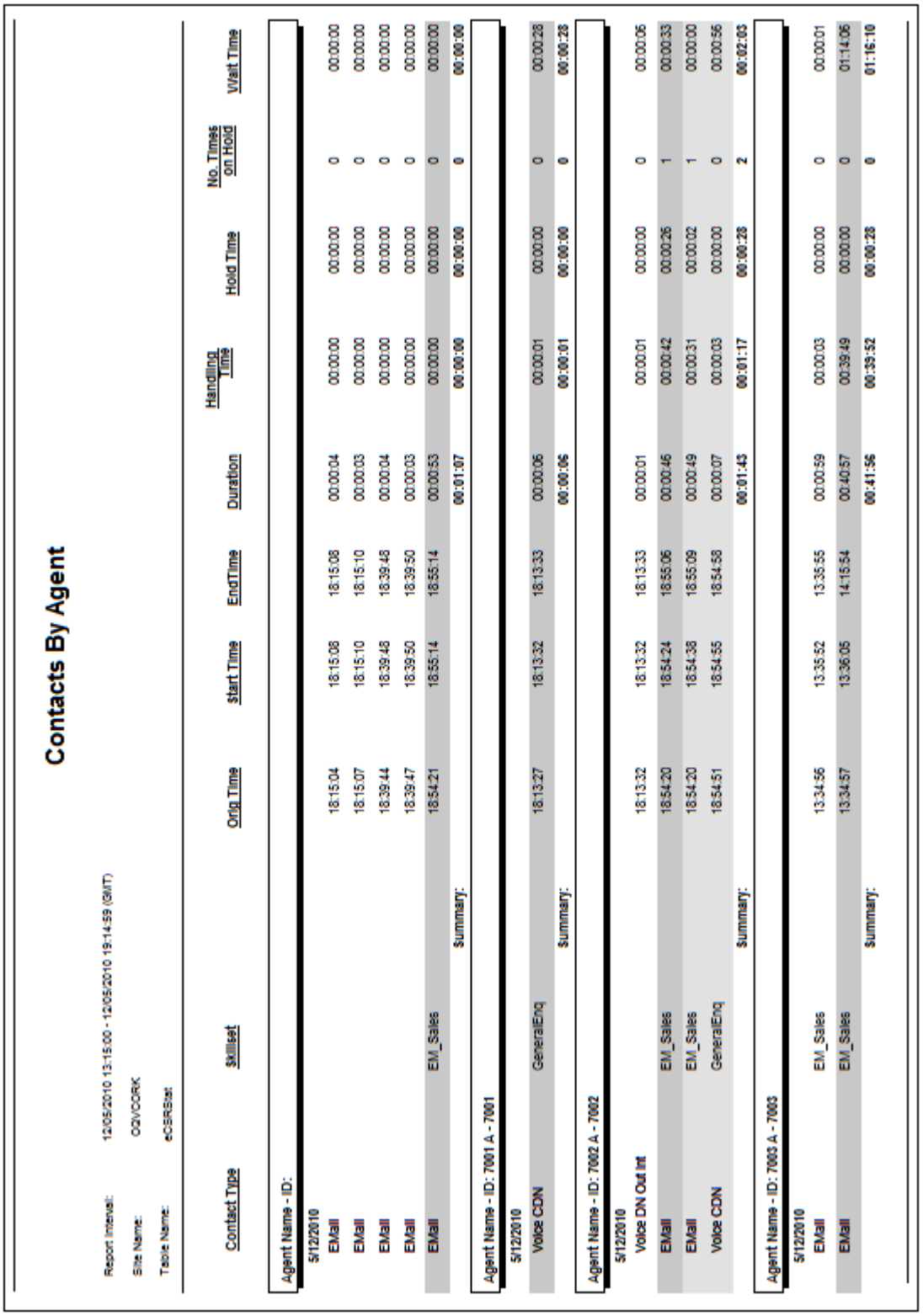
Report field	View field/formula	View field/Report Creation Wizard formula
ContactType	ContactType	—
Skillset	Skillset	—

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: CQVCORK

Table Name: eCSRSlist

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	00:00:05
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 26.

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, and other such fields.

Statistics

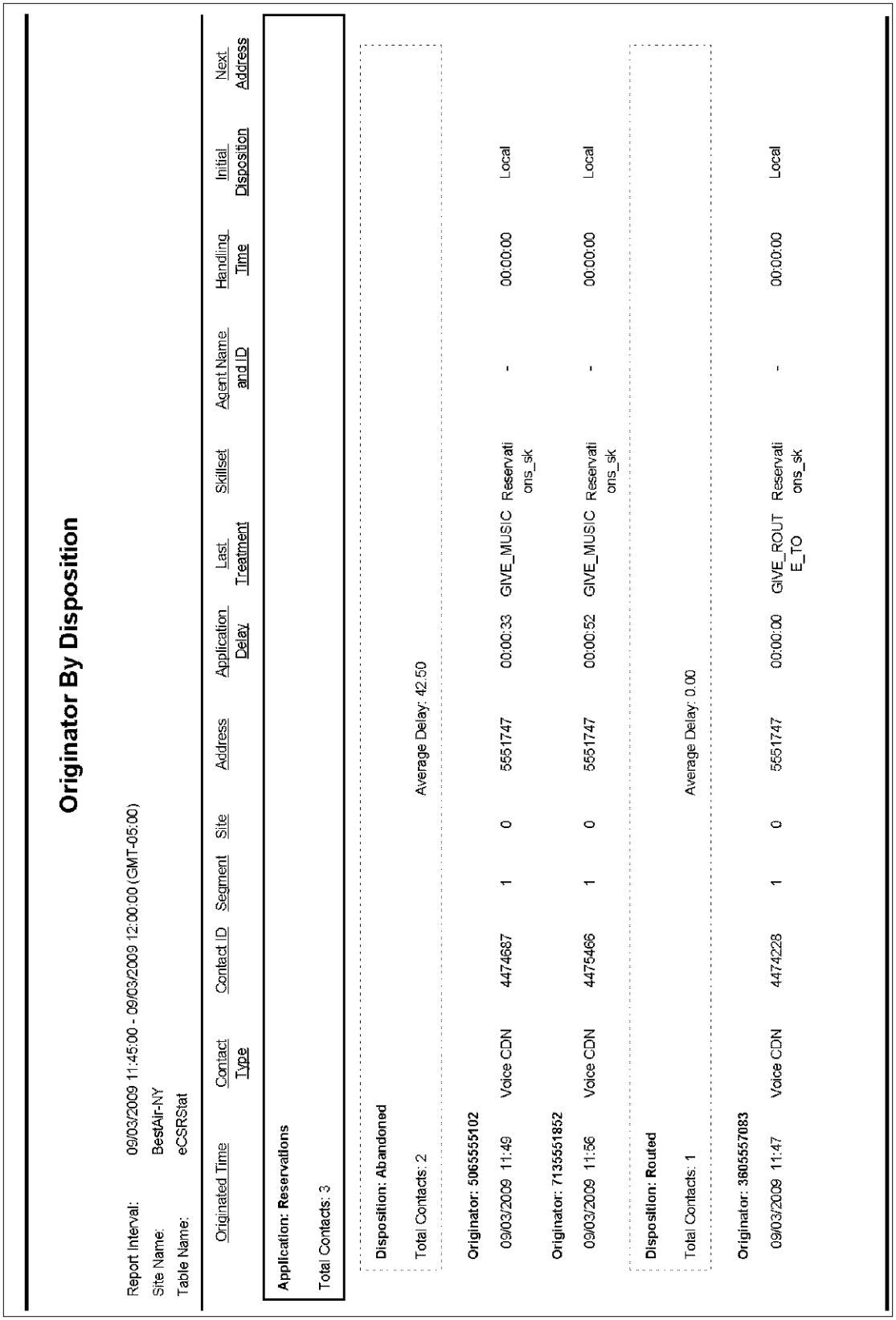
The report uses the following statistics.

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 LastTreatmentID	—
Skillset	SkillsetName SkillsetID	@RCW_SkillsetNameOrID

Report field	View field/formula	View field/Report Creation Wizard formula
Agent Name - ID	AgentGivenName +” “ + AgentSurName +” “ + AgentID	—
Handling Time	HandlingTime	HandlingTime
Next Address	Next Address	NextAddress
Initial Disposition	InitialDispoistion	—

Summaries

The report provides a count of the number of contacts for 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: 5063555102												
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: 3805557083												
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

Media Server Call Distribution report

The Media Server Call Distribution report provides statistics on the number of contacts anchored on each active Avaya MS instance over a period of time. The report details the number of times calls were anchored on the preferred and non-preferred Avaya MS instances. The report also provides the reason for the failure to anchor calls on the preferred Avaya MS.

View

This report uses the eCSRStat 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 the AnchoredMediaServer and PreferredMediaServer fields in the view.

Statistics

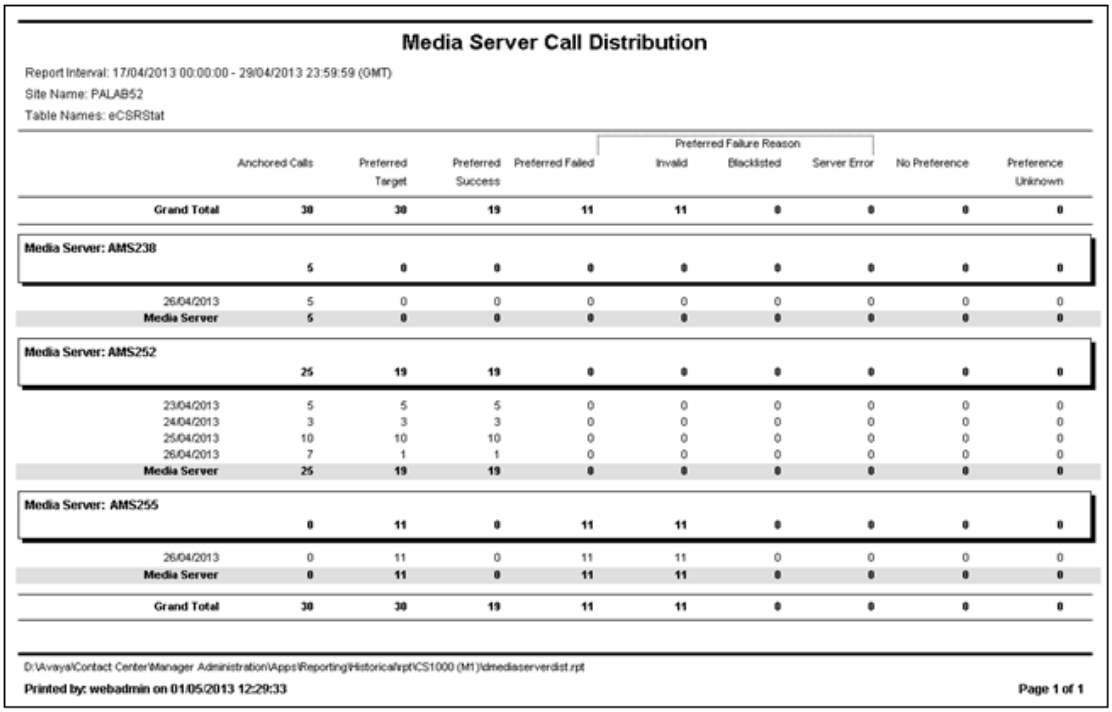
This report uses the following statistics.

Report field	Description
Anchored Calls	Total number of calls anchored on Media Server.
Preferred Target	Number of calls targeted for a specific Media Server.
Preferred Success	Number of calls successfully anchored on targeted Media Server.
Preferred Failed	Number of calls that failed to anchor on targeted Media Server.
Preferred Failure Reason — Invalid	Avaya MS name in script does not match any Avaya MS name configured in CCMA.
Preferred Failure Reason — Blacklisted	The targeted Avaya MS is blacklisted because it is unreachable or is not responding to ping request. The Avaya Aura® Contact Center (AACC) server attempts to reestablish a connection with the Avaya MS after a short period of time and removes the Avaya MS from the blacklist upon the reestablishment of the connection.
Preferred Failure Reason — Server Error	Avaya MS fails to anchor the call. This can be due to an Avaya MS configuration error or a licensing issue.
No Preference	No preferred list of Avaya MS instances provided – this can be due to a configuration error in the Media_Server_Selection flow application or script. This can also occur in landing pad call transfer scenarios where Orchestration Designer (OD)

Report field	Description
	applications are not invoked — consequently no Avaya MS Zoning logic is applied.
Preference Unknown	This occurs when the preferred media server result is not reported to the AACC server, although the calls were successfully anchored on the targeted Media Server. This does not represent an error condition as such, and can be safely ignored.

Example of Media Server Call Distribution report

The following is an example of a Media Server Call Distribution report.



Media Server Call Distribution

Report Interval: 17/04/2013 00:00:00 - 29/04/2013 23:59:59 (GMT)
Site Name: PALAB52
Table Names: eCSRStat

	Anchored Calls	Preferred Target	Preferred Success	Preferred Failed	Preferred Failure Reason: Invalid	Preferred Failure Reason: Blacklisted	Preferred Failure Reason: Server Error	No Preference	Preference Unknown
Grand Total	**30**	**30**	**19**	**11**	**11**	**0**	**0**	**0**	**0**
Media Server: AMS238	**5**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
26/04/2013	5	0	0	0	0	0	0	0	0
Media Server	**5**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
Media Server: AMS252	**25**	**19**	**19**	**0**	**0**	**0**	**0**	**0**	**0**
23/04/2013	5	5	5	0	0	0	0	0	0
24/04/2013	3	3	3	0	0	0	0	0	0
25/04/2013	10	10	10	0	0	0	0	0	0
26/04/2013	7	1	1	0	0	0	0	0	0
Media Server	**25**	**19**	**19**	**0**	**0**	**0**	**0**	**0**	**0**
Media Server: AMS255	**0**	**11**	**0**	**11**	**11**	**0**	**0**	**0**	**0**
26/04/2013	0	11	0	11	11	0	0	0	0
Media Server	**0**	**11**	**0**	**11**	**11**	**0**	**0**	**0**	**0**
Grand Total	**30**	**30**	**19**	**11**	**11**	**0**	**0**	**0**	**0**

D:\Avaya\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\dmediaserverdist.rpt

Printed by: webadmin on 01/05/2013 12:29:33 **Page 1 of 1**

Chapter 22: Standard Multimedia reports

This section provides a detailed description of the Multimedia reports.

Navigation

- Contacts Closed by Reason Code on page 714
- Contacts Closed by Skillset on page 716
- Contacts Details on page 717
- Contacts Outstanding Detail on page 724
- Contacts Outstanding Summary on page 726
- Contacts Received by Skillset on page 727

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.

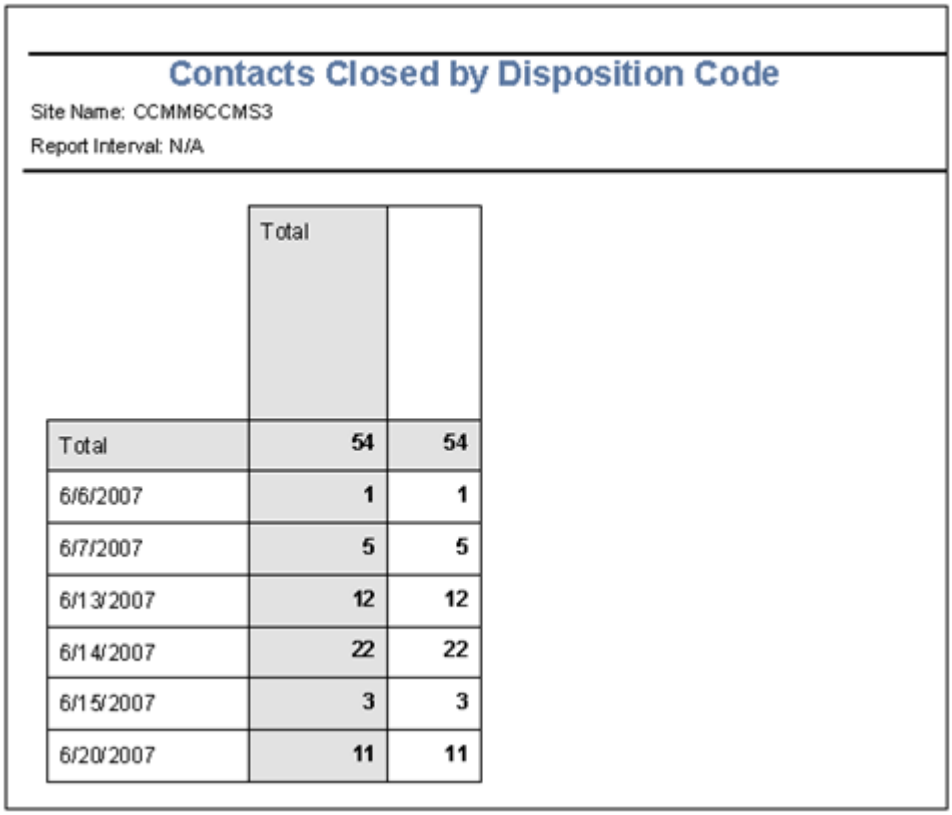
Templates

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

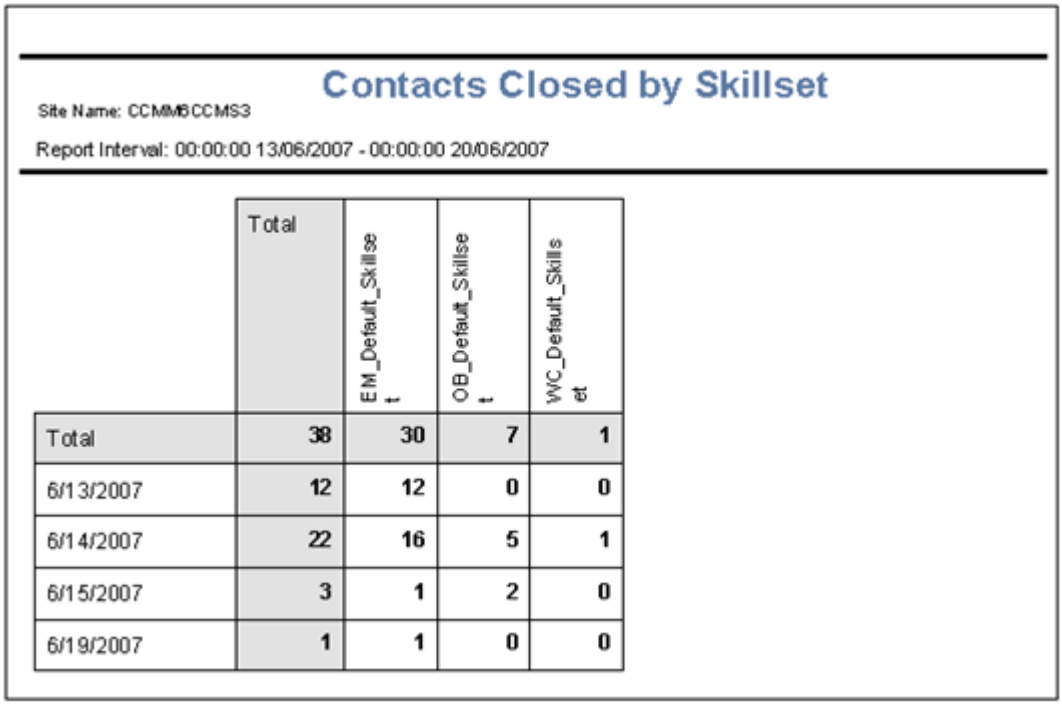
You can apply a filter to any field in the view. You can apply a filter, for example, to specific skillsets, contact ID, or customer ID.

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: CCMMBCCMS3

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

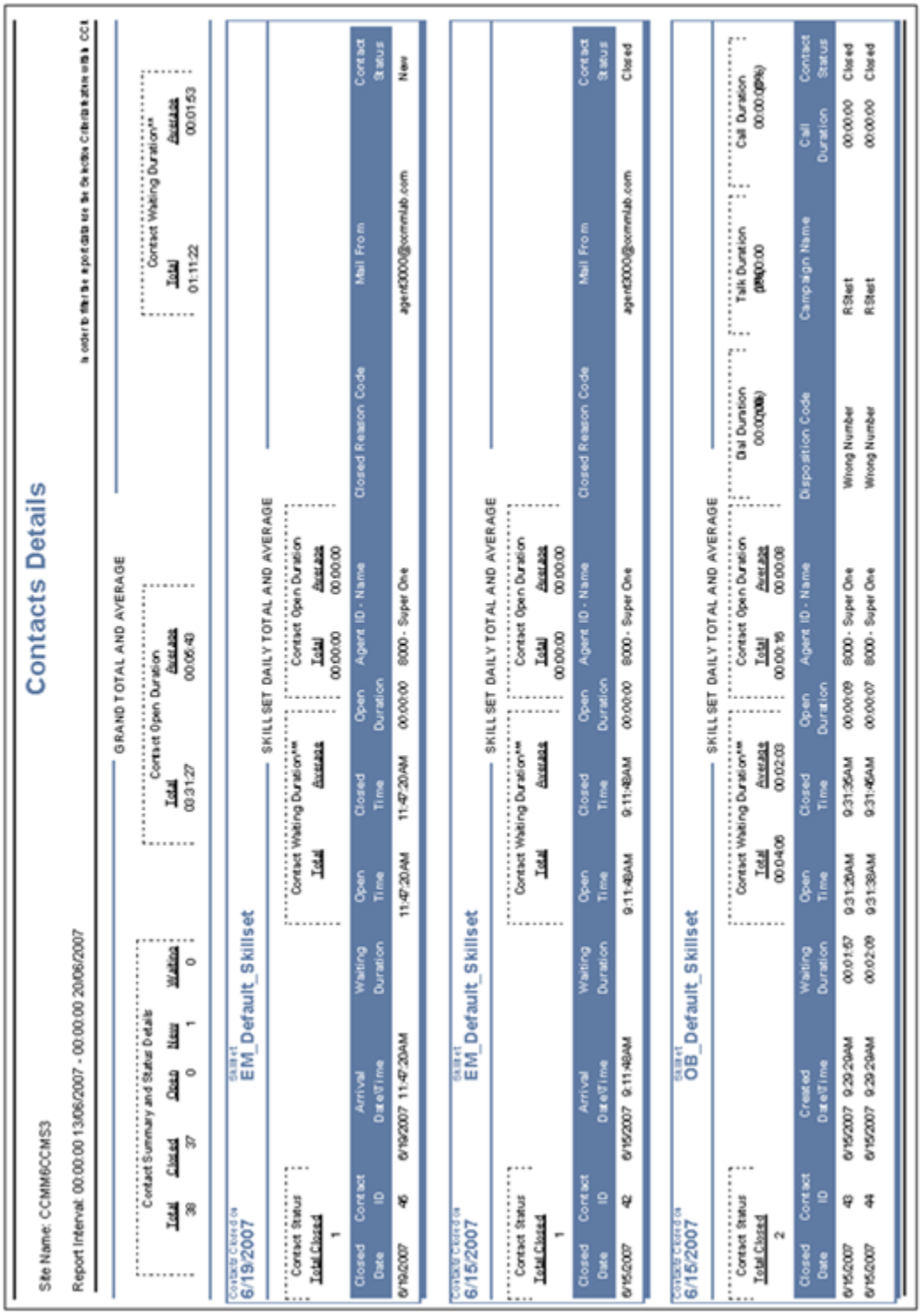
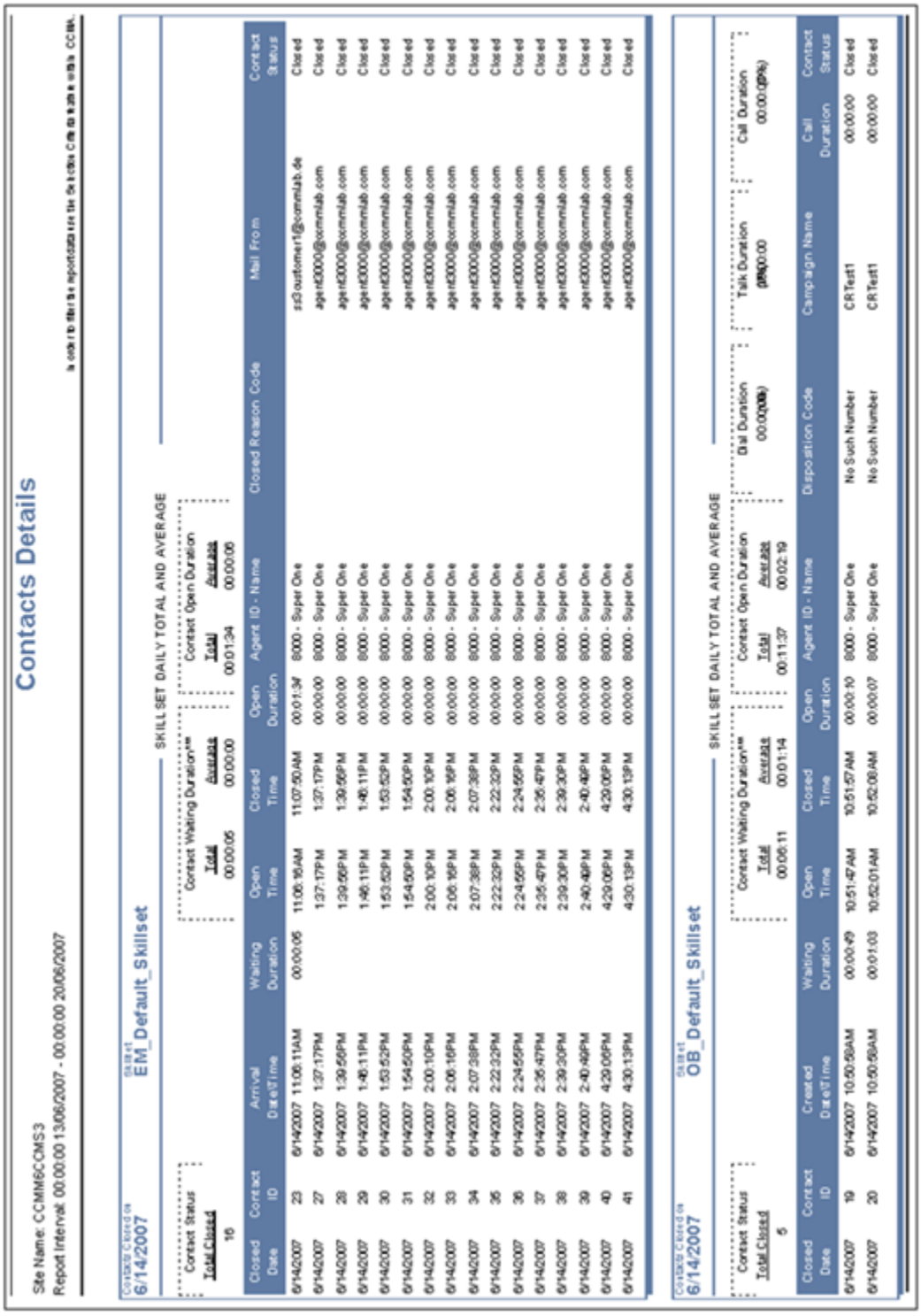


Figure 83: Contact Details report page 1



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	Total Closed
	10

	Contact Waiting Duration***	
	Total	Average
	00:00:05	00:00:00

	Contact Open Duration	
	Total	Average
	00:01:34	00:00:06

Closed Date	Contact ID	Arrival Date/Time	Waiting Duration	Open Time	Closed Time	Open Duration	Agent ID - Name	Closed Reason Code	Mail From	Contact Status
6/14/2007	23	6/14/2007 11:06:11AM	00:00:05	11:06:16AM	11:07:50AM	00:01:34	8000 - Super One		s@customer1@commlab.de	Closed
6/14/2007	27	6/14/2007 1:37:17PM		1:37:17PM	1:37:17PM	00:00:00	8000 - Super One		agent3000@commlab.com	Closed
6/14/2007	28	6/14/2007 1:39:56PM		1:39:56PM	1:39:56PM	00:00:00	8000 - Super One		agent3000@commlab.com	Closed
6/14/2007	29	6/14/2007 1:46:11PM		1:46:11PM	1:46:11PM	00:00:00	8000 - Super One		agent3000@commlab.com	Closed
6/14/2007	30	6/14/2007 1:53:52PM		1:53:52PM	1:53:52PM	00:00:00	8000 - Super One		agent3000@commlab.com	Closed
6/14/2007	31	6/14/2007 1:54:50PM		1:54:50PM	1:54:50PM	00:00:00	8000 - Super One		agent3000@commlab.com	Closed
6/14/2007	32	6/14/2007 2:00:10PM		2:00:10PM	2:00:10PM	00:00:00	8000 - Super One		agent3000@commlab.com	Closed
6/14/2007	33	6/14/2007 2:06:16PM		2:06:16PM	2:06:16PM	00:00:00	8000 - Super One		agent3000@commlab.com	Closed
6/14/2007	34	6/14/2007 2:07:38PM		2:07:38PM	2:07:38PM	00:00:00	8000 - Super One		agent3000@commlab.com	Closed
6/14/2007	35	6/14/2007 2:22:32PM		2:22:32PM	2:22:32PM	00:00:00	8000 - Super One		agent3000@commlab.com	Closed
6/14/2007	36	6/14/2007 2:24:55PM		2:24:55PM	2:24:55PM	00:00:00	8000 - Super One		agent3000@commlab.com	Closed
6/14/2007	37	6/14/2007 2:35:47PM		2:35:47PM	2:35:47PM	00:00:00	8000 - Super One		agent3000@commlab.com	Closed
6/14/2007	38	6/14/2007 2:39:30PM		2:39:30PM	2:39:30PM	00:00:00	8000 - Super One		agent3000@commlab.com	Closed
6/14/2007	39	6/14/2007 2:40:48PM		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	Total Closed
	5

	Contact Waiting Duration***	
	Total	Average
	00:00:11	00:01:14

	Contact Open Duration	
	Total	Average
	00:11:37	00:02:19

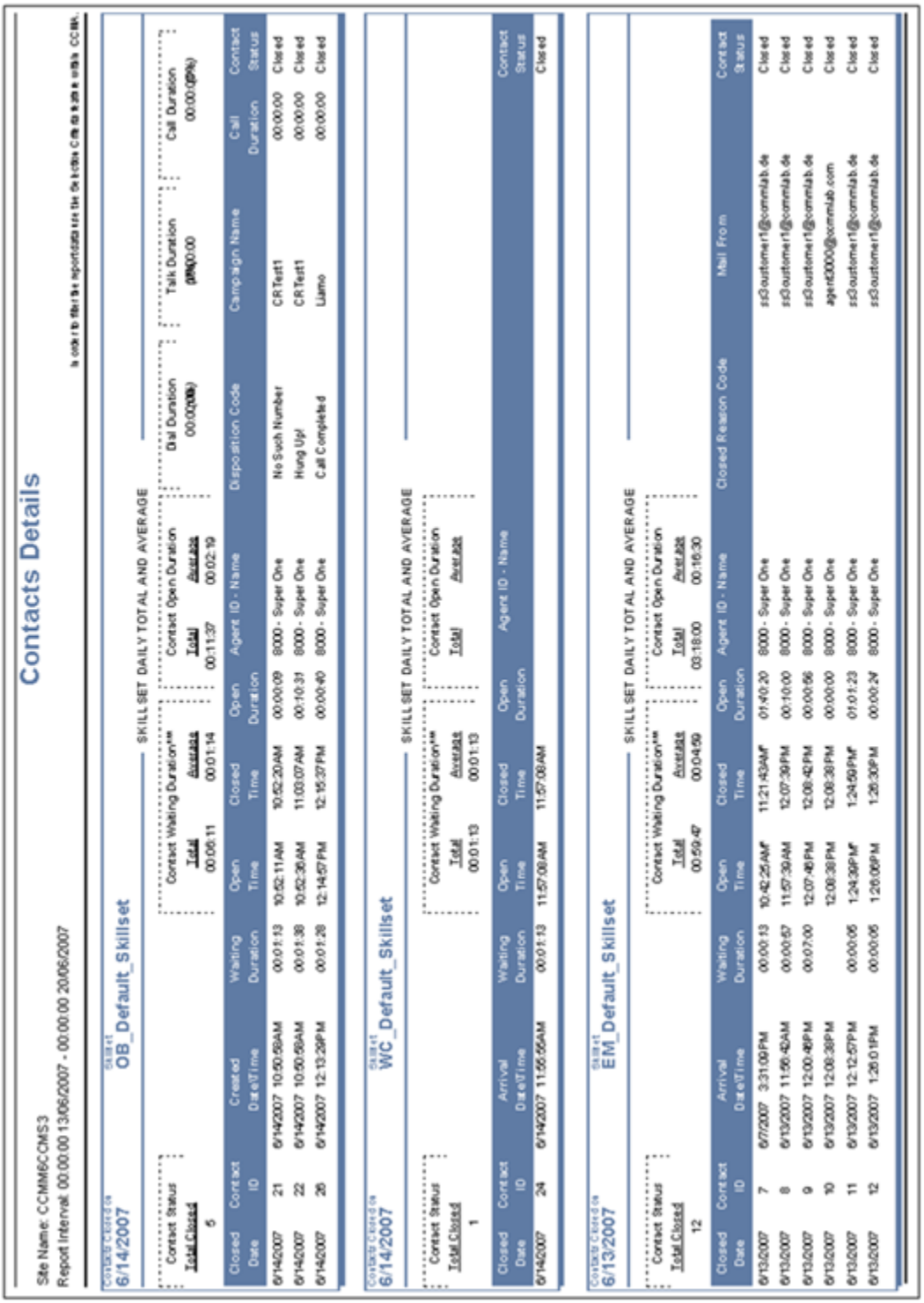
	Dial Duration	
	00:00:00	(0%)

	Talk Duration	
	00:00:00	(0%)

	Call Duration	
	00:00:00	(0%)

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	Contact Waiting Duration**		Contact Open Duration		Talk Duration	Call Duration
Total Closed	Total	Average	Total	Average		
6	00:06:11	00:01:14	00:11:37	00:02:19	(PKR)0.00	00:00:(PKR)

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	Contact Waiting Duration**		Contact Open Duration	
Total Closed	Total	Average	Total	Average
1	00:01:13	00:01:13		

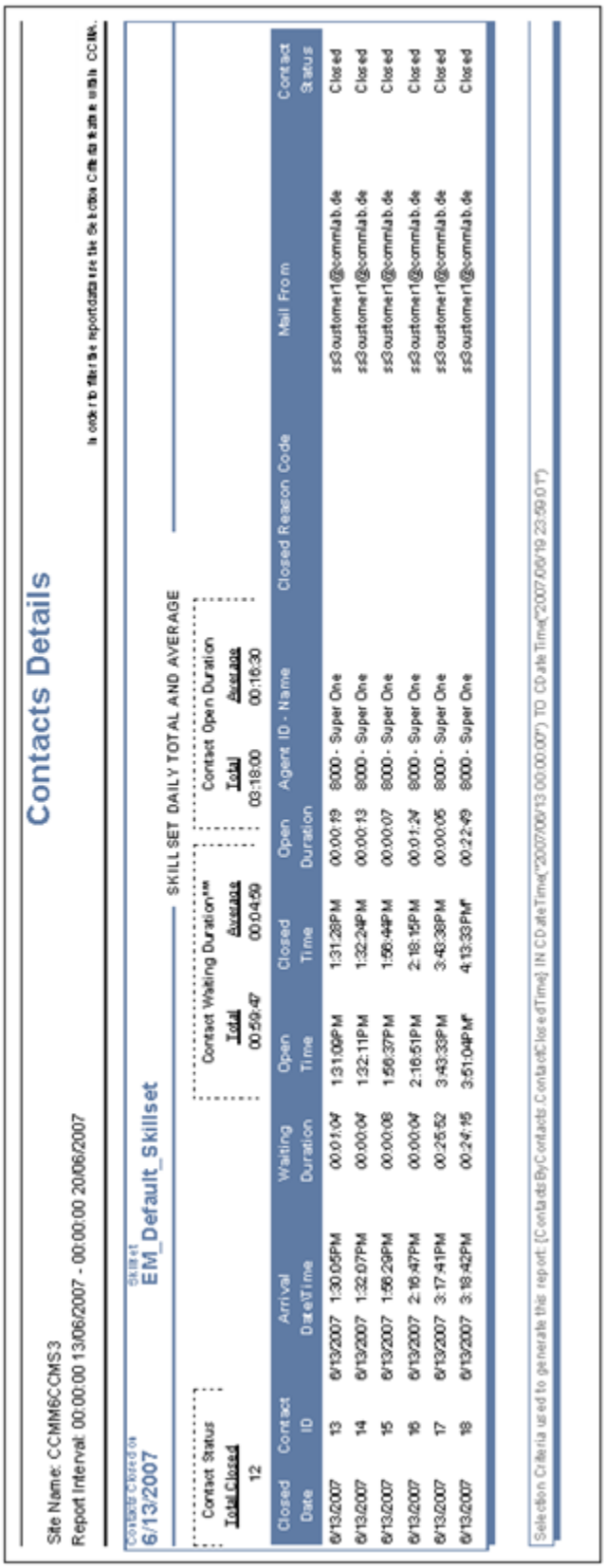
Closed Date	Contact ID	Arrival Date/Time	Waiting Duration	Open Time	Closed Time	Open Duration	Agent ID - Name	Contact Status
6/14/2007	24	6/14/2007 11:55:55AM	00:01:13	11:57:08AM	11:57:08AM			Closed

Contacts Closed On 6/13/2007 — Skillset: EM_Default_Skillset — SKILLSET DAILY TOTAL AND AVERAGE

Contact Status	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	7	6/7/2007 3:31:09PM	00:00:13	10:42:25AM	11:21:43AM	01:40:20	8000 - Super One		s3customer1@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		s3customer1@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		s3customer1@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		s3customer1@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		s3customer1@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	1:31:28PM	00:00:19	8000 - Super One		ss3customer1@commlab.de	Closed
6/13/2007	14	6/13/2007 1:32:07PM	00:00:04	1:32:11PM	1:32:24PM	00:00:13	8000 - Super One		ss3customer1@commlab.de	Closed
6/13/2007	15	6/13/2007 1:56:29PM	00:00:08	1:56:37PM	1:56:44PM	00:00:07	8000 - Super One		ss3customer1@commlab.de	Closed
6/13/2007	16	6/13/2007 2:16:47PM	00:00:04	2:16:51PM	2:16:15PM	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 Detail

The Contacts Outstanding Detail Report contains the details about each contact that remains open for each skillset.

Important:

Report Creation Wizard formulas are not supported for this report.

For more information, see Report descriptions on page 524.

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.

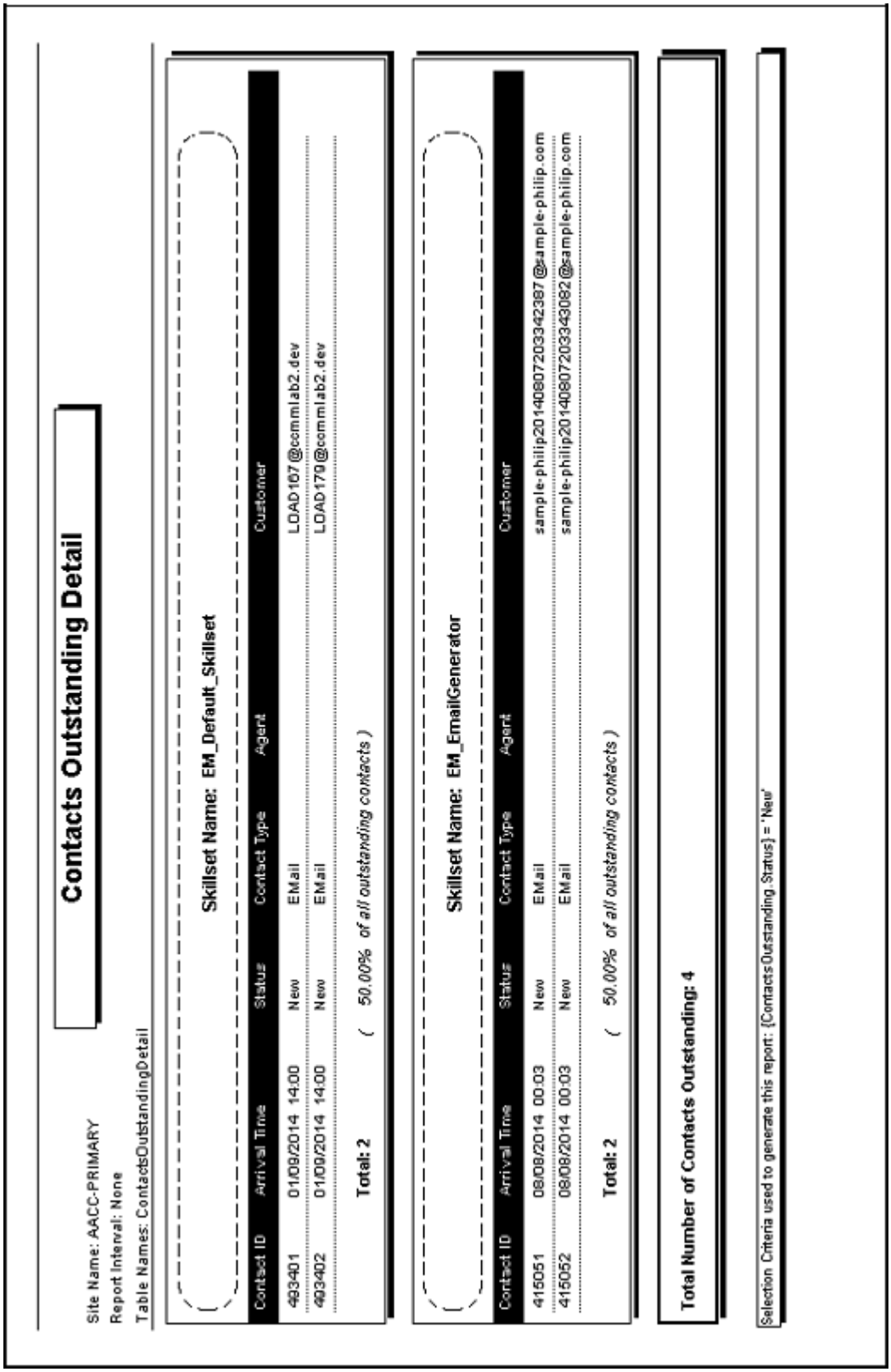


Figure 87: Contacts Outstanding Detail report

Contacts Outstanding Summary

The Contacts Outstanding Detail Summary contains a summary of the contacts that remain for each skillset.

Important:

Report Creation Wizard formulas are not supported for this report.

For more information, see Report descriptions on page 524.

Views

This report uses the ContactsOutstandingSummary 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 ContactsOutstandingSummaryReport.rpt template.

Summaries

The report is in the Multimedia group. The report groups the skillsets with outstanding contacts by day, and lists the following details:

- ByDay
- Skillset
- Count

The report also lists the grand total of outstanding contacts.

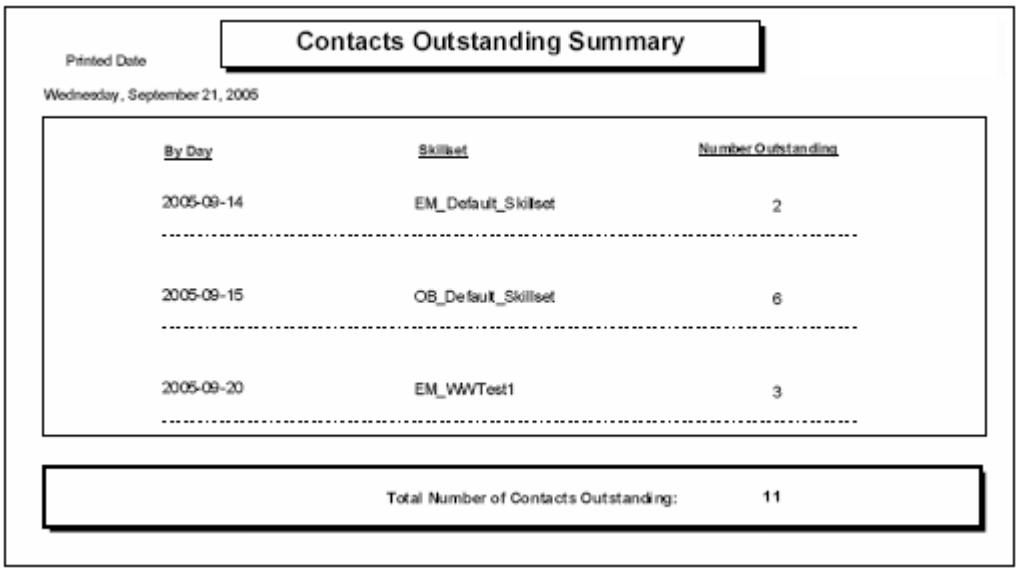


Figure 88: Contacts Outstanding Summary report

Contacts Received by Skillset

The Contacts Received by Skillset Report summarizes the number of contacts received across skillsets based on date, and lists the total number of contacts received across all skillsets.

Important:

Report Creation Wizard formulas are not supported for this report.

For more information, see Report descriptions on page 524.

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

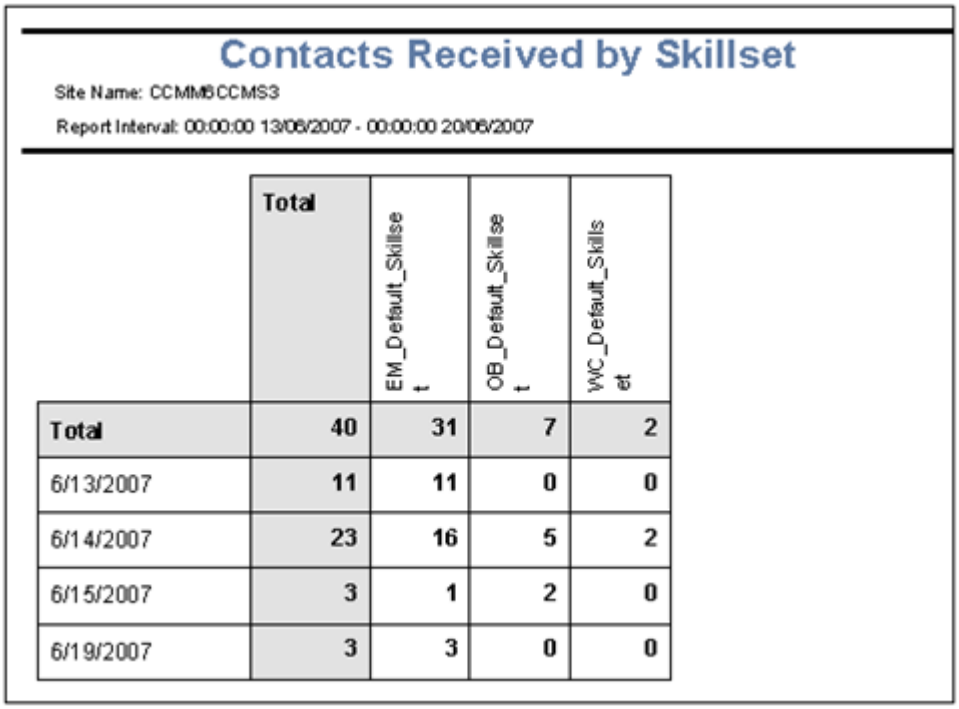
You can apply a filter to any field in the view. You can apply a filter, for example, to specific skillsets.

Templates

This report uses the MM Contacts Received by Skillset.rpt template.

Summaries

The report is in the Multimedia group. The report lists the number of received contacts each day for each skillset, and a grand total of contacts received across all skillsets.



Contacts Received by Skillset

Site Name: CCMMBCCMS3

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 89: Contact Received by Skillset report

Chapter 23: 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 729
- Network Skillset Routing Properties on page 732
- Crosstab - Network Incoming Calls on page 734
- Crosstab - Network Outgoing Calls on page 735
- Network Application Performance on page 738
- Network DNIS Statistics on page 742
- Network Incoming Calls on page 746
- Network Outgoing Calls on page 749
- Network Route Performance on page 750
- Network Skillset Performance on page 753
- Network Skillset Timeline on page 757
- Network Skillset Timeline by Contact Type on page 762

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 524.

Views

This report uses the following views:

- RemoteApplication; see RemoteApplication view on page 271.
- Site; see Site view on page 255.
- TargetSwitchComm; see TargetSwitchComm view on page 309.

For more information about views; see Access rights by view on page 26.

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
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

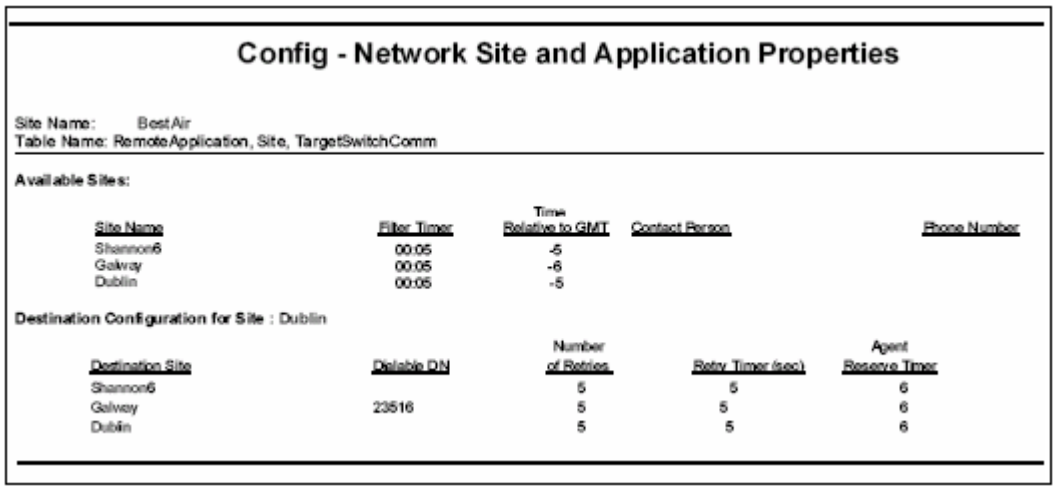
Application properties

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 90: 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 524.

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 260.
- Ranking; see Ranking view on page 265.
- Skillset; see Skillset view on page 286.

For more information about views; see Access rights by view on page 26.

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
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

Report field	View field/Formula	View field/Report Creation Wizard formula
Destination Site Name	NetworkSkillsetStatus.SiteName	NetworkSkillsetStatus.SiteName
Network Skillset Filter	NetworkSkillsetStatus.FlowControlStatus	@RCW_SkillsetFilter

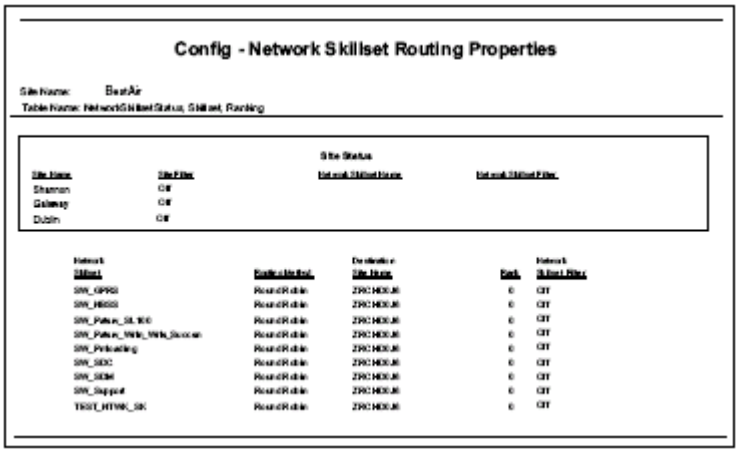


Figure 91: Network Skillset Routing Properties report

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 524.

Views

This report uses the iNetworkInCallStat view; see NetworkInCallStat views on page 130. For more information about views; see Access rights by view on page 26.

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 524.

Views

This report uses the iNetworkOutCallStat view see NetworkOutStat views on page 136. For more information about views; see Access rights by view on page 26.

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

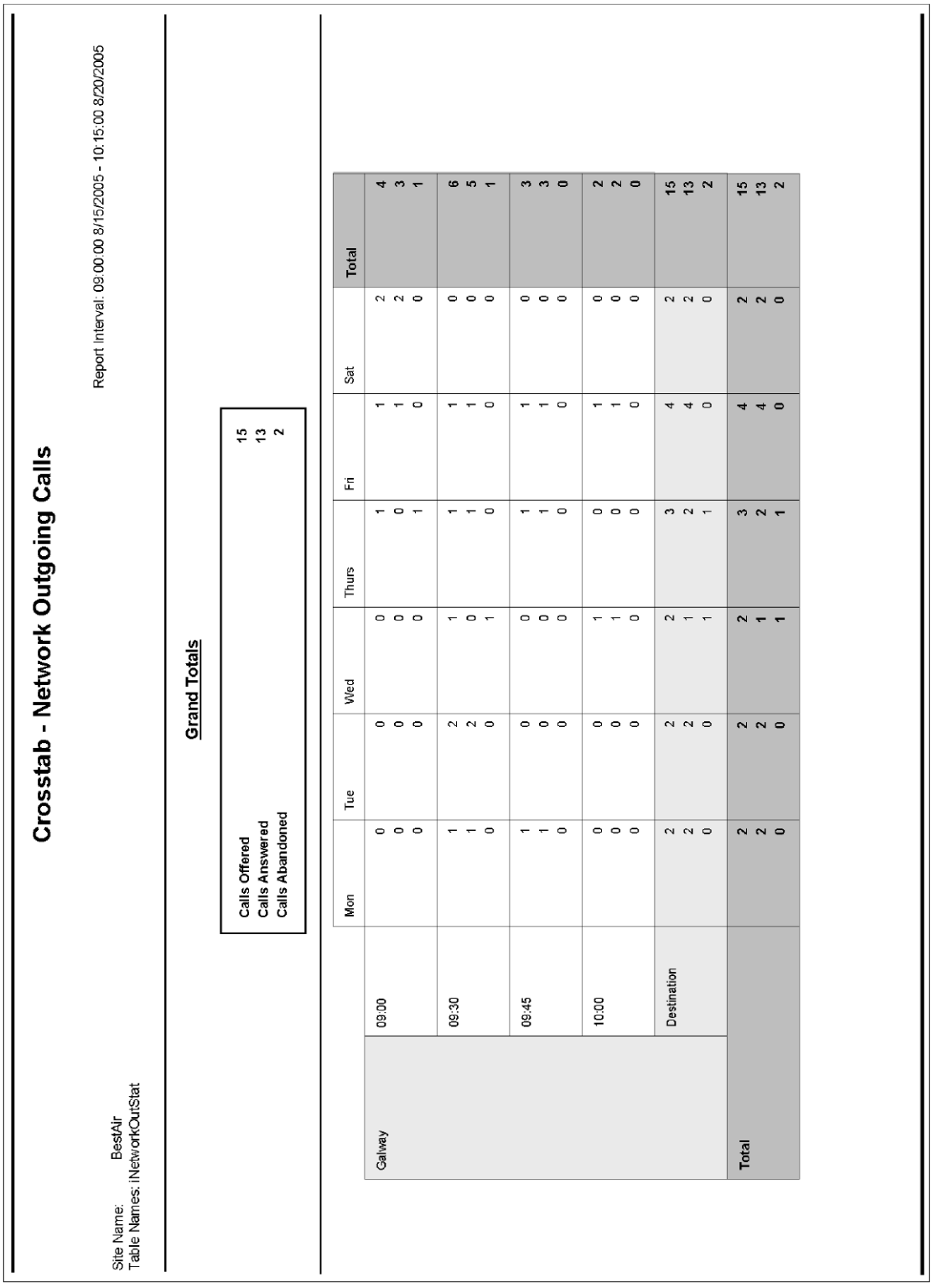
Statistics

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	1	1	2	4
		0	0	0	0	1	2	3
		0	0	0	1	0	0	1
	09:30	1	2	1	1	1	0	6
		1	2	0	1	1	0	5
		0	0	1	0	0	0	1
	09:45	1	0	0	1	1	0	3
		1	0	0	1	1	0	3
		0	0	0	0	0	0	0
	10:00	0	0	1	0	1	0	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 92: 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 524.

Views

This report uses the ApplicationStat view; see ApplicationStat views on page 93. For more information about views; see Access rights by view on page 26.

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'

Selection criteria	Database field names
	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

Report field	View field/Formula	View field/Report Creation Wizard formula
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				Time Before	NACD Calls		
	Offerd	Ans	Aban	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
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 93: 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 524.

Views

This report uses the DNISStat view; see DNISStat views on page 116. For more information about views; see Access rights by view on page 26.

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

Selection criteria	Database field names
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

Report field	View field/Formula	View field/Report Creation Wizard formula
Avg Ans Delay	CallsAnsweredDelay/ CallsAnswered	@RCW_AverageAnsweredDelay
Abn Delay	CallsAbandonedDelay	@RCW_CallsAbandonedDelay
Max Abn Delay	MaxAbandonedDelay	@RCW_MaxAbandonDelay
Talk Time	TalkTime	@RCW_TalkTime

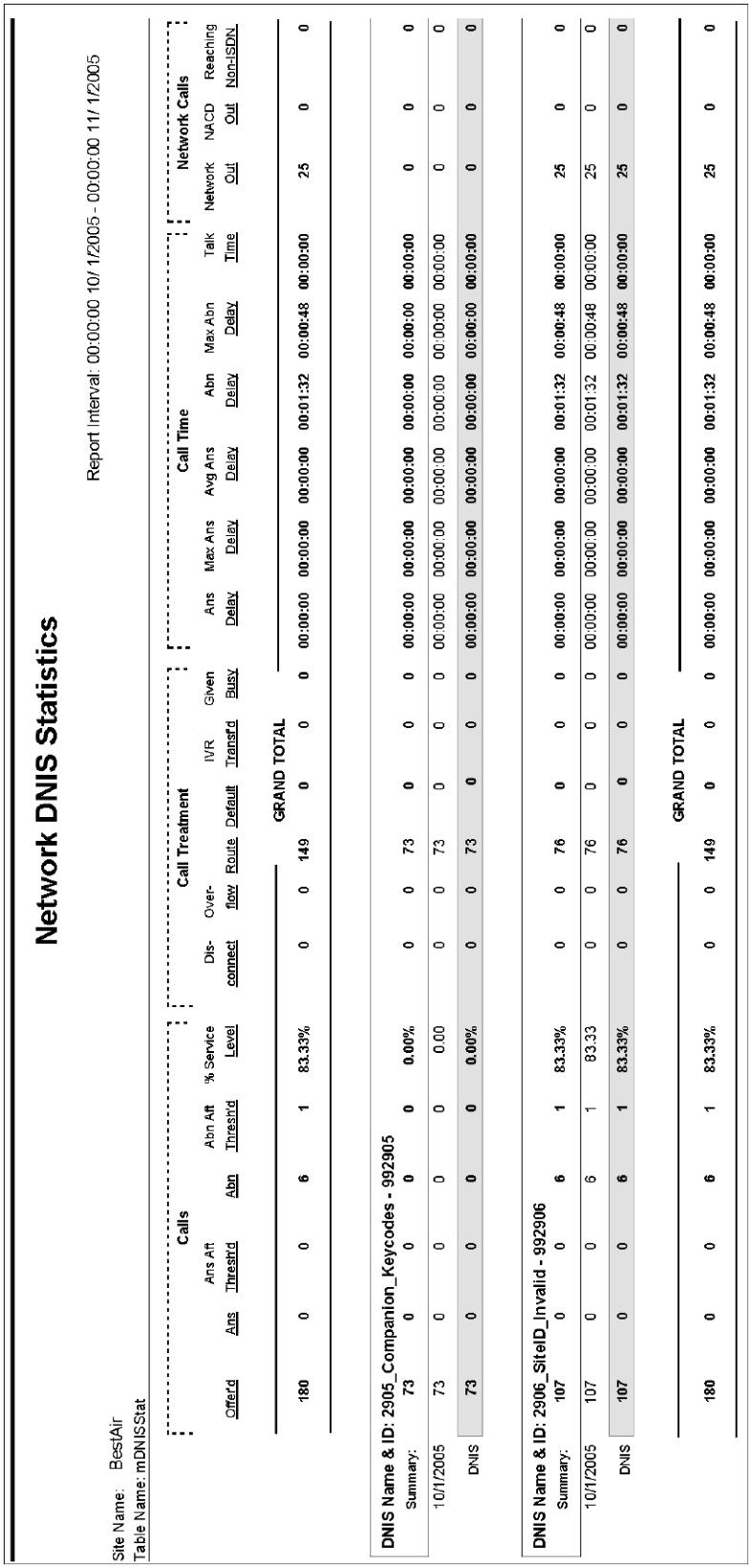
Network Calls statistics

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 94: 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 524.

Views

This report uses the NetworkInCallStat view; see NetworkInCallStat views on page 130. For more information about views; see Access rights by view on page 26.

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
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	**GRAND TOTAL**	**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														
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**
Destination: Galway	**GRAND TOTAL**	**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 95: Network Incoming Calls report

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 524

Views

This report uses the NetworkOutStat view; see NetworkOutStat views on page 136. For more information about views; see Access rights by view on page 26.

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

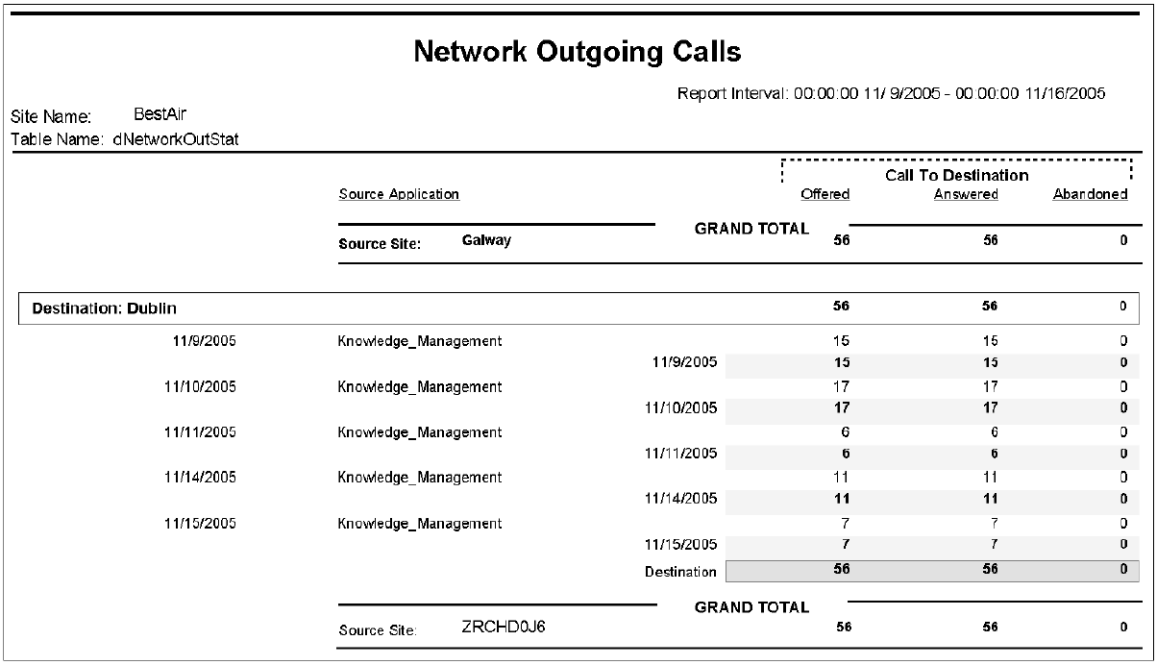
Statistics

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
		GRAND TOTAL	56	56	0
Source Site:	Galway				
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
		GRAND TOTAL			
Source Site:	ZRCHD0J6		56	56	0

Figure 96: 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 524.

Views

This report uses the RouteStat view; see RouteStat views on page 143. For more information about views; see Access rights by view on page 26.

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

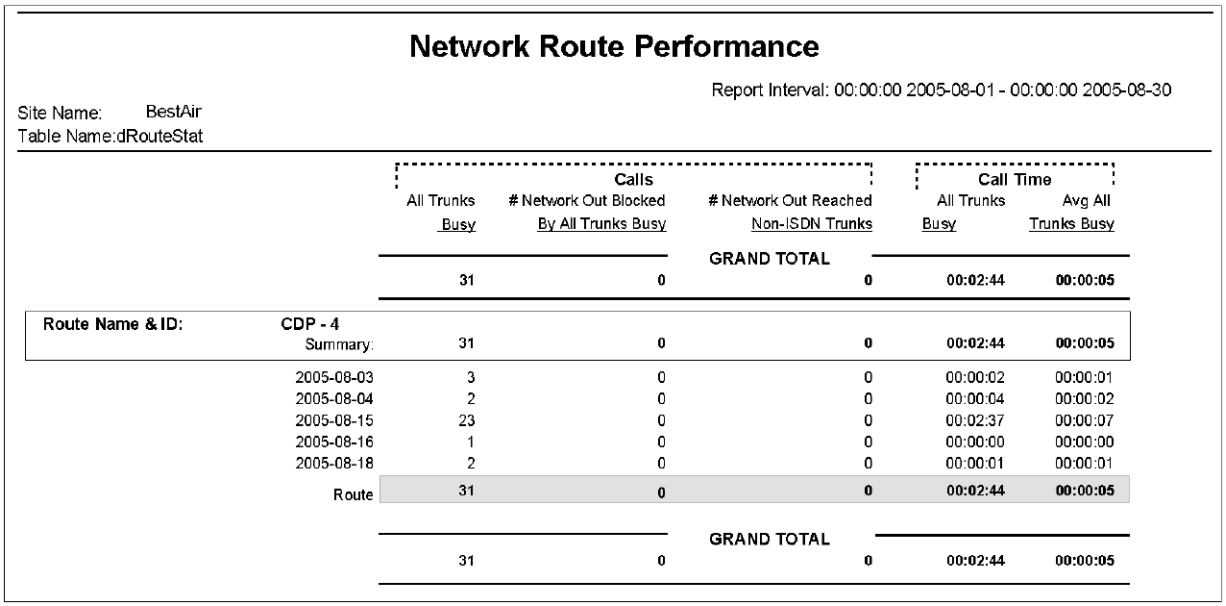
Call Time Statistics

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 97: 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 524.

Views

This report uses the SkillsetStat view; see SkillsetStat views on page 146. For more information about views; see Access rights by view on page 26.

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
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
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 Answered	Skillset Call Network In Answered	Skillset Call % Answered Aft Threshold	Skillset Call Answered Aft Threshold	Skillset Ans Delay Time Total	Skillset Ans Delay Time Max	Skillset Ans Delay Time Avg	Agent All Agt Busy Time	Agent All Agent Staffed Time	Skillset Active Time	Avg No Of Agts
GRAND TOTAL		**483**	**0**	**1%**	**6**	**02:03:13**	**00:06:47**	**00:00:15**	**52:16:11**	**547:37:14**	**276:05:19**	**2**
Skillset: Knowledge_Services												
	Summary:	**483**	**0**	**1%**	**6**	**02:03:13**	**00:06:47**	**00:00:15**	**52:16:11**	**547:37:14**	**276:05:19**	**2**
10/1/2005												
Knowledge_Management	Galway	483	0	1	6	02:03:13	00:06:47	00:00:15	00:00:00	00:00:00	00:00:00	0
	10/1/2005	**483**	**0**	**1**	**6**	**02:03:13**	**00:06:47**	**00:00:15**	**52:16:11**	**547:37:14**	**276:05:19**	**2**
	Skillset	**483**	**0**	**1**	**6**	**02:03:13**	**00:06:47**	**00:00:15**	**52:16:11**	**547:37:14**	**276:05:19**	**2**
GRAND TOTAL		**483**	**0**	**1%**	**6**	**02:03:13**	**00:06:47**	**00:00:15**	**52:16:11**	**547:37:14**	**276:05:19**	**2**

Figure 98: 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 834.

This report is restricted to an Avaya Aura® Contact Center system only. For more information, see Report descriptions on page 524.

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 might 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 146. For more information about views; see Access rights by view on page 26.

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 4: 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 5: Contacts Timeline Graph and Summaries

Report field	View field/Formula	View field/Report Creation Wizard formula
Presented	VirtualCallsOffered	VirtualCallsOffered
Network in Accepted	NetCallsAnswered	NetCallsAnswered

Report field	View field/Formula	View field/Report Creation Wizard formula
Accepted	CallsAnswered	CallsAnswered
Abandoned	VirtualCallsAbandoned	VirtualCallsAbandoned
Accepted After Threshold	CallsAnsweredAfterThreshold	CallsAnsweredAfterThreshold
Abandoned After Threshold	VirtualCallsAbnAftThreshold	VirtualCallsAbnAftThreshold

Table 6: 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 7: 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

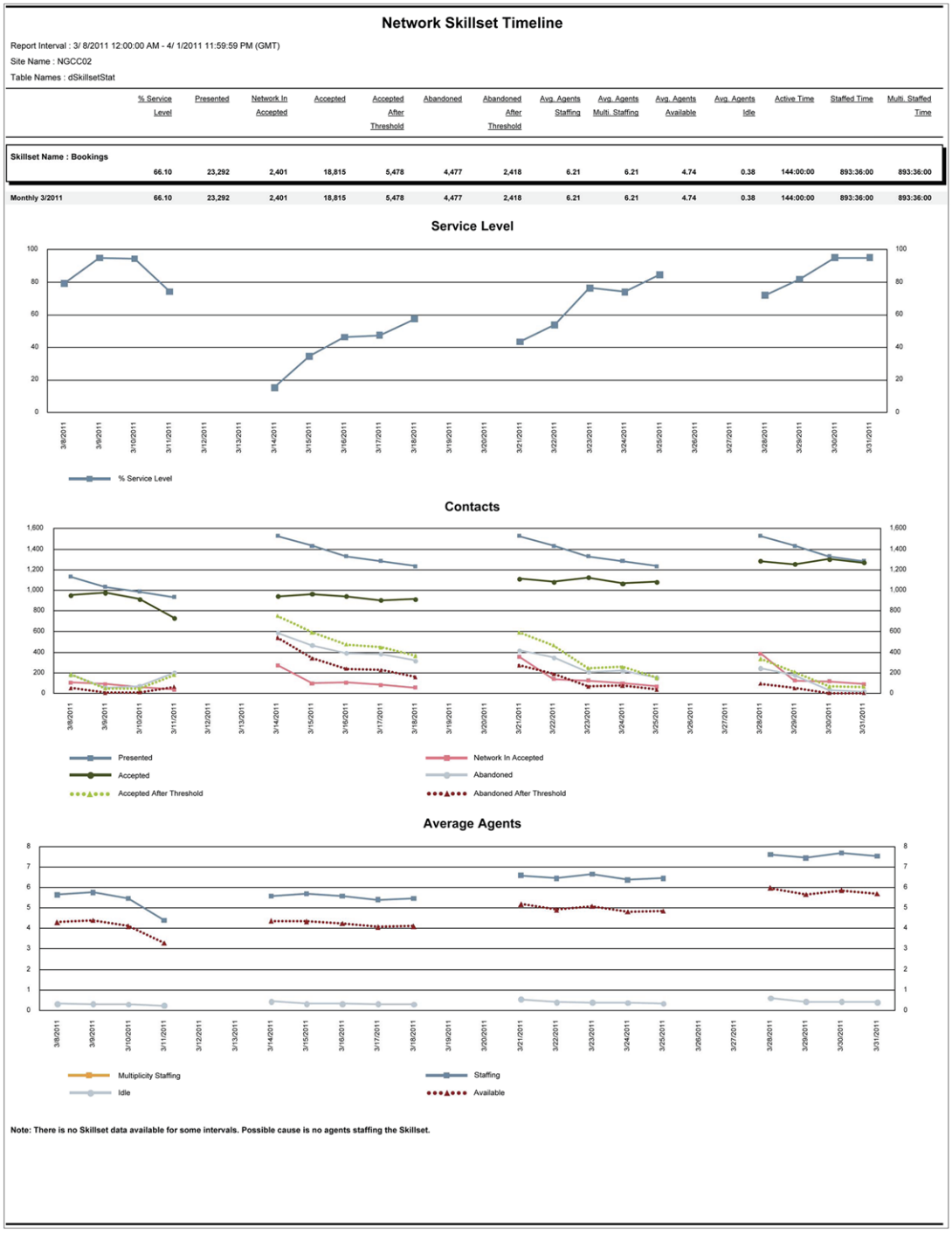


Figure 99: Network Skillset Timeline report

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 839.

This report is restricted to an Avaya Aura® Contact Center system only. For more information, see Report descriptions on page 524.

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 might 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 might exist in one or more skillsets belonging to the contact type. For details of each skillset, see the Network Skillset Timeline on page 757.

Views

This report uses the SkillsetStat views; see SkillsetStat views on page 146. For more information about views; see Access rights by view on page 26.

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 8: 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 9: Contacts Timeline Graph and Summaries

Report field	View field/Formula	View field/Report Creation Wizard formula
Presented	VirtualCallsOffered	VirtualCallsOffered
Network in Accepted	NetCallsAnswered	NetCallsAnswered

Report field	View field/Formula	View field/Report Creation Wizard formula
Accepted	CallsAnswered	CallsAnswered
Abandoned	VirtualCallsAbandoned	VirtualCallsAbandoned
Accepted After Threshold	CallsAnsweredAfterThreshold	CallsAnsweredAfterThreshold
Abandoned After Threshold	VirtualCallsAbnAftThreshold	VirtualCallsAbnAftThreshold

Table 10: 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	—

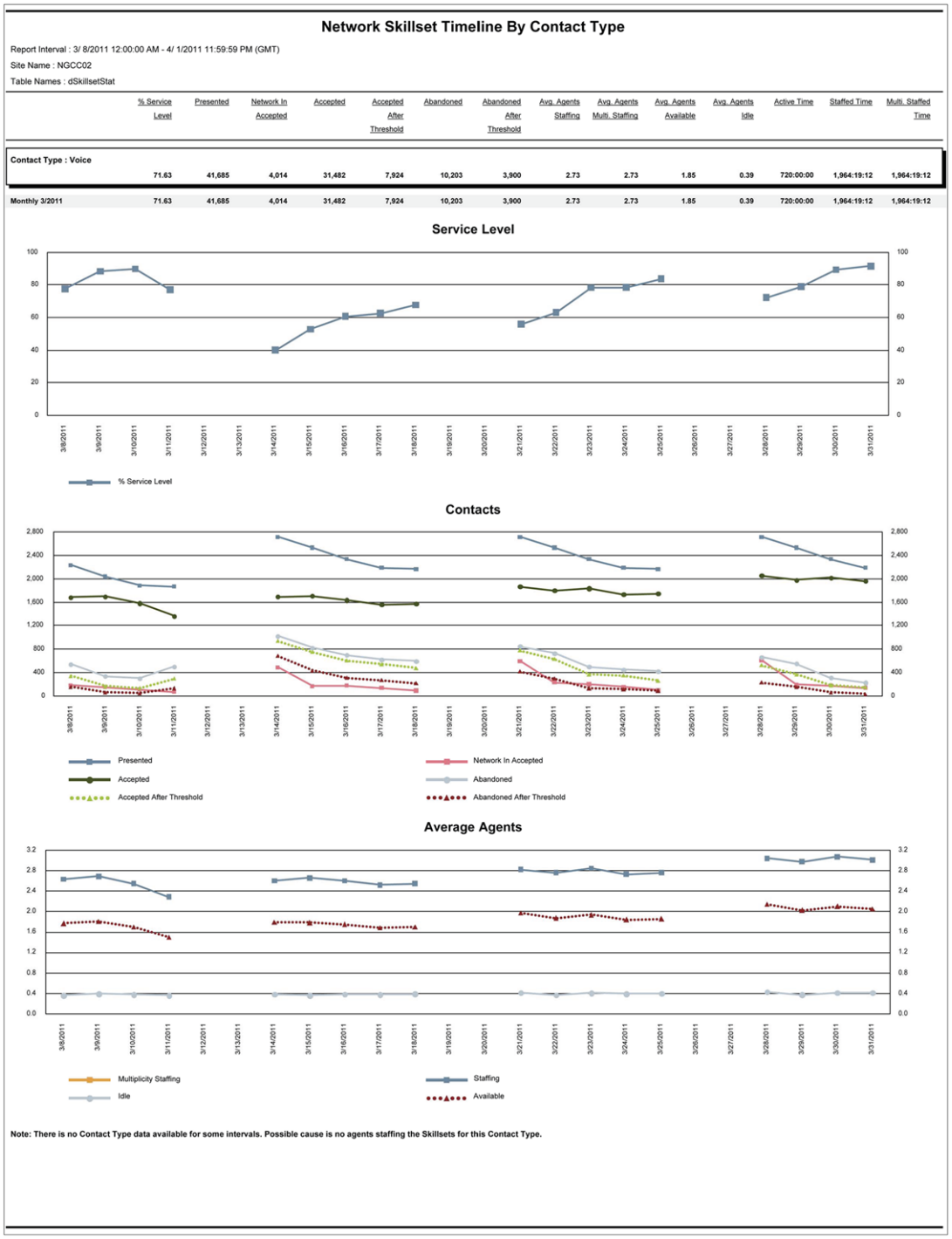
Table 11: Summaries

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



Network 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	Network In Accepted	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	71.63	41,685	4,014	31,482	7,924	10,203	3,900	2.73	2.73	1.85	0.39	720:00:00	1,964:19:12	1,964:19:12
Monthly 3/2011	71.63	41,685	4,014	31,482	7,924	10,203	3,900	2.73	2.73	1.85	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 100: Network Skillset Timeline by Contact Type report

Chapter 24: Additional CCMA reports in the Others folder

This section describes additional CCMA reports in the Others folder.

Navigation

- Activity Code by Application on page 768
- Application by Activity Code on page 771
- Application by Skillset on page 772
- Application Call Treatment on page 775
- Application Delay Before Abandon on page 782
- Application Delay Before Answer on page 785
- Application Performance on page 788
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- Crosstab—Skillset Performance on page 805
- Crosstab—Trunk Performance on page 808
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- IVR Port First Login/Last Logout on page 815
- IVR Port Statistics on page 817
- IVR Queue Statistics on page 819
- Music/RAN Route Statistics on page 822
- Route Performance on page 824
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- Skillset Timeline on page 834
- Skillset Timeline by Contact Type on page 839
- Trunk Performance on page 844

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 524.

Views

This report uses the ActivityCodeStat view; see ActivityCodeStat views on page 44. For more information about views; see Access rights by view on page 26.

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

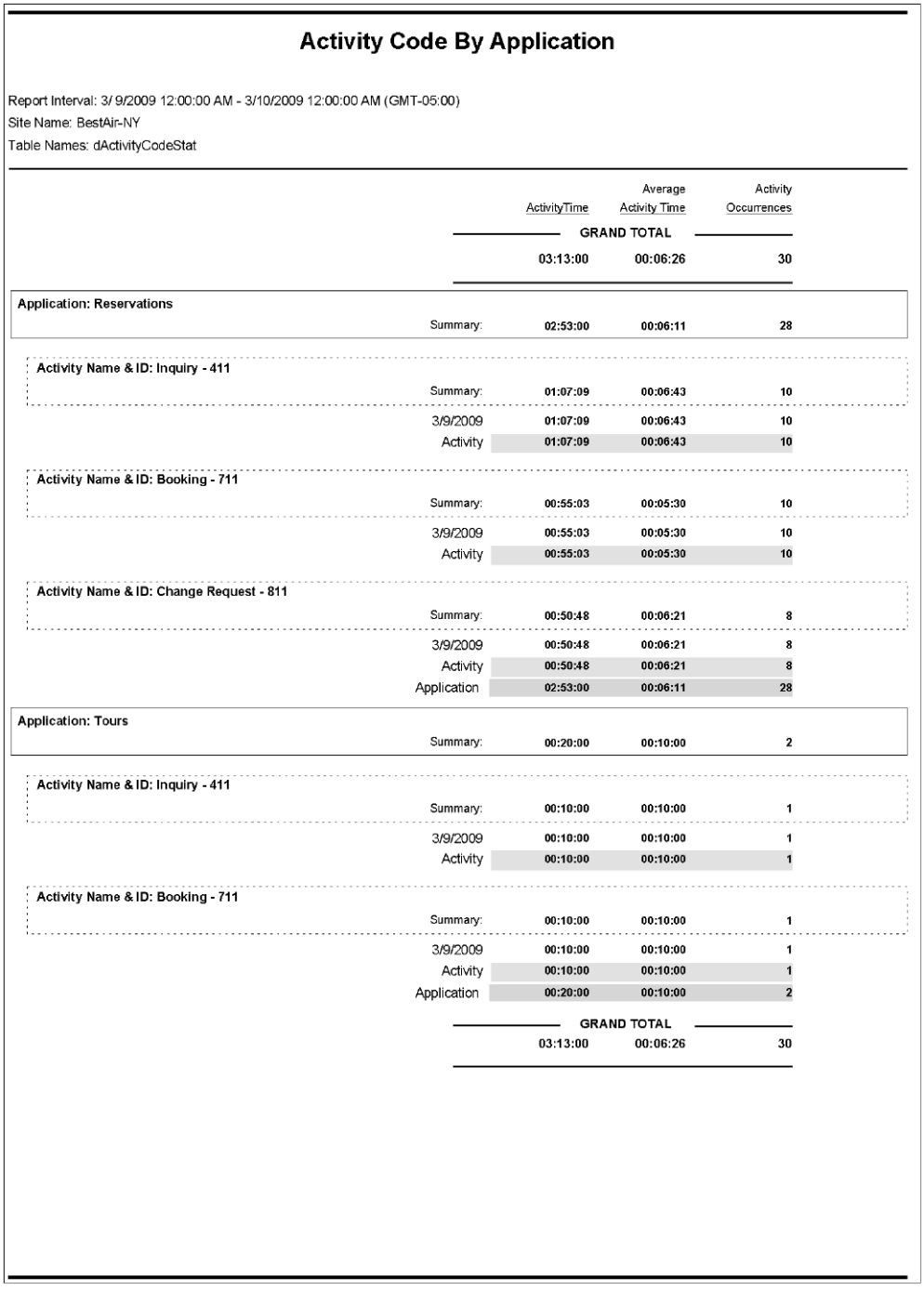
Statistics

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 101: 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 524.

Collection Frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

- im-app9.rpt
- dm-app9.rpt
- wm-app9.rpt
- mm-app9.rpt

Selection criteria

This report uses the following criteria.

Selection Criteria	Database field names
Activity Code	iActivityCodeStat.Application <> 'System_Application'
Activity Name	iActivityCodeStat.ActivityCode
	iActivityCodeStat.Timestamp

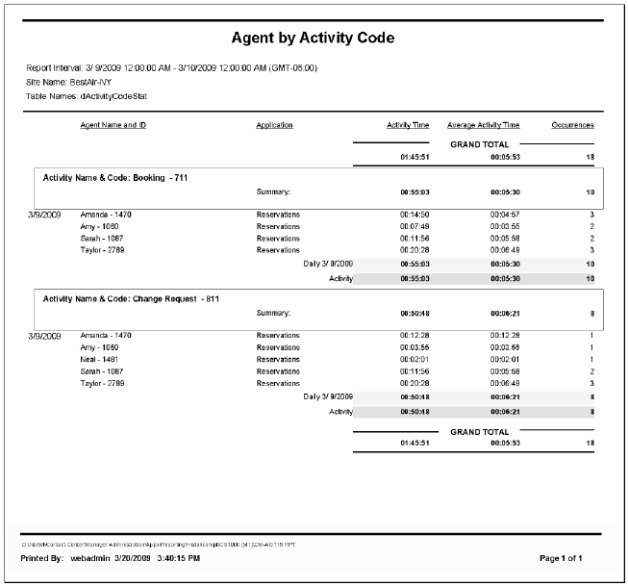
Statistics

This report uses the following statistics.

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.


Agent by Activity Code

Report Interval: 3/ 9/2009 12:00:00 AM - 3/10/2009 12:00:00 AM (GMT-06:00)
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 - 1080	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 - 1080	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

Printed By: webadmin 3/20/2009 3:40:15 PM Page 1 of 1

Figure 102: 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 524.

Views

This report uses the SkillsetStat view SkillsetStat views on page 146. For more information about views; see Access rights by view on page 26.

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”

Selection Criteria	Database field names
	iSkillsetStat.Skillset
	iSkillsetStat.Timestamp

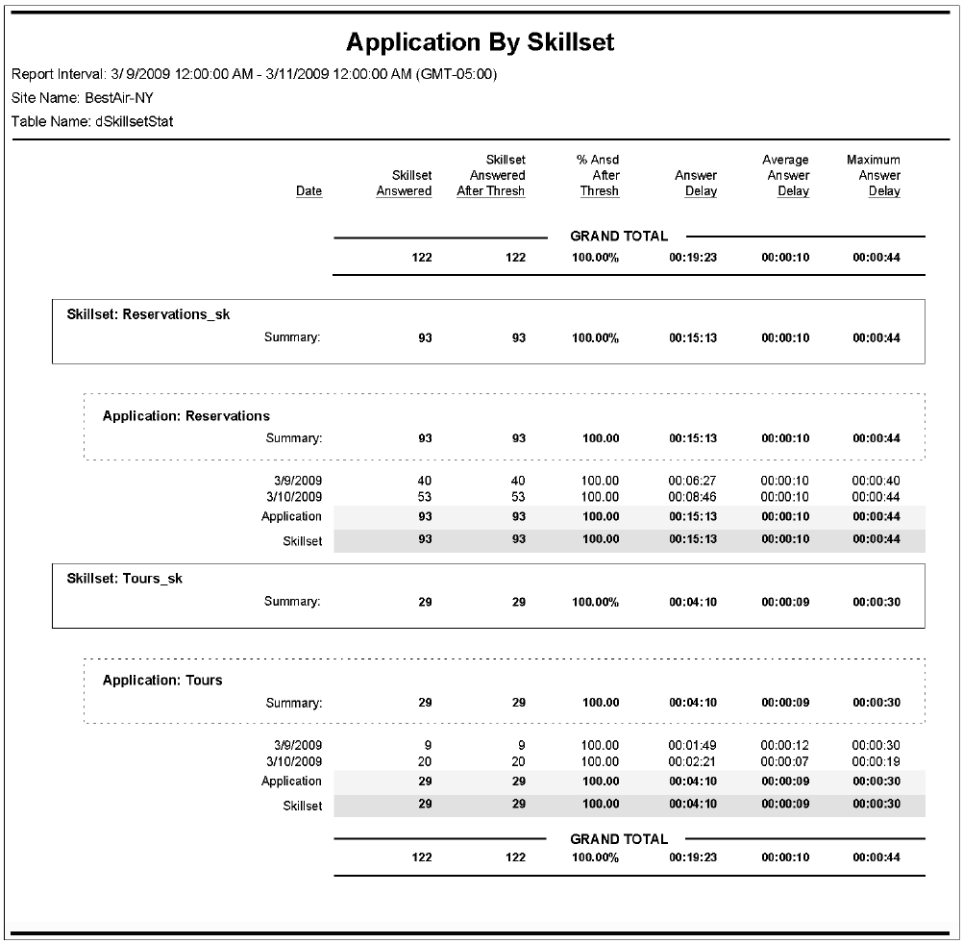
Statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Skillset Answered	CallsAnswered	CallsAnswered
Skillset Answered After Thresh	CallsAnsweredAfterThreshold	CallsAnsweredAfterThreshold
% Ansd After Thresh	CallsAnsweredAfterThreshold/ CallsAnswered x 100	@RCW_%CallsAnsweredAfter Threshold
Answer Delay	CallsAnsweredDelay	@RCW_CallsAnsweredDelay
Average Answer Delay	CallsAnsweredDelay/ CallsAnswered	@RCW_AverageCallsAnswered Delay
Maximum Answer Delay	MaxAnsweredDelay	@RCW_MaxAnsweredDelay

Summaries

The report provides totals for each skillset and subtotals for each application. For each application, statistics are further broken down by day, week, or month (depending on the selected reporting period). For the interval reporting period, statistics are further broken down by interval, and within each interval, by application. The report also contains a grand total for all selected skillsets.



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 103: 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 524.

Views

This report uses the ApplicationStat view (see ApplicationStat views on page 93). For more information about views, see Access rights by view on page 26.

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 (interval, day, week, or month)	TimeBeforeDefault/number of reporting periods (intervals, days, weeks, or months)	Not Available

Given busy statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Quantity	CallsGivenForceBusy	CallsGivenForceBusy
Percentage (%)	CallsGivenForceBusy/ CallsOffered x 100	@RCW_%Calls GivenForceBusy

Report field	View field/Formula	View field/Report Creation Wizard formula
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
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

Report field	View field/Formula	View field/Report Creation Wizard formula
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

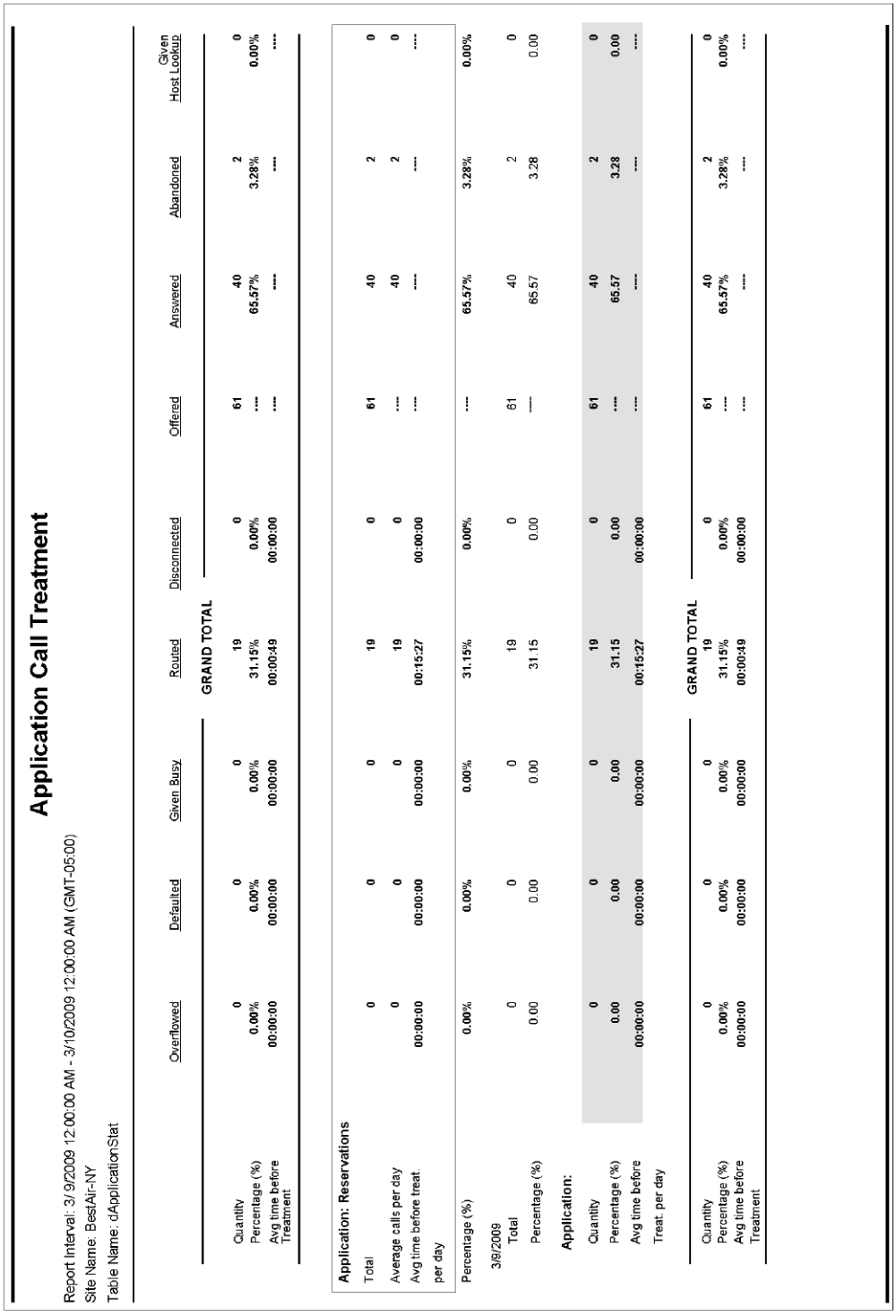
Given Host Lookup statistics

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 (intervals, days, weeks, or months)	Average of CallsGivenHostLookup

Summaries

The report provides totals for each application and subtotals for each day, week, or month, depending on the selected reporting period. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all selected applications.



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 104: 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 524.

Views

This report uses the ApplicationStat view (see ApplicationStat views on page 93). For more information about views, see Access rights by view on page 26.

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.

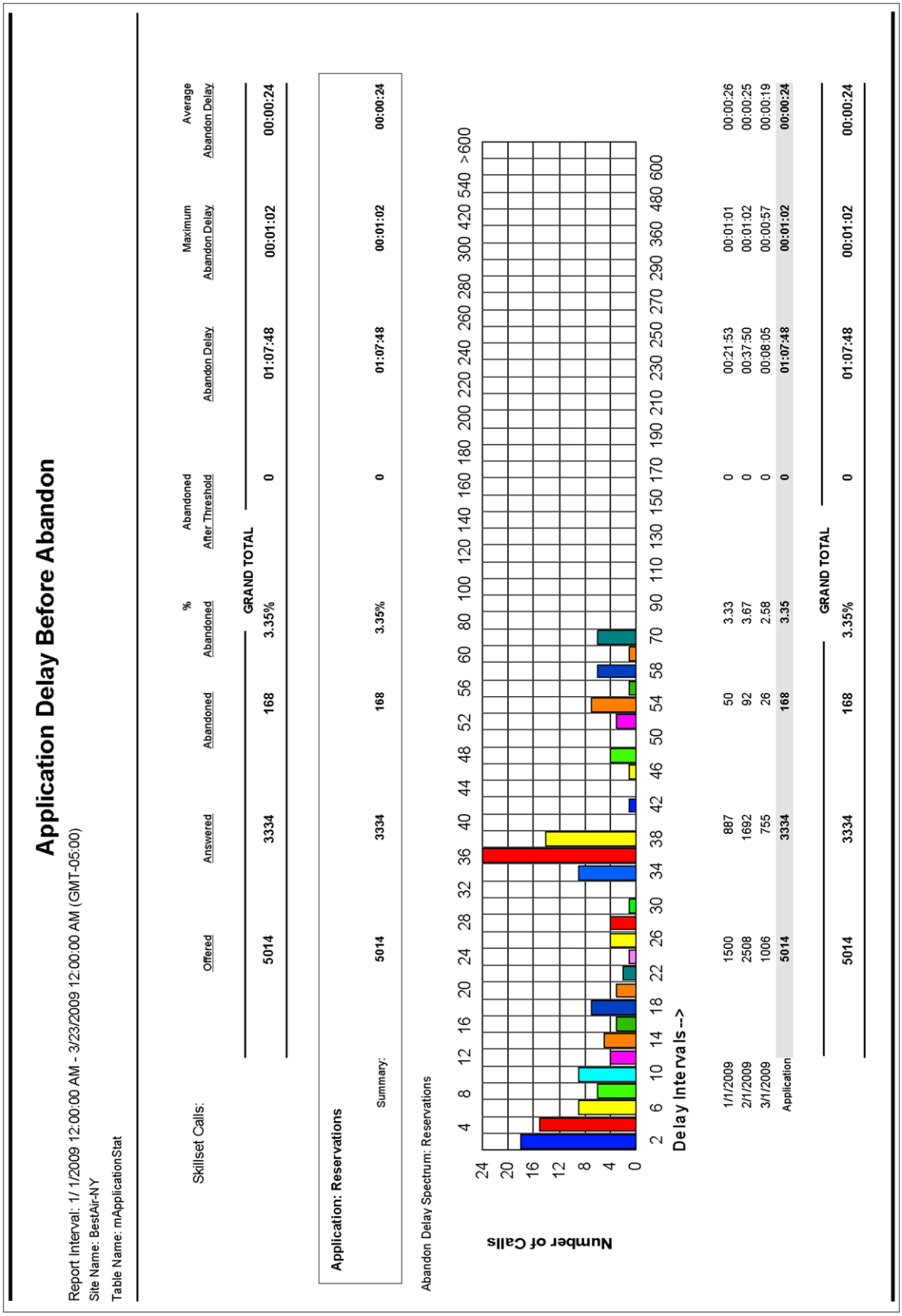
Statistics

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

	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 105: 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 524.

Views

This report uses the ApplicationStat view (see ApplicationStat views on page 93). For more information about views, see Access rights by view on page 26.

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.

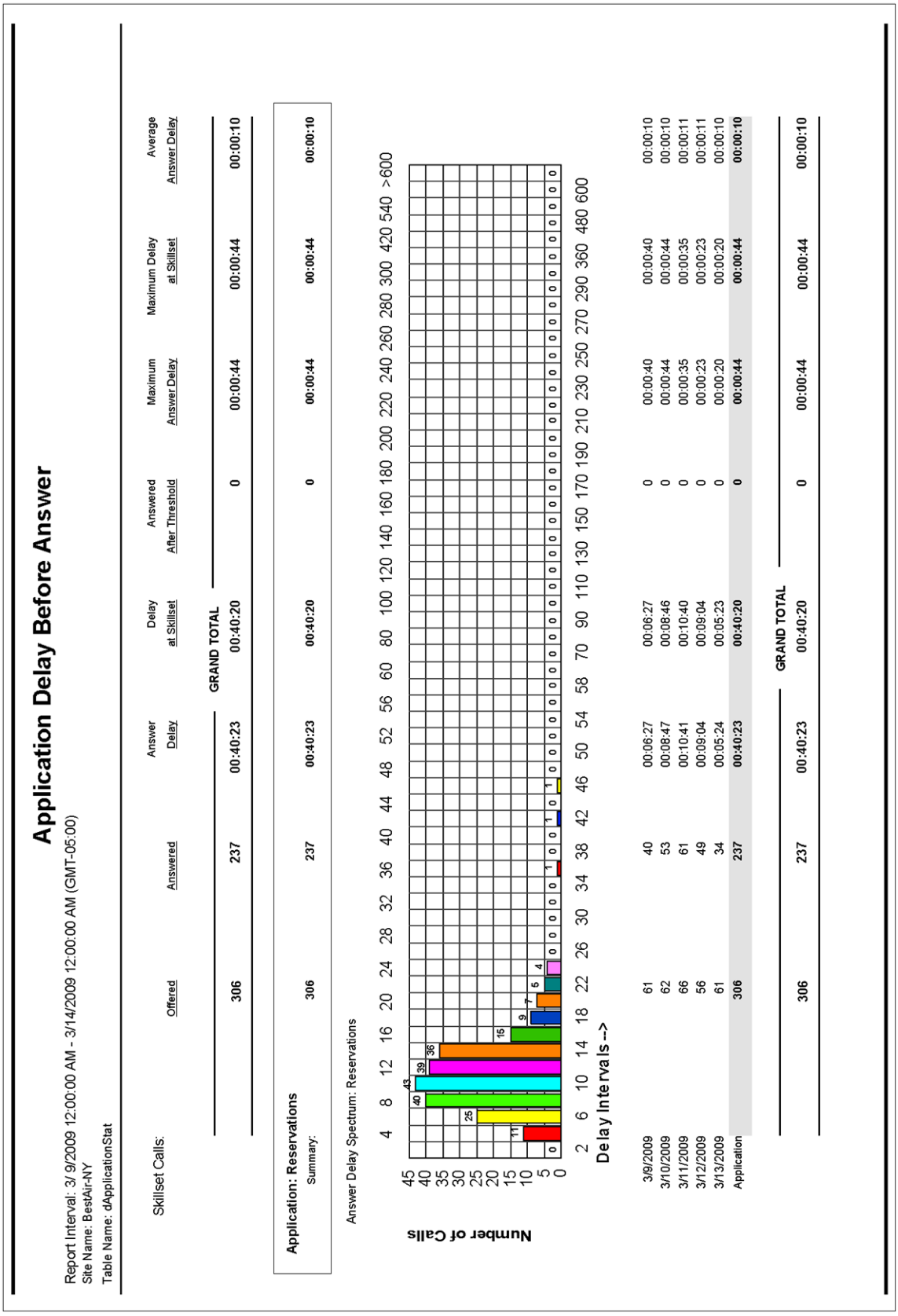


Figure 106: Application Delay Before Answer report

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 524.

Views

This report uses the ApplicationStat view. For more information see ApplicationStat views on page 93 and Access rights by view on page 26.

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_AverageCallsAnsweredDelay
Max Answer Delay	MaxCallsAnsDelay	@RCW_MaxCallsAnsDelay
Ans After Threshold	CallsAnsweredAftThreshold	CallsAnsweredAftThreshold
Abandoned	CallsAbandoned	CallsAbandoned
Max Aban'n Delay	MaxCallsAbandonedDelay	@RCW_MaxCallsAbandonedDelay
Aban After Threshold	CallsAbandonedAftThreshold	CallsAbandonedAftThreshold
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 107: 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. The CDN (Route Point) Statistics report now includes the number of calls that failed to anchor on the preferred Media Server.

For more information, see Report descriptions on page 524.

Views

This report uses the CDNStat view, see CDNStat views on page 112. For more information about views, see Access rights by view on page 26.

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

Selection Criteria	Database field names
CDN Name	iCDNStat.Timestamp

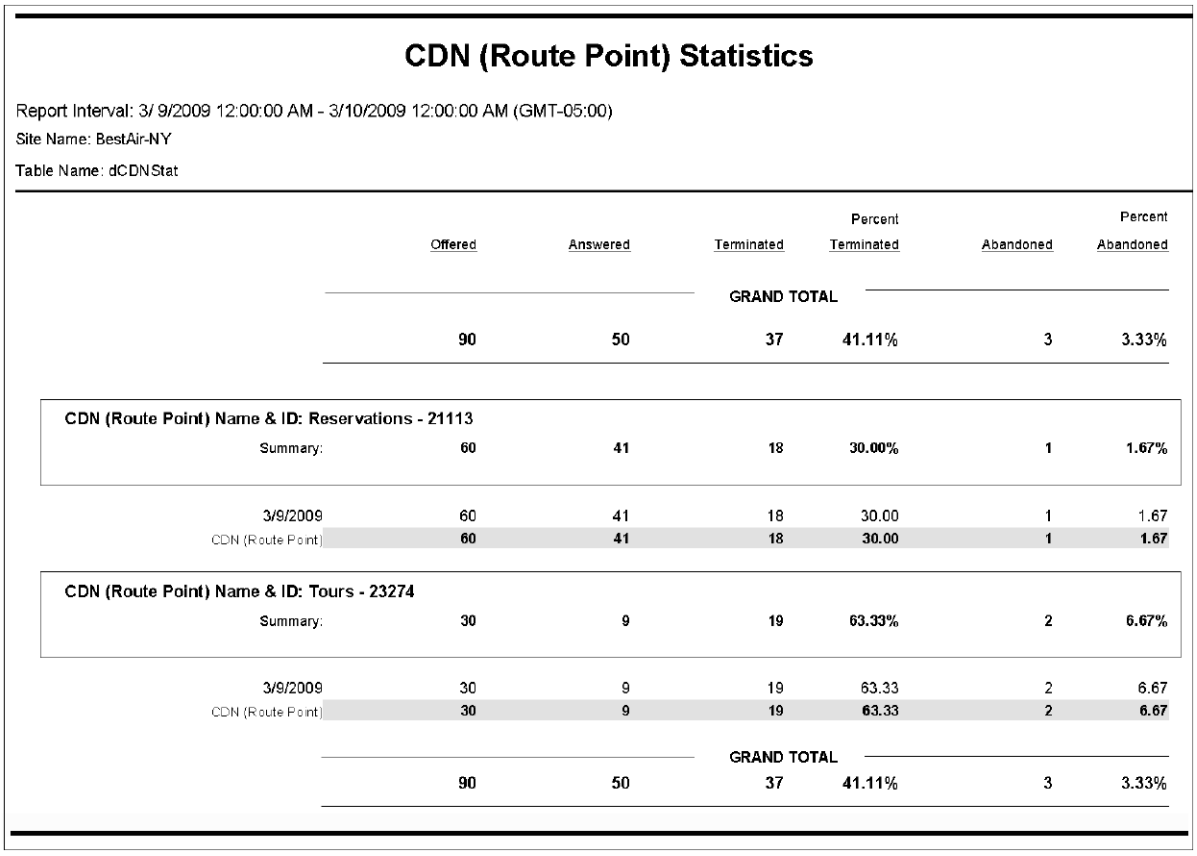
Statistics

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
Preferred Media Server Failed	PreferredMediaServerFailed	PreferredMediaServerFailed

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 108: 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 524.

Views

This report uses the iApplicationStat view (see ApplicationStat views on page 93). For more information about views, see Access rights by view on page 26.

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

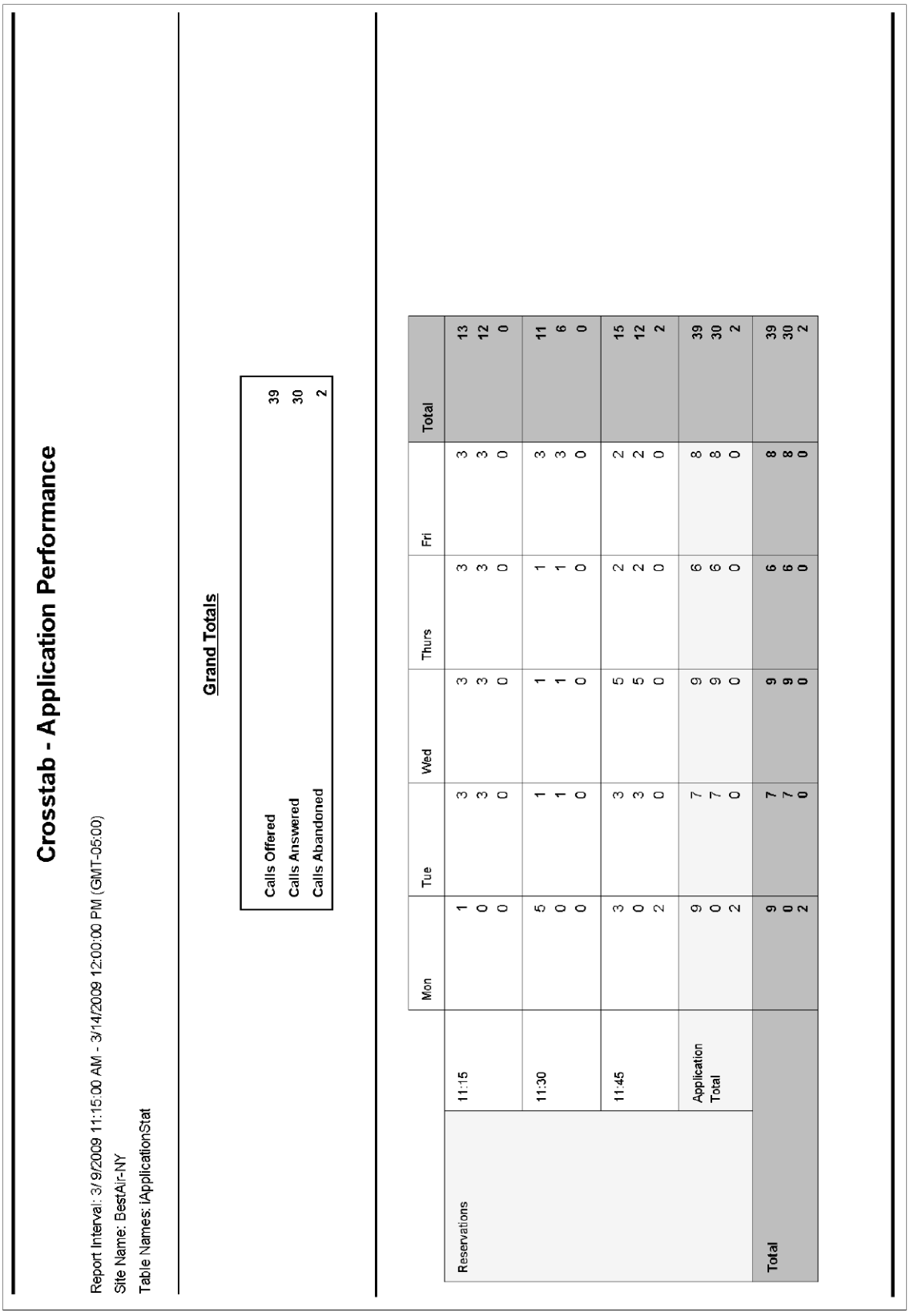
Statistics

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 109: 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 524.

Views

This report uses the iCDNStat view; see CDNStat views on page 112. For more information about views; see Access rights by view on page 26.

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

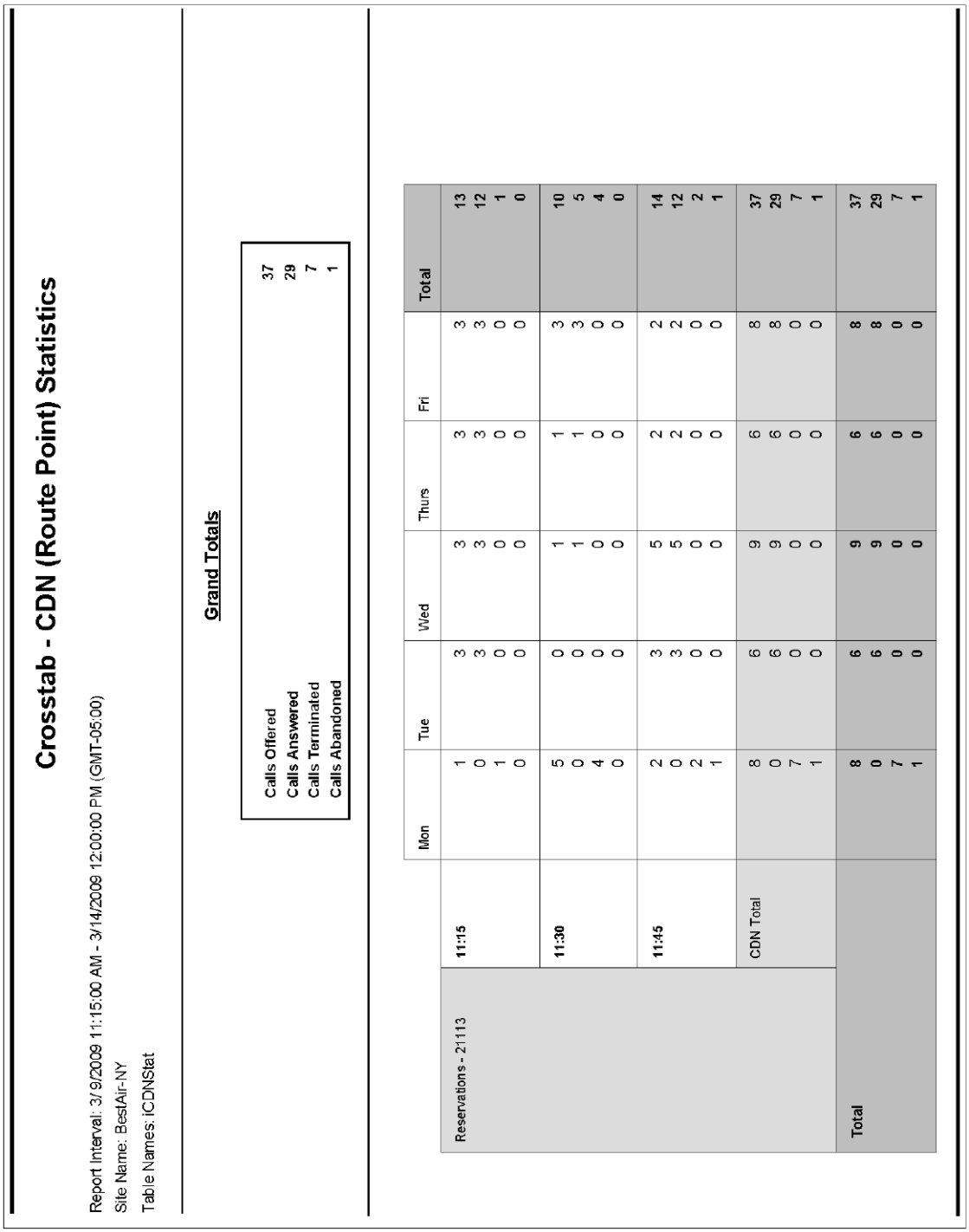
This report uses the following statistics.

Report field	View field/Formula
Calls Offered	CallsOffered

Report field	View field/Formula
Calls Answered	CallsAnswered
Calls Terminated	CallsTerminated
Calls Abandoned	CallsAbandoned
Preferred Media Server Failed	PreferredMediaServerFailed

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	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	6	37
		0	6	9	6	8	29
		7	0	0	0	0	7
		1	0	0	0	0	1
Total		8	6	9	6	6	37
		0	6	9	6	8	29
		7	0	0	0	0	7
		1	0	0	0	0	1

Figure 110: 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 524.

Views

This report uses the iDNISStat view. For more information, see DNISStat views on page 116. For more information about views; see Access rights by view on page 26.

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

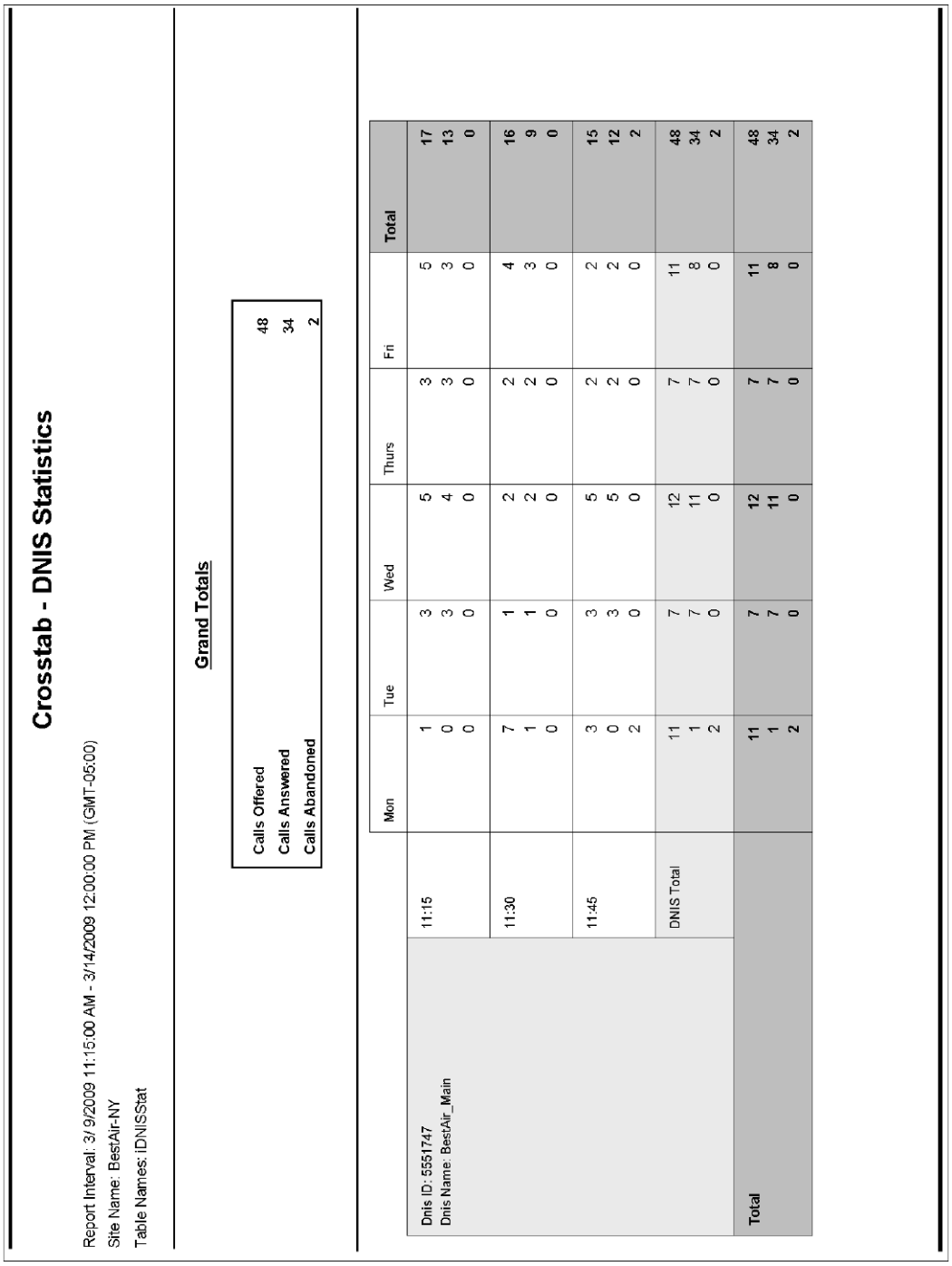
This report uses the following statistics.

Name	View field/Formula
Calls Offered	CallsOffered
Calls Answered	CallsAnswered

Name	View field/Formula
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 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 111: 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 might 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 524.

Views

This report uses the iRouteStat view RouteStat views on page 143. For more information about views; see Access rights by view on page 26.

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

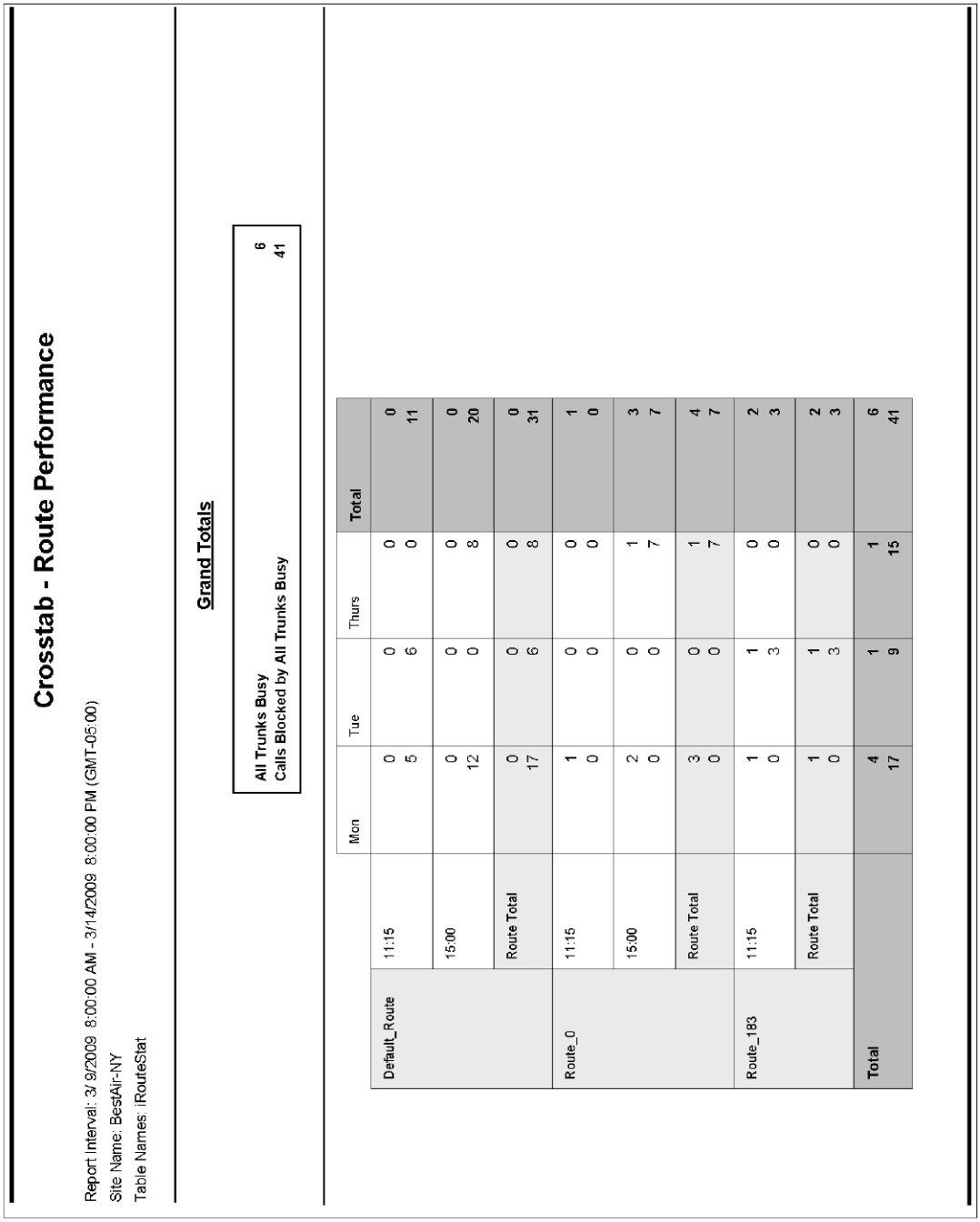
Statistics

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.



Crosstab - Route Performance

Report Interval: 3/ 9/2009 8:00:00 AM - 3/14/2009 8:00:00 PM (GMT-05:00)
Site Name: BestAir-NY
Table Names: IRouteStat

Grand Totals

All Trunks Busy	6
Calls Blocked by All Trunks Busy	41

		Mon	Tue	Thurs	Total
Default_Route	11:15	0	0	0	0
		5	6	0	11
	15:00	0	0	0	0
		12	0	8	20
	Route Total	0	0	0	0
		17	6	8	31
Route_0	11:15	1	0	0	1
		0	0	0	0
	15:00	2	0	1	3
		0	0	7	7
	Route Total	3	0	1	4
		0	0	7	7
Route_183	11:15	1	1	0	2
		0	3	0	3
	Route Total	1	1	0	2
		0	3	0	3
Total		4	1	1	6
		17	9	15	41

Figure 112: 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 524.

Views

This report uses the iSkillsetStat view; see SkillsetStat views on page 146. For more information about views; see Access rights by view on page 26.

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

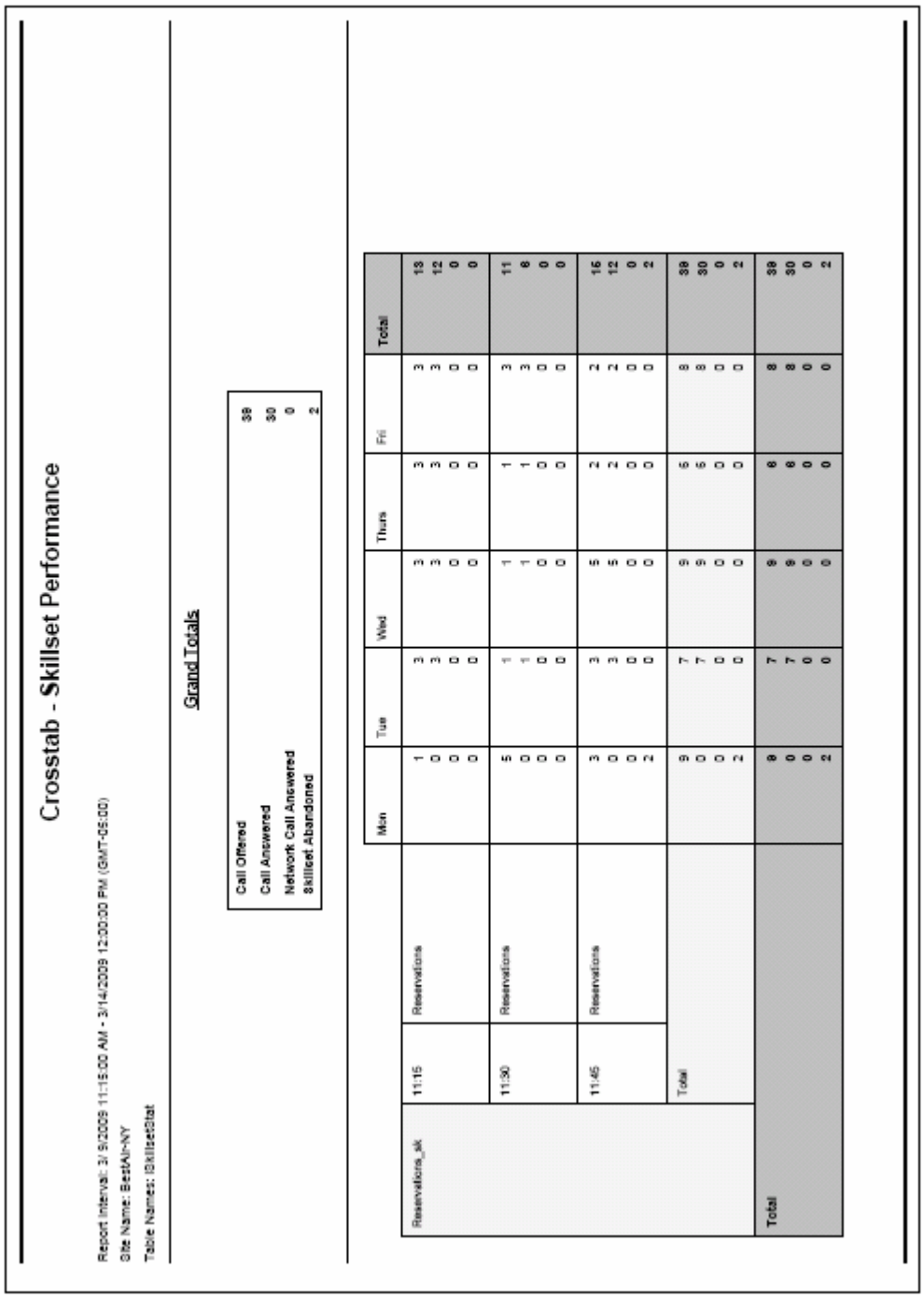
Statistics

This report uses the following statistics.

Name	View field/Formula
Call Offered	CallOffered
Call Answered	CallAnswered
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.



Crosstab - Skillset Performance

Report Interval: 3/ 9/2009 11:15:00 AM - 3/14/2009 12:00:00 PM (GMT-05:00)
Site Name: BestAll-NY
Table Names: ISkillsetStat

Grand Totals

Call Offered	38
Call Answered	30
Network Call Answered	0
Skillset Abandoned	2

Reservations_sk			Mon	Tue	Wed	Thurs	Fri	Total
	11:15	Reservations	1	3	3	3	3	13
			0	3	3	3	3	12
			0	0	0	0	0	0
			0	0	0	0	0	0
	11:30	Reservations	5	1	1	1	1	11
			0	1	1	1	3	8
			0	0	0	0	0	0
			0	0	0	0	0	0
	11:45	Reservations	3	3	5	2	2	15
			0	3	5	2	2	12
			0	0	0	0	0	0
			2	0	0	0	0	2
	Total		9	7	9	6	8	39
			0	7	9	5	8	30
			0	0	0	0	0	0
			2	0	0	0	0	2
Total			8	7	9	6	8	39
			0	7	9	5	8	30
			0	0	0	0	0	0
			2	0	0	0	0	2

Figure 113: 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 524.

Views

This report uses the iTrunkStat view; see TrunkStat views on page 157. For more information about views; see Access rights by view on page 26.

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

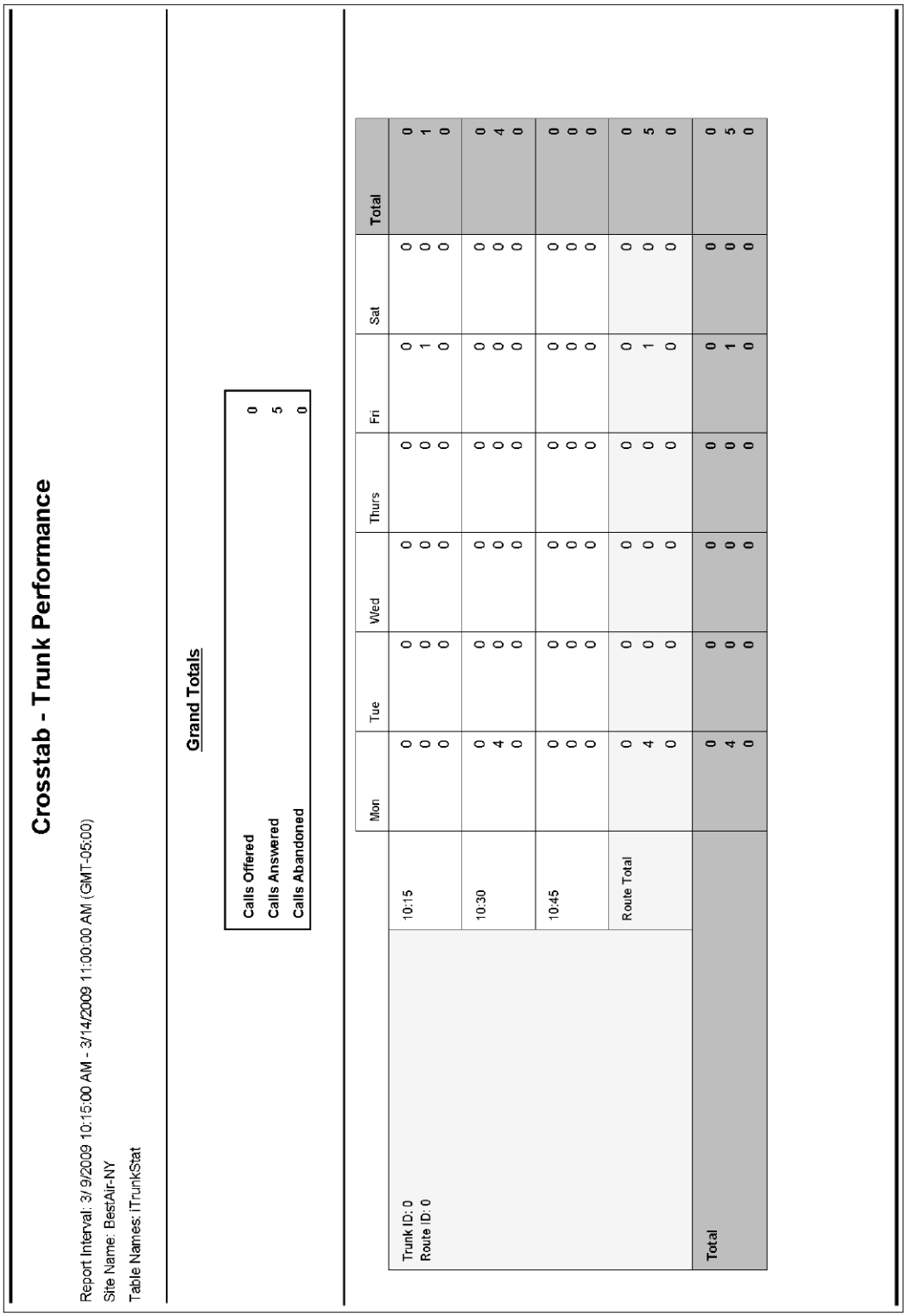
Statistics

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 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 114: 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 524.

Views

This report uses the DNISStat view. For more information, see DNISStat views on page 116. For more information about views; see Access rights by view on page 26.

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

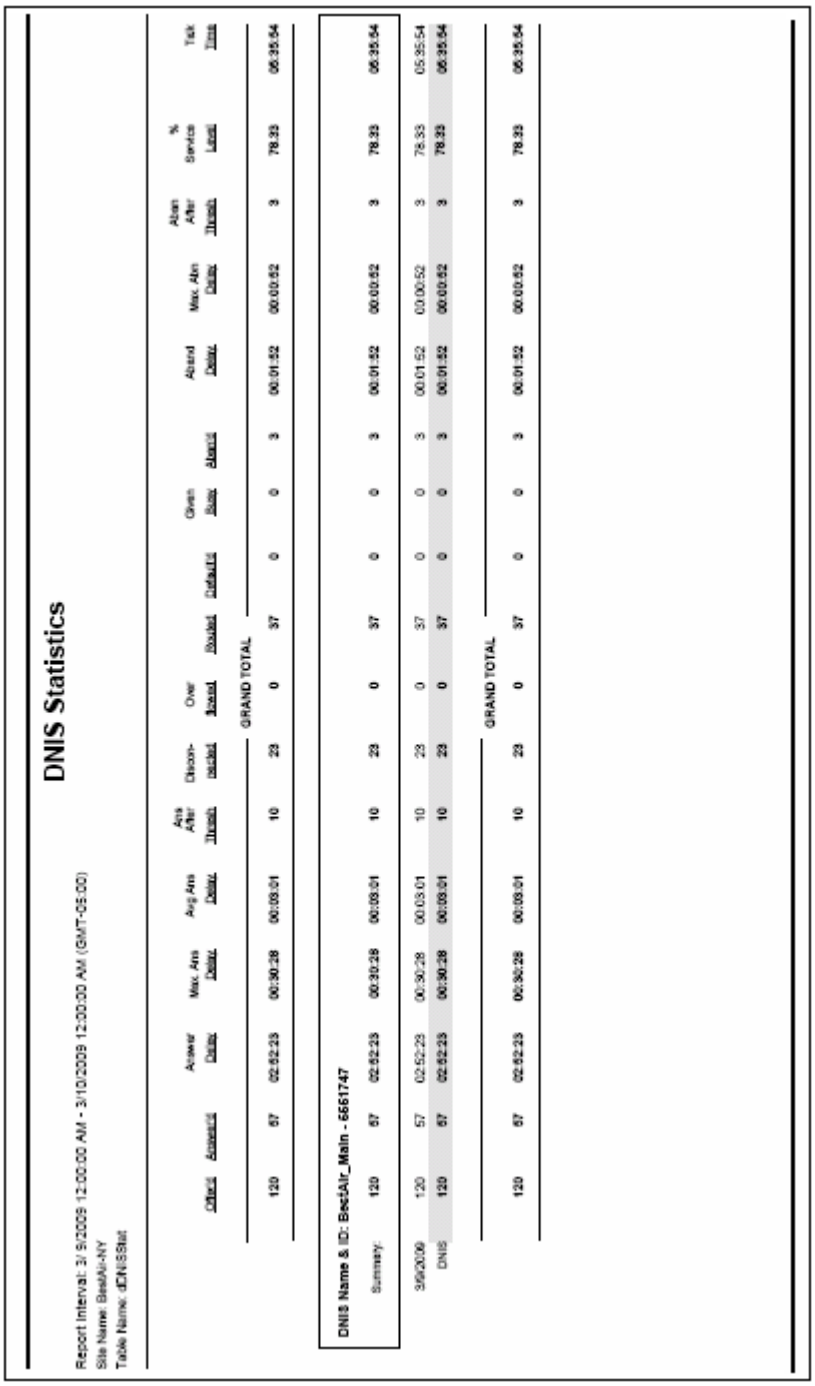
Statistics

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
% 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: cDNISStat

	Offered	Answered	Answer Delay	Max Ans Delay	Avg Ans Delay	Ans After Thresh	Discon-nected	Over Thresh	Routed	Default	Busy	Aband	Aband Delay	Max Abn Delay	Abn 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 115: 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 524.

Views

This report uses the eIVRPortLoginStat view; see IVRPortStat views on page 122. For more information about views; see Access rights by view on page 26.

Templates

This report uses the em-res5.rpt template.

Selection criteria

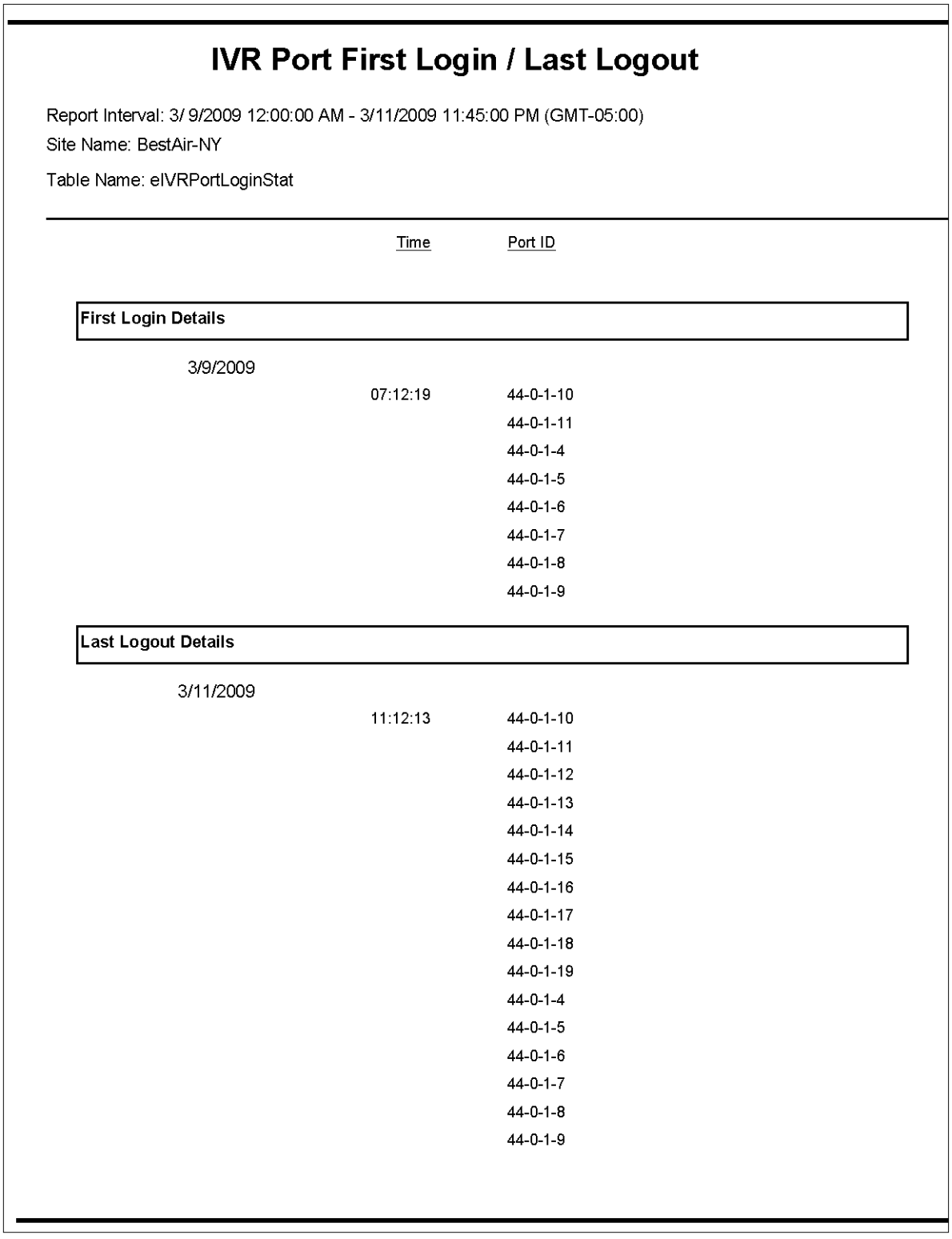
This report uses the following criteria.

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 116: 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 524.

Views

This report uses the IVRPortStat view; see IVRPortStat views on page 122. For more information about views; see Access rights by view on page 26.

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

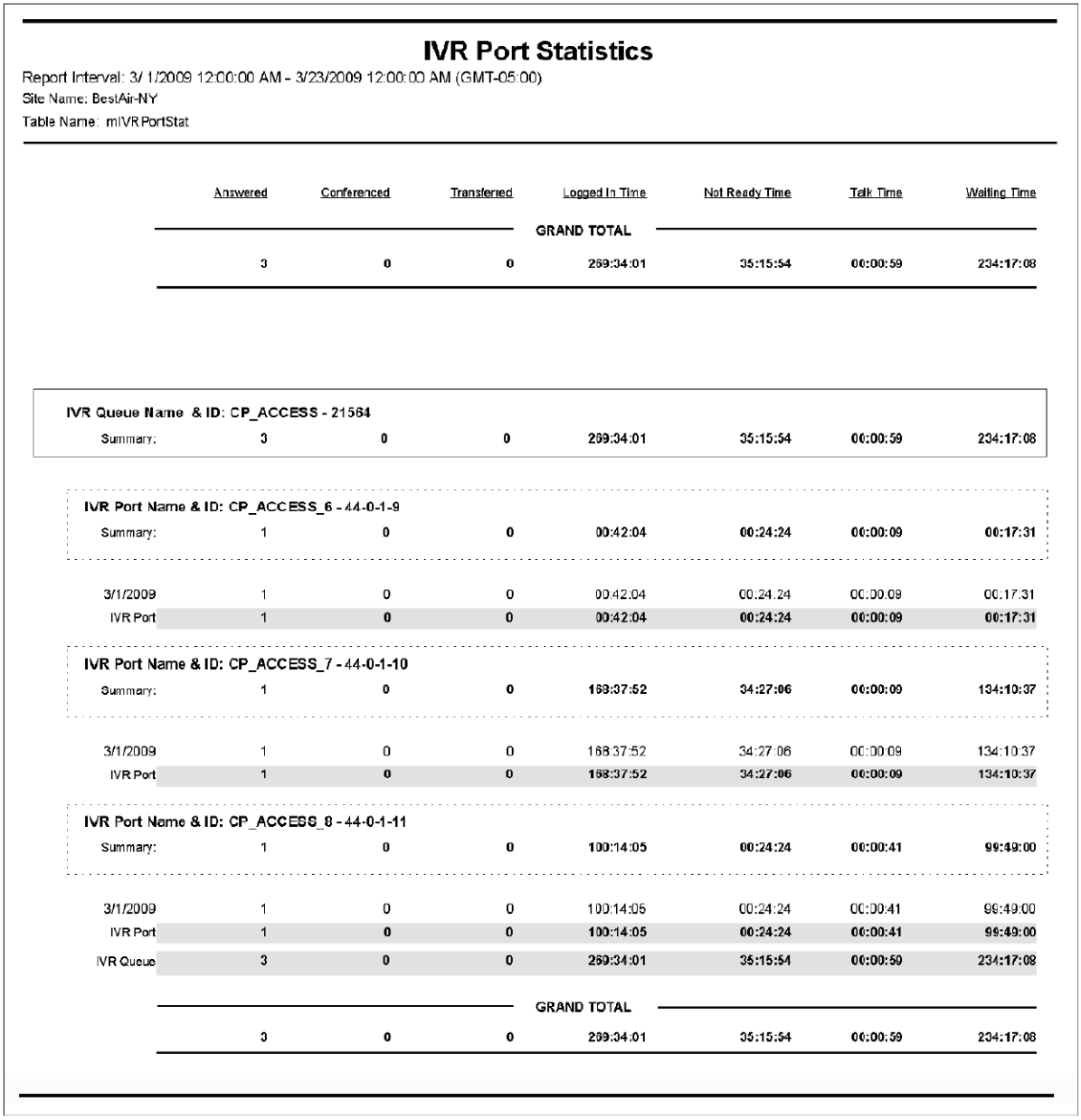
Statistics

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	Transfered	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 117: 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 524.

Views

This report uses the IVRStat view; see IVRStat views on page 125. For more information about views; see Access rights by view on page 26.

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

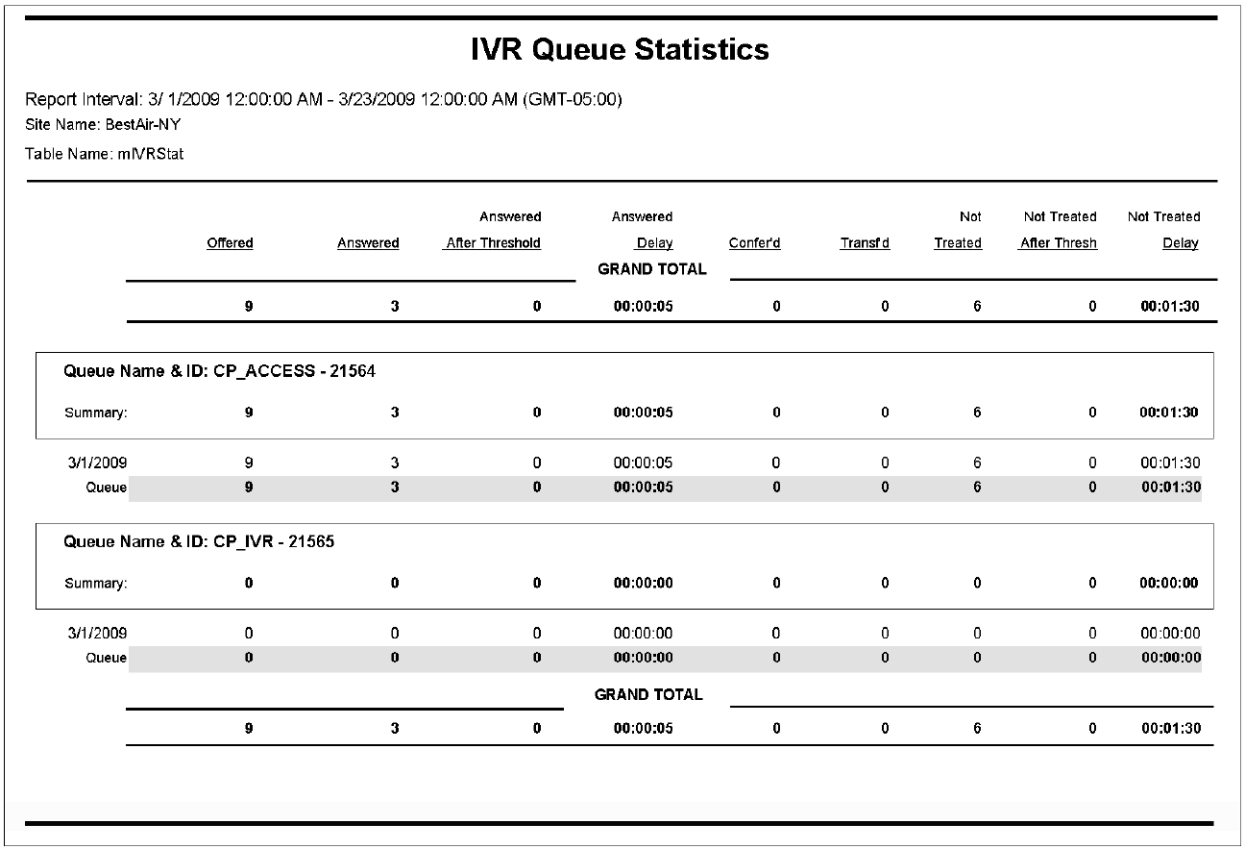
Statistics

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	Conferd	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 118: 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 524.

Views

This report uses the RANMusicRouteStat view, (see RANMusicRouteStat views on page 142). For more information about views; see Access rights by view on page 26.

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

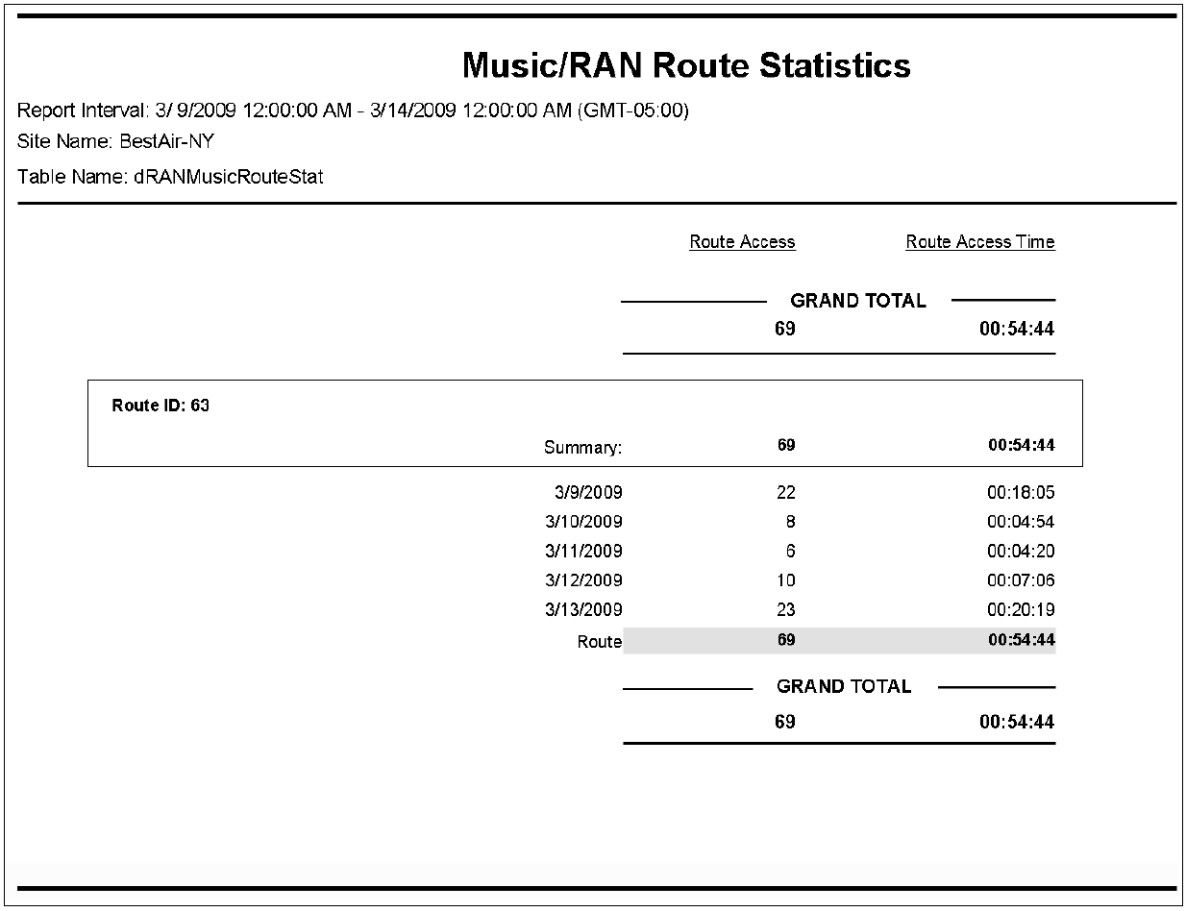
This report uses the following statistics.

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 119: 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 might 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 524.

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 143. For more information about views; see Access rights by view on page 26.

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

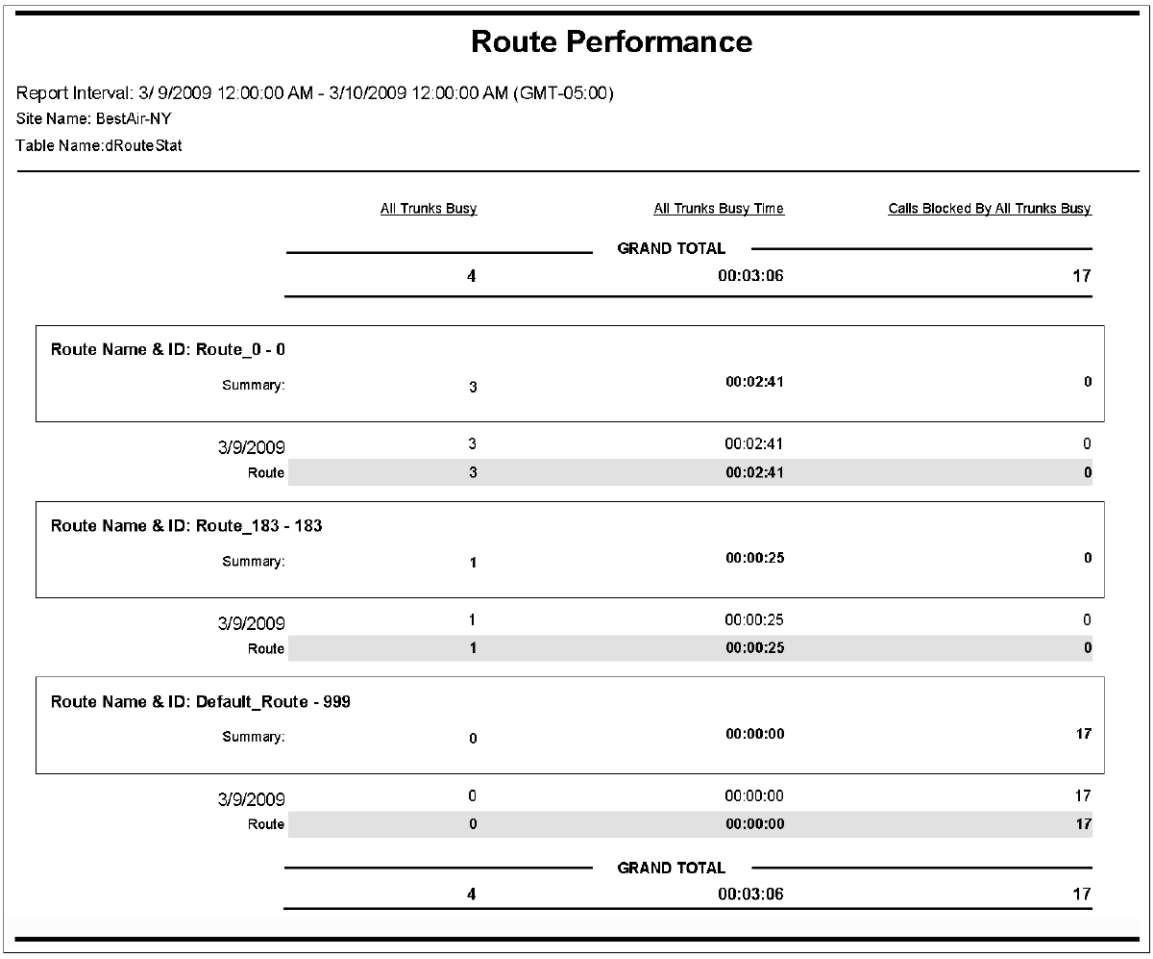
Statistics

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 120: 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 524.

Views

This report uses the SkillsetStat view; see SkillsetStat views on page 146. For more information about views; see Access rights by view on page 26.

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

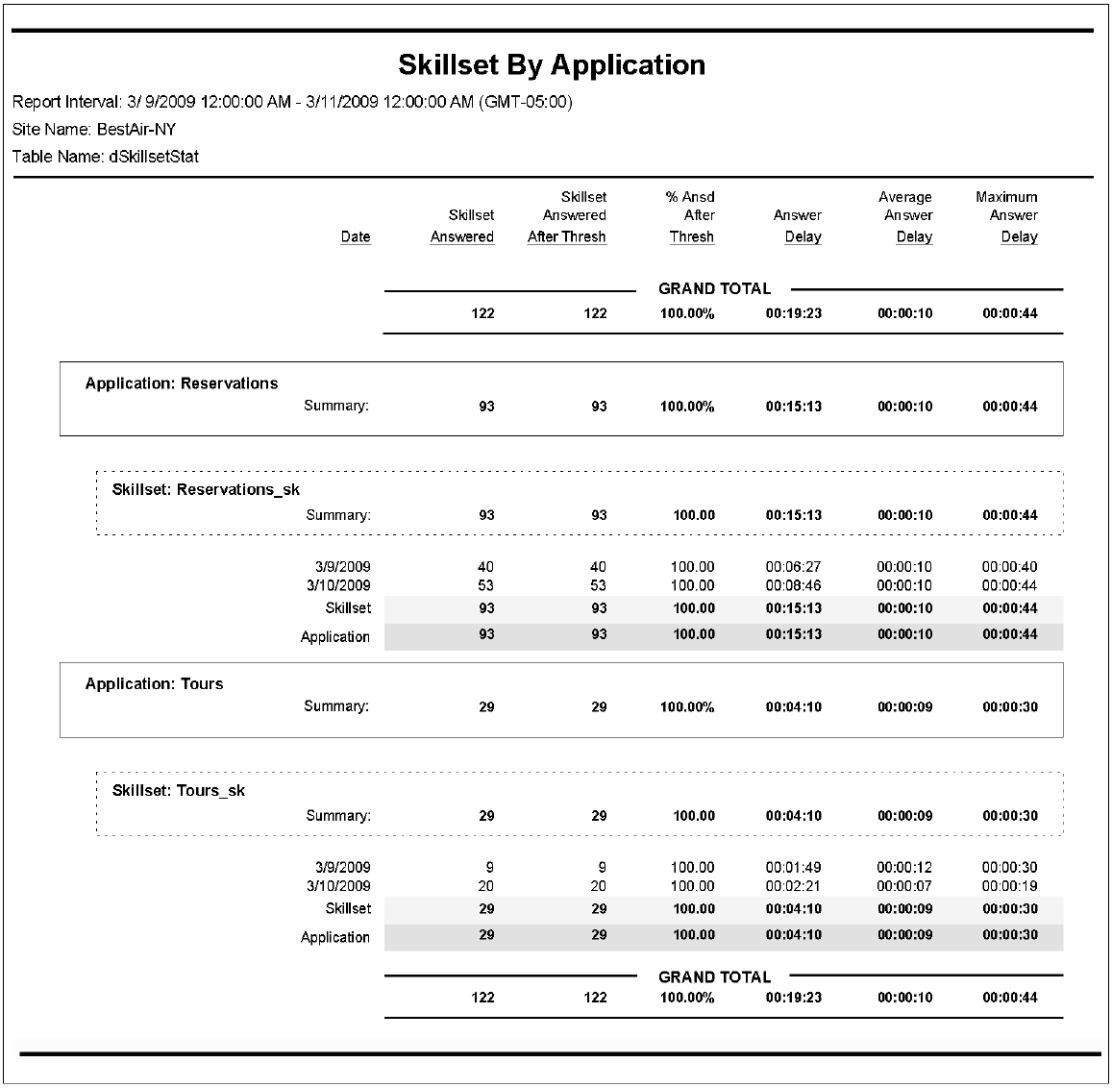
This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Skillset Answered	CallsAnswered	CallsAnswered
Skillset Answered After Thresh	CallsAnsweredAfterThreshold	CallsAnsweredAfterThreshold

Report field	View field/Formula	View field/Report Creation Wizard formula
% 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 121: 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 753 for a report showing all local and incoming NSBR contacts in this skillset. For more information, see Report descriptions on page 524.

Views

This report uses the SkillsetStat view; see SkillsetStat views on page 146. For more information about views; see Access rights by view on page 26.

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_AverageCallsAnsweredDelay
Maximum Answer Delay	MaxAnsweredDelay	@RCW_MaxAnsweredDelay
All Agent Busy Time	AllAgentBusyTime	@RCW_AllAgentBusyTime
All Agent Staffed Time	TotalStaffedTime	@RCW_TotalStaffedTime
Skillset Active Time	ActiveTime	@RCW_ActiveTime
Avg. No of Agents	TotalStaffedTime/ ActiveTime	@RCW_AverageNumberOfAgents

Summaries

The report provides totals for each skillset and subtotals for each day, week, or month, depending on the selected reporting period. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all selected skillsets.

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 122: 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 757.

This report is restricted to an Avaya Aura® Contact Center system only. For more information, see Report descriptions on page 524.

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 might 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 146. For more information about views; see Access rights by view on page 26.

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 12: 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 13: 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 14: 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 15: 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

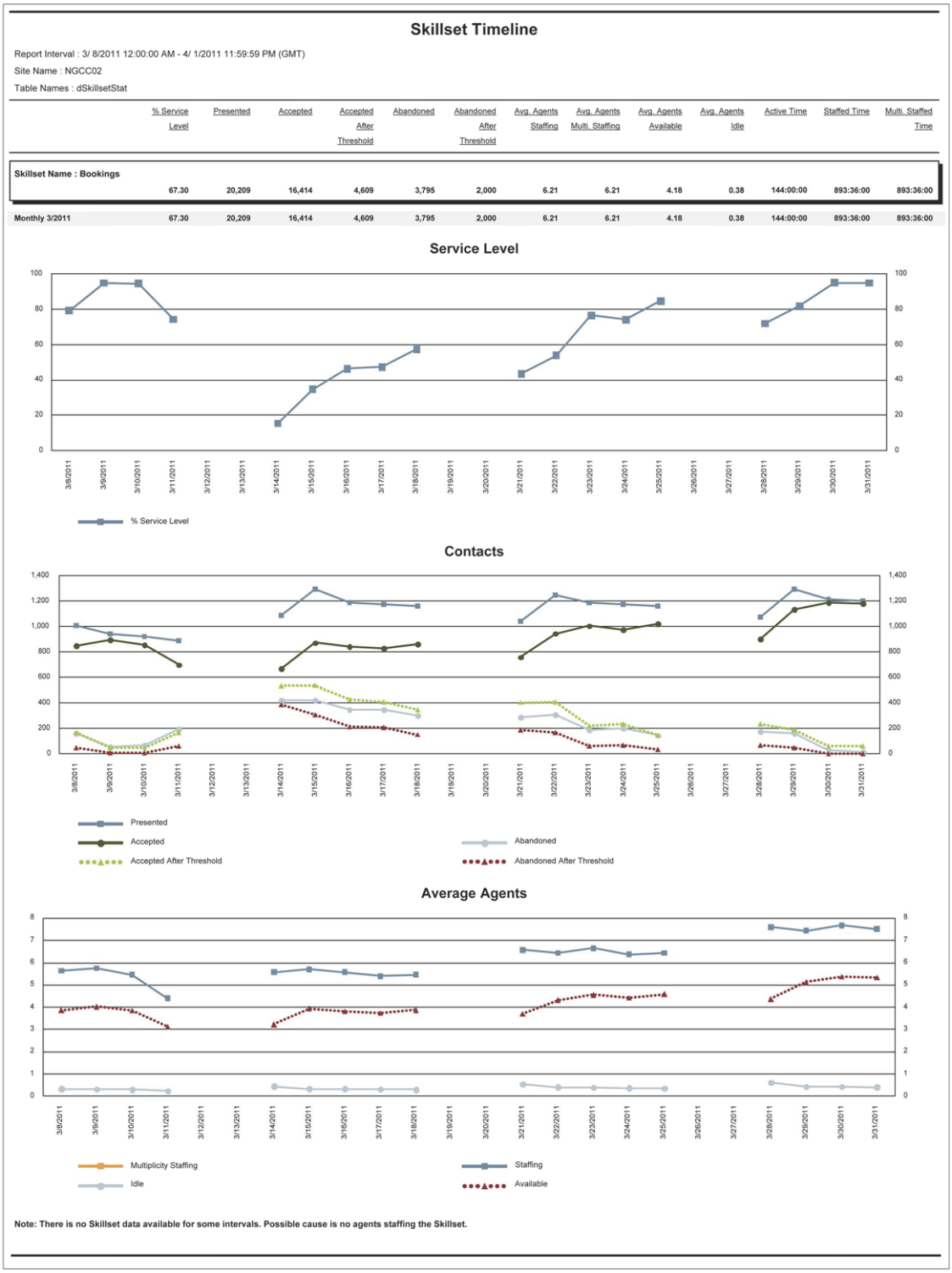


Figure 123: Skillset Timeline report

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 757.

This report is restricted to an Avaya Aura® Contact Center system only. For more information, see Report descriptions on page 524.

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 might 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 might exist in one or more skillsets belonging to the contact type. For details of each skillset, see the Skillset Timeline on page 834.

Views

This report uses the SkillsetStat views; see SkillsetStat views on page 146. For more information about views; see Access rights by view on page 26.

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 16: 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 17: 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 18: 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 19: 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

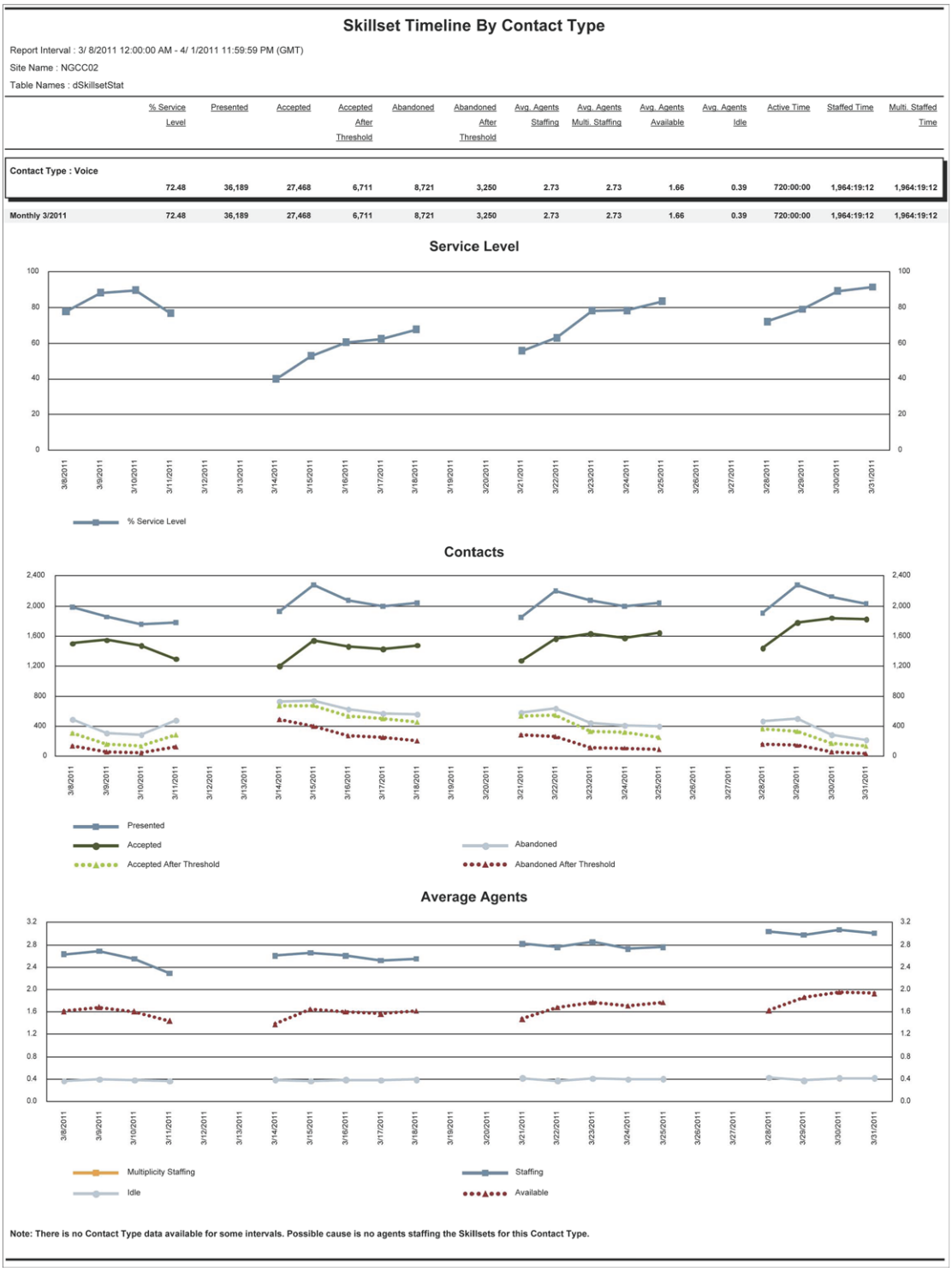


Figure 124: Skillset Timeline by Contact Type report

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 524.

Views

This report uses the TrunkStat view; see TrunkStat views on page 157. For more information about views; see Access rights by view on page 26.

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

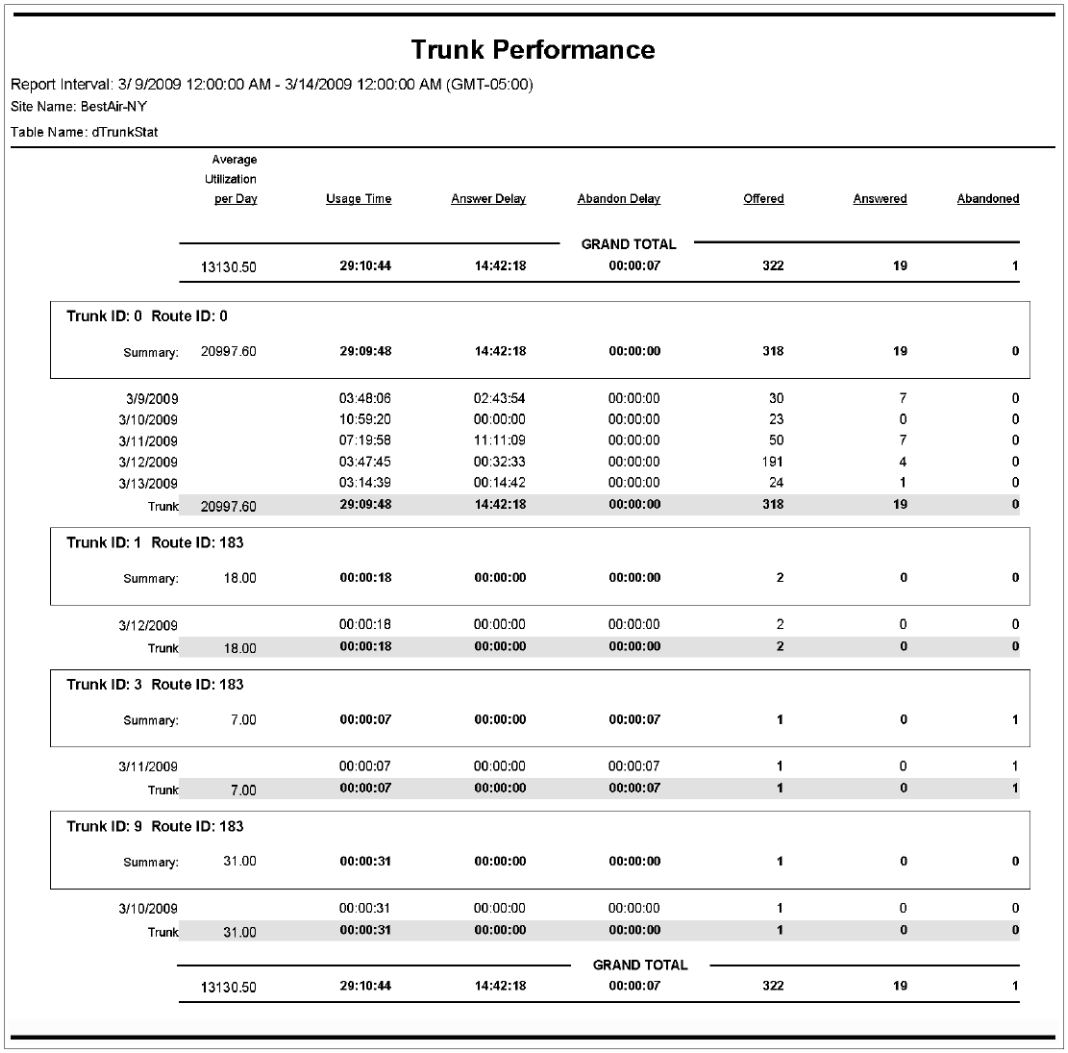
Statistics

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 125: Trunk Performance report

Chapter 25: 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 CCMA. The data for these reports is extracted from Active Directory Lightweight Directory Services (AD-LDS). For each user report session, the data extracted from AD-LDS is temporarily stored in memory. The reports are created using these temporary memory data sources.

Navigation

- Access Classes on page 848
- Report Groups on page 850
- User Defined Partitions on page 852
- Users on page 855

Access Classes

The Access Classes report presents all information concerning access classes configured in CCMA:

- 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 524.

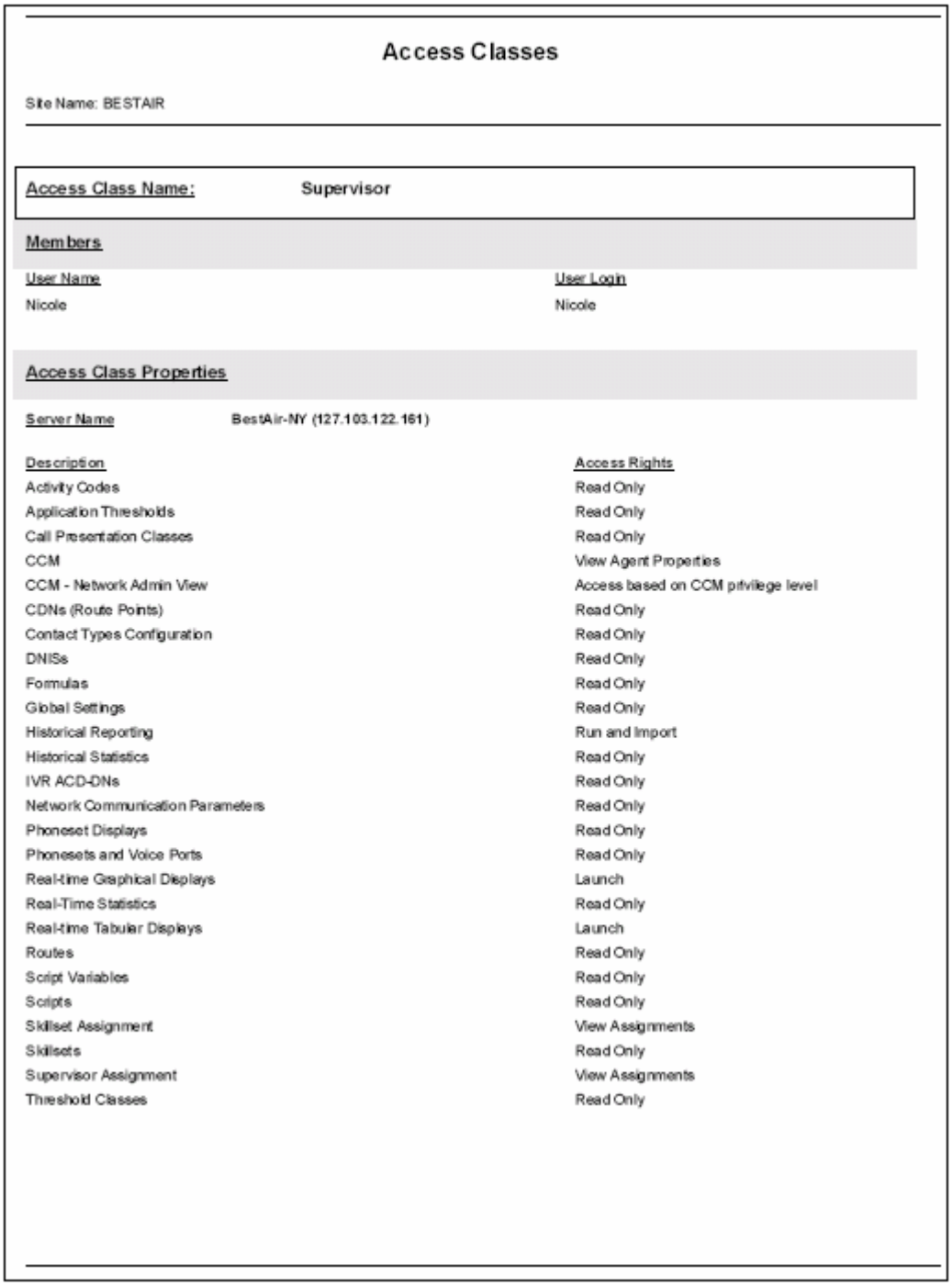
Templates

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 126: 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 524.

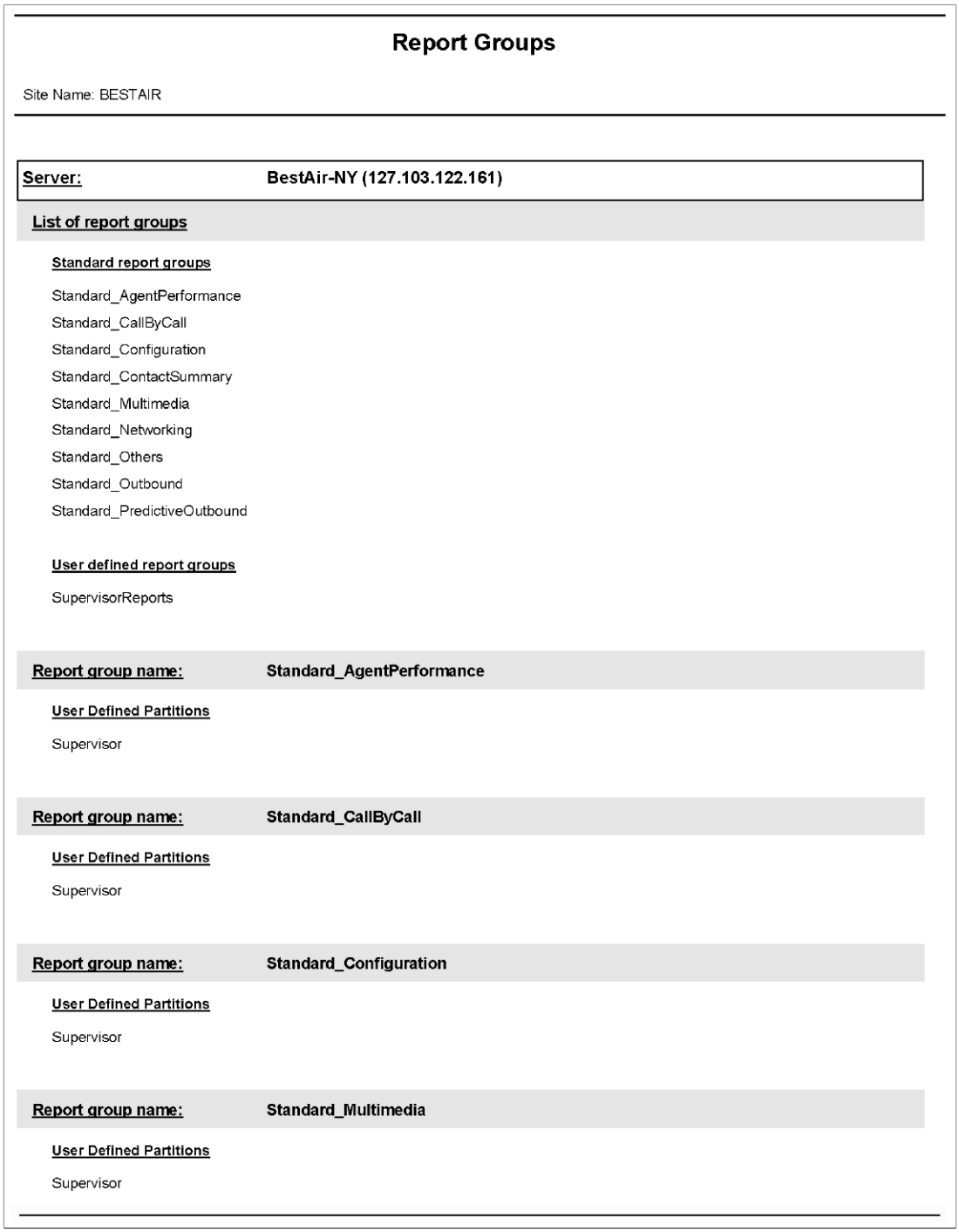
Templates

This report uses the APMRGRP.rpt template.

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Server IP Server name	None



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

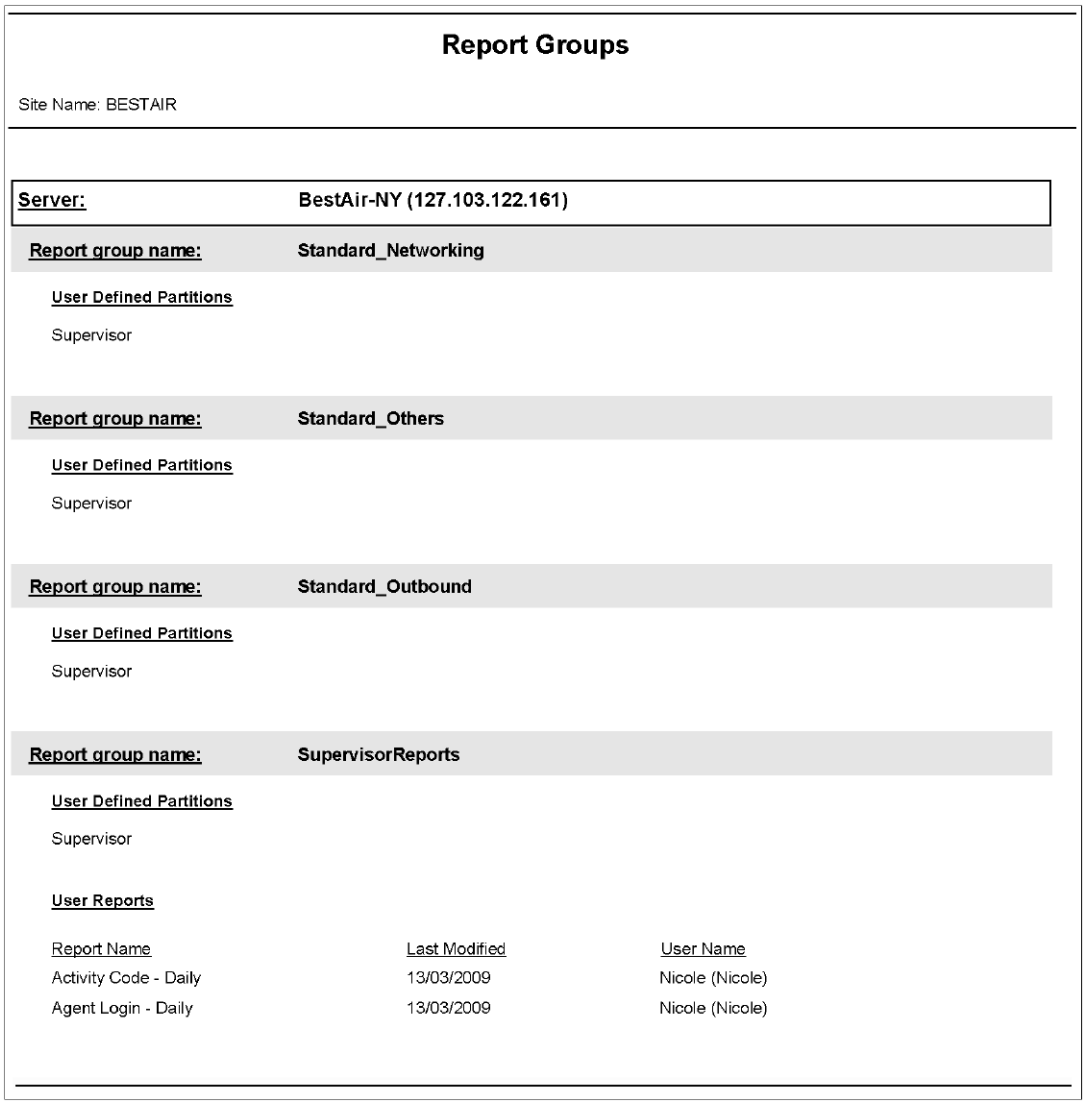
Supervisor

Report group name:	Standard_Multimedia

User Defined Partitions

Supervisor

Figure 127: 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 128: 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 524.

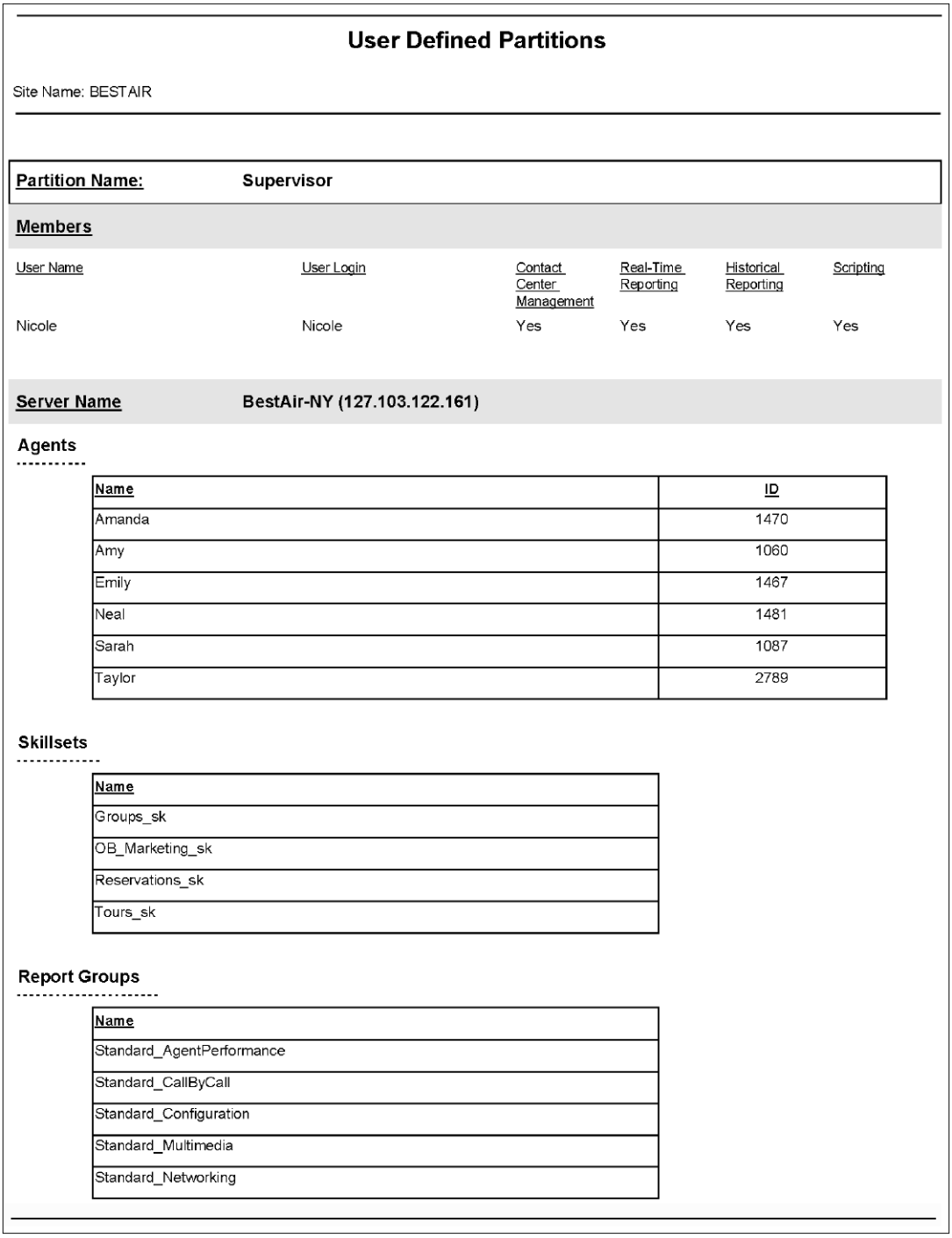
Templates

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

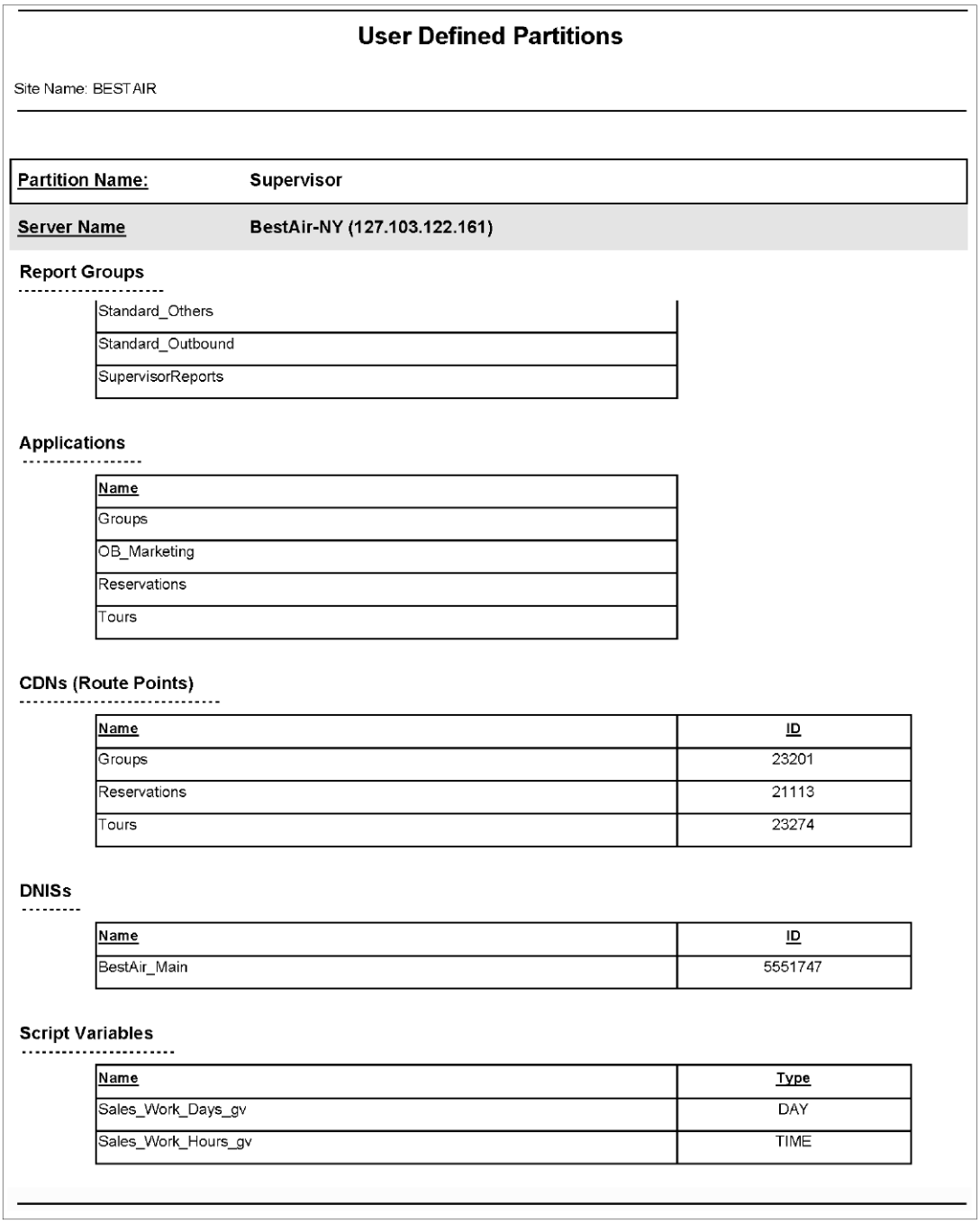
Skillsets

Name
Groups_sk
OB_Marketing_sk
Reservations_sk
Tours_sk

Report Groups

Name
Standard_AgentPerformance
Standard_CallByCall
Standard_Configuration
Standard_Multimedia
Standard_Networking

Figure 129: 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 130: 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 524.

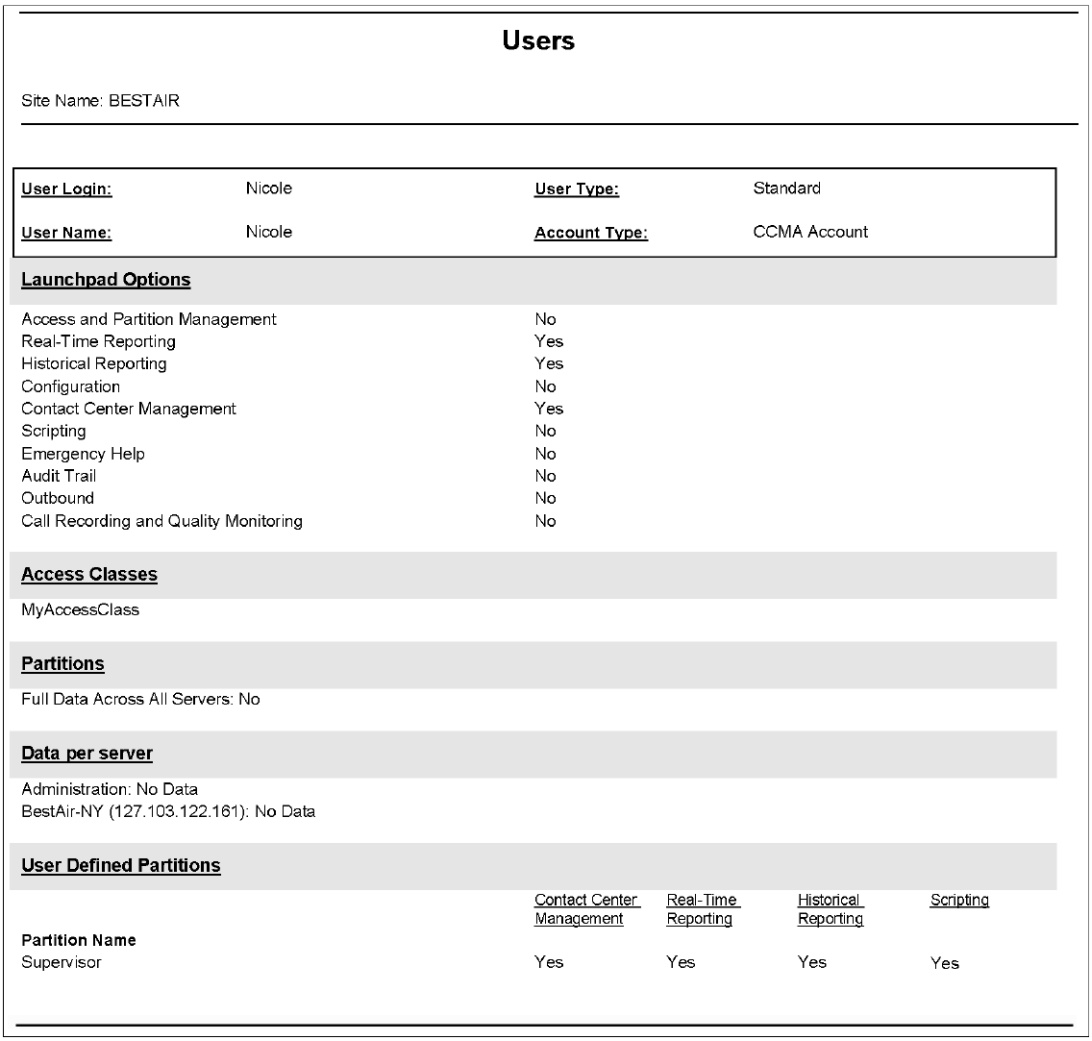
Templates

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 131: User report

Chapter 26: Standard Outbound reports

This section lists the reports associated with Outbound campaigns.

Navigation

- Campaign Call Details on page 858
- Campaign Script Results Details on page 862
- Campaign Performance on page 864
- Campaign Summary on page 866
- Script Summary on page 868

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 524.

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.

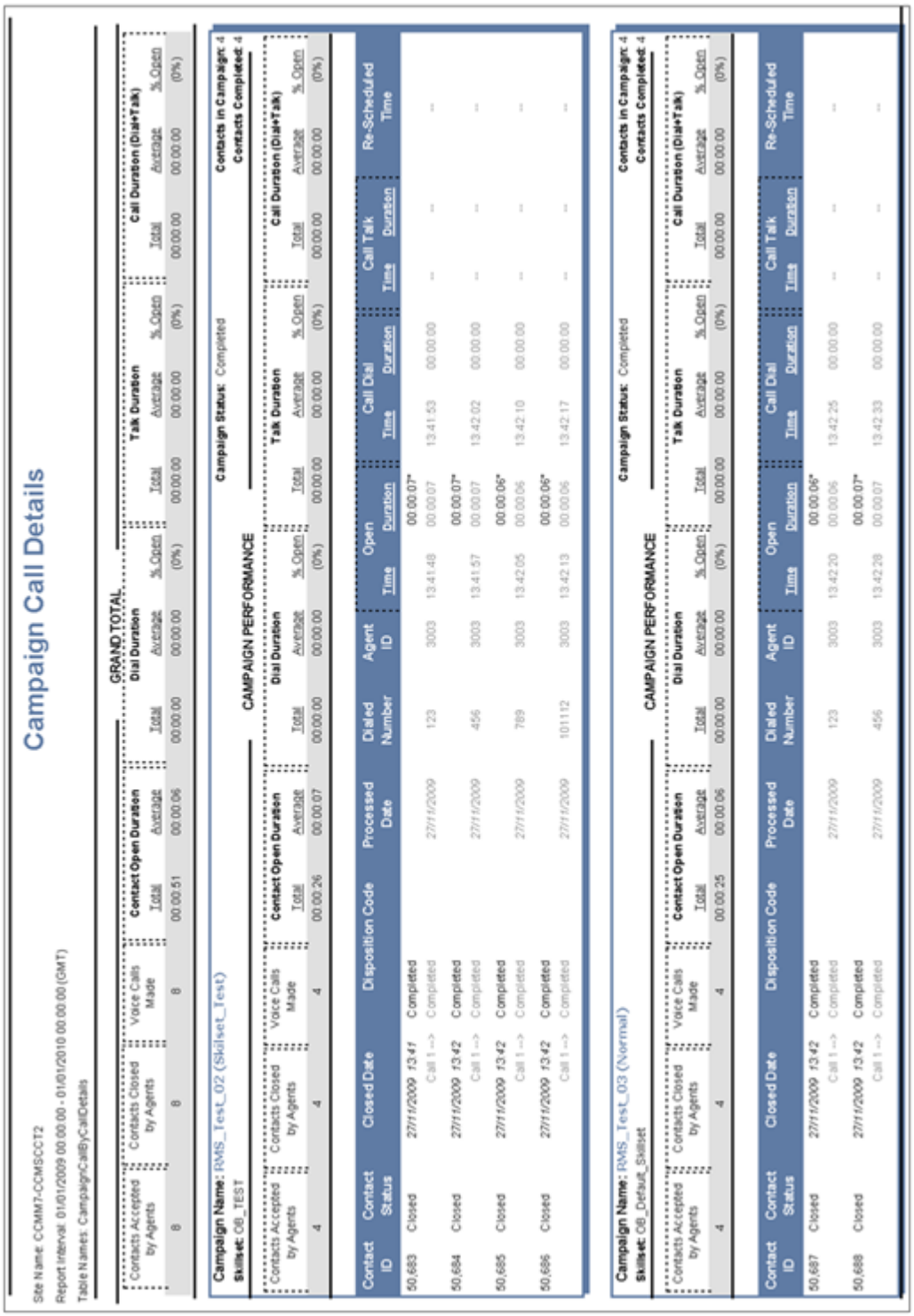
Templates

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 — **Contacts Completed:** 4

Skillset: 08_TEST

CAMPAIGN PERFORMANCE

Contacts Accepted by Agents	Contacts Closed by Agents	Voice Calls Made	Contact Open Duration Total	Contact Open Duration Average	Dial Duration Total	Dial Duration Average	%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 — **Contacts Completed:** 4

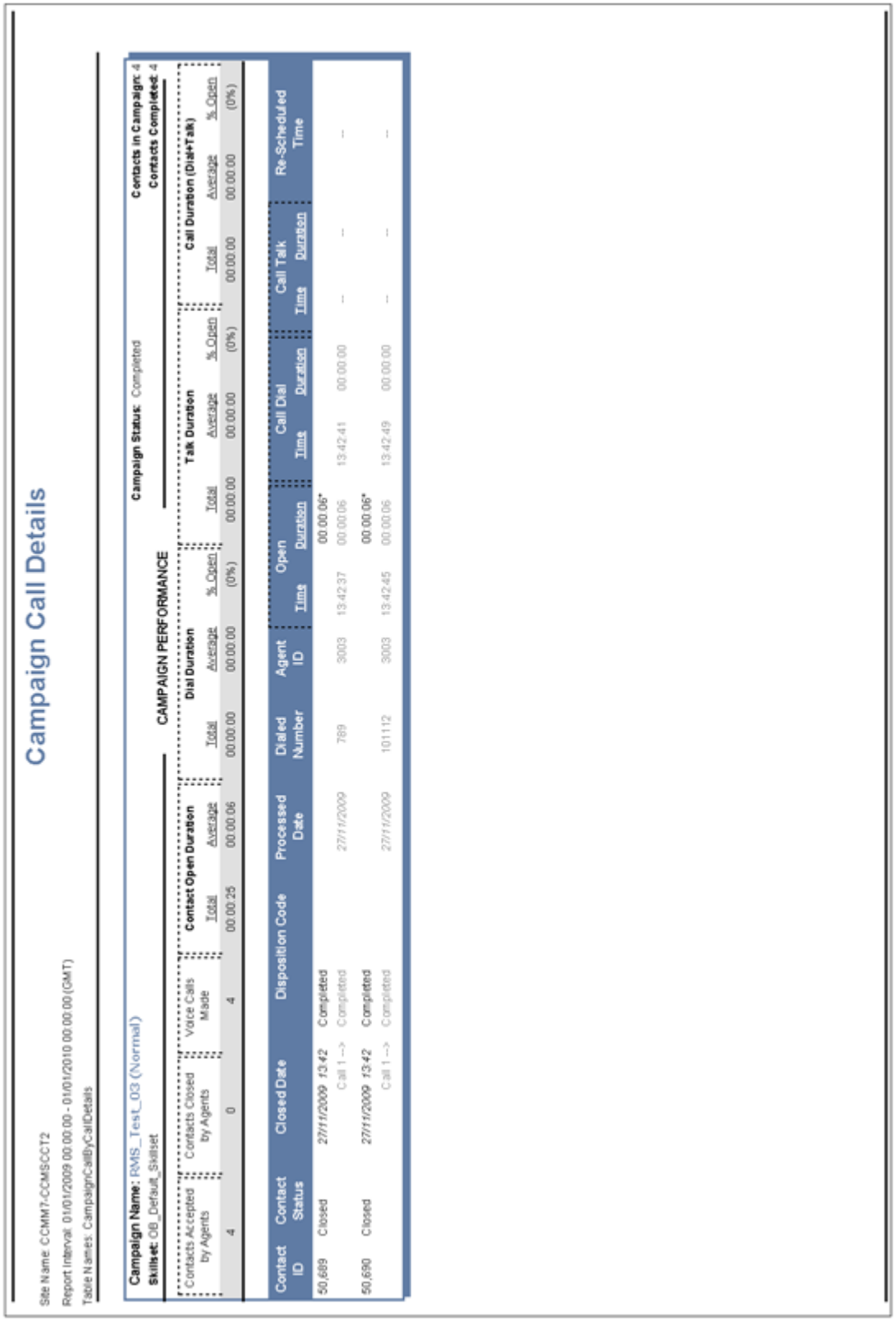
Skillset: 08_Default_Skillset

CAMPAIGN PERFORMANCE

Contacts Accepted by Agents	Contacts Closed by Agents	Voice Calls Made	Contact Open Duration Total	Contact Open Duration Average	Dial Duration Total	Dial Duration Average	%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 132: Campaign Call Details report page 1



Site Name: CCMM7-CCMSCCT2

Report Interval: 01/01/2009 00:00:00 - 01/01/2010 00:00:00 (GMT)

Table Names: CampaignCallByCallDetails

Campaign Call Details

Campaign Name: RMS_Test_03 (Normal)
Skillset: OB_Default_Skillset

Campaign Status: Completed

Contacts in Campaign: 4
Contacts Completed: 4

CAMPAIGN PERFORMANCE

Contacts Accepted by Agents	Contacts Closed by Agents	Voice Calls Made	Contact Open Duration		Dial Duration			Talk Duration			Call Duration (Dial+Talk)		
			Total	Average	Total	Average	% Open	Total	Average	% Open	Total	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 133: 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

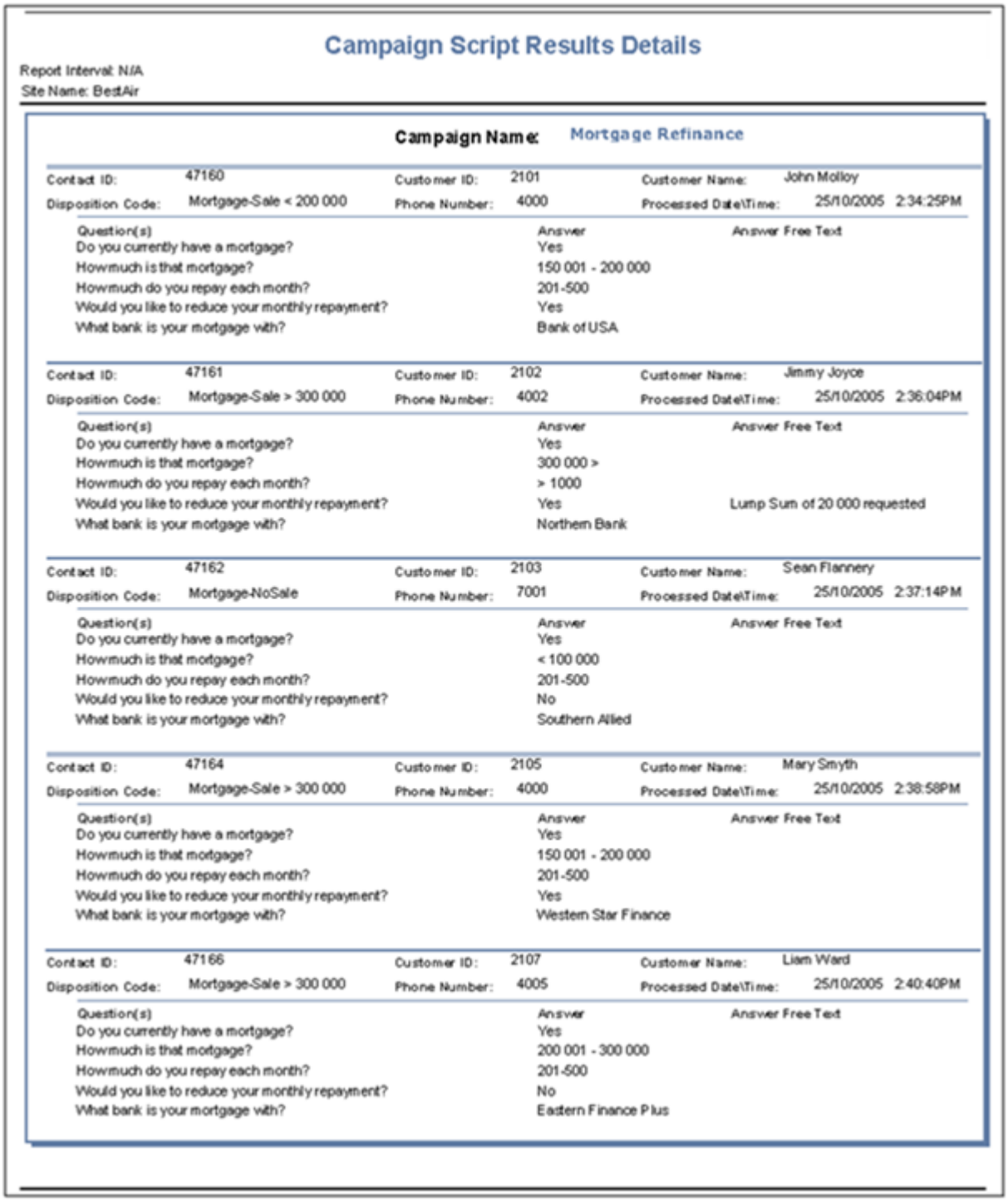
This report uses the CampaignAgentScriptResultsCallByCallDetailsReport.rpt template.

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	
Howmuch is that mortgage?	150 001 - 200 000	
Howmuch 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	
Howmuch is that mortgage?	300 000 >	
Howmuch 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	
Howmuch is that mortgage?	< 100 000	
Howmuch 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	
Howmuch is that mortgage?	150 001 - 200 000	
Howmuch 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	
Howmuch is that mortgage?	200 001 - 300 000	
Howmuch 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 134: 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.

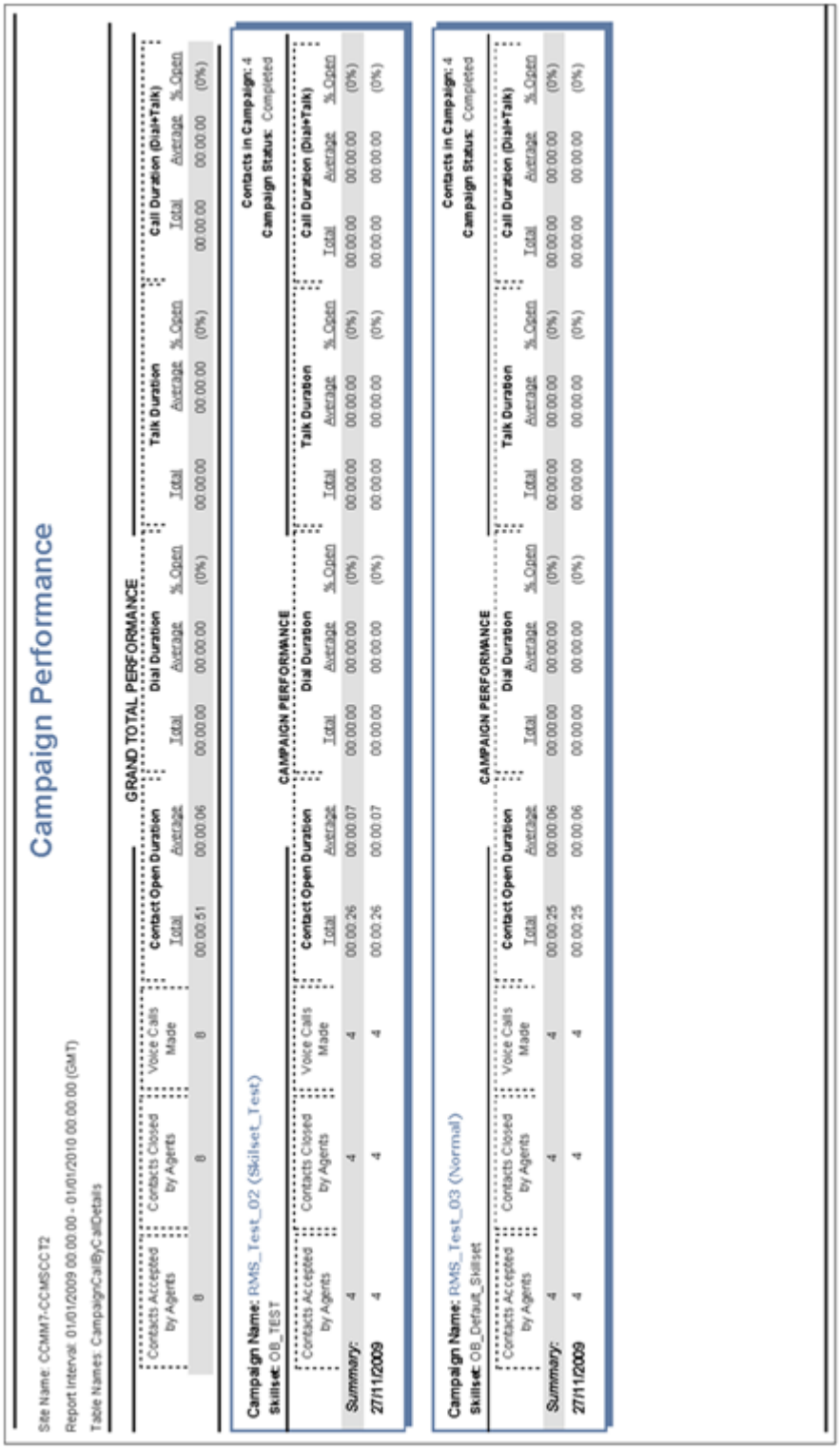


Figure 135: Campaign Performance report

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 524.

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 136: 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 524.

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

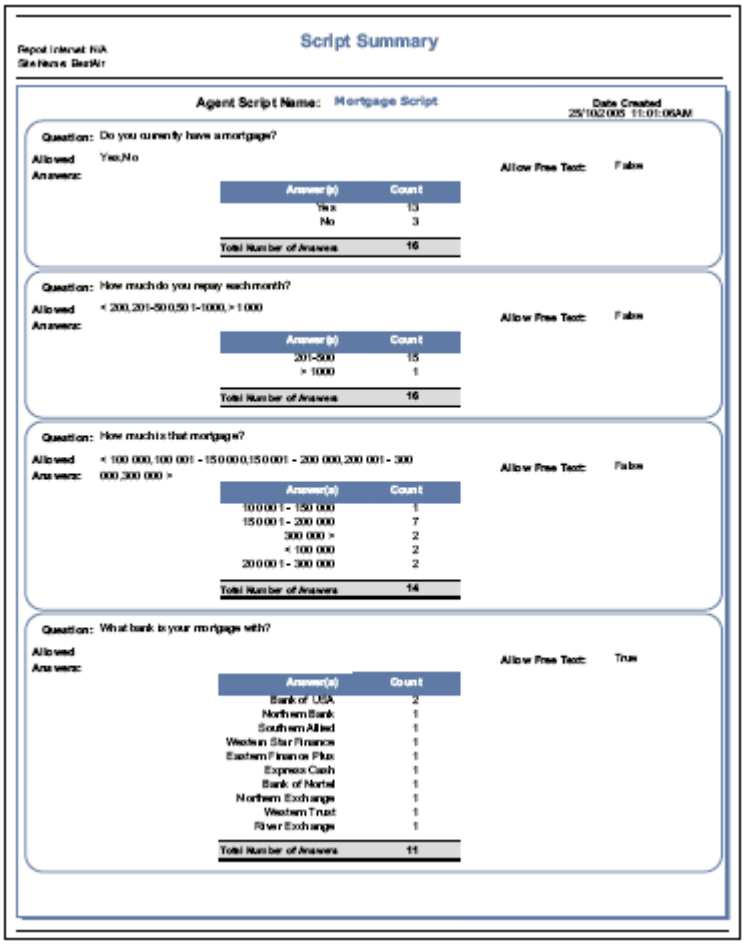
This report uses theScriptSummaryReport.rpt template.

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 11:01:05AM

Question: Do you currently have a mortgage?

Allowed Answers: Yes,No

Allow Free Text: False

Answer(s)	Count
Yes	13
No	3
Total Number of Answers	16

Question: How much do you repay each month?

Allowed Answers: < 200,201-500,501-1000, > 1000

Allow Free Text: False

Answer(s)	Count
201-500	15
> 1000	1
Total Number of Answers	16

Question: How much is that mortgage?

Allowed Answers: < 100 000,100 001 - 150 000,150 001 - 200 000,200 001 - 300 000,300 000 >

Allow Free Text: False

Answer(s)	Count
100 001 - 150 000	1
150 001 - 200 000	7
300 000 >	2
< 100 000	2
200 001 - 300 000	2
Total Number of Answers	14

Question: What bank is your mortgage with?

Allowed Answers:

Allow Free Text: True

Answer(s)	Count
Bank of USA	2
Northern Bank	1
Southern Allied	1
Western Star Finance	1
Eastern Financial Plus	1
Express Cash	1
Bank of Nortel	1
Northern Exchange	1
Western Trust	1
River Exchange	1
Total Number of Answers	11

Figure 137: Script Summary report

Chapter 27: 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 870
- Network Consolidated Application Performance on page 874
- Network Consolidated DNIS Statistics on page 878
- Network Consolidated Incoming Calls on page 882
- Network Consolidated Outgoing Calls on page 886
- Network Consolidated Route Performance on page 889
- Network Consolidated Skillset CallDistribution on page 893
- Network Consolidated Skillset Performance on page 896
- Network Site and Application Properties(NCC) on page 900
- Network Skillset Routing Properties (NCC) on page 901
- Network Table Routing Assignments (NCC) on page 904
- Nodal Consolidated Application Delay Before Abandon on page 906
- Nodal Consolidated Application Delay BeforeAnswer on page 910
- Nodal Consolidated Application Performance on page 913

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 190.
- eNetCallByCallStatYYYYMMDD

For more information about views; see Access rights by view on page 26.

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					
104/99	10:58:17 Network In Call Arrived		CUD: 7307114	RTE: 30 TRK: 19	CDN: 569
	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		REASON: PRESENTED	CDN: 3759	L_APP:
	10:58:18 Network In Call Dequeued			SK_SET: nload1	
	10:58:18 Give Ringback				
	10:58:18 Network In Call Answered	115	DELAY_AFTER_Q: 1		
	10:58:19 Call Presented				AGT: 115
	10:58:27 Network In Call Released	115			
121,241,604					
104/99	10:56:49 Network In Call Queued		1st_TIME_QUEUED_TO_SKSET: YES	R_APP: Load_Script_Network ICCM	R_SITE: SK_SET: nload4
	10:55:50 Call Presented				AGT: 116
	10:55:50 Handed Over to Network Application			CDN: 3759	L_APP:
	10:55:50 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:568
	10:56:51 Network In Call Answered	116	DELAY_AFTER_Q: 2		
	10:56:59 Network In Call Released	116			
121,241,605					
104/99	10:55:32 Network In Call Queued		1st_TIME_QUEUED_TO_SKSET: YES	R_APP: Load_Script_Network ICCM	R_SITE: SK_SET: nload4
	10:55:32 Network In Call Dequeued		REASON: PRESENTED	SK_SET: nload4	
	10:55:32 Handed Over to Network Application			CDN: 3759	L_APP:
	10:55:32 Give Ringback				
	10:55:32 Call Presented				AGT: 113
	10:55:32 Network In Call Arrived		CUD: 7307114	RTE: 30 TRK: 19	CDN:569
	10:55:33 Network In Call Answered	113	DELAY_AFTER_Q: 1		
	10:55:42 Network In Call Released	113			
121,241,606					
104/99	10:57:53 Network In Call Queued		1st_TIME_QUEUED_TO_SKSET: YES	R_APP: Load_Script_Network ICCM	R_SITE: SK_SET: nload5
	10:57:54 Network In Call Arrived		CUD: 7307115	RTE: 30 TRK: 13	CDN:568
	10:57:54 Call Presented				AGT: 116
	10:57:54 Network In Call Dequeued		REASON: PRESENTED	SK_SET: nload5	

Figure 138: 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 524.

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 93). For more information about views, see Access rights by view on page 26.

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
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

Report field	View field/Formula	View field/Report Creation Wizard formula
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

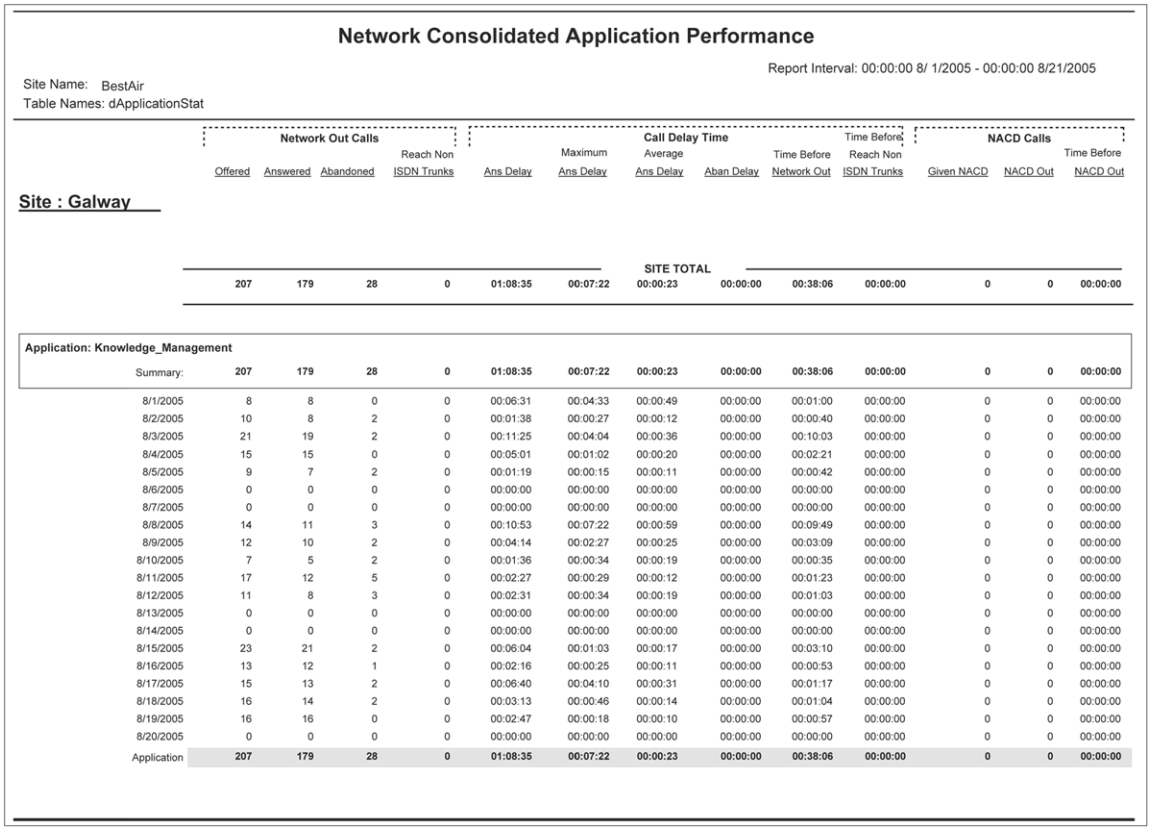
NACD Statistics

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.

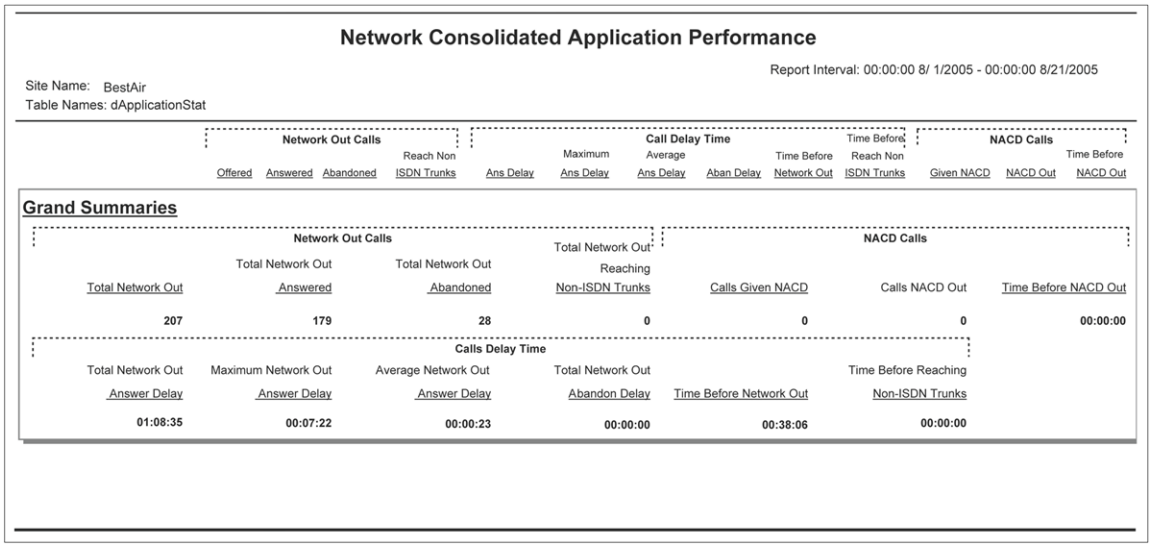


Network Consolidated Application Performance

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	Maximum 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				Time Before	NACD Calls			
	Offered	Answered	Abandoned	Reach Non ISDN Trunks	Maximum 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

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 139: 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 524.

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 116. For more information about views; see Access rights by view on page 26.

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

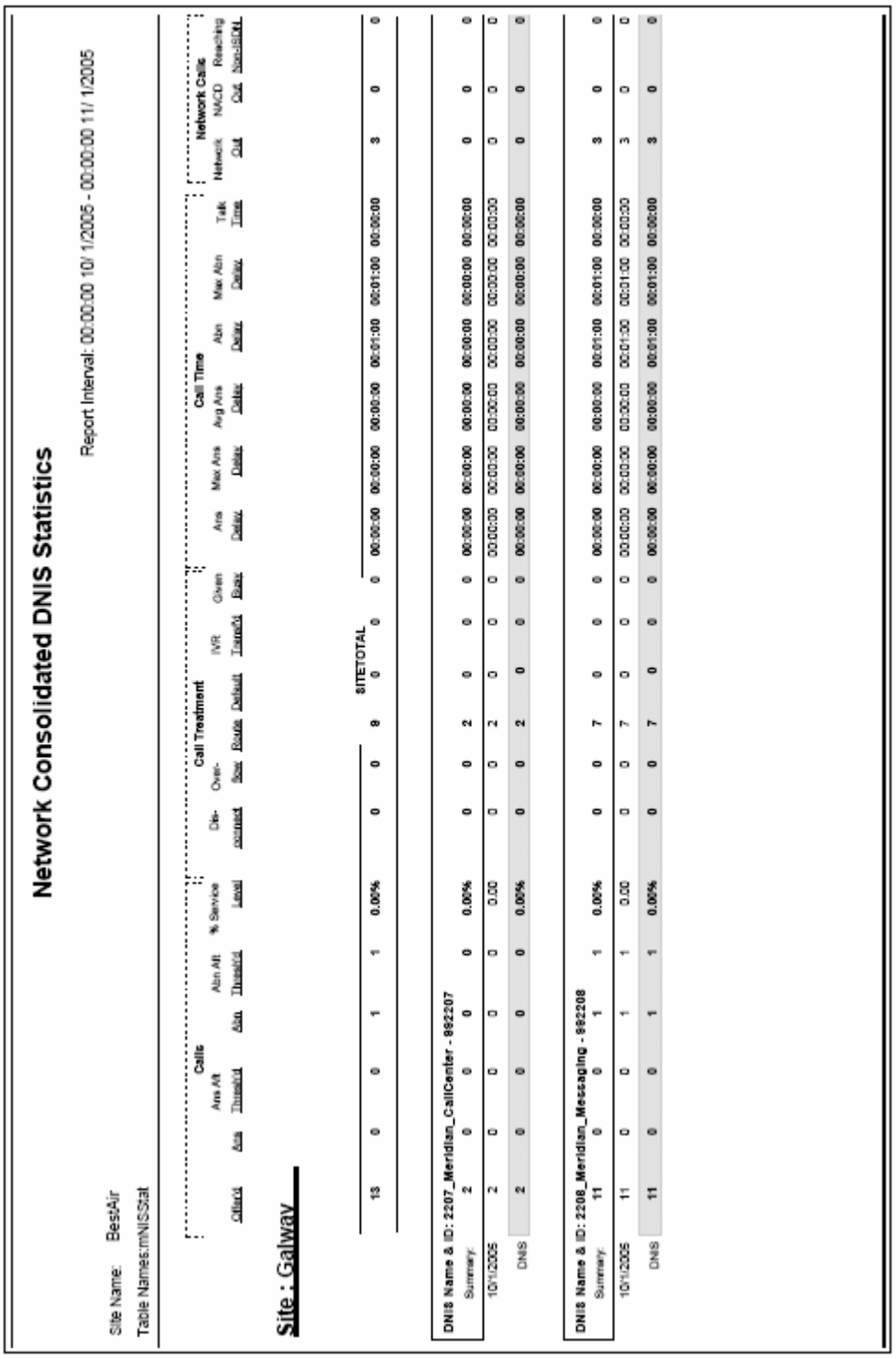
Network Call Statistics

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 Name:tmNISStat

Site : Galway

	Calls							Call Treatment							Call Time						Network Calls		
	Offered	Ans	Ans Aft Threshold	Abn	Abn Aft Threshold	% Service Level	Dis-connect	Over-flow	Busy	Default	IVR Treated	Given Busy	Ans Delay	Max Ans Delay	Avg Ans Delay	Abn Delay	Max Abn Delay	Talk Time	Network Out	NACD Out	Reaching Node/ISDN
	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 - 862207																					
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 - 862208																					
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 140: 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 524.

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 130. For more information about views; see Access rights by view on page 26.

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

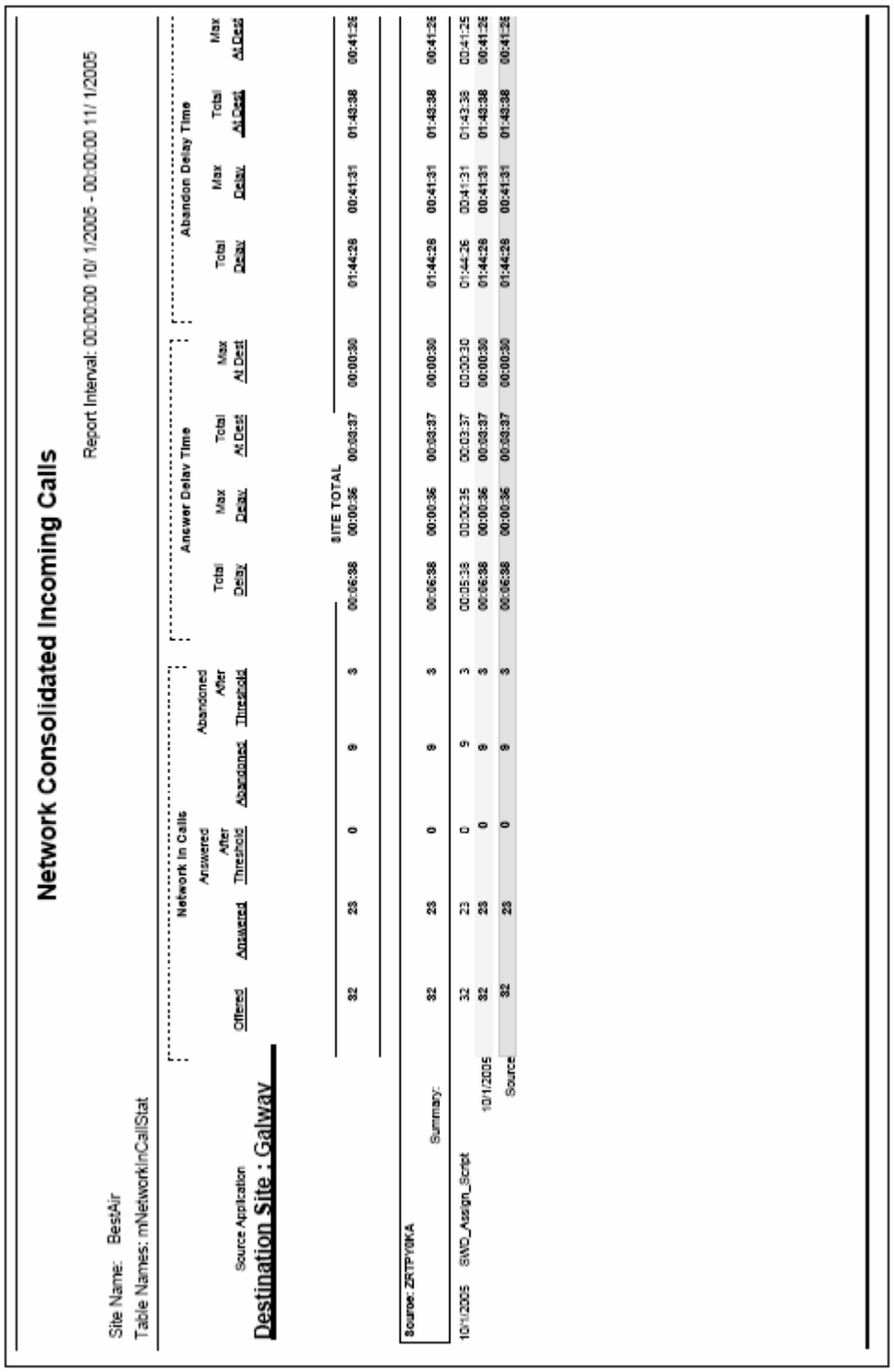
Abandoned delay Time Statistics

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: Best4ir

Table Names: mNetworkInCallStat

Destination Site : Galway

Source Application	Network In Calls Offered	Network In Calls Answered	Network In Calls Answered After Threshold	Network In Calls Abandoned	Abandoned After Threshold	Answer Delay Time Total Delay	Answer Delay Time Max Delay	Answer Delay Time Total At Dest	Answer Delay Time Max At Dest	Abandon Delay Time Total Delay	Abandon Delay Time Max Delay	Abandon Delay Time Total At Dest	Abandon Delay Time Max At Dest
SITE TOTAL	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: ZRTPYDKA													
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	00:06:38	00:00:36	00:03:37	00:00:30	01:44:28	00:41:31	01:43:38	00:41:25
10/1/2005	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 141: 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 524.

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 136. For more information about views; see Access rights by view on page 26.

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

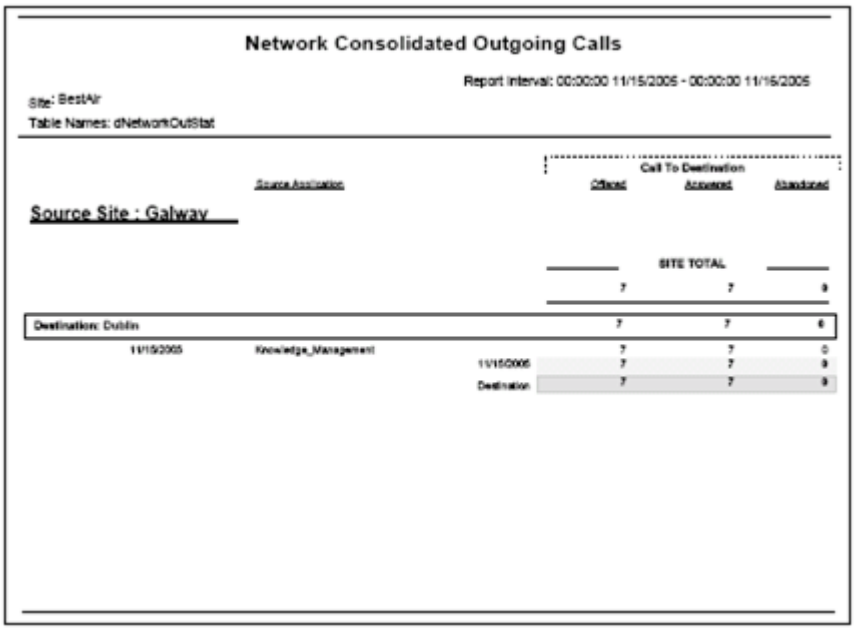
Statistics

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.


Network Consolidated Outgoing Calls

Report interval: 00:00:00 11/15/2005 - 00:00:00 11/16/2005

Site: BestAir

Table Names: dNetworkOutStat

Call To Destination

Source Application | Offered | Answered | Abandoned

Source Site : Galway

SITE TOTAL

7 | 7 | 0

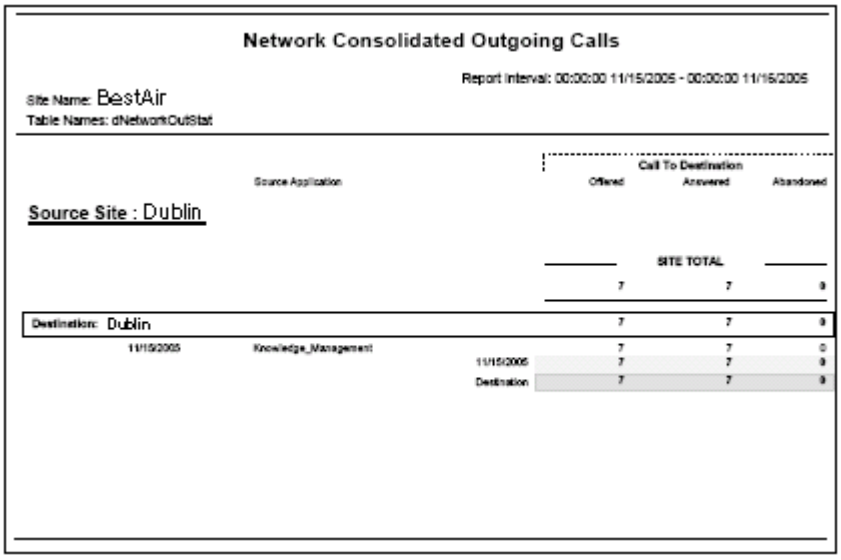
Destination: Dublin | 7 | 7 | 0

11/15/2005 | Knowledge_Management | 7 | 7 | 0

11/15/2005 | 7 | 7 | 0

Destination | 7 | 7 | 0

Figure 142: Network Consolidated Outgoing Calls report page 1


Network Consolidated Outgoing Calls

Report interval: 00:00:00 11/15/2005 - 00:00:00 11/16/2005

Site Name: BestAir

Table Names: dNetworkOutStat

Call To Destination

Source Application | Offered | Answered | Abandoned

Source Site : Dublin

SITE TOTAL

7 | 7 | 0

Destination: Dublin | 7 | 7 | 0

11/15/2005 | Knowledge_Management | 7 | 7 | 0

11/15/2005 | 7 | 7 | 0

Destination | 7 | 7 | 0

Figure 143: Network Consolidated Outgoing Calls report page 2

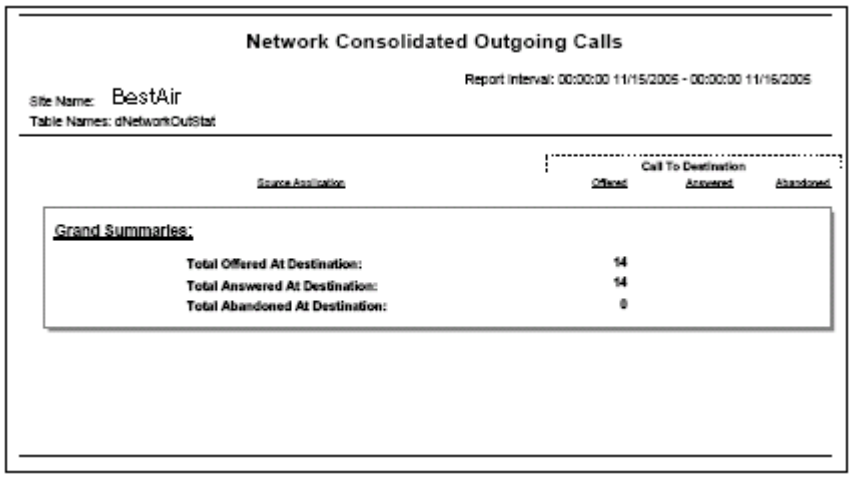


Figure 144: Network Consolidated Outgoing Calls report page 3

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 524.

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 143. For more information about views; see Access rights by view on page 26.

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

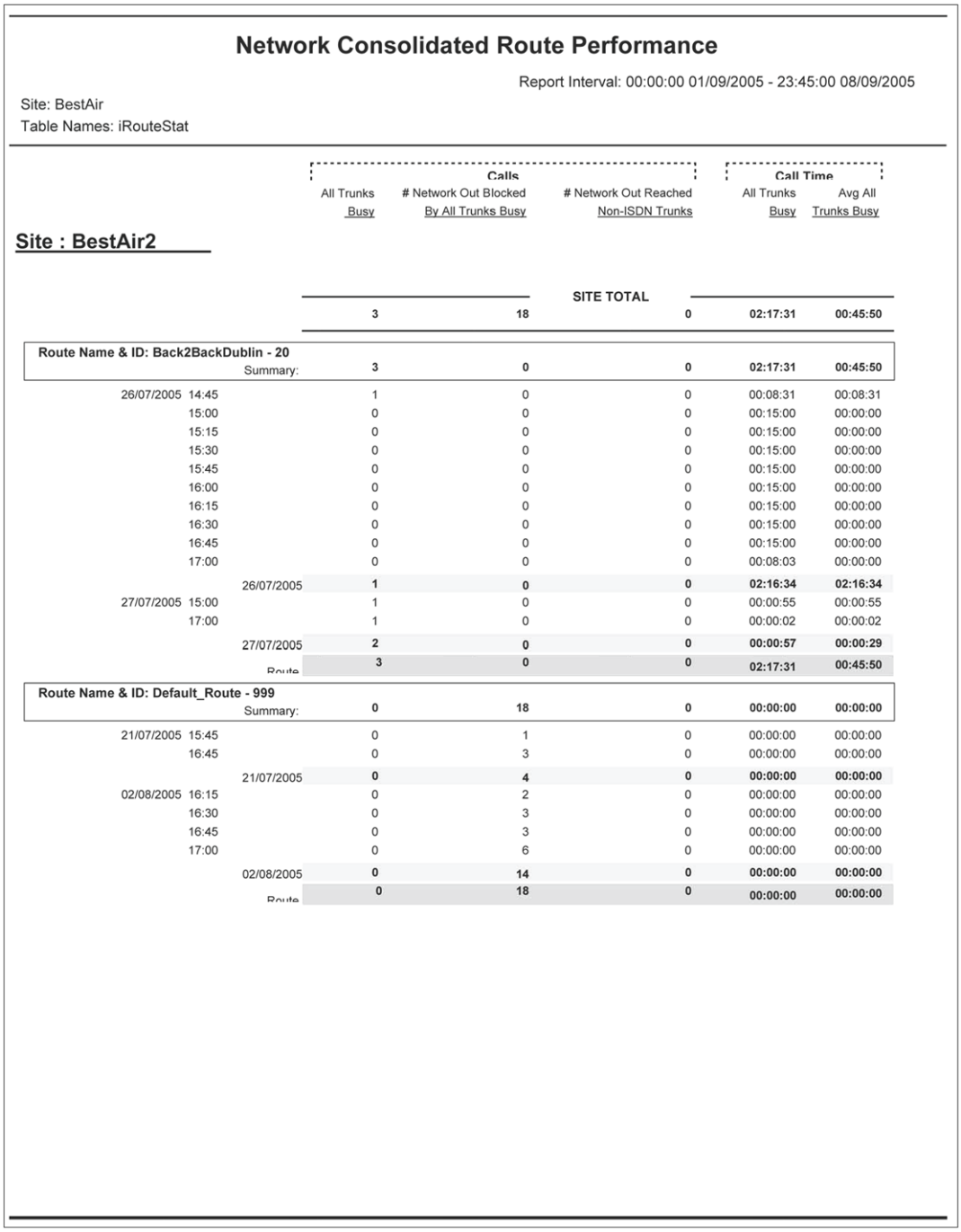
Call Time statistics

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 145: 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 524.

Views

This report uses the SkillsetConStat view, see SkillsetStat views on page 146. For more information about views; see Access rights by view on page 26.

Collection frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

- icsnet_cd-12.rpt
- dcsnet_cd-12.rpt
- wcsnet_cd-12.rpt
- mcsnet_cd-12.rpt

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Network Skillset Name ID	iSkillsetConStat.Skillset
Network Skillset Name	iSkillsetConStat.Timestamp

Skillset Call statistics

This report uses the following statistics.

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

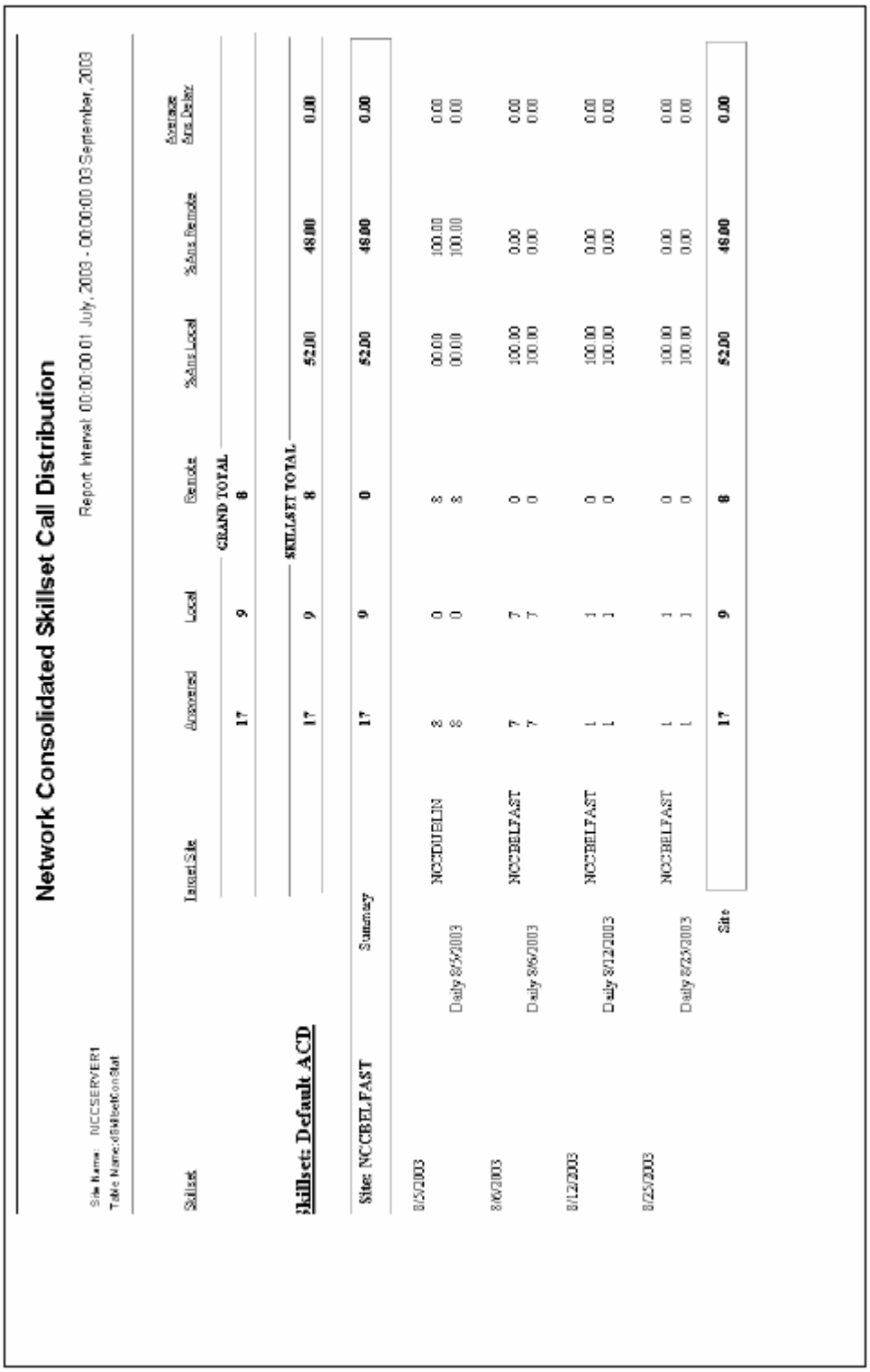
Skillset Call Delay statistics

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: tSkillsetConStat

Report Interval: 00:00:00 01 July, 2003 - 00:00:00 03 September, 2003

Skillset: Default ACD

Skillset	Target Site	Answered	Local	Remote	Sales Local	Sales Remote	Average Ans Delay
		17	9	8			
			GRAND TOTAL				
		17	9	8	52.00	48.00	0.00
			SKILLSET TOTAL				
Site: NCCBELFAST	Summary	17	9	8	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 146: 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 524.

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 146. For more information about views; see Access rights by view on page 26.

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

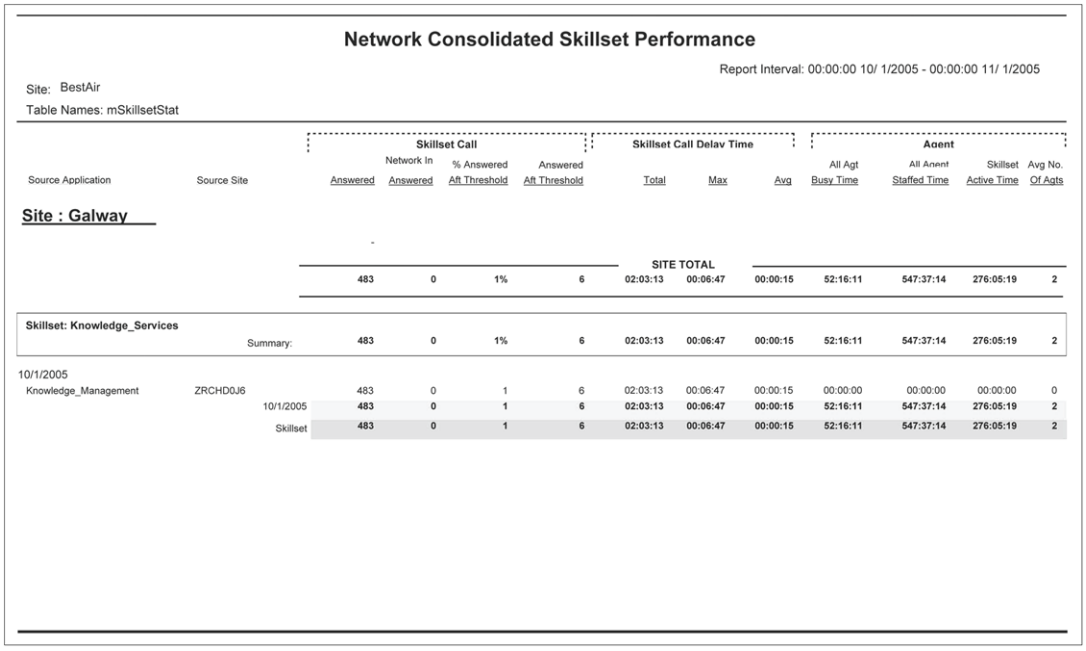
Agent statistics

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.

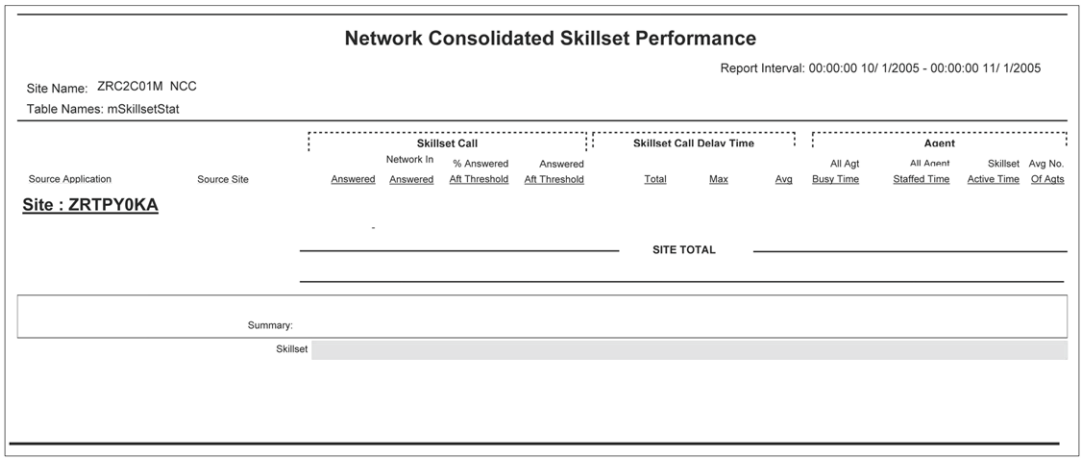


Network Consolidated Skillset Performance

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**

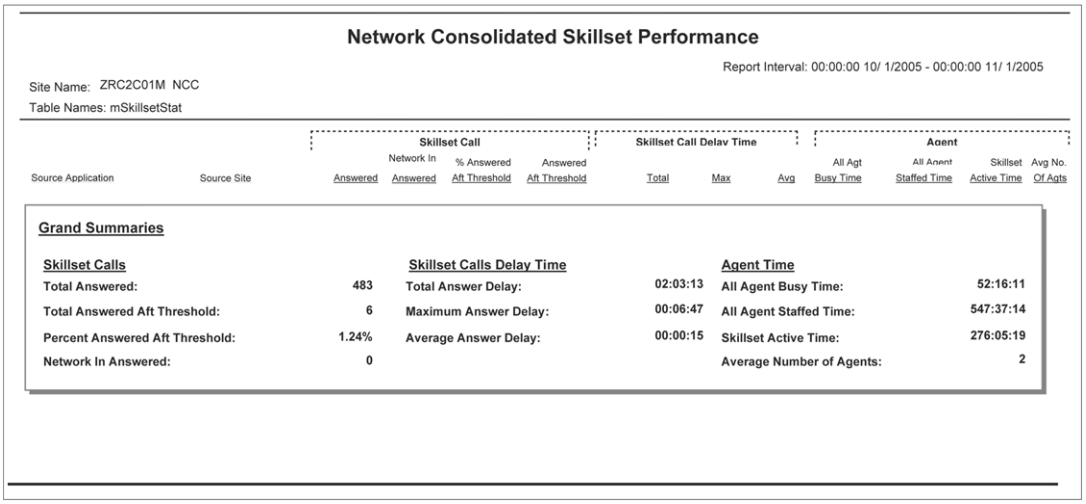


Network Consolidated Skillset Performance

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 147: 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 524.

Views

This report uses the following views:

- NCCSite; see NCCSite view on page 284.
- NCCRemoteApplication; see NCCRemoteApplication view on page 254.

For more information about views; see Access rights by view on page 26.

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 524.

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 251.
- NCCRanking; see NCCRanking view on page 253.

For more information about views; see Access rights by view on page 26.

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 Network Skillset Name Source Site Name ID Source Site Name	NCCRanking.NetworkSkillsetID = NCCNetworkSkillset.NetworkSkillsetID NCCNetworkSkillset.NetworkSkillset 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.

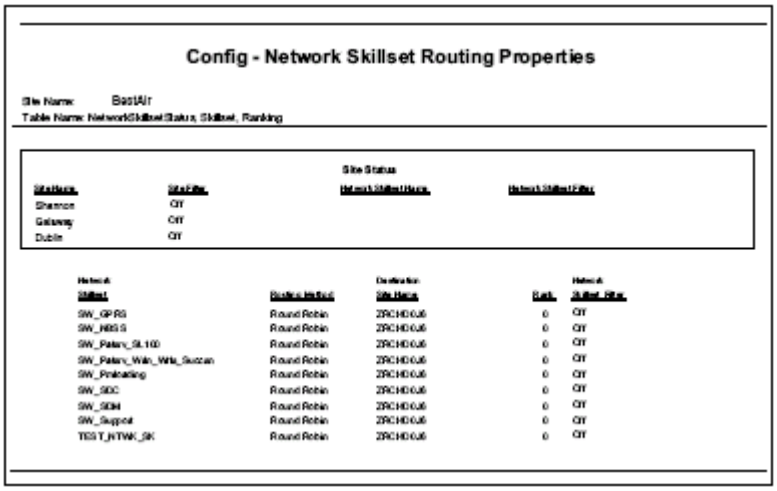


Figure 148: Network Skillset Routing Properties report

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 524.

Views

This report uses the following views:

- NCCNetworkSkillset; see NCCNetworkSkillset view on page 251.
- NetworkRankingAssignment; see NetworkRankingAssignment view on page 258.

For more information about views; see Access rights by view on page 26.

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 Source Site Name	NetworkRankingAssignment.Network SkillsetID *= NCCNetworkSkillset.NetworkSkillsetID NetworkRankingAssignment.SrcSiteName

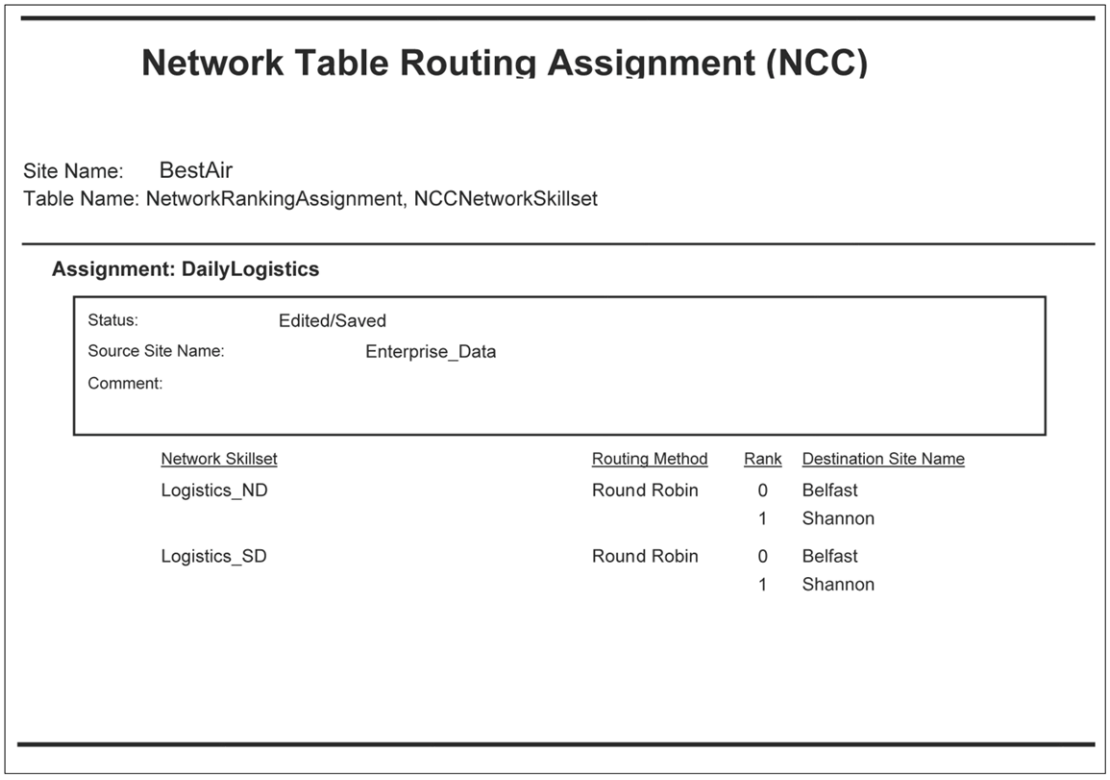
Statistics

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.UseRound Robin	@RCW_RankingMethod
Rank	NetworkRankingAssignment.Rank	@RCW_Rank
Destination Site Name	NetworkRankingAssignment.Dest SiteName	NetworkRankingAssignment.Dest SiteName

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 149: 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 524.

Views

This report uses the ApplicationStat view; see ApplicationStat views on page 93. For more information about views; see Access rights by view on page 26.

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: BestAir

Site : Galway

SITE TOTAL

	Offered	Answered	Abandoned	% Abandoned	Abandoned After threshold	Average Abandon Delay	Maximum Abandon Delay	Average Abandon Delay
	20469	10438	937	2.94%	10	10:37:42	01:01:22	00:00:47
Application: ACD_DN_Application								
Summary	10238	10238	0	0.00%	0	00:00:00	00:00:00	00:00:00
6/1/2005	10238	10238	0	0.00%	0	00:00:00	00:00:00	00:00:00
Application	10238	10238	0	0.00%	0	00:00:00	00:00:00	00:00:00
Application: Assign_Script								
Summary	0	0	0	0.00%	0	00:00:00	00:00:00	00:00:00
6/1/2005	0	0	0	0.00%	0	00:00:00	00:00:00	00:00:00
Application	0	0	0	0.00%	0	00:00:00	00:00:00	00:00:00
Application: DCM_Premium_Support								
Summary	0	0	0	0.00%	0	00:00:00	00:00:00	00:00:00
6/1/2005	0	0	0	0.00%	0	00:00:00	00:00:00	00:00:00
Application	0	0	0	0.00%	0	00:00:00	00:00:00	00:00:00

Figure 150: Nodal Consolidated Application Delay Before Abandon report

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 524.

Views

This report uses the ApplicationStat view; see ApplicationStat views on page 93. For more information about views; see Access rights by view on page 26.

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.

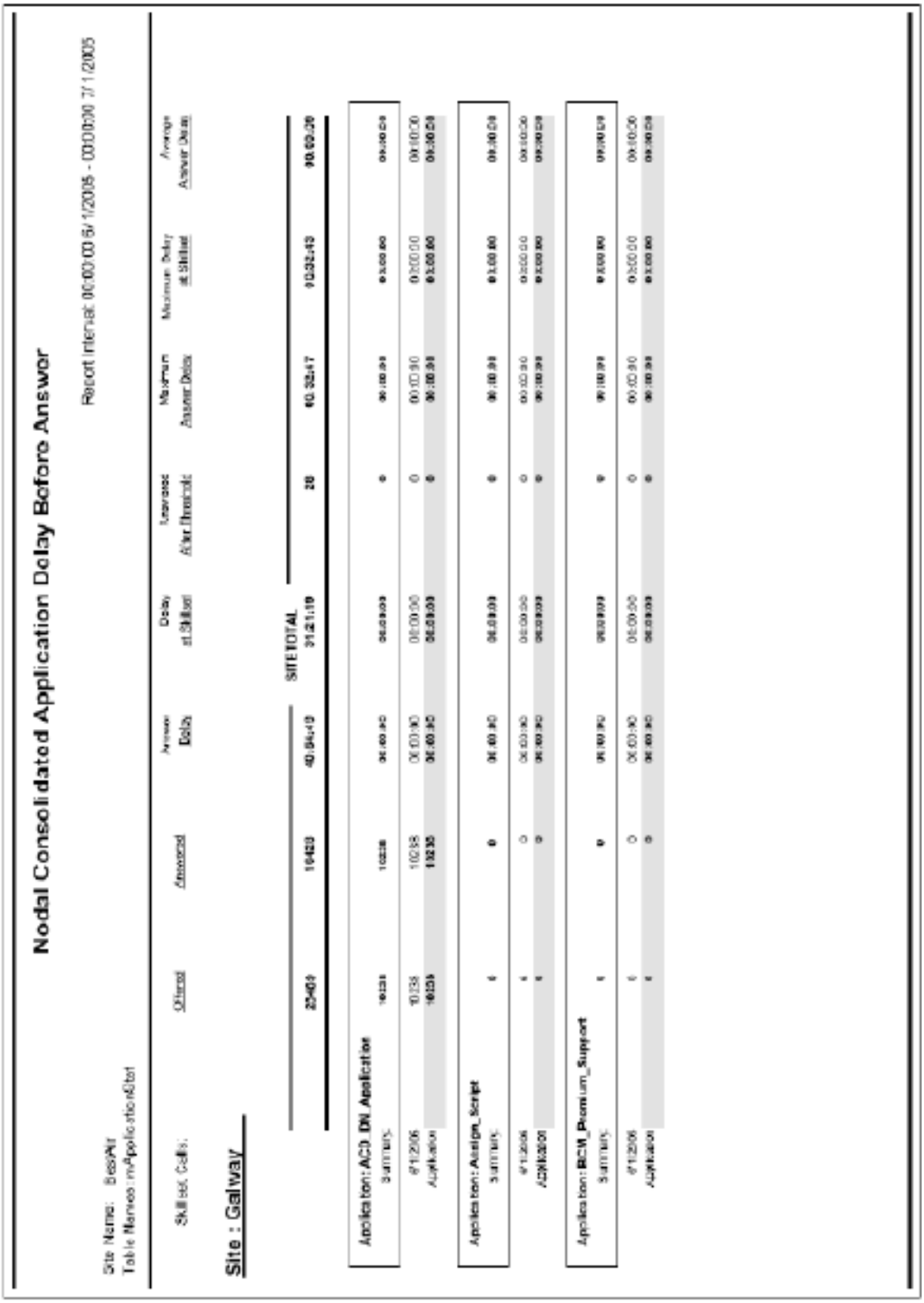


Figure 151: Nodal Consolidated Application Delay Before Answer report

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 524.

Views

This report uses the ApplicationStat view; see ApplicationStat views on page 93. For more information about views; see Access rights by view on page 26.

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

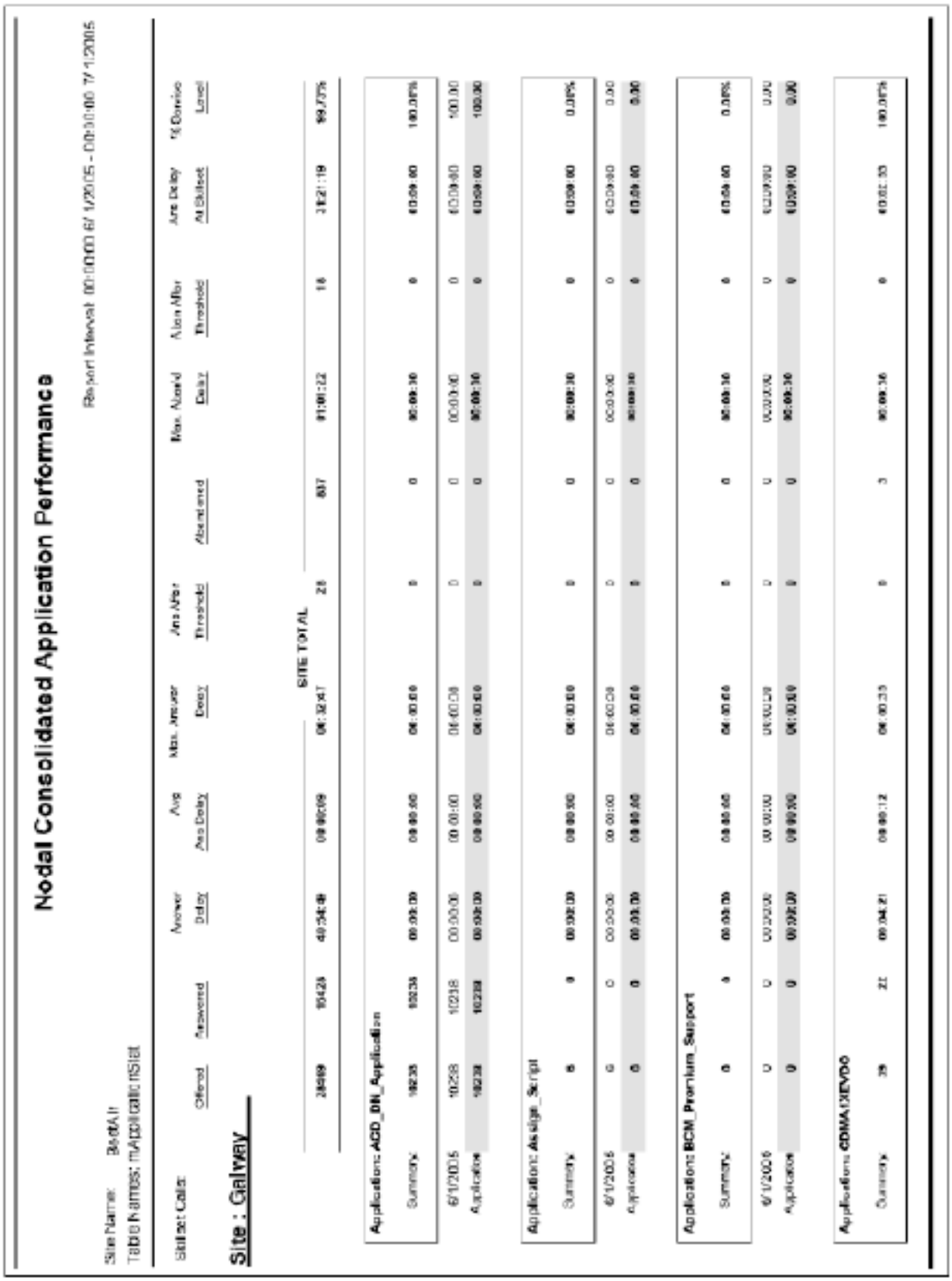
Statistics

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

Report Interval: 00:00:00 6/1/2005 - 00:00:00 7/1/2005

Site Name: BedAll

Table Names: mApplicationSkill

Site : Galway

Skillset Caller	Offered	Answered	Answer Delay	Avg Ans Delay	Max Answer Delay	Ans After Threshold	Abandoned	Max Abnd Delay	Abn After Threshold	Ans Delay All Skillset	% Service Level
SITE TOTAL	28489	19428	49:54:48	00:00:09	04:30:47	28	837	01:01:22	18	31:21:19	99.07%
Application: ACD_DN_Application											
Summary	19235	19235	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	100.00%
6/1/2005	19238	19238	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	100.00
Application	19238	19238	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	100.00
Application: Assign_Script											
Summary	6	6	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0.00%
6/1/2005	0	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0.00
Application	0	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0.00
Application: BCM_Premium_Support											
Summary	0	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0.00%
6/1/2005	0	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0.00
Application	0	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0.00
Application: CDMA1XEVDO											
Summary	39	21	00:04:21	00:00:12	00:00:33	0	3	00:00:36	0	00:01:33	100.00%

Figure 152: Nodal Consolidated Application Performance report

Chapter 28: Report Creation Wizard

This section describes the reports available in Report Creation Wizard.

Navigation

- Overview on page 916
- Sample Report Creation Wizard reports on page 917
- Avaya Communication Server 1000 and SIP reports on page 919
- License Manager Reports on page 931
- Contact Center Multimedia reports on page 933
- Network consolidated reports on page 943
- Functions, operators, and formulas on page 945

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* (44400-710).

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 385.

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.
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

Column	Description
	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 and SIP reports

This section describes the reports that are common on all the PABX platforms.

Navigation

- Agent DN Performance.rpt on page 919
- Agent Performance.rpt on page 923
- CDN Statistics.rpt on page 926
- Skillset Performance.rpt on page 927
- Skillset Work Time.rpt on page 929

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.

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\SIP_CC\Agent Performance\Agent Performance Stats.rpt

Table selection

This report uses the AgentPerformanceStat view, see AgentBySkillsetStat views on page 59. For more information about views; see Access rights by view on page 26.

Field selection

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
Average Int. Talk Time	@RCW_AverageDNOutIntCallsTalkTime	50
External	DNOutExtCalls	50
Average Ext. Talk Time	@RCW_AverageDNOutExtCallsTalkTime	50

Grouping

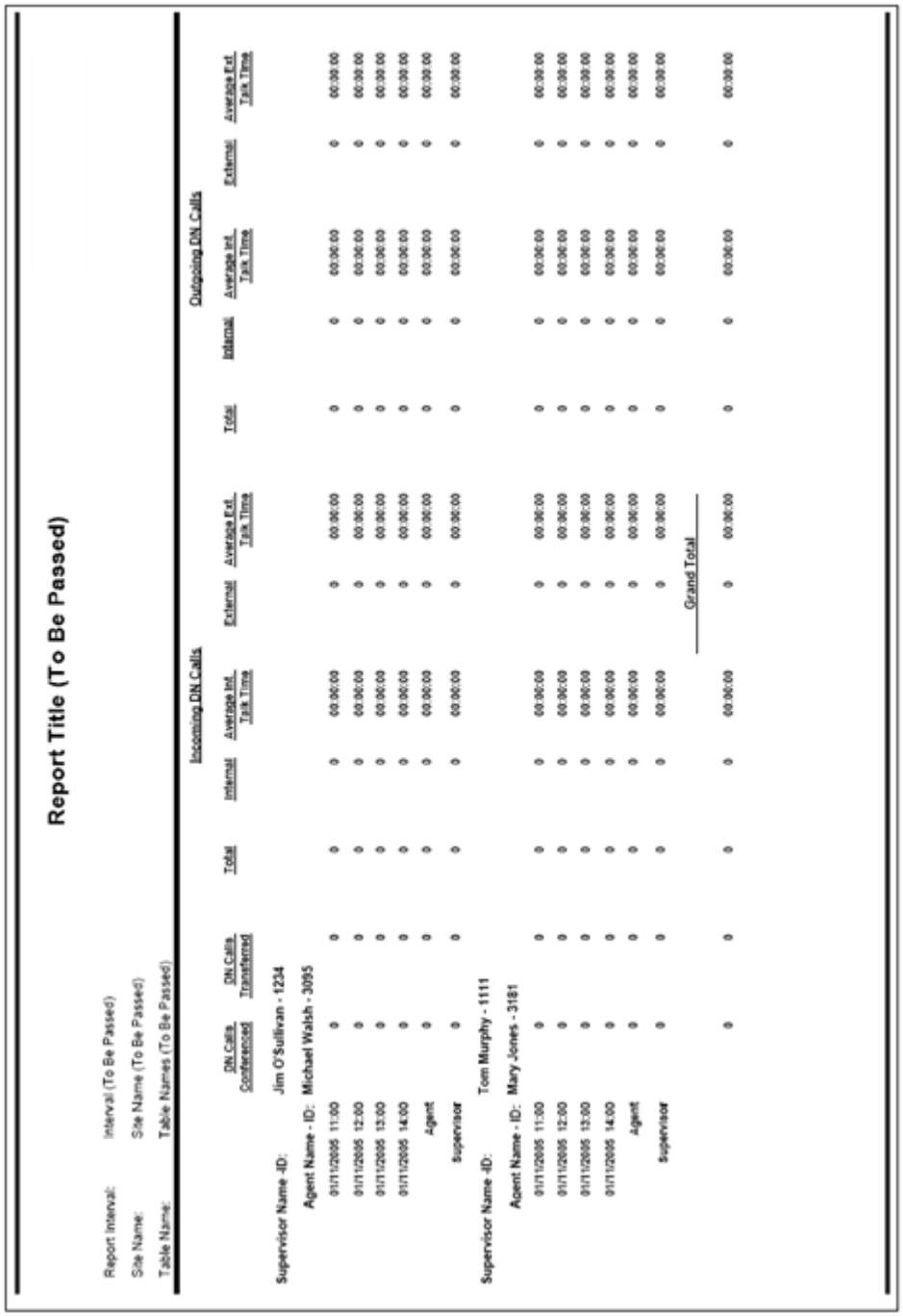
Group by	Sort order	The section will be printed
@RCW_SupervisorNameID	Ascending order	—
@RCW_AgentNameID	Ascending order	—
Timestamp	Ascending order	For each hour

Summaries

Fields	Summation type	Groups
@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

Fields	Summation type	Groups
DNOutIntCalls	Sum	All footers
@RCW_AverageDNOutIntCallsTalkTime	—	All footers
DNOutExtCalls	Sum	All footers
@RCW_AverageDNOutExtCallsTalkTime	—	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 153: Agent DN Performance 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.

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\SIP_CC\Agent Performance\Agent Performance Stats.rpt

Table selection

This report uses the AgentPerformanceStat view; see AgentPerformanceStat views on page 69. For more information about views; see Access rights by view on page 26.

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
DN Out Talk Time	@RCW_DNOutCallsTalkTime	50
Logged In Time	@RCW_LoggedInTime	50
%Work	@RCW_%Work	50
%Available	@RCW_%Available	50

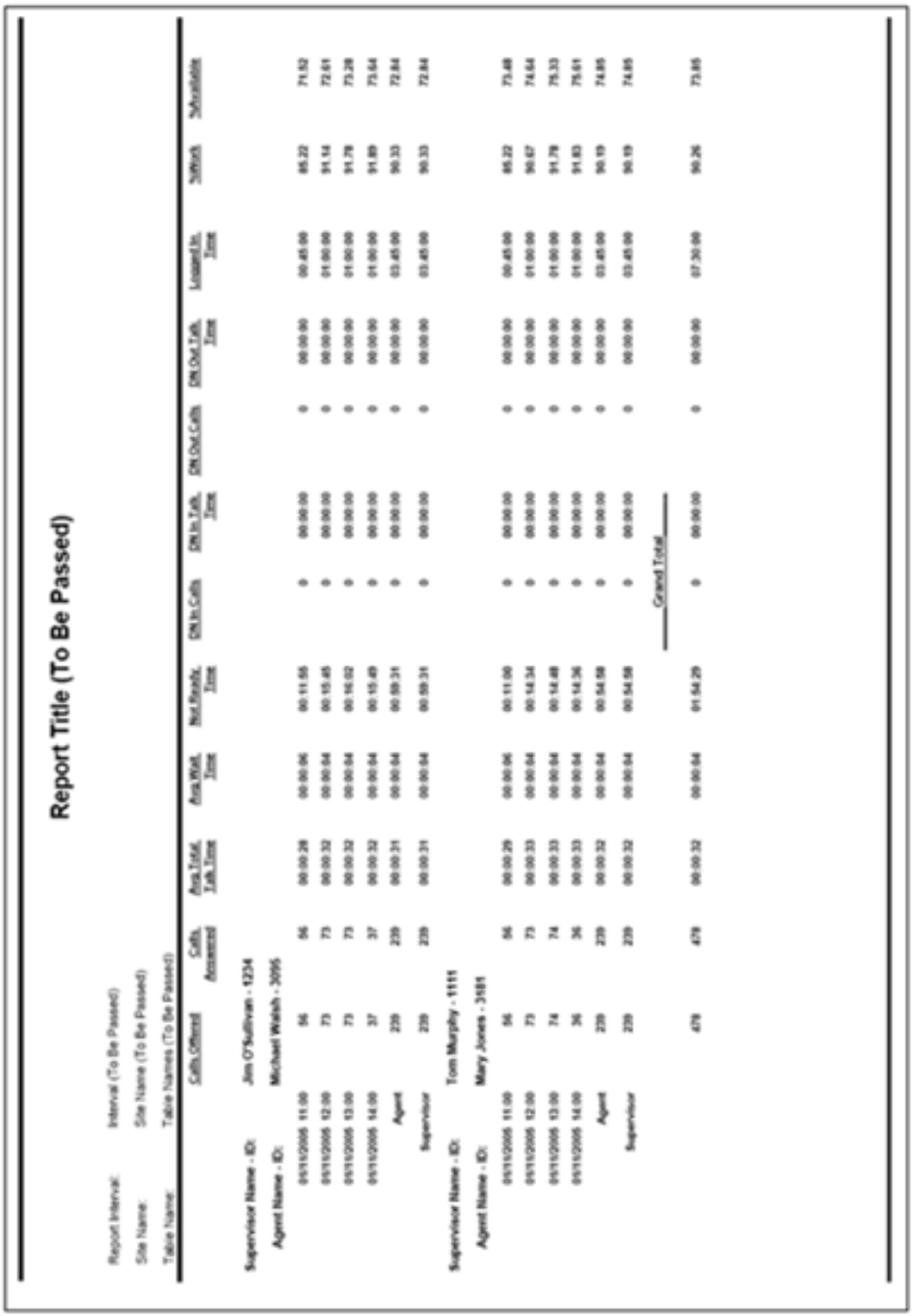
Grouping

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	91.14	72.61
01/01/2005 13:00	73	73	00:00:32	00:00:04	00:16:02	0	00:00:00	0	00:00:00	01:00:00	91.78	73.28
01/01/2005 14:00	37	37	00:00:32	00:00:04	00:15:49	0	00:00:00	0	00:00:00	01:00:00	91.89	73.64
Agent	239	239	00:00:31	00:00:04	00:59:31	0	00:00:00	0	00:00:00	03:45:00	90.33	72.84
Supervisor	239	239	00:00:31	00:00:04	00:59:31	0	00:00:00	0	00:00:00	03:45:00	90.33	72.84
Supervisor Name - ID: Tom Murphy - 1111												
Agent Name - ID: Mary Jones - 3181												
01/01/2005 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	90.67	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	91.78	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	91.83	75.61
Agent	239	239	00:00:32	00:00:04	00:54:58	0	00:00:00	0	00:00:00	03:45:00	90.19	74.85
Supervisor	239	239	00:00:32	00:00:04	00:54:58	0	00:00:00	0	00:00:00	03:45:00	90.19	74.85
Grand Total												
	478	478	00:00:32	00:00:04	01:54:29	0	00:00:00	0	00:00:00	07:30:00	90.26	73.85

Figure 154: Agent Performance 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.

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\SIP_CC\Other\CDN Stats.rpt

Table selection

This report uses the CDNStat view; see CDNStat views on page 112. For more information about views; see Access rights by view on page 26.

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

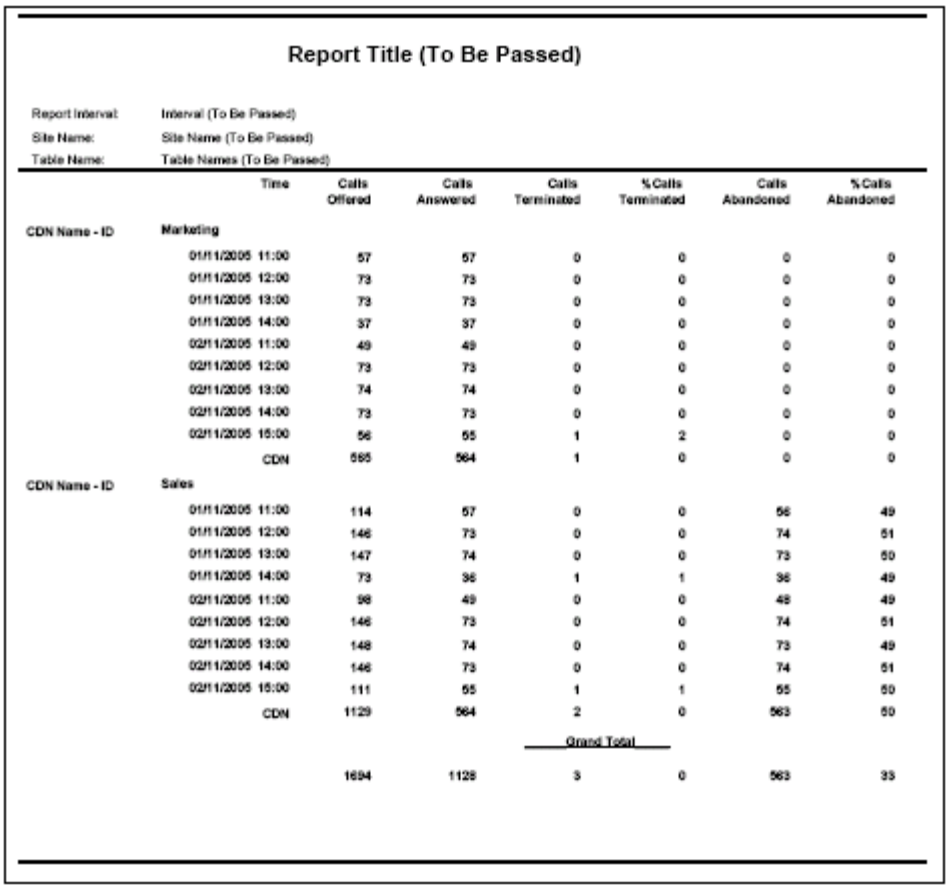
Group by	Sort order	The section will be printed
@RCW_CDNNameOrID	Ascending order	—
Timestamp	Ascending order	For each hour

Summaries

Fields	Summation type	Groups
CallsOffered	Sum	All footers
CallsAnswered	Sum	All footers
CallsTerminated	Sum	All footers

Fields	Summation type	Groups
@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	48	49
	02/11/2005 12:00	146	73	0	0	74	51
	02/11/2005 13:00	148	74	0	0	73	49
	02/11/2005 14:00	146	73	0	0	74	51
	02/11/2005 15:00	111	55	1	1	55	50
	CDN	1129	564	2	0	563	50
				Grand Total			
		1694	1128	3	0	563	33

Figure 155: 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.

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\SIP_CC\Other\Skillset Stats.rpt

Table selection

This report uses the SkillsetStat view; see SkillsetStat views on page 146. For more information about views; see Access rights by view on page 26.

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	—
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

Fields	Summation type	Groups
@RCW_AverageCallsAnsweredDelay	—	All footers
@RCW_MaxAnsweredDelay	—	All footers
@RCW_AllAgentBusyTime	—	All footers
@RCW_TotalStaffedTime	—	All footers

Preview example

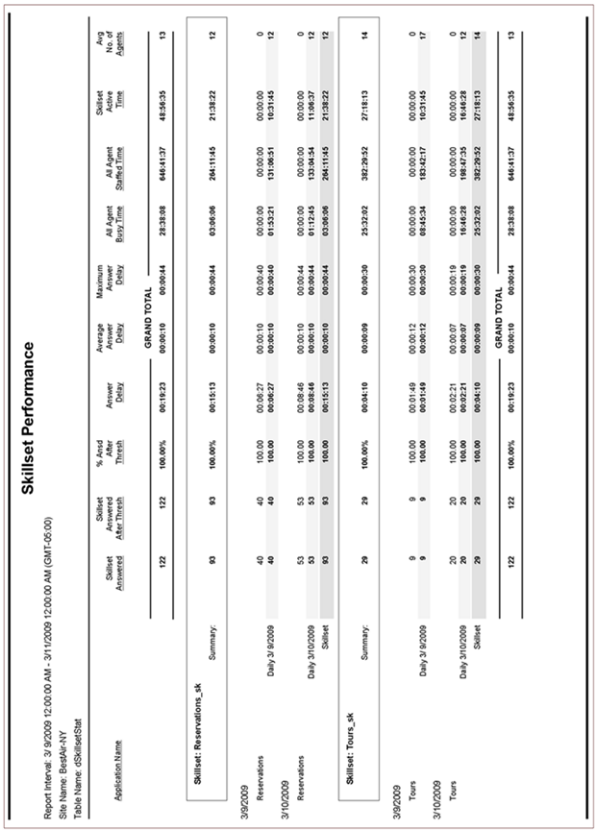


Figure 156: Skillset Performance report

Skillset Work Time.rpt

The Skillset Work Time sample report displays summarized contact handling information for each skillset defined on your system. The report lists the total number of contacts answered, average work time, average talk time, average hold time, and average post call processing time for all agents staffing the skillset. The report also displays the percentage of work time spent on talk time, hold time, or post call processing time for all agents staffing the skillset.

Report type

This report is a Simplified Report.

Data source

The following report definitions are available:

- Report Definitions\CS1000 (M1)\ Agent Performance\Agent By Skillset Stats.rpt
- Report Definitions\SIP_CC\ Agent Performance\Agent By Skillset Stats.rpt

Table selection

This report uses the AgentBySkillsetStat view, see AgentBySkillsetStat views on page 59. For more information about views, see Access rights by view on page 26.

Field selection

Report header	View field/Report Creation Wizard formula	Width
	@RCW_SkillsetNameID	574
	@RCW_TimestampGroupName	115
	@RCW_Time	115
Calls Answered	CallsAnswered	54
Avg. Work Time	@RCW_AverageWorkTime	64
Avg. Talk Time No Hold	@RCW_AverageTalkTimeNoHold	64
Avg. Hold Time	@RCW_AverageHoldTime	64
Avg. PCP Time	@RCW_AveragePostCallProcessingTime	64
% Talk No Hold Time	@RCW_%TalkNoHold/WorkTime	54
% Hold Time	@RCW_%Hold/WorkTime	54
% PCP Time	@RCW_%PostCallProcessing/WorkTime	54

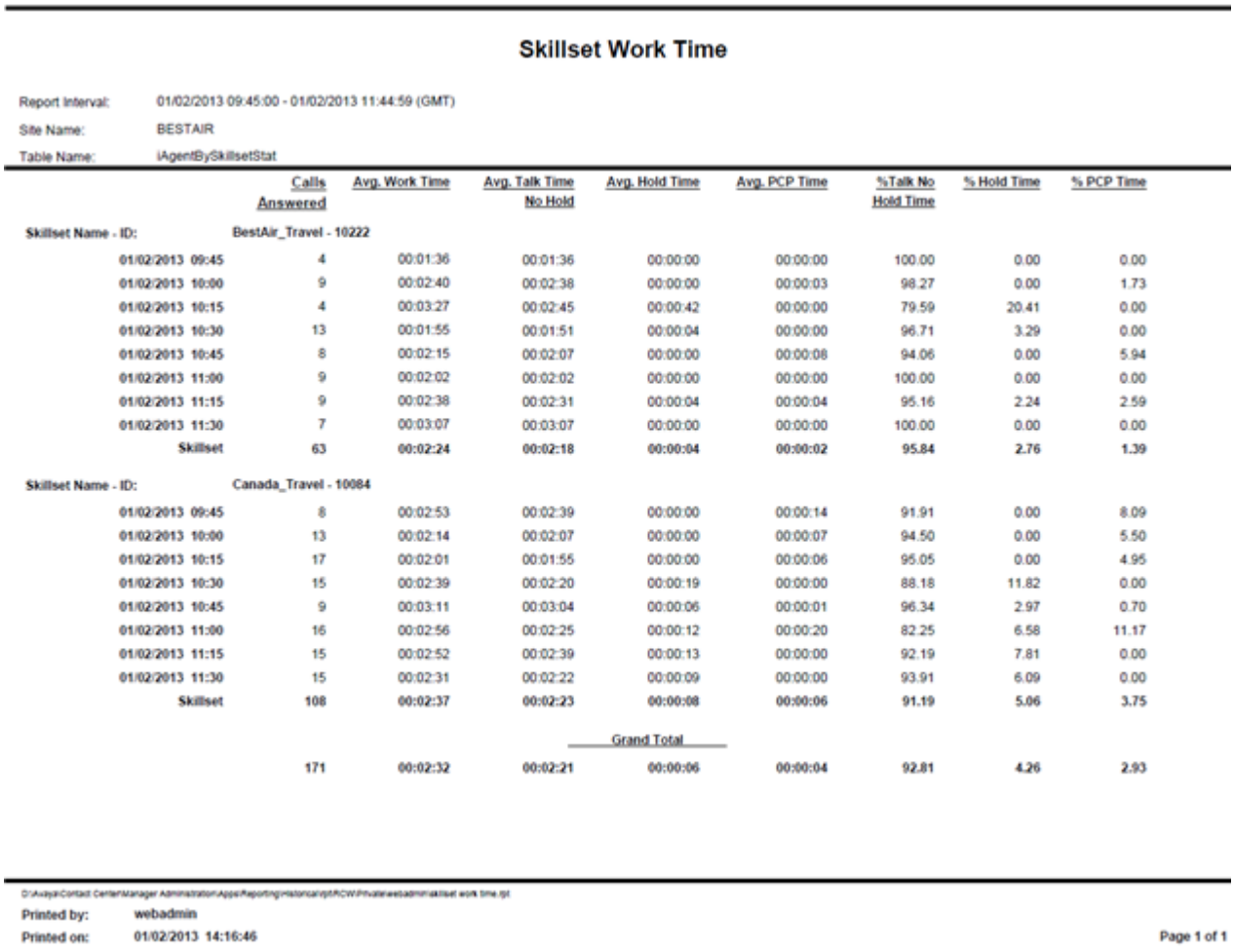
Grouping

Group by	Sort order	The section will be printed
@RCW_SkillsetNameID	Ascending order	—
@RCW_Timestamp	Ascending order	for each minute

Summaries

Fields	Summation type	Groups
CallsAnswered	Sum	All footers
@RCW_AverageWorkTime	—	All footers
@RCW_AverageTalkTimeNoHold	—	All footers
@RCW_AverageHoldTime	—	All footers
@RCW_AveragePostCallProcessingTime	—	All footers
@RCW_%TalkNoHold/WorkTime	—	All footers
@RCW_%Hold/WorkTime	—	All footers
@RCW_%PostCallProcessing/WorkTime	—	All footers

Preview example



Skillset Work Time

Report Interval: 01/02/2013 09:45:00 - 01/02/2013 11:44:59 (GMT)
Site Name: BESTAIR
Table Name: iAgentBySkillsetStat

	Calls Answered	Avg. Work Time	Avg. Talk Time No Hold	Avg. Hold Time	Avg. PCP Time	%Talk No Hold Time	% Hold Time	% PCP Time
Skillset Name - ID:	**BestAir_Travel - 10222**							
01/02/2013 09:45	4	00:01:36	00:01:36	00:00:00	00:00:00	100.00	0.00	0.00
01/02/2013 10:00	9	00:02:40	00:02:38	00:00:00	00:00:03	98.27	0.00	1.73
01/02/2013 10:15	4	00:03:27	00:02:45	00:00:42	00:00:00	79.59	20.41	0.00
01/02/2013 10:30	13	00:01:55	00:01:51	00:00:04	00:00:00	96.71	3.29	0.00
01/02/2013 10:45	8	00:02:15	00:02:07	00:00:00	00:00:08	94.06	0.00	5.94
01/02/2013 11:00	9	00:02:02	00:02:02	00:00:00	00:00:00	100.00	0.00	0.00
01/02/2013 11:15	9	00:02:38	00:02:31	00:00:04	00:00:04	95.16	2.24	2.59
01/02/2013 11:30	7	00:03:07	00:03:07	00:00:00	00:00:00	100.00	0.00	0.00
Skillset	**63**	**00:02:24**	**00:02:18**	**00:00:04**	**00:00:02**	**95.84**	**2.76**	**1.39**
Skillset Name - ID:	**Canada_Travel - 10084**							
01/02/2013 09:45	8	00:02:53	00:02:39	00:00:00	00:00:14	91.91	0.00	8.09
01/02/2013 10:00	13	00:02:14	00:02:07	00:00:00	00:00:07	94.50	0.00	5.50
01/02/2013 10:15	17	00:02:01	00:01:55	00:00:00	00:00:06	95.05	0.00	4.95
01/02/2013 10:30	15	00:02:39	00:02:20	00:00:19	00:00:00	88.18	11.82	0.00
01/02/2013 10:45	9	00:03:11	00:03:04	00:00:06	00:00:01	96.34	2.97	0.70
01/02/2013 11:00	16	00:02:56	00:02:25	00:00:12	00:00:20	82.25	6.58	11.17
01/02/2013 11:15	15	00:02:52	00:02:39	00:00:13	00:00:00	92.19	7.81	0.00
01/02/2013 11:30	15	00:02:31	00:02:22	00:00:09	00:00:00	93.91	6.09	0.00
Skillset	**108**	**00:02:37**	**00:02:23**	**00:00:08**	**00:00:06**	**91.19**	**5.06**	**3.75**
				Grand Total				
	171	**00:02:32**	**00:02:21**	**00:00:06**	**00:00:04**	**92.81**	**4.26**	**2.93**

D:\Avaya\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\RCW\Private\webadmin\skillset work time.rpt
Printed by: webadmin
Printed on: 01/02/2013 14:16:46
Page 1 of 1

Figure 157: Skillset Work Time report

License Manager Reports

Navigation

- License Usage Statistics.rpt on page 932

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 524.

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 129. For more information about views; see Access rights by view on page 26.

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

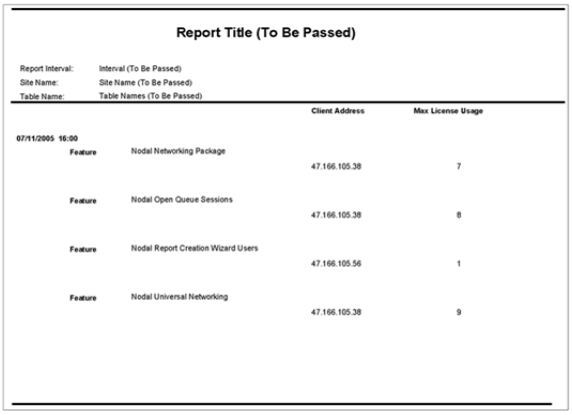


Figure 158: License Manager report

Contact Center Multimedia reports

Navigation

- SampleContactsOutstandingDrilldown.rpt on page 933
- SampleContactsOutstandingSummary.rpt on page 935
- SampleCampaignAgentScriptData.rpt on page 937
- SampleCampaignCallByCallData.rpt on page 938
- SampleCampaignDispCodeData.rpt on page 940
- SampleCampaignSumm.rpt on page 942

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 524.

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

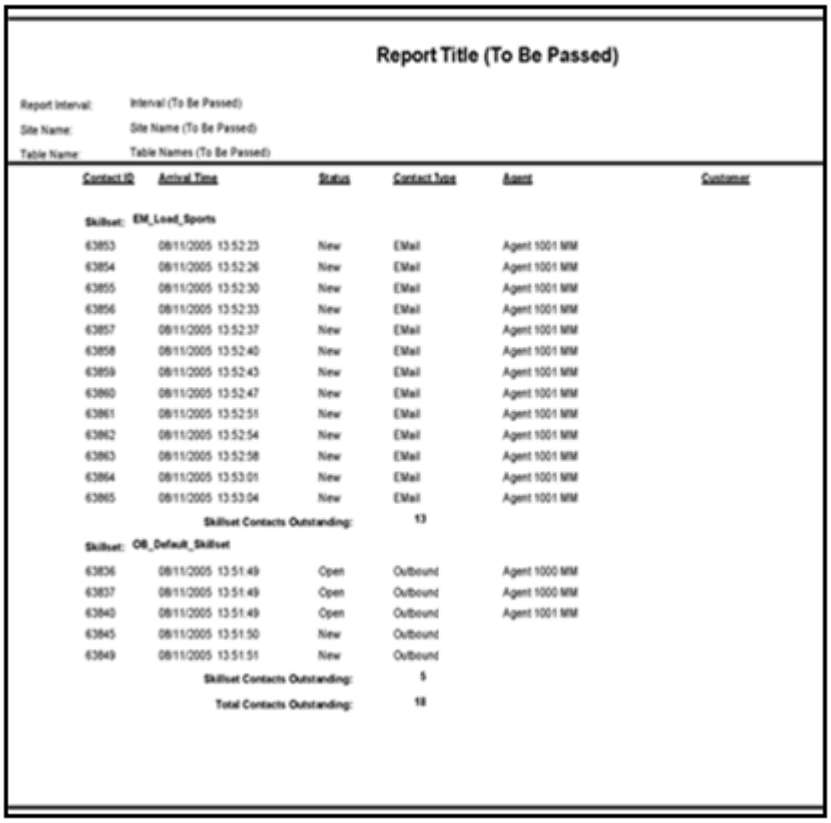
Grouping

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 159: 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 524.

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

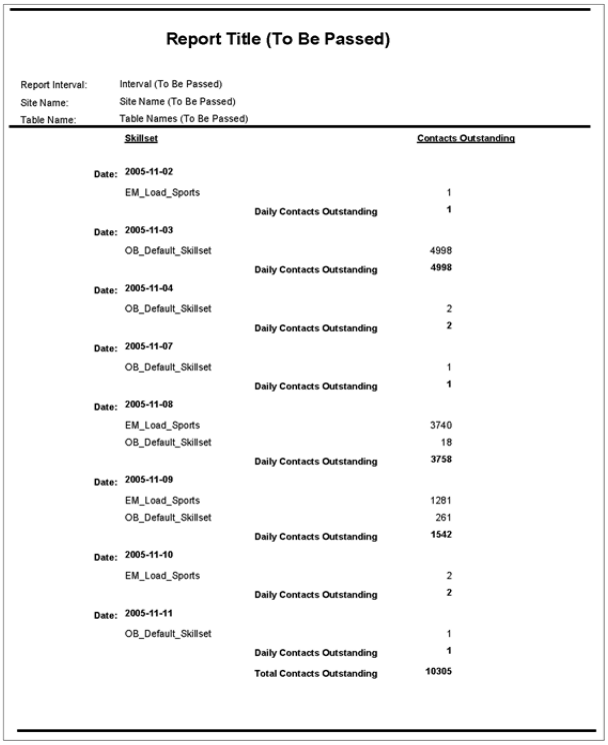


Figure 160: ContactsOutstandingSummary report

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 524.

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 20: Grouping

Group by	Sort order	The section will be printed
Campaign	Ascending order	—
ContactID	Ascending order	—

Preview example

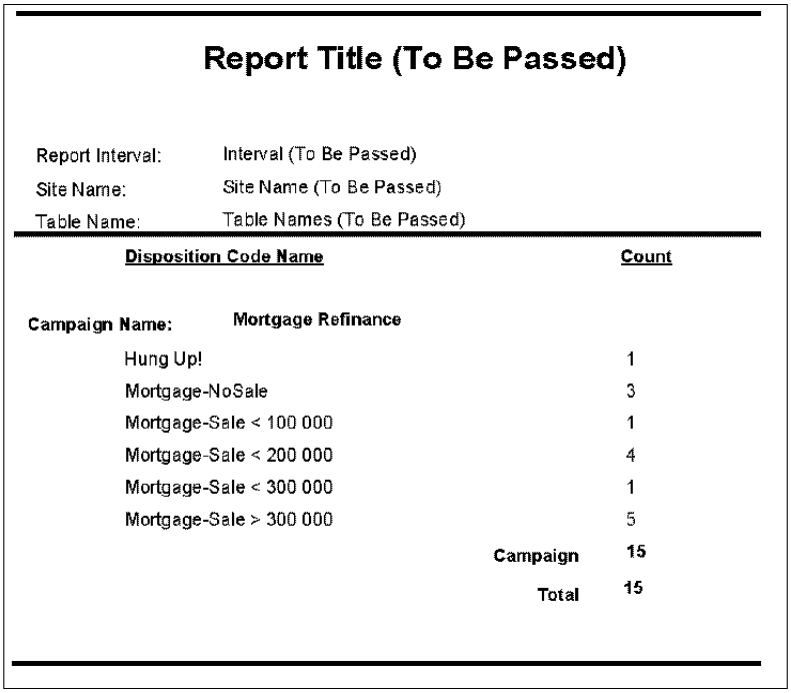


Figure 161: CampaignAgentScriptData report

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 524.

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.

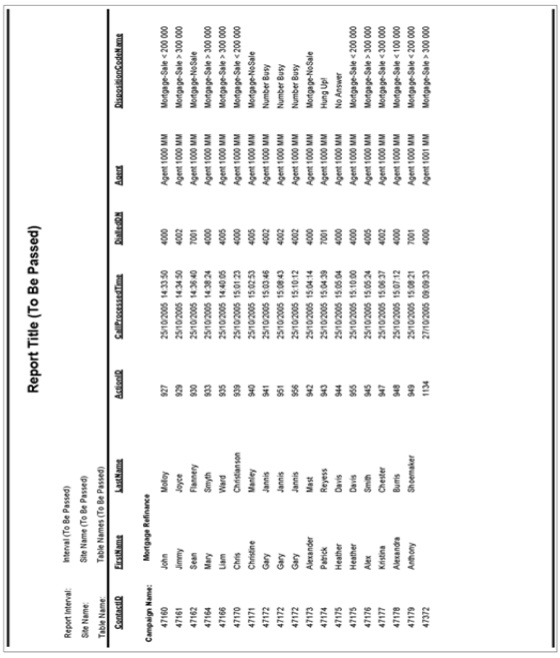
Field selection

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



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)

ContactID	FirstName	LastName	AgentID	CallProcessedTime	DialledNbr	Agent	DispositionCodeName
Campaign Name:	Mortgage Refinance						
47160	John	Molloy	927	25/10/2005 14:33:50	4000	Agent 1000 MM	Mortgage-Sale < 200 000
47161	Jimmy	Joyce	928	25/10/2005 14:34:50	4002	Agent 1000 MM	Mortgage-Sale > 300 000
47162	Sean	Flaherty	930	25/10/2005 14:36:40	7001	Agent 1000 MM	Mortgage-NoSale
47164	Mary	Smyth	933	25/10/2005 14:38:24	4000	Agent 1000 MM	Mortgage-Sale > 300 000
47166	Liam	Ward	935	25/10/2005 14:40:05	4005	Agent 1000 MM	Mortgage-Sale > 300 000
47170	Chris	Christianson	939	25/10/2005 15:01:23	4000	Agent 1000 MM	Mortgage-Sale < 200 000
47171	Christine	Marley	940	25/10/2005 15:02:53	4005	Agent 1000 MM	Mortgage-NoSale
47172	Gary	Jarvis	941	25/10/2005 15:03:46	4002	Agent 1000 MM	Number Busy
47172	Gary	Jarvis	951	25/10/2005 15:08:43	4002	Agent 1000 MM	Number Busy
47172	Gary	Jarvis	956	25/10/2005 15:10:12	4002	Agent 1000 MM	Number Busy
47173	Alexander	Mast	942	25/10/2005 15:04:14	4000	Agent 1000 MM	Mortgage-NoSale
47174	Patrick	Reyes	943	25/10/2005 15:04:39	7001	Agent 1000 MM	Hung Up!
47175	Heather	Davis	944	25/10/2005 15:05:04	4000	Agent 1000 MM	No Answer
47175	Heather	Davis	955	25/10/2005 15:10:00	4000	Agent 1000 MM	Mortgage-Sale < 200 000
47176	Alex	Smith	945	25/10/2005 15:05:24	4005	Agent 1000 MM	Mortgage-Sale > 300 000
47177	Kristina	Chester	947	25/10/2005 15:06:37	4002	Agent 1000 MM	Mortgage-Sale > 300 000
47178	Alexandra	Burns	948	25/10/2005 15:07:12	4000	Agent 1000 MM	Mortgage-Sale < 100 000
47179	Anthony	Shoemaker	949	25/10/2005 15:08:21	7001	Agent 1000 MM	Mortgage-Sale < 200 000
47322			1134	27/10/2005 09:09:33	4000	Agent 1001 MM	Mortgage-Sale > 300 000

Figure 162: 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 524.

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

Report header	View field/Report Creation Wizard formula	Width
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

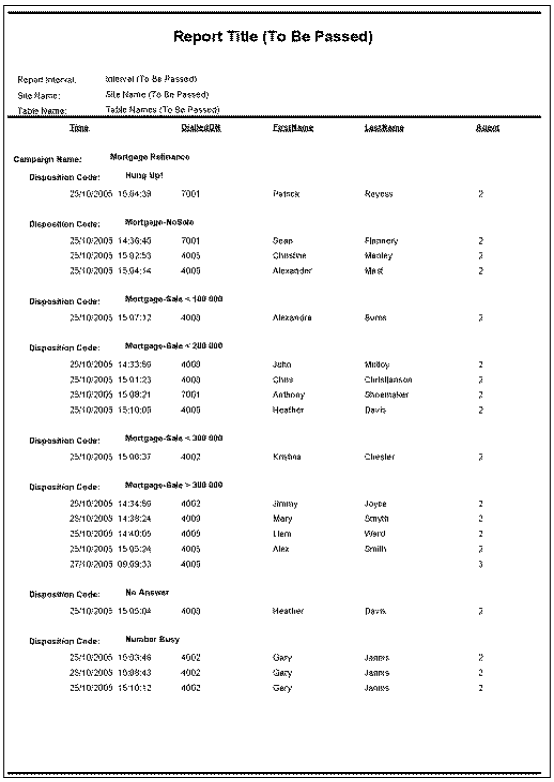


Figure 163: CampaignDispCodeData report

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 524.

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

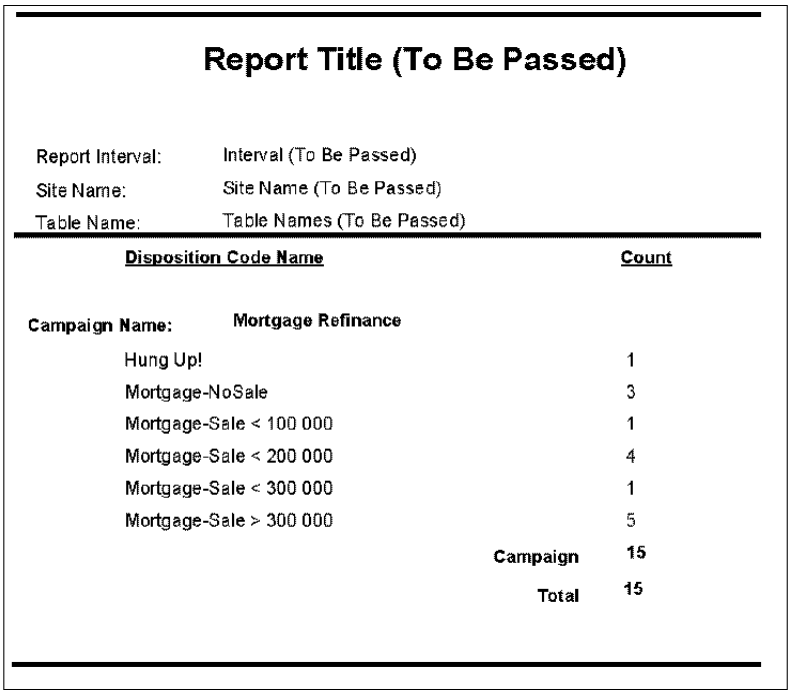


Figure 164: Contact Center Multimedia report

Network consolidated reports

Navigation

- Network Consolidated Skillset Performance on page 943

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 524.

Report type

This report is a Simplified Report.

Data source

You can find the report definition here: Report Definitions\Network Consolidated (NCC)\Other\ Network Skillset Consolidated Statistics.rpt.

Table selection

This report uses the SkillsetConStat view.

Field selection

Report header	View field/Report Creation Wizard formula	Width
	@RCW_SkillsetNameID	150
	TerminatingSite	50
	Timestamp	115
Source Site	OriginatingSite	50
Answered	CallsAnswered	50
Local	@RCW_LocalCallsAnswered	50
Remote	NetCallsAnswered	50
%Ans Local	@RCW_%LocalCallsAnswered	50
%Ans Remote	@RCW_%NetCallsAnswered	50
Average Ans Delay	@RCW_AverageCallsAnsweredDelay	50

Grouping

Group by	Sort order	The section will be printed
@RCW_SkillsetNameID	Ascending order	—
TerminatingSite	Ascending order	—
Timestamp	Ascending order	for each day

Summaries

Fields	Summation type	Groups
CallsAnswered	Sum	All headers All footers
@RCW_LocalCallsAnswered	Sum	All headers All footers
NetCallsAnswered	Sum	All headers All footers
@RCW_%LocalCallsAnswered	—	All headers All footers
@RCW_%NetCallsAnswered	—	All headers

Fields	Summation type	Groups
		All footers
@RCW_AverageCallsAnsweredDelay	—	All headers All footers

Preview example

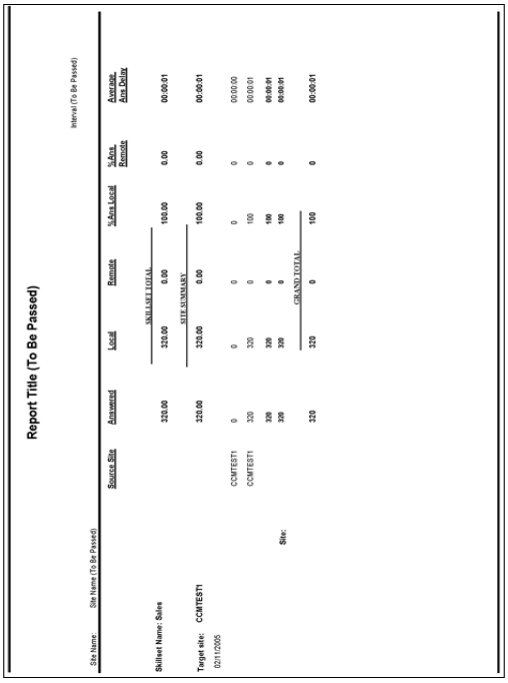


Figure 165: Network consolidated report

Functions, operators, and formulas

Navigation

- Report Creation Wizard functions on page 946
- Report Creation Wizard operators on page 949
- Report Creation Wizard formulas on page 949

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. 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, all functions supported in Crystal Reports are supported in Report Creation Wizard. Users familiar with Crystal Reports 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. 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, all operators supported in Crystal Reports are supported in Report Creation Wizard. If you are familiar with Crystal Reports, 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 946.

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 *Avaya Aura® Contact Center Performance Management* (44400-710). 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_%Hold/WorkTime: Calculates the percentage of time an agent spends on hold during Contact Center Manager calls for this application. The percentage is calculated by dividing HoldTime by TalkTime + PostCallProcessingTime, and multiplying by 100.

@RCW_%PostCallProcessing/WorkTime: Calculates the percentage of time an agent spends performing post call processing. The percentage is calculated by dividing PostCallProcessingTime by TalkTime + PostCallProcessingTime, and multiplying by 100.

@RCW_%Talk/WorkTime: Calculates the percentage of time an agent spends handling contacts, excluding DN calls, after the contact is answered or accepted. The percentage is calculated by dividing TalkTime by TalkTime + PostCallProcessingTime, and multiplying by 100. This statistic includes hold time.

@RCW_%TalkNoHold/WorkTime: Calculates the percentage of time an agent spends handling contacts, excluding DN calls and the time the contact was on hold, after the contact is answered or accepted. The percentage is calculated by dividing TalkTime – HoldTime by TalkTime + PostCallProcessingTime, and multiplying by 100. This statistic excludes hold time.

@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 post call processing by dividing PostCallProcessingTime by the CallsAnswered.

@RCW_AverageTalkTime: Lists the average time an agent spends handling contacts, excluding DN calls, after the contact is answered or accepted by dividing TalkTime by CallsAnswered. This statistic includes hold time.

@RCW_AverageTalkTimeNoHold: Lists the average time an agent spends handling contacts, excluding DN calls and the time the contact was on hold, after the contact is answered or accepted by dividing TalkTime – HoldTime by CallsAnswered. This statistic excludes 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_AverageWorkTime: Lists average time an agent spends working on contacts by dividing TalkTime + PostCallProcessingTime 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 post call processing. Normally, an agent uses this time to complete work related to the call just released, such as filling in forms or filing papers.

@RCW_RingTime: Lists the total time that contacts spend in the Alert (Ringing) state before they are answered or accepted, returned to the queue by this agent, or abandoned.

@RCW_TalkTime: Lists the total time an agent spends handling contacts, excluding DN calls, after the contact is answered or accepted. This statistic includes hold time.

@RCW_TalkTimeNoHold: Lists the total time an agent spends handling contacts, excluding DN calls and the time the contact was on hold, after the contact is answered or accepted. This statistic excludes hold time and is calculated by subtracting HoldTime from TalkTime.

@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.

@RCW_WorkTime: Lists the total time the agent spends working on contacts. This statistic includes hold time and is calculated by adding TalkTime + PostCallProcessingTime.

AgentBySkillsetStat formulas

The following AgentBySkillsetStat formulas are available.

@RCW_%AvailableTime: Calculates the percentage of time an agent works on a contact or waits to receive a contact by dividing TalkTime + PostCallProcessingTime + IdleTime by TotalStaffedTime, and multiplying by 100.

Prior to Avaya Aura® Contact Center 6.3, IdleTime was tracked only if Multiplicity was a licensed feature.

@RCW_%CallsAnswered: Calculates the percentage of calls answered by dividing CallsAnswered by CallsOffered, and multiplying by 100.

@RCW_%Hold/WorkTime: Calculates the percentage of time an agent spends on hold during Contact Center Manager calls for this skillset. The percentage is calculated by dividing HoldTime by TalkTime + PostCallProcessingTime, and multiplying by 100.

@RCW_%Idle/AvailableTime: Calculates the percentage of time an agent spends in the idle state after releasing a Contact Center Manager call for this skillset. The percentage is calculated by dividing IdleTime by TalkTime + PostCallProcessingTime + IdleTime, and multiplying by 100. AvailableTime is the amount of time the agent works on a contact or waits to receive a contact.

Prior to Avaya Aura® Contact Center 6.3, IdleTime was tracked only if Multiplicity was a licensed feature.

@RCW_%PostCallProcessing/WorkTime: Calculates the percentage of time an agent spends performing post call processing. The percentage is calculated by dividing PostCallProcessingTime by TalkTime + PostCallProcessingTime, 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_%Talk/WorkTime: Calculates the percentage of time an agent spends handling contacts, excluding DN calls, after the contact is answered or accepted. The percentage is calculated by dividing TalkTime by TalkTime + PostCallProcessingTime, and multiplying by 100. This statistic includes hold time.

@RCW_%TalkNoHold/WorkTime: Calculates the percentage of time an agent spends handling contacts, excluding DN calls and the time the contact was on hold, after the contact is answered or accepted. The percentage is calculated by dividing TalkTime — HoldTime by TalkTime + PostCallProcessingTime, and multiplying by 100. This statistic excludes hold time.

@RCW_%UnavailableTime: Calculates the percentage of time an agent spends not working on a contact or not waiting to receive a contact. This percentage is calculated by dividing TotalStaffedTime - (TalkTime + PostCallProcessingTime + IdleTime) by TotalStaffedTime, and multiplying by 100. This statistics includes the time an agent spends working on a contact in another skillset.

Prior to Avaya Aura® Contact Center 6.3, IdleTime was tracked only if Multiplicity was a licensed feature.

@RCW_%WorkTime: Calculates the percentage of time an agent spends working on contacts by dividing TalkTime + PostCallProcessingTime by TotalStaffedTime, 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_AgentSkillsetTime: Lists the amount of time that the agent spent on calls for this skillset by adding TalkTime + PostCallProcessingTime.

@RCW_AvailableTime: Lists the amount of time that an agent works on a contact or waits to receive a contact by adding TalkTime + PostCallProcessingTime + IdleTime.

Prior to Avaya Aura® Contact Center 6.3, IdleTime was tracked only if Multiplicity was a licensed feature.

@RCW_AverageHoldTime: Lists the average time an agent spends on hold during Contact Center Manager calls for this skillset by dividing HoldTime by CallsAnswered. This also includes agent walkaway time.

@RCW_AveragePostCallProcessingTime: Lists the average time an agent spends performing post call processing by dividing PostCallProcessingTime by 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_AverageTalkTimeNoHold: Lists the average time for local Contact Center Manager contacts, incoming NSBR contacts, ACD calls, and NACD calls for this skillset, excluding hold time, by dividing TalkTime – HoldTime by CallsAnswered. This statistic excludes hold time.

@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_AverageWorkTime: Lists average time an agent spends working on contacts by dividing TalkTime + PostCallProcessingTime 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_IdleTime: Lists the amount of time an agent spends waiting for contacts. Idle time is recorded for each of the Skillsets that the agent is staffing.

Prior to Avaya Aura® Contact Center 6.3, IdleTime was tracked only if Multiplicity was a licensed feature.

@RCW_NotReadyTime: Lists the amount of time an agent spends in the NotReady state after releasing a Contact Center Manager call for this skillset.

@RCW_NotReadyTimeNoPCP: Lists the amount of time an agent spends in the NotReady state, excluding time spent by the agent performing post call processing, after releasing a Contact Center Manager call for this skillset. This is calculated by subtracting PostCallProcessingTime from NotReadyTime.

@RCW_Occupancy: Calculates the percentage of Work Time out of Available Time by dividing TalkTime + PostCallProcessingTime by TalkTime + PostCallProcessingTime + IdleTime, and multiplying by 100.

Prior to Avaya Aura® Contact Center 6.3, IdleTime was tracked only if Multiplicity was a licensed feature.

@RCW_PostCallProcessingTime: Lists the total time an agent spends performing post call processing. Normally, an agent uses this time to complete work related to the call just released, such as filling in forms or filing papers.

@RCW_TalkTimeNoHold: Lists the total time an agent spends handling contacts, excluding DN calls and the time the contact was on hold, after the contact is answered or accepted for this skillset. This statistic excludes hold time and is calculated by subtracting HoldTime from TalkTime.

@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_UnavailableTime: Lists the time an agent spends not working on a contact or not waiting to receive a contact by subtracting TalkTime + PostCallProcessingTime + IdleTime from TotalStaffedTime. This statistics includes the time an agent spends working on a contact in another skillset.

Prior to Avaya Aura® Contact Center 6.3, IdleTime was tracked only if Multiplicity was a licensed feature.

@RCW_WaitTime: Lists the total time an agent spends in the idle state after releasing a Contact Center Manager call for this skillset.

@RCW_WorkTime: Lists the total time an agent spends working on contacts. This statistic includes hold time and is calculated by adding TalkTime + PostCallProcessingTime.

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_%AvailableTime: Calculates the percentage of time an agent works on a contact or waits to receive a contact by dividing TalkTime + ACDCallsTalkTime + NACDCallsTalkTime + PostCallProcessingTime + WaitingTime by LoggedInTime, and multiplying by 100.

The statistic %Available exists for AgentPerformanceStat views, however this statistic does not include Post Call Processing Time, since the Post Call Processing Time field was not available in earlier releases. This formula remains to allow a version that can be used on earlier Avaya Aura® Contact Center and Avaya NES Contact Center systems.

Prior to Avaya Aura® Contact Center 6.3, IdleTime was tracked only if Multiplicity was a licensed feature.

@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_%Hold/WorkTime: Calculates the percentage of time an agent spends on hold during a Contact Center Manager call by dividing HoldTime by TalkTime + ACDCallsTalkTime + NACDCallsTalkTime + PostCallProcessingTime, and multiplying by 100.

In the AgentPerformanceStat views, the amount of Hold Time associated with ACD and NACD contacts is not tracked.

@RCW_%Idle/AvailableTime: Calculates the percentage of time an agent spends in the idle state after releasing a Contact Center Manager call. The percentage is calculated by dividing WaitingTime by TalkTime + ACDCallsTalkTime + NACDCallsTalkTime + PostCallProcessingTime + WaitingTime, and multiplying by 100. AvailableTime is the amount of time the agent works on a contact or waits to receive a contact.

Prior to Avaya Aura® Contact Center 6.3, IdleTime was tracked only if Multiplicity was a licensed feature.

@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_%PostCallProcessing/WorkTime: Calculates the percentage of time an agent spends performing post call processing. The percentage is calculated by dividing PostCallProcessingTime by TalkTime + ACDCallsTalkTime + NACDCallsTalkTime + PostCallProcessingTime, and multiplying by 100.

@RCW_%Talk/WorkTime: Calculates the percentage of time an agent spends handling contacts, excluding DN calls, after the contact is answered or accepted. The percentage is calculated by dividing TalkTime + ACDCallsTalkTime + NACDCallsTalkTime by TalkTime + ACDCallsTalkTime + NACDCallsTalkTime + PostCallProcessingTime, and multiplying by 100. This statistic includes Hold Time.

@RCW_%TalkNoHold/WorkTime: Calculates the percentage of time an agent spends handling contacts, excluding DN calls and the time the contact was on hold, after the contact is answered or accepted. The percentage is calculated by dividing TalkTime + ACDCallsTalkTime + NACDCallsTalkTime - HoldTime by TalkTime + ACDCallsTalkTime + NACDCallsTalkTime + PostCallProcessingTime, and multiplying by 100. This statistic excludes Hold Time.

In the AgentPerformanceStat views, the amount of Hold Time associated with ACD and NACD contacts is not tracked.

@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_%UnavailableTime: Calculates the percentage of time an agent spends not working on a contact or not waiting to receive a contact. This percentage is calculated by dividing LoggedInTime - (TalkTime + ACDCallsTalkTime + NACDCallsTalkTime + PostCallProcessingTime + WaitingTime) by LoggedInTime, and multiplying by 100.

Prior to Avaya Aura® Contact Center 6.3, IdleTime was tracked only if Multiplicity was a licensed feature.

@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_%WorkTime: Calculates the percentage of time an agent spends working on contacts by dividing TalkTime + ACDCallsTalkTime + NACDCallsTalkTime + PostCallProcessingTime by LoggedInTime, and multiplying by 100.

The statistic %Work exists for AgentPerformanceStat views, however this statistic uses Not Ready Time instead of Post Call Processing Time, since the Post Call Processing Time field was not available in earlier releases. This formula remains to allow a version that can be used on earlier Avaya Aura® Contact Center and Avaya NES Contact Center systems.

@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_AvailableTime: Lists the amount of time that an agent works on a contact or waits to receive a contact by adding TalkTime + ACDCallsTalkTime + NACDCallsTalkTime + PostCallProcessingTime + WaitingTime.

Prior to Avaya Aura® Contact Center 6.3, IdleTime was tracked only if Multiplicity was a licensed feature.

@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_AveragePostCallProcessingTime: Lists the average post call processing time after releasing a Contact Center Manager call by dividing PostCallProcessingTime by CallsAnswered + ACDCallsAnswered + NACDCallsAnswered.

@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_AverageTalkTimeNoHold: Lists the average time spent by the agent handling all contacts except DN calls, ACD calls and NACD calls and excluding Hold Time, by dividing TalkTime - HoldTime by CallsAnswered. This statistic excludes Hold Time.

@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_AverageTotalTalkTimeNoHold: Lists the average time spent by the agent on calls, excluding Hold Time, by dividing TalkTime + ACDCallsTalkTime + NACDCallsTalkTime - HoldTime by CallsAnswered + ACDCallsAnswered + NACDCallsAnswered.

In the AgentPerformanceStat views, the amount of Hold Time associated with ACD and NACD contacts is not tracked and therefore this statistic includes Hold Time for ACD and NACD contacts.

@RCW_AverageWaitingTime: Lists average time an agent spends waiting for contacts by dividing WaitingTime by CallsAnswered + ACDCallsAnswered + NACDCallsAnswered.

@RCW_AverageWorkTime: Lists average time an agent spends working on contacts by dividing TalkTime + ACDCallsTalkTime + NACDCallsTalkTime + PostCallProcessingTime 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 post call processing time and Not Ready time with reason codes.

@RCW_NotReadyTimeNoPCP: Lists total time an agent spends in the NotReady state, excluding time spent by the agent performing post call processing. This is calculated by subtracting PostCallProcessingTime from NotReadyTime.

@RCW_Occupancy: Calculates the percentage of Work Time out of Available Time by dividing TalkTime + ACDCallsTalkTime + NACDCallsTalkTime + PostCallProcessingTime by TalkTime + ACDCallsTalkTime + NACDCallsTalkTime + PostCallProcessingTime + WaitingTime, and multiplying by 100.

Prior to Avaya Aura® Contact Center 6.3, IdleTime was tracked only if Multiplicity was a licensed feature.

@RCW_PostCallProcessingTime: Lists the total time an agent spends performing post call processing. Normally, an agent uses this time to complete work related to the call just released, such as filling in forms or filing papers.

@RCW_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_TalkTimeNoHold: Lists the total time an agent spends handling contacts, excluding DN calls, ACD calls, and NACD calls, and the time the contact was on hold. This statistic excludes Hold Time and is calculated by subtracting HoldTime from TalkTime.

@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_TotalTalkTimeNoHold: Lists the total time spent by the agent handling all contacts, excluding Hold Time by subtracting HoldTime from TalkTime + ACDCallsTalkTime + NACDCallsTalkTime.

In the AgentPerformanceStat views, the amount of Hold Time associated with ACD and NACD contacts is not tracked and therefore this statistic includes Hold Time for ACD and NACD contacts.

@RCW_UnavailableTime: Lists the time an agent spends not working on a contact or not waiting to receive a contact by subtracting TalkTime + ACDCallsTalkTime + NACDCallsTalkTime + PostCallProcessingTime + WaitingTime from LoggedInTime.

Prior to Avaya Aura® Contact Center 6.3, IdleTime was tracked only if Multiplicity was a licensed feature.

@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.

@RCW_WorkTime: Lists the total time the agent spends working on contacts. This statistic includes Hold Time and is calculated by adding TalkTime + ACDCallsTalkTime + NACDCallsTalkTime + PostCallProcessingTime.

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_%PostCallProcessing/WorkTime: Calculates the percentage of time an agent spends performing post call processing. The percentage is calculated by dividing PostCallProcessingTime by TalkTime + PostCallProcessingTime, 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_%Talk/WorkTime: Calculates the percentage of time an agent spends handling contacts, excluding DN calls, after the contact is answered or accepted. The percentage is calculated by dividing TalkTime by TalkTime + PostCallProcessingTime, and multiplying by 100. This statistic includes hold time.

@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 post call processing by dividing PostCallProcessingTime by the CallsAnswered.

@RCW_AverageTalkTime: Displays the average time agents spent handling contacts (excluding DN calls) in this interval, that were handled by this application by dividing TalkTime by CallsAnswered. This statistic includes hold time.

@RCW_AverageTimeBeforeDefault: Lists the average time spent in the system by local Contact Center Manager contacts and incoming NSBR contacts that received default treatment for this application, by dividing TimeBeforeDefault by CallsGivenDefault.

@RCW_AverageTimeBeforeForceBusy: Lists the average time spent in the system by local Contact Center Manager calls and incoming NSBR calls that received Force Busy treatment for this application, by dividing TimeBeforeForceBusy by CallsGivenForceBusy.

@RCW_AverageTimeBeforeForceDisconnect: Lists the average time spent in the system by local Contact Center Manager calls and incoming NSBR calls that received Force Disconnect treatment for this application, by dividing TimeBeforeForceDisconnect by CallsGivenForceDisconnect.

@RCW_AverageTimeBeforeForceOverflow: Lists the average time spent in the system by local Contact Center Manager calls and incoming NSBR calls that received Force Overflow treatment for this application, by dividing TimeBeforeForceOverflow by CallsGivenForceOverflow.

@RCW_AverageTimeBeforeRouteTo: Lists the average time spent in the system by local Contact Center Manager calls and incoming NSBR calls that received Route Call treatment, by dividing TimeBeforeRouteTo by CallsGivenRouteTo.

@RCW_AverageWaitTime: Displays the average time agents spend waiting for a contact after releasing a voice call or closing a multimedia contact handled by this application by dividing WaitTime by CallsAnswered.

@RCW_AverageWorkTime: Lists average time an agent spends working on contacts by dividing TalkTime + PostCallProcessingTime 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 post call processing. Normally, an agent uses this time to complete work related to the call just released, such as filling in forms or filing papers.

@RCW_TalkTime: Displays the total time agents spent handling contacts (excluding DN calls) in this interval, that were handled by this application. This statistic includes hold time.

@RCW_TimeBeforeDefault: Lists the total time spent in the system by local Contact Center Manager contacts and incoming NSBR contacts that received default treatment for this application.

@RCW_TimeBeforeForceBusy: Lists the total time spent in the system by local Contact Center Manager calls and incoming NSBR calls that received Force Busy treatment for this application.

@RCW_TimeBeforeForceDisconnect: Lists the total time spent in the system by local Contact Center Manager calls and incoming NSBR calls that received Force Disconnect treatment for this application.

@RCW_TimeBeforeForceOverflow: Lists the total time spent in the system by local Contact Center Manager calls and incoming NSBR calls that received Force Overflow treatment for this application.

@RCW_TimeBeforeInterflow: Lists total amount of time that local Contact Center Manager contacts and outgoing NSBR contacts spent in the Master_Script application before they are passed to a primary application. For the Master_Script application, this is 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.

@RCW_WorkTime: Lists the total time agents spend working on contacts. This statistic includes hold time and is calculated by adding TalkTime + PostCallProcessingTime.

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_%AvailableTime: Calculates the percentage of time agents work on a contact or wait to receive a contact by dividing TalkTime + PostCallProcessingTime + IdleTime by TotalStaffedTime, and multiplying by 100.

Prior to Avaya Aura® Contact Center 6.3, IdleTime was tracked only if Multiplicity was a licensed feature.

In SkillsetStat views, the database fields TotalStaffedTime and IdleTime are pegged against System_Application only. The report details section, Application-based group, or any group below an Application-based group displays % Idle Time out of Total Staffed Time for System_Application only and 0% for all other applications.

@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_%Idle/AvailableTime: Calculates the percentage of time agents spend in the idle state for this skillset. The percentage is calculated by dividing IdleTime by TalkTime +

PostCallProcessingTime + IdleTime, and multiplying by 100. AvailableTime is the amount of time the agent works on a contact or waits to receive a contact.

Prior to Avaya Aura® Contact Center 6.3, IdleTime was tracked only if Multiplicity was a licensed feature.

In SkillsetStat views, the database field IdleTime is pegged against System_Application only. The report details section, Application-based group, or any group below an Application-based group displays % Idle Time for System_Application only and 0% for all other applications.

@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_%PostCallProcessing/WorkTime: Calculates the percentage of time agents spend performing post call processing. The percentage is calculated by dividing PostCallProcessingTime by TalkTime + PostCallProcessingTime, and multiplying by 100.

@RCW_%Talk/WorkTime: Calculates the percentage of time agents spend handling contacts, excluding DN calls, after the contact is answered or accepted. The percentage is calculated by dividing TalkTime by TalkTime + PostCallProcessingTime, and multiplying by 100. This statistic includes hold time.

@RCW_%UnavailableTime: Calculates the percentage of time agents spend not working on a contact or not waiting to receive a contact. This percentage is calculated by dividing TotalStaffedTime - (TalkTime + PostCallProcessingTime + IdleTime) by TotalStaffedTime, and multiplying by 100. This statistics includes the time an agent spends working on a contact in another skillset.

Prior to Avaya Aura® Contact Center 6.3, IdleTime was tracked only if Multiplicity was a licensed feature.

In SkillsetStat views, the database fields TotalStaffedTime and IdleTime are pegged against System_Application only. The report details section, Application-based group, or any group below an Application-based group displays % Time not Idle out of Logged In Time for System_Application only and 0% for all other applications.

@RCW_%WorkTime: Calculates the percentage of time agents spend working on contacts by dividing TalkTime + PostCallProcessingTime by TotalStaffedTime, and multiplying by 100.

In SkillsetStat views, the database field TotalStaffedTime is pegged against System_Application only. This can only be used accurately at a Skillset group level.

@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_AvailableTime: Lists the amount of time agents work on a contact or waits to receive a contact by adding TalkTime + PostCallProcessingTime + IdleTime.

Prior to Avaya Aura® Contact Center 6.3, IdleTime was tracked only if Multiplicity was a licensed feature.

In SkillsetStat views, the database fields TotalStaffedTime and IdleTime are pegged against System_Application only. The report details section, Application-based group, or any group below an Application-based group displays Idle Time for System_Application only and 0 for all other applications.

@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 spend performing post call 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 spend 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_AverageWorkTime: Lists average time agents spend working on contacts by dividing TalkTime + PostCallProcessingTime 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_IdleTime: Lists the amount of time agents spend waiting for contacts. Idle time is recorded for each of the Skillsets that the agent is staffing.

Prior to Avaya Aura® Contact Center 6.3, IdleTime was tracked only if Multiplicity was a licensed feature.

In SkillsetStat views, the database field IdleTime is pegged against System_Application only. The report details section, Application-based group, or any group below an Application-based group displays Idle Time for System_Application only and 0 for all other applications.

@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_NotReadyTime: Lists the amount of time agents spend in the NotReady state after releasing a Contact Center Manager call for this skillset.

In SkillsetStat views, the database field NotReadyTime is pegged against System_Application only. The report details section, Application-based group, or any group below an Application-based group displays NotReadyTime for System_Application only and 0 for all other applications.

@RCW_NotReadyTimeNoPCP: Lists the amount of time agents spend in the NotReady state, excluding time spent by agents performing post call processing, after releasing a Contact Center Manager call for this skillset. This is calculated by subtracting PostCallProcessingTime from NotReadyTime.

In SkillsetStat views, the database field NotReadyTime is pegged against System_Application only. The report details section, Application-based group, or any group below an Application-based group displays NotReadyTime for System_Application only and 0 for all other applications.

@RCW_Occupancy: Calculates the percentage of Work Time out of Available Time by dividing TalkTime + PostCallProcessingTime by TalkTime + PostCallProcessingTime + IdleTime, and multiplying by 100.

Prior to Avaya Aura® Contact Center 6.3, IdleTime was tracked only if Multiplicity was a licensed feature.

In SkillsetStat views, the database fields TotalStaffedTime and IdleTime are pegged against System_Application only. The report details section, Application-based group, or any group below an Application-based group displays 0 for Occupancy. Since agents do not staff an application, this is the best value to present.

@RCW_PostCallProcessingTime: Displays the total time agents spend performing post call processing. Normally, an agent uses this time to complete work related to the call just released, such as filling in forms or filing papers.

@RCW_SiteNameOrID: Lists Site or, if this is not available, SiteID. If the information is not available, No Information on Site message appears.

@RCW_SkillsetAbandonedBeforeThreshold: Calculates the number of Contact Center Manager calls abandoned for this skillset before a wait greater than or equal to the service level threshold for the threshold class to which the skillset belongs, by subtracting SkillsetAbandonedAftThreshold from SkillsetAbandoned.

@RCW_SkillsetAbandonedDelay: Lists the total wait time experienced by Contact Center Manager calls that are abandoned for this skillset.

@RCW_SkillsetNameID: Lists the skillset name and ID in the format Skillset - SkillsetID. If the information is not available, the “No Information on Skillset” message appears.

@RCW_SkillsetNameIDLabel: Lists the text Skillset Name & ID: Skillset - SkillsetID. If the information is not available, the “No Information on Skillset” message appears.

@RCW_SkillsetNameOrID: Lists Skillset or, if this is not available, SkillsetID. If the information is not available, the “No Information on Skillset” message appears.

@RCW_SkillsetNameOrIDLabel: Lists the text Skillset Name: Skillset or, if this is not available, Skillset ID: SkillsetID. If the information is not available, the “No Information on Skillset” message appears.

@RCW_TalkTime: Displays the total time agents spend 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_UnavailableTime: Lists the time agents spend not working on a contact or not waiting to receive a contact by subtracting TalkTime + PostCallProcessingTime + IdleTime from TotalStaffedTime. This statistics includes the time an agent spends working on a contact in another skillset.

Prior to Avaya Aura® Contact Center 6.3, IdleTime was tracked only if Multiplicity was a licensed feature.

In SkillsetStat views, the database fields TotalStaffedTime and IdleTime are pegged against System_Application only. The report details section, Application-based group, or any group below an Application-based group displays Time not Idle for System_Application only and 0 for all other applications.

@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.

@RCW_WorkTime: Lists the total time agents spend working on contacts. This statistic includes hold time and is calculated by adding TalkTime + PostCallProcessingTime.

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 5: Pegging information

- Pegging examples on page 990
- Agent state tracking on page 1009

Chapter 29: Pegging examples

This section provides example of the process to peg various call types in a contact center.

Navigation

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- Pegging of network calls on page 992
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- Pegging of agent state timers on page 999
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- Pegging of DNIS calls on page 1001
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- Pegging when a skillset is out of service on page 1003
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- Pegging of calls answered by a backup skillset on page 1007

Pegging of local calls

This section provides a typical example of how local calls peg.

Table 21: 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 22: 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 23: ApplicationStat view: Master_Script

Field	Pegging
Interval	9:00–9:15
CallsOffered	1
CallsGivenIVR	1

Table 24: 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 25: CDNStat view

Field	Pegging
Interval	9:00–9:15
CallsOffered	1
CallsAnswered	1

Table 26: 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 27: 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 28: ApplicationStat view: Master_Script

Field	Pegging
Interval	9:00–9:15
CallsOffered	1

Table 29: 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 30: NetworkOutCallStat view

Field	Pegging
Interval	9:00–9:15
Source Site	Toronto
Source Application	Booking_Script
Destination Site	Boston
Destination Application	Network_Script
Calls Offered	1
Calls Answered	1

Pegging at destination site

Table 31: ApplicationStat view: Network_Script

Field	Pegging
Interval	9:00–9:15
CallsAnswered	1
CallsAnsweredDelay	7 seconds
AnsDelay8	1
CallsAnsweredDelayAtSkillset	13 seconds

Table 32: 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 33: AgentPerformanceStat view: Lane Rivers

Field	Pegging
Interval	9:00–9:15
CallsOffered	1
CallsAnswered	1
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

Interval	ActivityCode	Occurrences	ActivityTime (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
	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 Not Ready Reason (NRR) code entered while an agent is active on a contact

For this example, the following events occur. This example applies to all switch types.

09:05:00	Agent answers a contact
09:08:00	Agent enters NRR code 1234
09:10:00	Agent releases the contact
09:14:00	Agent enters Ready state

Not Ready reason code statistics peg as follows, in the ActivityCodeStat view:

Interval	ActivityCode	Occurrences	ActivityTime (minutes)
09:00:00	1234	1	4 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

Skillset/Application	Skillset Answered	All Agent Busy Time	All Agent Staffed TIme	Skillset Active Time	Average Number of Agents
NACD_DN_Application	1	0	0	0	0
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 34: CDNStat view

Control Directory Number	CallsOffered	CallsTerminated
3010	1	1

Table 35: 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 36: ApplicationStat view

Application	CallsOffered	CallsTerminated
NACD_DN_Application	1	1

Table 37: AgentPerformanceStat view

Agent	NACDCalls Answered	NACDTalk Time	ReservedFor Call	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 38: Pegging: CDNStat view

Control Directory Number	CallsOffered	CallsTerminated
3759	1	1
3760	1	1

Table 39: 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 40: 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 41: Pegging: CDNStat view

Control Directory Number	CallsOffered	CallsTerminated
3759	1	1
3760	1	1

Table 42: 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 43: Pegging: SkillsetStat view

Application	CallsOffered	CallsAnswered	Total Delay
Sales_Skillset	1	1	0 seconds

Application	CallsOffered	CallsAnswered	Total Delay
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 44: ApplicationStat view

Application	CallsOffered	CallsAnswered	CallsAnsweredDelayAtSkillset
Master_Script	1	0	0 seconds
Sales_Application	1	1	14 seconds

Table 45: CDNStat view

Control Directory Number	CallsOffered	CallsTerminated
3759	1	1

Table 46: SkillsetStat view

Skillset	CallsOffered	CallsAnswered
Sales_Sk	1	0
Backup_Sk	1	1

Chapter 30: Agent state tracking

This section provides information about how the system pegs an agent state.

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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**	**Walkaway time**
Idle	No call present											•	
Idle	Incoming DN call active		•			•							
Idle (see Note 2)	Incoming DN call on hold		•			•						•	
Idle	Outgoing DN call active		•						•				
Idle (see Note 2)	Outgoing DN call on hold		•						•			•	
Idle	Incoming DN call ringing											•	

	Agent Status												
	Agent Key Status												
Incalls key	**DN key (see Note 1)**	**ACD/NACD talk time**	**Busy on DN time**	**Busy on Misc. time**	**Hold time**	**Incoming DN calls talk time**	**Network calls talk time**	**Not ready time**	**Outgoing DN calls talk time**	**Ring time**	**Talk Time**	**Waiting time**	**Walkaway time**
Idle (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				•				•		•		
ACD/NACD call ringing	Not Active			•									
Active with ACD/NACD call	Not Active	•											
ACD/NACD call on hold	Not Active	•											
Not ready	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**	**Hold time**	**Incoming DN calls talk time**	**Network calls talk time**	**Not ready time**	**Outgoing DN calls talk time**	**Ring time**	**Talk Time**	**Waiting time**	**Walkaway time**
Not ready (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 contact (NSBR option)	Not Active						•				•		
Incoming network Skillset contact on hold (NSBR option)	Not Active				•		•				•		
Active with Outbound request contact	Outgoing DN call active										•		

Note 1: Not Active for the DN key status means that no DN calls are present.

Note 2: (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 6: Frequently Asked Questions

- Frequently Asked Questions on page 1013

Chapter 31: 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 might 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?

You cannot change the interval length; it is fixed at 15 minutes. However, you can use Report Creation Wizard to create a report that sums the data into 60-minute lengths (hourly).

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 report into Contact Center Manager Administration, 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?

You can run a report that includes all intervals between the start and end time, even if the time spans over midnight.

For example, if you select all intervals from 11:00 p.m. to 1:00 a.m. from 27/08/2012 to 29/08/2012, the results are as follows:

- 27/08/2012 - intervals from 11:00 p.m. to 11:45 p.m.
- 28/08/2012 - intervals from 12:00 a.m. to 11:45 p.m.
- 29/08/2012 - intervals from 12:00 a.m. to 12:45 a.m.

If you configure the same report interval and select the option **Only include intervals between 23:00:00 and 01:00:00 for each day**, the results are as follows:

- 27/08/2012 - intervals from 11:00 p.m. to 11:45 p.m.
- 28/08/2012 - intervals from 12:00 a.m. to 12:45 a.m.
- 28/08/2012 - intervals from 11:00 p.m. to 11:45 p.m.
- 29/08/2012 - intervals from 12:00 a.m. to 12:45 a.m.

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 PostCallProcessingTime handle interval crossover?

Call Scenario:

10:10 Agent answers call	
10:20 Agent releases call	
10:30 Enter new interval	The following is written to the database: “AgentBySkillset Skillset sales: PCP = 0 No PCP as Agent never entered Not Ready state following call release in that interval.”
10:35 Agent goes Not Ready	Enter PCP.
10:40 Agent goes Ready	Exit PCP, PCP of 5 minutes pegs.
10:45 Enter new interval	The following is written to the database: “AgentBySkillset Skillset sales: PCP = 5mins”

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, NRR codes are applied only after the agent enters the Not Ready state.

When does an agent enter the Not Ready state?

An agent immediately enters the Not Ready state when:

- The agent does not currently have any active contacts and selects:
  - Not Ready
  - Not Ready with a Not Ready Reason code

- Not Ready with an After Call Work code

An agent enters the Not Ready state after their last contact is released when:

- The agent currently has active contacts and selects:
  - Not Ready
  - Not Ready with a Not Ready Reason code
  - Not Ready with an After Call Work code

How do I prevent Not Ready times from pegging as post call processing time?

Consider a scenario in which the following events occur.

1. An agent finishes a call for a skillset.
2. The agent presses the Not Ready key and leaves for a 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	PostCallProcessingTime	15 minutes
AgentPerformanceStat	PostCallProcessingTime	15 minutes

To prevent coffee break (Not Ready) time from accumulating as post call processing time, after completing the call, the agent:

1. Presses the Not Ready key.
2. Enters the Not Ready reason code for coffee break.

This procedure stops accumulating post call processing time, and the true Not Ready time pegs against the agent activity (coffee break).

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 44 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, 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. If an agent enters a Not Ready Reason Code while active on a contact, this code remains in a pending state until the Not Ready period begins.

Note:

If an agent enters an ACW code while active on a contact, time starts to peg against the ACW code once all contacts are released.

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 email 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
	MaxAnsweredDelay
	TotalStaffedTime
	PostCallProcessingTime
	TalkTime
	WaitingTime
	DNOutExtTalkTime
	DNOutIntTalkTime
Application	CallsAnsweredDelay
	CallsAnsweredDelayAtSkillset

Type	Fields
	MaxCallsAbandonedDelay
	MaxCallsAnsDelay
	MaxCallsAnsDelayAtSkillset
	TimeBeforeDefault
	TimeBeforeForceBusy
	TimeBeforeForceDisconnect
	TimeBeforeForceOverflow
	TimeBeforeInterflow
	TimeBeforeIVRTransferred
	TimeBeforeNACDOut
	TimeBeforeNetOut
	TimeBeforeReachNonISDN
	TimeBeforeRouteTo
	PostCallProcessingTime
	TalkTime
	DNOutExtTalkTime
	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 193.

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 email 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 385.

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 41.

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 might 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 email 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 email 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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