



# **Using Avaya Oceanalytics™ Insights Reports**

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# Chapter 1: Introduction

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## Purpose

The purpose of this document is to provide the usage and description of Avaya Oceanalytics™ Insights real-time and historical reports to the customers.

This document is intended for people who want to learn how to use product features and capabilities.

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## Change history

| Issue | Date     | Summary of changes                                                                                      |
|-------|----------|---------------------------------------------------------------------------------------------------------|
| 1.0   | April 28 | Updated the topic New in this release.                                                                  |
| 1.0   | April 28 | Updated information about filter behavior in Agent Interaction - Real-time dashboard.                   |
| 1.0   | April 28 | Updated measure names in the Agent Interaction - Real-time dashboard.                                   |
| 1.0   | April 28 | Inserted screenshots in Agent Performance Moving Window, and Agent By Account Moving Window dashboards. |
| 1.0   | April 28 | Updated measure names in the Supervisor Activity - Historical dashboard.                                |

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## New in this release

### Disposition codes

Avaya Oceana™ Solution provides agents the capability to manually provide dispositions for the interaction they handle based on the context of the interaction with the contact. Agents can enter disposition codes before work ends or after completing the contact.

Customers can create disposition codes through the Avaya Control Manager interface. Agents can set disposition codes through Avaya Oceana™ Workspaces when they are active or on the After Contact Work state on a contact.

Using Avaya Oceanalytics™ Insights, supervisors can report on dispositions provided for such interactions. Insights provides reporting and data analysis capabilities where customers can query data based on how interactions were disposed. You can view the following reports to view dispositions:

- Engagement - Historical
- Agent Interaction - Historical. Available as drill down report from Agent Performance, Account by Agent, and Agent By Routing Service dashboards.
- Agent Interaction - Real-time

## Disaster Recovery

Avaya Oceanalytics™ Insights provides manual disaster recovery after a total outage of the main data center where the primary production Insights instance is running.

## High Availability

Avaya Oceanalytics™ Insights provides high availability only for OSA server.

Avaya Oceanalytics™ Insights deployment provides two active OSA server nodes and supports high availability. When the OSA server in the primary production node fails, OSA server automatically fails over to a secondary Active Standby node with minimum data loss and latency.

The OSA server secondary node must be in a clustered environment and within the same data center.

## Adhoc emails

Agents and supervisors can compose adhoc emails and send them to contacts. These emails can be business related or personal but are reported as adhoc personal emails.

Using Insights, you can capture these emails in the customer journey as outgoing emails while agents were working on an existing contact.

## After Contact Work state

Agents need the capability to indicate that they are unavailable for any work after completing post contact work. In Avaya Oceana™ Solution that supports multiple contact handling, the system automatically transitions to an After Contact Work state when completing a contact on each individual work item. Supervisors and reporting applications can thus determine the true contact handling time.

Using Insights, you can report real-time on when an agent is on an After Call Work state at a summary level. You can also report on the time that an agent spent on After Call Work activities through the following reports:

- Agent Instantaneous report - Real-time
- Agent Performance Summary report - Real-time
- Agent by Account Summary report - Real-time
- Agent by Routing Service Summary report - Real-time
- Agent Performance Summary report - Historical
- Agent by Account Summary report - Historical
- Agent by Routing Service Summary report - Historical

## **Whisper, Coaching, Observing, and Barging-in**

During customer interactions, the agent can need assistance from the supervisor. In an observe chat session, the supervisor can interact with the agent without the customer being aware. Supervisors can barge-in to an observed conversation and interact directly with the contact thus helping the agent who is having issues handling the contact.

Using Insights, you can report the interactions where a supervisor joined in, barged-in, and coached an agent. Reports can be at a summary level or a detail level through the following:

- Supervisor Summary historical report - Historical
- Supervisor Detail report - Historical
- Agent Compare report - Historical
- Agent by Account Summary report - Historical
- Agent by Account report - Real-time

## **Social Media Interactions reporting**

Avaya Oceana™ Solution supports Social Media Interactions as a new channel. This enables Avaya Oceana™ Solution to route, report, and present social interactions to agents using Workspaces. Using Insights, you can report at a summary level on Social Media as a channel through the following reports:

- Agent Performance Summary report - Real-Time
- Agent Compare report - Real-Time
- Account by Agent Summary report - Real-Time
- Agent Interaction Detail report - Real-Time
- Agent Performance Summary report - Historical
- Agent Compare report - Historical
- Account by Agent Summary report - Historical
- Agent Interaction Detail report - Historical

## **Agent Groups and ACM integration**

Avaya Oceanalytics™ Insights supports a single interface for administering contact center users and Reporting users.

Avaya Oceanalytics™ Insights supports synchronization with only Microsoft Active Directory Server. When you setup user accounts on the directory server, these user accounts cascade down to both ACM and Insights.

In Insights both BAM and OBIEE integrates with Avaya Control Manager (ACM) for contact center administration. ACM is the central administration tool to define agents, supervisors and Groups to support business reporting. In ACM, you can define Agent Grouping and assign agents to groups.

In Historical Reporting, users can apply filter on Agent Groups and view data based on groups.

## **New Reports**

The following new reports are added in Avaya Oceanalytics™ Insights:

- Agent Interaction - Real-time: A dashboard to view real-time agent interactions when a contact is initiated.

- Supervisor Activity - Historical: A dashboard that displays supervisory activities like consults, observations, coaching and barge-Ins.
- Supervisor Compare - Historical: A dashboard that displays comparison of different supervisor measures.
- Agent Interaction - Historical: A drill down report that filters on a single measure to display the agent interactions. Available as drill down report from Agent Performance, Account by Agent, and Agent By Routing Service dashboards.

# Chapter 2: Avaya Oceanalytics™ Insights Reports

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## Overview

The Avaya Oceanalytics™ Insights Reports framework provides cradle-to-grave reporting for end-to-end customer journey on multichannel sources. Using these reports, supervisors can analyze current trends in the contact center and enhance agent performance.

With Insights, enterprises can receive events from a collection of event sources and process those events to derive and present business measures. Insights leverages a complete Oracle stack to deliver the ingestion, event processing, publishing, and presentation layers to customers.

### Key features

| Features                           | Description                                                                                                             |
|------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| Real-time and historical reporting | Provides multichannel reporting data on contact center performance to track trends and improve the overall performance. |
| Custom reports                     | Enables users to create their own custom reports. Reports are highly customizable and access controlled.                |
| Rich visualization features        | Provides rich visualization features on reports and dashboards using a Business Intelligence Presentation layer.        |

### Architecture

Events are necessary for reporting and must be available in a standard format as defined in the Unified Collaboration Model (UCM). The Event Processor receives the events from UCM and the Administration and Reference data from Unified Collaboration Administration (UCA).

The Event Processor component, which processes the business source events, is exposed over a number of Java Message Service (JMS) topics. Customers can use this to process the business measures based on dimensional parameters. The JMS topics are updated as events, processed by the processing engine, and consumed by the Oracle Business Activity Monitor (BAM) presentation layer for real-time reporting. The Event Processor component also writes data at regular intervals to an Oracle Enterprise RDBMS for historical reporting through Oracle OBI.

The Event Processor produces 15-minute aggregations using UTC as the timezone. The database acts as a repository of these 15-minute aggregations and the Contact Detail Records.

An administrator can define and administer function and threshold values on UCA. Some threshold ranges can also be defined in the Presentation Layer. The Presentation Layer provides out-of-the-box reports and the ability to view these reports in various time zones.

# Chapter 3: Avaya Oceanalytics™ Insights Reports concepts

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## Dashboard

Dashboards provide personalized views of corporate and external information. Based on your permissions, you can view pre-configured dashboards or create your own personalized views. Users with administrative privileges can create shared dashboards for groups of users with common responsibilities or job functions. You can view your personalized views and also set the dashboard you created as your default dashboard.

The content of a dashboard is displayed on one or more dashboard pages identified by tabs across the top of the dashboard.

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## Oracle Business Activity Monitoring

Oracle Business Activity Monitoring (BAM) is a framework for creating interactive, real-time dashboards and proactive alerts for monitoring business processes and services. BAM provides active dashboards that update automatically and do not require the user to refresh the browser. It also provides tactical dashboards where a user can change a parameter to see a new business perspective using the same database query.

A BAM solution acts as a collective interface to monitor data from multichannel sources. Avaya Oceanalytics™ Insights provides Instantaneous and real-time reports through BAM. Supervisors can use these dashboards to identify scenarios in real-time and make immediate decisions.

Using BAM, report designers can configure business queries with parameters so that the end-users can easily customize the data displayed on the dashboard.

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## Oracle Business Intelligence Enterprise Edition

Oracle Business Intelligence Suite Enterprise Edition (OBIEE) is a Business Intelligence tool that provides a common infrastructure for creating and delivering interactive dashboards and reports. It is a support system that gathers, stores, analyzes, and provides access to data for decision making.

Avaya Oceanalytics™ Insights provides Historical dashboards through OBIEE. Supervisors can use these dashboards to gain new insights to make informed business decisions quickly.

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## Controls

Avaya Oceanalytics™ Insights provides the following controls on the input prompts page.

- **Apply:** To apply the values entered in the input prompts and display the result in a report.
- **Refresh:** To refresh the page with the latest data for the applied filters on the input prompts.

When you run a report and click **Refresh**, the system displays the latest data from the database for the filters that you have applied on the input prompts.

- **Reset:** Provides the following options to reset values on the input prompts.
  - **Reset to last applied values:** To reset values in the input prompts on the current input prompt page to use the last applied values.
  - **Reset to default values:** To reset values in the input prompts to default.
  - **Clear All:** To clear the input prompt values of the input prompt page in focus. To clear the values permanently from the input prompts, you must click **Apply** after you have clicked **Clear All**. You cannot click **Apply** after **Clear All** if the mandatory input fields are already cleared.

# Chapter 4: Avaya Oceanalytics™ Insights Reports procedures

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## Logging on to Business Intelligence Analytics

### Procedure

1. In the address bar of the browser, enter `https://<Server_FQDN>:9502/analytics`.
2. Enter your **User ID** and **Password**.
3. Click **Sign In**.

The system logs you in to **Oracle Business Intelligence**.

### **Note:**

You can use either HTTP or HTTPS. Use HTTP for a non-secure connection. Use HTTPS for a secure connection.

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## Setting default landing page

### Procedure

1. Log on to Oracle Business Intelligence.
2. Click **<username> My Account**.  
The system displays the My Account screen.
3. In the **Starting Page** field, click an option to set it as the landing page of your choice.
4. Click **OK**.
5. Click **Sign Out**.
6. Log on to **Oracle Business Intelligence**.

The system displays the landing page of your choice.

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## Viewing a report

### Procedure

1. Log on to Oracle Business Intelligence.
2. Click **Dashboard > Oceana Reporting & Analytics > <report\_name>**.

The system displays the report.

3. Select the input values on the Input Prompts and click **Apply**.

An asterix (\*) denotes a mandatory filter field. If the mandatory fields are not populated, the apply button remains disabled.

The system displays the report for the selected Input Prompts.

4. **(Optional)** To obtain the individual agent information, you can drill down on the agent name of tabular reports.

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## Setting the default time zone

### Procedure

1. Log on to Oracle Business Intelligence.
  2. Click **<user name> > My Account**.
- The system displays the My Account screen.
3. In the **Preferences** tab, click an option to set it to a time zone of your choice in the **Starting Page** field.
  4. Click **OK**.
  5. Click **Sign Out**.
  6. Log on to **Oracle Business Intelligence**.

The system displays the time zone of your choice.

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## Customizing a report layout

### Procedure

1. Log on to Oracle Business Intelligence.
2. Open a report.
3. Enter input values on input prompts.
4. Click **Page Options**  displayed below **<user name>**.

5. Select **Save Current Customization**.

The system displays the Save Current Customization screen.

6. Enter name of customization and click **OK**

---

## Scheduling reports

### Procedure

1. Log on to Oracle Business Intelligence.
2. Click **New > Agent**.
3. On the **General** tab, select any one of the following:
  - **High**
  - **Normal**
  - **Low**
4. On the **Schedule** tab, select any one of the following:
  - **Never**
  - **Once**
  - **Daily**
  - **Weekly**
  - **Monthly**
5. On the **Condition** tab, do the following:
  - a. Click **Use a condition**.
  - b. Click **Create**.
  - c. Select either **Analysis** or **KPI**.
6. Click **OK**.
7. On the **Delivery Content** tab, select any one of the following:
  - **Analysis**
  - **Dashboard**
  - **Briefing Books**
  - **Condition Analysis**
8. On the **Recipients** tab, enter the recipients of the delivery content.
9. On the **Destinations** tab, you can select any delivery medium of report.
10. On the **Actions** tab, you can execute different web services, scripts, perform HTTP request or call another agent too.

---

## Emailing a report

### Procedure

1. Log on to Oracle Business Intelligence.
2. Click **New > Agent**.
3. Click the **Delivery Content** tab.
  - a. In the **Subject** field, type a subject for the email.
  - b. Click **Browse** and select the content for delivery.
4. Click **OK**.
5. Click the **Recipients** tab.
6. Click **Select RecipientsShow**, and select **Emails**.
7. Click **Add Email Recipient**.
8. Enter the email address of the recipient and click **OK**.
9. Click the **Destinations** tab and select **Specific Devices (will override a user's Active Delivery Profile) > Email**.
10. Click **Save**.

The system sends the report through an email to the recipient.

---

## Exporting reports

### About this task

All reports display durations in the hh:mm:ss format.

### Procedure

1. Log on to Oracle Business Intelligence.
2. Select input values on the Input Prompts.

The system displays the Summary report and the Counters report.

3. Click **Export** and then click the desired export format.

For example, Excel, PDF, PowerPoint, Web Archive (.mht), and Data formats.

#### **Note:**

In Business Activity Monitoring (BAM), you can export real-time reports to Excel only.  
The system displays the report in the desired format.

---

## Printing a report

### About this task

You can print views using HTML or Adobe PDF (Portable Document Format). You must use Adobe Reader 6.0 or greater to print views using Adobe PDF.

The HTML method of printing relies on the print handling capabilities of your browser. If you do not get the results you want, then choose PDF to open and then print the analysis.

### Procedure

1. Log on to Oracle Business Intelligence.
2. Select input values on the Input Prompts.  
The Summary report and the Counters report are displayed.
3. Click **Print**.
4. Select one of the following:
  - Printable PDF: To print the report using a PDF viewer.
  - Printable HTML: To print the report using an HTML browser.

---

## Displaying Automated Chat reports through Oracle Business Intelligence

### Procedure

1. Log on to Oracle Business Intelligence.
2. Click **New > Dashboard**.
3. Enter the required information and click **OK**.
4. Drag the **Text object** to the right pane.
5. Hover your mouse on the Text object and click **(xyz) Properties**.
6. In the text field, enter the following IFrame code:

```
<iframe frameborder="0" MARGINWIDTH="0" MARGINHEIGHT="0" scrolling="no" width="100%" height="1200" src="<your chat host report url>/"></iframe>
```

Sample URL: <https://testbot.conversive.com/ABMI/>

7. Select the **Contains HTML Markup** check box and click **OK**.
8. Click **Save**.
9. Click **Run** to open the link through the Dashboard.
10. Enter your user credentials and click **OK**.
11. Click **Analyze > Reports**.

# Chapter 5: Real-time reports

---

## Real-time reports

The real-time dashboard reports provide a snapshot of contact center resources, such as agents and routing points. Supervisors and contact center managers can use real-time reports to monitor the contact center performance on a real-time basis, both at macro and micro levels. The reports are refreshed at regular intervals with the latest status of the relevant contact center resource. These reports are vital in identifying utilization of resources and instant decision making.

Real-time reports use Start of Day (SOD) and Moving Window measures to view the performance of resources on a real-time basis.

 **Note:**

Real-time reports display time related measures in seconds.

---

## Start of Day measure reports

---

### Agent Performance Summary

#### Defined

Displays an agent's real-time performance. You can compare performance between agents.

#### How it works

Monitors how agents handle contacts delivered to them since start of the day till now. Start of the day begins from midnight. Supervisors can select the agents for reporting and view data that refreshes every 3 seconds.

## Sample report



## Business usage

Monitor and compare the performance of each agent since start of the day to ensure that the agents use their active time productively. Use this report to answer some key questions, such as:

- How many contacts were offered to an agent since start of the day and how many of these contacts were completed?

Use the **Offered** measure to determine the number of contacts directed towards the agent since start of the day. Use the **Completed** measure to determine the number of completed contacts.

- How many contacts disconnected from hold and what was the total hold duration?

Use the **Disconnects from Hold** measure to determine the number of contacts put on hold by the agent since start of the day. Use the **Hold Time** measure to determine the total time the agent spent on hold since start of the day.

- How many contacts has an agent not answered since start of the day?

Use the **Not Answered** measure to determine the number of contacts not answered by the agent since start of the day.

- How do you compare the agent's performance with other agents since start of the day?

Use the **Offered** measure to determine the number of contacts offered. Compare the **Active Time** with **Idle Time** and **Not Ready Time** to determine the agent's performance.

- Is there an improvement in the performance of the agent?

Compare the agent's performance in the current interval, with data derived from since start of day to see if the performance of the agent is improving.

- How do you view the performance of the contact center at a glance since start of the day?

Hover over the **Agent Performance Counters** View to see the performance of all activities in a contact center.

## Measures

You can include additional measures to customize the Agent Performance Summary dashboard. For more information, see *Avaya Oceanalytics™ Insights Data Dictionary*.

| Measures                     | Description                                                                                                                                     |
|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>% Completed</b>           | Percentage of offered calls that were completed.                                                                                                |
| <b>Abandoned</b>             | A count of engagements abandoned while alerting at the agent.                                                                                   |
| <b>Agent Name</b>            | Agent full name.                                                                                                                                |
| <b>Answered</b>              | A count of engagements answered by the agent.                                                                                                   |
| <b>Average Active Time</b>   | Average amount of time spent on engagements that were completed.                                                                                |
| <b>Completed</b>             | A count of engagements completed by the agent.                                                                                                  |
| <b>Conferenced</b>           | A count of engagements conferenced by the agent.                                                                                                |
| <b>Consults</b>              | A count of engagements consulted by the agent.                                                                                                  |
| <b>Disconnects From Hold</b> | A count of engagements in which a party disconnected from the engagement during the on hold state. Reported by Channel.                         |
| <b>Hold Time</b>             | The amount of time the agent had engagements on hold during the reporting period.                                                               |
| <b>Idle Time</b>             | The amount of time the agent was waiting to be offered an engagement within the reporting period. The agent was idle with no active engagement. |
| <b>Logged In Time</b>        | The amount of time the agent was logged in during the reporting period.                                                                         |
| <b>Not Answered</b>          | A count of engagements not answered by the agent.                                                                                               |
| <b>Not Ready Time</b>        | The amount of time the agent was in Not Ready state.                                                                                            |
| <b>Offered</b>               | A count of engagements offered to the agent by the routing service.                                                                             |

## Agent Performance Top 5 and Bottom 5

### Defined

Displays a performance summary of the top five and the bottom five agents since start of the day. If more than five agents have the same values for metrics on which the agents are ranked, the report displays all such agents.

### Sample report

| Agent Performance Top 5 |                 |          |           |                     |              |             |
|-------------------------|-----------------|----------|-----------|---------------------|--------------|-------------|
| Agent Name              | Supervisor Name | Answered | Completed | Average Active Time | Not Answered | % Completed |
| trial5 agent            | UNKNOWN UNKNOWN | 2.0      | 2.0       | 431.0               | 0.0          | 100.0       |
| trial2 agent            | UNKNOWN UNKNOWN | 3.0      | 3.0       | 110.0               | 0.0          | 100.0       |
| BulkAgent Test13        | UNKNOWN UNKNOWN | 1.0      | 2.0       | 330.5               | 0.0          | 100.0       |
| Swarup1 Sutar1          | UNKNOWN UNKNOWN | 3.0      | 5.0       | 26.0                | 0.0          | 100.0       |
| SRT Agent1              | UNKNOWN UNKNOWN | 1.0      | 1.0       | 360.0               | 0.0          | 100.0       |

## How it works

Monitors the performance of the contact center agents on a daily basis since the start of the day till now. Start of the day begins at midnight.

The top 5 report is a daily report that shows the performance summary of the five agents who successfully completed the highest number of customer engagements. The performance summary is based on the % Completed measure.

The bottom 5 report is a daily report that shows the performance summary of the five agents who completed the lowest number of customer engagements. The performance summary is based on the % Completed measure.

## Business usage

Compares the performance of the top five and the bottom five agents on a continuous basis. This comparison determines those agents who are using their active time productively and those who are not. This report provides answers to some key questions, such as:

- How do the top five agents compare in answering the contacts since start of the day?

Use the **Answered** measure to determine the number of contacts answered by the top five agents since start of the day.

- How do the top five agents compare in completing the contacts directed to them and the corresponding percentage of completion since start of the day?

Use the **Completed** and **% Complete** measures to determine and compare the call completion attribute of the agents since start of the day.

- How many contacts did the top five agents not answer since start of the day?

Use the **Not Answered** measure to determine and compare the contacts that were not answered by the agents since start of the day.

- How do the bottom five agents compare in the number of contacts that abandoned since the start of the day?

Use the **Abandoned** measure to determine and compare the number of contacts that abandoned during alerting since start of the day.

- How do the bottom five agents compare in not answering the contacts since start of the day?

Use the **Not Answered** measure to determine the number of contacts not answered by the bottom five agents since start of the day.

- How do the bottom five agents compare in using the answering time productively since start of the day?

Use the **Average Active Time** measure with **Answered** measure to determine and compare the time duration for which the agents were actively answering the calls since start of the day.

## Measures

You can include additional measures to customize the Agent Performance Top 5 and Bottom 5 dashboards.

For more information, see *Avaya Oceanalytics™ Insights Data Dictionary*.

| Measures            | Description                                                      |
|---------------------|------------------------------------------------------------------|
| % Completed         | Percentage of offered calls that were completed.                 |
| Agent Name          | Agent full name.                                                 |
| Answered            | A count of engagements answered by the agent.                    |
| Average Active Time | Average amount of time spent on engagements that were completed. |
| Completed           | A count of engagements completed by the agent.                   |
| Not Answered        | A count of engagements not answered by the agent.                |
| Supervisor Name     | Supervisor full name.                                            |

## Agent Compare

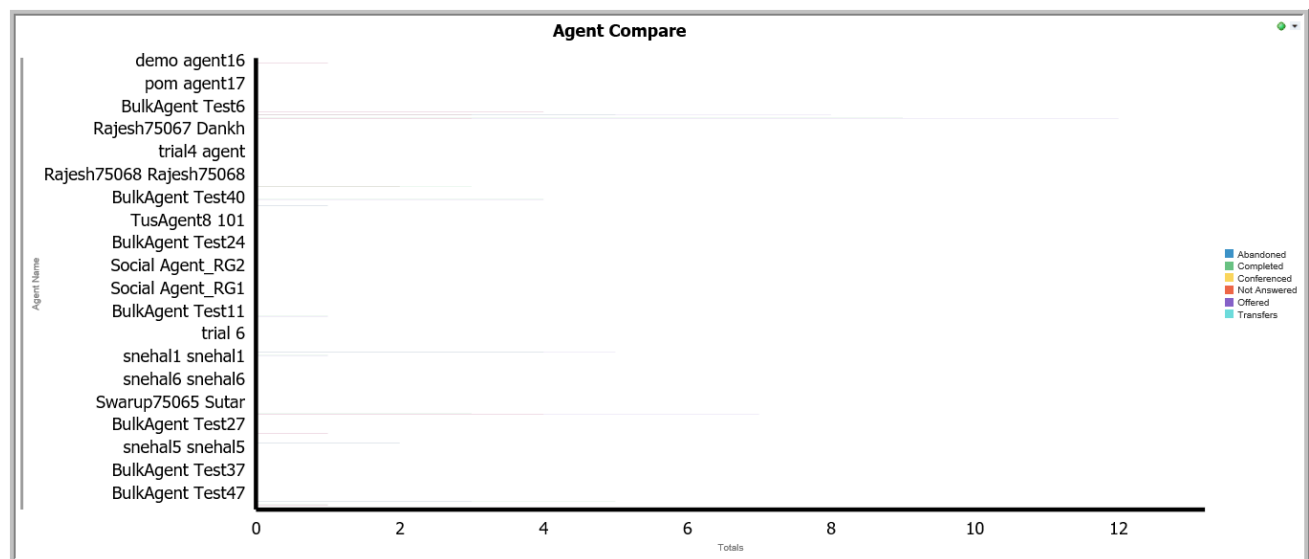
### Defined

Displays comparison of different agent measures.

### How it works

Monitors real-time performance of selected agents by comparing different agent measures since start of the day till now. Start of the day begins at midnight. Supervisors can select a maximum of 5 agents for comparing on different measures.

### Sample report



### Business usage

- How many contacts were offered to agents since start of the day, and how many of these contacts were completed?

Use the **Offered** and **Completed** measures to compare the performance of the agents since start of the day.

- How many contacts were offered to agents since start of the day and how many of these contacts were abandoned?

Use the **Offered** and **Abandoned** measures to compare the number of contacts abandoned by the agents since start of the day.

- How many contacts offered to the agents was transferred or conferenced since start of the day?

Compare the **Transferred** and **Conferenced** measures with the **Offered** measures to know the count of contacts that were either transferred or conferenced since start of the day.

## Measures

You can include additional measures to customize the Agent Compare dashboard.

For more information, see *Avaya Oceanalytics™ Insights Data Dictionary*.

| Measures            | Description                                                         |
|---------------------|---------------------------------------------------------------------|
| <b>Abandoned</b>    | A count of engagements abandoned while alerting at the agent.       |
| <b>Completed</b>    | A count of engagements completed by the agent.                      |
| <b>Conferenced</b>  | A count of engagements conferenced by the agent.                    |
| <b>Not Answered</b> | A count of engagements not answered by the agent.                   |
| <b>Offered</b>      | A count of engagements offered to the agent by the routing service. |
| <b>Transfers</b>    | A count of engagements transferred by the agent.                    |

## Account by Agent Summary

### Defined

Displays a summary of agents who handled the contacts for the accounts since start of the day.

### How it works

Monitors the performance of the contact center agents by account since start of the day till now. Start of the day begins at midnight. Supervisors can select the agents to report on and monitor the real-time performance of agents serving the accounts for the reporting period.

This report displays the accounts, their attributes, and the channels through which a contact is routed.

### Sample report

| Account By Agent Summary |              |                 |                   |                  |         |           |                     |           |             |           |
|--------------------------|--------------|-----------------|-------------------|------------------|---------|-----------|---------------------|-----------|-------------|-----------|
| Agent ID                 | Agent Name   | Supervisor Name | Account ID        | Channel ID       | Offered | Completed | Average Active Time | Abandoned | Conferenced | Transfers |
| 75007                    | Kiran agent  | UNKNOWN UN...   | 75007_OCP Ch...   | Chat             | 5       | 5         | 1322.8              | 0         | 0           | 0         |
| 75007                    | Kiran agent  | UNKNOWN UN...   | 75007_OCP Em...   | Email            | 1       | 1         | 430.0               | 0         | 0           | 0         |
| 75007                    | Kiran agent  | UNKNOWN UN...   | 75007_OCP Sh...   | ShortMessageS... | 3       | 3         | 2064.3333333333335  | 0         | 0           | 0         |
| 75007                    | Kiran agent  | UNKNOWN UN...   | 75007             | Voice            | 0       | 0         | 0.0                 | 0         | 0           | 0         |
| trial3@avayacs.com       | trial3 agent | UNKNOWN UN...   | trial3@avayacs... | ShortMessageS... | 2       | 2         | 115.0               | 0         | 0           | 0         |
| trial3@avayacs.com       | trial3 agent | UNKNOWN UN...   | trial3@avayacs... | Email            | 0       | 0         | 0.0                 | 0         | 0           | 0         |
| trial3@avayacs.com       | trial3 agent | UNKNOWN UN...   | trial3@avayacs... | Chat             | 0       | 0         | 0.0                 | 0         | 0           | 0         |

## Business usage

- How many contacts were offered to the agent and for which accounts in the reporting period?  
Use the **Offered** measure to determine the number of contacts offered for the reporting period.  
Use the **Account ID** measure to determine the accounts serviced by the agent for the reporting period.
- How many accounts did the agent service in the reporting period?  
Use the **Account ID** measure to determine the accounts that the agent serviced for the reporting period.
- How do you determine the usage of channels by agent for the reporting period?  
Use the **Channel ID** measure to determine the channels that the agent supported while supporting an account. Use the **Active Time** measure to determine the active time spent by the agent for the selected channel.
- How do you determine the occupancy rate of the agent for each account in the reporting period?  
Use the **Account ID** measure to determine the accounts that the agent supported the most.  
Use the **Active Time** measure to determine the active time spent by the agent for the accounts in the reporting period.

## Measures

You can include additional measures to customize the Account by Agent Summary dashboard.

For more information, see *Avaya Oceanalytics™ Insights Data Dictionary*.

| Measures                   | Description                                                                                                                                       |
|----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Agent ID</b>            | The agent ID from the source system of the agent that owns this account.                                                                          |
| <b>Agent Name</b>          | Agent full name.                                                                                                                                  |
| <b>Account ID</b>          | The account ID in the source system.                                                                                                              |
| <b>Average Active Time</b> | Average active time per engagement that completed.                                                                                                |
| <b>Abandoned</b>           | A count of engagements offered that abandoned within the reporting period. The caller disconnected during alerting time.                          |
| <b>Channel ID</b>          | ID of the channel.                                                                                                                                |
| <b>Completed</b>           | A count of engagements offered to the agent from the routing service within the reporting period. Includes consult, transferred, and conferenced. |
| <b>Conferenced</b>         | A count of offered engagements conferenced by the agent within the reporting period.                                                              |
| <b>Offered</b>             | A count of engagements offered to the agent from the routing service within the reporting period. Includes abandoned.                             |
| <b>Supervisor Name</b>     | Supervisor full name.                                                                                                                             |
| <b>Transfers</b>           | A count of offered engagements transferred by the agent within the reporting period.                                                              |

## Agent By Routing Service

### Defined

Displays how agents use routing services since start of the day.

### How it works

Monitors the performance of agents associated with the routing service since start of the day. Start of the day begins at midnight. Supervisors can select the routing service for reporting and monitor the real-time performance of channels and its usage by agents.

### Sample report

| Agent By Routing Service |                     |         |          |           |             |          |       |                      |
|--------------------------|---------------------|---------|----------|-----------|-------------|----------|-------|----------------------|
| Service Display Name     | Agent ID            | Offered | Answered | Abandoned | Transferred | Consults | Holds | Active Time Duration |
| Oceana Service           | snehal5@avayacs.com | 1       | 1        | 0         | 0           | 0        | 0     | 14                   |
| Oceana Service           | trial1@avayacs.com  | 3       | 2        | 0         | 0           | 0        | 0     | 840                  |
| Oceana Service           | trial5@avayacs.com  | 21      | 20       | 0         | 0           | 0        | 0     | 5133                 |
| Oceana Service           | 85041@avayacs.com   | 1       | 0        | 0         | 0           | 0        | 0     | 0                    |
| Oceana Service           | 75006               | 1       | 1        | 0         | 0           | 0        | 0     | 0                    |
| Oceana Service           | trial1@avayacs.com  | 1       | 1        | 0         | 0           | 0        | 0     | 6                    |
| Oceana Service           | 75005@avayacs.com   | 1       | 1        | 0         | 0           | 0        | 0     | 739                  |
| Oceana Service           | 85011               | 0       | 0        | 0         | 0           | 0        | 0     | 0                    |
| Oceana Service           | trial1@avayacs.com  | 21      | 19       | 0         | 0           | 0        | 0     | 4539                 |
| Oceana Service           | trial1@avayacs.com  | 2       | 1        | 1         | 0           | 0        | 0     | 29                   |
| Oceana Service           | 75094               | 9       | 9        | 0         | 0           | 0        | 0     | 14645                |
| Oceana Service           | 75006               | 2       | 2        | 0         | 0           | 0        | 0     | 934                  |
| Oceana Service           | trial5@avayacs.com  | 2       | 2        | 0         | 0           | 0        | 0     | 333                  |

### Business usage

- How do you determine an agent's performance by routing service for the reporting period?

Compare the agent on various measures, such as **Offered** and **Answered**, displayed in the report to determine the agent's performance.

- How do you determine the usage of channels by an agent for the reporting period?

Use the **Service Display Name** and **Agent ID** measures to determine the usage of channels by an agent.

### Measures

You can include additional measures to customize the Agent By Routing Service dashboard.

For more information, see *Avaya Oceanalytics™ Insights Data Dictionary*.

| Measures                    | Description                                                      |
|-----------------------------|------------------------------------------------------------------|
| <b>Abandoned</b>            | A count of the routing service engagements abandoned by agent.   |
| <b>Active Time Duration</b> | Total active time of engagements offered to agent.               |
| <b>Agent ID</b>             | ID to uniquely identify agent.                                   |
| <b>Answered</b>             | A count of the routing service engagements answered by agent.    |
| <b>Consults</b>             | A count of the routing service engagements consulted by agent.   |
| <b>Holds</b>                | A count of routing service engagements put on hold by agent.     |
| <b>Offered</b>              | A count of the routing service engagements offered to the agent. |
| <b>Service Display Name</b> | Routing service name.                                            |
| <b>Transferred</b>          | A count of the routing service engagements transferred by agent. |

## Routing Service Monitoring

### Defined

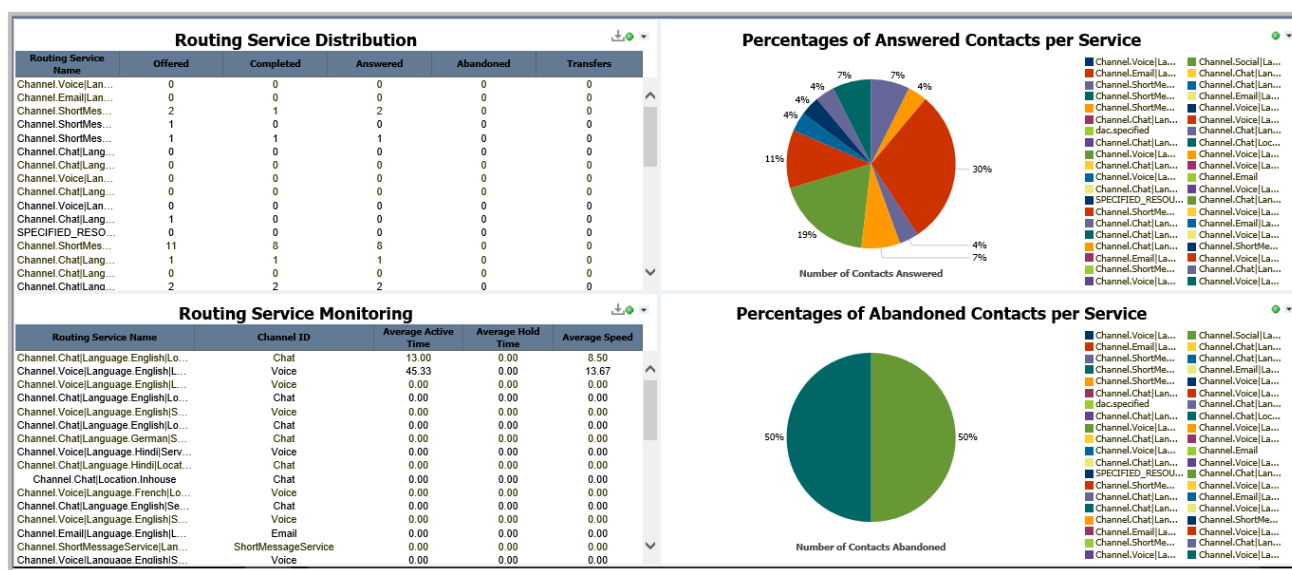
Displays overall performance of a routing service since start of the day.

### How it works

Monitors the performance of the routing services since start of the day till now. Start of the day begins at midnight. Supervisors can select the routing service for reporting and view data that refreshes every 3 seconds.

This report displays routing services, their attributes, channels through which a contact is routed, and provides a snapshot of metric through a Pie chart View.

### Sample report



### Business usage

- How many contacts has a routing service offered, and how many agents were serviced by the routing service for the reporting period?

Use the **Offered** measure to determine the number of contacts offered through the selected routing service. Use the **Agent Count** measure to determine the agents serviced by the routing service for the reporting period.

- How do you compare the usage of routing services by channels?

Use the **Channel** measure to determine the usage of multichannel serviced by routing service.

- How do you view the answered calls across routing services?

Hover the mouse over each pie in the **Number of Answered Contacts per Service Name** View.

- How do you determine the performance of a routing service?

Use the average measures to know the performance of a routing service.

- How do you compare different attributes of routing services?

Hover over the Pie charts to determine the percentage of different attributes for each routing service.

## Measures

You can include additional measures to customize the Routing Service Monitoring dashboard.

For more information, see *Avaya Oceanalytics™ Insights Data Dictionary*.

| Measures                    | Description                                                                       |
|-----------------------------|-----------------------------------------------------------------------------------|
| <b>Abandoned</b>            | A count of the routing service engagements abandoned.                             |
| <b>Answered</b>             | A count of the routing service engagements answered within the reporting period.  |
| <b>Average Active Time</b>  | Average amount of time spent on engagements that were completed.                  |
| <b>Average Hold Time</b>    | Average amount of time engagements were on hold.                                  |
| <b>Average Speed</b>        | Average amount of engagements spent alerting.                                     |
| <b>Channel ID</b>           | ID of the channel.                                                                |
| <b>Completed</b>            | A count of the routing service engagements completed within the reporting period. |
| <b>Offered</b>              | A count of the routing service engagements offered.                               |
| <b>Routing Service Name</b> | Name of the routing service.                                                      |
| <b>Transfers</b>            | A count of the routing service engagements transferred.                           |

---

## Instantaneous measure reports

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### Agent Instantaneous

#### Defined

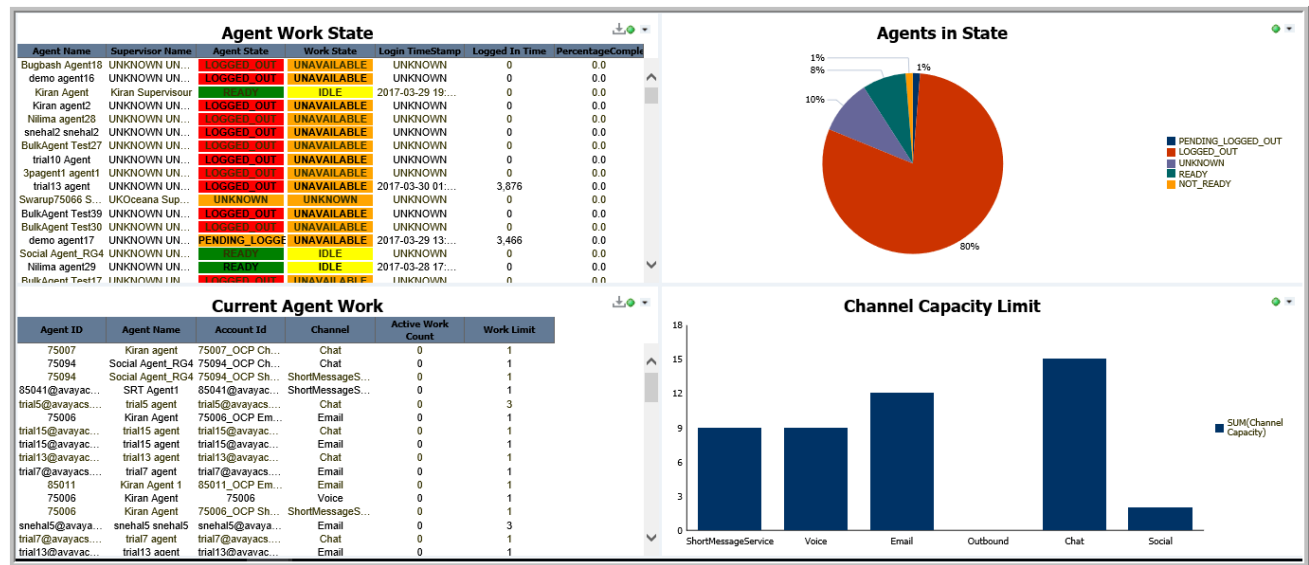
Provides continuous display of what is happening at the agent end and the contacts that are queuing.

#### How it works

Monitors the agent's state in real-time. Supervisors can select the agents to report on and monitor their current agent work state and current agent work with accounts state. They can also track the usage of channel capacity.

Use the Pie chart to configure the state type. You can select from Account, Agent, or Work.

## Sample report



## Business usage

- How to determine the capacity limits of the channels?

See the **Channel Capacity Limit** View to know if the channels are approaching their capacity limits.

- How do you determine the current state of agent in a contact center?

See the **Agent Work State** View to determine the overall state of Agents in contact center.

- What is the state of the work items for each account, and what is the percentage of the work limit that is active?

See the **Current Agent Work** View to determine the state of work items and percentage of the work limit that is active.

- How do you determine the state type of an Agent, Account, and Work?

See the **Agents in State** Pie chart to determine the state of Agents. Configure the Pie chart to see Account and Work states.

## Measures

You can include additional measures to customize the Agent Instantaneous dashboard.

For more information, see *Avaya Oceanalytics™ Insights Data Dictionary*.

| Measures    | Description                                      |
|-------------|--------------------------------------------------|
| % Completed | Percentage of offered calls that were completed. |
| Account ID  | The account ID in the source system.             |
| Agent ID    | Agent ID in the system.                          |
| Agent Name  | Agent full name.                                 |

Table continues...

| Measures               | Description                                                                                                                                           |
|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Agent State</b>     | Agent state: Logged in, Logged out, Ready, Not Ready.                                                                                                 |
| <b>Channel</b>         | Name of channel.                                                                                                                                      |
| <b>Logged In Time</b>  | The amount of time the agent was logged in during the reporting period.                                                                               |
| <b>Login TimeStamp</b> | Log in time in a time stamp format.                                                                                                                   |
| <b>Ready</b>           | Indicates ready state.                                                                                                                                |
| <b>Supervisor Name</b> | Supervisor full name.                                                                                                                                 |
| <b>Work State</b>      | Used to color code depending on value of state: Idle: Yellow, Ready: Green, Logged out: Red, any other state the background color defaults to Orange. |

## Routing Service Instantaneous

### Defined

Provides a continuous display of what is happening at the routing service end.

### How it works

Monitors the routing service state in real-time. Supervisors can select the routing service to report on, monitor their current status, and understand the functioning of routing services.

### Sample report

| Routing Service Instantaneous  |                        |                   |                  |        |                    |               |           |          |                 |
|--------------------------------|------------------------|-------------------|------------------|--------|--------------------|---------------|-----------|----------|-----------------|
| Routing Service Name           | Oldest Waiting Contact | Contacts At Agent | Contacts Waiting | Active | Expected Wait Time | Held Contacts | Available | Alerting | % Service Level |
| Channel.Chat(Language.Engl...  | UNKNOWN                | 0                 | 0                | 0      | 93.29291           | 0             | 0         | 0        | 100.00          |
| Channel.Chat(Language.Engl...  | UNKNOWN                | 0                 | 0                | 0      | UNKNOWN            | 0             | UNKNOWN   | 0        | 0.00            |
| Channel.Voice(Language.Engl... | UNKNOWN                | 0                 | 0                | 0      | 177.07915          | 0             | 1         | 0        | 0.00            |
| Channel.Chat(Language.Engl...  | UNKNOWN                | 0                 | 0                | 0      | 169.36205          | 0             | 0         | 0        | 100.00          |
| Channel.Chat(Language.Germ...  | UNKNOWN                | 0                 | 0                | 0      | UNKNOWN            | 0             | 1         | 0        | 0.00            |
| Channel.Chat(Location.Inhouse  | UNKNOWN                | 0                 | 0                | 0      | 394.17444          | 0             | 0         | 0        | 0.00            |
| Channel.Chat(Language.Engl...  | UNKNOWN                | 0                 | 0                | 0      | 334.1115           | 0             | 1         | 0        | 0.00            |
| Channel.Email(Language.Ger...  | UNKNOWN                | 0                 | 0                | 0      | UNKNOWN            | 0             | 1         | 0        | 0.00            |
| Channel.Chat(Language.Frenc... | UNKNOWN                | 1                 | 0                | 1      | 146.55466          | 0             | 1         | 0        | 100.00          |
| Channel.ShortMessageServic...  | UNKNOWN                | 1                 | 0                | 1      | 178.53497          | 0             | 1         | 0        | 100.00          |
| Channel.Chat(Language.Engl...  | UNKNOWN                | 0                 | 0                | 0      | 164.50752          | 0             | 1         | 0        | 100.00          |

### Business usage

- How do you determine whether the routing service is fully utilized?

Use the **Staffed** measure to determine the number of agents logged in to the service. Use the **Contacts at Agent** measure to determine the number of contacts engaged with agents for the routing service.

- How many contacts are waiting to be served, and which is the oldest contact waiting for the service?

Use the **Contacts Waiting** measure to determine the number of contacts queued for the service. Use the **Oldest Contact Waiting** measure to determine the oldest contact waiting for this service.

- How many contacts are on hold for this service?

Use the **Held Contacts** measure to determine the number of contacts on hold.

- How do you determine the number of agents in Idle state who are available for customer engagements?

Use the **Available** measure to determine the number of agents on this service in an Idle state.

## Measures

You can include additional measures to customize the Routing Service Instantaneous dashboard.

For more information, see *Avaya Oceanalytics™ Insights Data Dictionary*.

| Measures               | Description                                                                |
|------------------------|----------------------------------------------------------------------------|
| % Service              | Percentage of engagements processed within the allowable thresholds.       |
| Active                 | A count of the routing services active within the reporting period.        |
| Alerting               | A count of the routing service engagements alerting.                       |
| Available              | A count of agents available to work on engagements of the routing service. |
| Contacts At Agent      | A count of the routing service engagements currently with agents.          |
| Contacts Waiting       | A count of the routing service engagements waiting in queue.               |
| Expected Wait Time     | Expected wait time of the engagements of this routing service.             |
| Held Contacts          | A count of the routing service engagements currently on hold.              |
| Oldest Contact Waiting | Oldest queueing engagement of the routing service.                         |
| Routing Service Name   | Name of the routing service.                                               |

---

## Agent Interaction

### Defined

Displays real-time agent interaction details when a contact is initiated.

### How it works

Monitors how agents handle contacts delivered to them on the Abandoned, Completed, Conferenced, Offered, Transferred, Not Answered, Consulted, and Number of Holds measures. Supervisors can apply filters on Time of Interaction, Agent Name, and Routing Service Names to monitor the agent.

The real-time filter in the Agent Interaction dashboard is a compound filter that uses the AND operator. To display the data on the dashboard, you must select values from all filters. For example, you must select the agent and the corresponding values in other filters. If you do not know the corresponding filters, select the All check box in all other filters.

## Sample report

| Agent Interaction |              |                |                 |                  |                    |                 |                         |                        |          |                           |       |          |             |               |                      |                    |  |
|-------------------|--------------|----------------|-----------------|------------------|--------------------|-----------------|-------------------------|------------------------|----------|---------------------------|-------|----------|-------------|---------------|----------------------|--------------------|--|
| Engagement ID     | Segment Type | Agent Name     | Supervisor Name | Channel          | Routing Service ID | Call Originator | Segment Start TimeStamp | Customer End TimeStamp | State    | State Effective TimeStamp | Holds | Consults | Conferenced | ACW Indicator | Barged Out Indicator | Transfer Indicator |  |
| b91gHKT_SNG...    | CALLLED      | Sibban Collins | Tommy Morris    | ShortMessageS... | Channel Short...   | 08711113        | 000000014913...         | 000000014913...        | COMPLETE | 000000014913...           | 0     | 0        | 0           | UNKNOWN       | 0                    | 0                  |  |
| USEYQWagS9...     | BARGE_IN     | Tommy Morris   | UNKNOWN UN...   | ShortMessageS... | Channel Short...   | 08711113        | 000000014913...         | 000000014913...        | COMPLETE | 000000014913...           | 0     | 0        | 0           | UNKNOWN       | 0                    | 0                  |  |
| USEYQWagS9...     | CALLLED      | Sibban Collins | Tommy Morris    | ShortMessageS... | Channel Short...   | 08711113        | 000000014913...         | 000000014913...        | COMPLETE | 000000014913...           | 0     | 0        | 0           | UNKNOWN       | 0                    | 0                  |  |
| USEYQWagS9...     | COACHED      | Sibban Collins | Tommy Morris    | ShortMessageS... | Channel Short...   | 08711113        | 000000014913...         | 000000014913...        | COMPLETE | 000000014913...           | 0     | 0        | 0           | UNKNOWN       | 0                    | 0                  |  |
| USEYQWagS9...     | COACHING     | Tommy Morris   | UNKNOWN UN...   | ShortMessageS... | Channel Short...   | 08711113        | 000000014913...         | 000000014913...        | COMPLETE | 000000014913...           | 0     | 0        | 0           | UNKNOWN       | 0                    | 0                  |  |
| UN80AaSG1q...     | CALLLED      | Tommy Morris   | UNKNOWN UN...   | ShortMessageS... | Channel Short...   | 08711115        | 000000014912...         | 000000014912...        | COMPLETE | 000000014912...           | 0     | 0        | 0           | UNKNOWN       | 0                    | 0                  |  |
| OKWheaDER12...    | CALLLED      | Tommy Morris   | UNKNOWN UN...   | ShortMessageS... | Channel Short...   | 08711112        | 000000014912...         | 000000014912...        | COMPLETE | 000000014912...           | 0     | 0        | 0           | UNKNOWN       | 0                    | 0                  |  |
| LTxorb-a0CuC...   | CALLLED      | Sibban Collins | Tommy Morris    | Chat             | Channel Chat(L...  | a@avaya.com     | 000000014912...         | 000000014912...        | COMPLETE | 000000014912...           | 0     | 0        | 0           | UNKNOWN       | 0                    | 0                  |  |
| KBjHnc0ISGnH...   | CALLLED      | Sibban Collins | Tommy Morris    | Chat             | Channel Chat(L...  | asd@avaya.com   | 000000014912...         | 000000014912...        | COMPLETE | 000000014912...           | 0     | 0        | 0           | UNKNOWN       | 0                    | 0                  |  |
| K2nuXUmGLu...     | CALLLED      | Sibban Collins | Tommy Morris    | Voice            | Channel Voice...   | 8500052         | 000000014912...         | 000000014912...        | COMPLETE | 000000014912...           | 1     | 0        | 0           | UNKNOWN       | 0                    | 1                  |  |
| K2nuXUmGLu...     | TRANSFERRED  | Tommy Morris   | UNKNOWN UN...   | Voice            | Channel Voice...   | 8500052         | 000000014912...         | 000000014912...        | COMPLETE | 000000014912...           | 0     | 0        | 0           | UNKNOWN       | 0                    | 1                  |  |
| K2nuXUmGLu...     | CONSULTING   | UNKNOWN UN...  | UNKNOWN UN...   | Voice            | Channel Voice...   | 8500014         | 000000014912...         | 000000014912...        | COMPLETE | 000000014912...           | 0     | 1        | 0           | UNKNOWN       | 0                    | 0                  |  |

## Business usage

- How do you determine the agents who are active on a call but are in the ACW state?

Use the **Segment Type** measure to determine whether the segment is showing **Called**. Use the **ACW Extended** measure displayed in the **State** column to know whether the agent is in the ACW state.

- How do you determine whether an agent has been removed from the call?

Use the **Segment Type** measure to know whether the segment is showing **Observed**. Use the **Barged Out Indicator** measure to know whether the agent was removed from the call.

- How do you determine whether the agent transferred the call to another agent?

Use the **Transferred Indicator** measure to determine the calls that an agent transferred .

## Measures

You can include additional measures to customize the Agent Interaction dashboard.

For more information, see *Avaya Oceanalytics™ Insights Data Dictionary*.

| Measures                      | Description                                                                                                                                                                          |
|-------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>ACW Indicator</b>          | Indicator to identify if the agent went into ACW for this contact.                                                                                                                   |
| <b>Agent Name</b>             | Agent full name.                                                                                                                                                                     |
| <b>Barged Out Indicator</b>   | Indicator to identify if the agent was barged out for the contact.                                                                                                                   |
| <b>Call Originator</b>        | Address of the originator of the contact. For example, phone number or the email address.                                                                                            |
| <b>Channel</b>                | Name of channel.                                                                                                                                                                     |
| <b>Conferenced</b>            | A count of offered engagements conferenced by the agent within the reporting period.                                                                                                 |
| <b>Consults</b>               | A count of consulted engagements by the agent within the reporting period.                                                                                                           |
| <b>Customer End TimeStamp</b> | The UTC timestamp that the customer engagement on this contact completed that gave the agent the option to complete or end ACW. This also identifies the time the agent entered ACW. |
| <b>Engagement ID</b>          | ID of engagement.                                                                                                                                                                    |

Table continues...

| Measures                         | Description                                                                                                                                                                                  |
|----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Holds</b>                     | The count of the number of times that the agent put this segment on hold.                                                                                                                    |
| <b>Routing Service ID</b>        | The Routing attribute service that matched the agent to this contact.                                                                                                                        |
| <b>Segment Start TimeStamp</b>   | The UTC timestamp that the segment was created.                                                                                                                                              |
| <b>Segment Type</b>              | The reason that the segment was created. Different Segment Type are Called, Calling, Consulting, Consulted, Observed, Observing, Coached, Coaching, Barged In, Transferred, and Conferenced. |
| <b>State</b>                     | The status of engagement.                                                                                                                                                                    |
| <b>State Effective TimeStamp</b> | The UTC timestamp of the last state changed.                                                                                                                                                 |
| <b>Supervisor Name</b>           | Supervisor full name.                                                                                                                                                                        |
| <b>Transfer Indicator</b>        | Indicator to identify if the agent transferred the contact.                                                                                                                                  |

## Moving Window measure reports

### Agent Performance Moving Window

#### Defined

Displays an agent's real-time performance in the last 10 minutes. You can compare the performance of different agents.

#### How it works

Monitors how agents handle contacts delivered to them in the last 10 minutes Moving Time Window. Supervisors can select the agents for reporting and monitor overall performance and productivity of agents in the last 10 minutes.

#### Sample report

| Agent Performance Moving Window |               |         |          |           |           |              |             |          |             |                       |  |
|---------------------------------|---------------|---------|----------|-----------|-----------|--------------|-------------|----------|-------------|-----------------------|--|
| Agent Id                        | Display Name  | Offered | Answered | Abandoned | Completed | Not Answered | Conferenced | Consults | Transferred | Disconnects From Hold |  |
| user8281007                     | Agent 8281007 | 5       | 3        | 1         | 3         | 1            | 0           | 0        | 0           | 0                     |  |
| user8281008                     | Agent 8281008 | 0       | 0        | 0         | 0         | 0            | 0           | 0        | 0           | 0                     |  |
| user8281004                     | Agent 8281004 | 9       | 8        | 0         | 8         | 1            | 0           | 0        | 0           | 0                     |  |
| user8281003                     | Agent 8281003 | 0       | 0        | 0         | 0         | 0            | 0           | 0        | 0           | 0                     |  |
| user8281002                     | Agent 8281002 | 7       | 7        | 0         | 7         | 0            | 0           | 0        | 0           | 0                     |  |
| user8281006                     | Agent 8281006 | 0       | 0        | 0         | 0         | 0            | 0           | 0        | 0           | 0                     |  |

#### Business usage

- How many contacts were offered to an agent in the last 10 minutes and how many of these contacts were completed?

Use the **Offered** measure to determine the number of contacts directed to the agent in the last 10 minutes. Use the **Completed** measure to determine the number of completed contacts.

- How many contacts disconnected from hold in the last 10 minutes?

Use the **Disconnects from Hold** measure to determine the number of contacts put on hold by the agent in the last 10 minutes.

- How many contacts did an agent not answer in the last 10 minutes?

Use the **Not Answered** measure to determine the number of contacts not answered by the agent in the last 10 minutes.

- How do you compare the agent's performance with other agents in the last 10 minutes?

Use the **Offered** measure to determine the number of contacts offered. Compare **Active Time** and **Completed** measures to determine the agent's performance.

- How is the agent performing as compared to other agents in the last 10 minutes?

Use the **Offered** measure to determine the number of contacts offered in the last 10 minutes. Compare agents based on other measures such as **Completed**, **Answered**, **Not Answered**, **Conferenced**, **Consults**, and **Transferred** to determine agent performance.

## Measures

You can include additional measures to customize the Agent Performance Moving Window dashboard.

For more information, see *Avaya Oceanalytics™ Insights Data Dictionary*.

| Measures                     | Description                                                                                                             |
|------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| <b>Abandoned</b>             | A count of engagements abandoned while alerting at the agent.                                                           |
| <b>Agent ID</b>              | Agent ID in the system.                                                                                                 |
| <b>Answered</b>              | A count of engagements answered by the agent.                                                                           |
| <b>Completed</b>             | A count of engagements completed by the agent.                                                                          |
| <b>Conferenced</b>           | A count of engagements conferenced by the agent.                                                                        |
| <b>Consults</b>              | A count of engagements consulted by the agent.                                                                          |
| <b>Disconnects From Hold</b> | A count of engagements in which a party disconnected from the engagement during the on hold state. Reported by Channel. |
| <b>Display Name</b>          | Agent display name.                                                                                                     |
| <b>Not Answered</b>          | A count of engagements not answered by the agent.                                                                       |
| <b>Offered</b>               | A count of engagements offered to the agent by the routing service.                                                     |

## Agent by Account Moving Window

### Defined

Displays a summary of agents who handled the contacts for the accounts in the last 10 minutes.

### How it works

Monitors the performance of the contact center agents by account for the last 10 minutes Moving Time Window. Supervisors can select the agents to report on and monitor the performance of agents serving the accounts through various channels.

## Sample report

| Account By Agent Moving Window |               |         |            |         |          |           |              |           |             |          |             |
|--------------------------------|---------------|---------|------------|---------|----------|-----------|--------------|-----------|-------------|----------|-------------|
| Agent Id                       | Display Name  | Channel | Account Id | Offered | Answered | Completed | Not Answered | Abandoned | Conferenced | Consults | Transferred |
| user8281001                    | Agent 8281001 | Voice   | 8281001    | 10      | 8        | 8         | 0            | 2         | 0           | 0        | 0           |
| user8281004                    | Agent 8281004 | Voice   | 8281004    | 7       | 5        | 5         | 1            | 1         | 0           | 0        | 0           |

## Business usage

- How many contacts were offered to the agent and for which accounts in the 10 minutes Moving Time Window?

Use the **Offered** measure to determine the number of contacts offered.

Use the **Account ID** measure to determine the accounts serviced by the agent.

- How many accounts did the agent service in the 10 minutes Moving Time Window?

Use the **Account ID** measure to determine the accounts that the agent serviced.

- How do you determine the usage of channels by agent in the 10 minutes Moving Time Window?

Use the **Channel** measure to determine the number of channels that the agent supported while supporting an account.

- How do you determine the occupancy rate of the agent for each account in the 10 minutes Moving Time Window?

Use the **Account ID** measure to determine the accounts that the agent supported the most.

Use the **Active Time** measure to determine the active time spent by the agent for the accounts.

## Measures

You can include additional measures to customize the Agent By Account Moving Window dashboard.

For more information, see *Avaya Oceanalytics™ Insights Data Dictionary*.

| Measures           | Description                                                                                                                                       |
|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Abandoned</b>   | A count of engagements offered that abandoned within the reporting period. The caller disconnected during alerting time.                          |
| <b>Account ID</b>  | The account ID in the source system.                                                                                                              |
| <b>Agent ID</b>    | The agent ID from the source system of the agent that owns this account.                                                                          |
| <b>Answered</b>    | A count of offered engagements answered by the agent within the reporting period.                                                                 |
| <b>Channel</b>     | Name of channel.                                                                                                                                  |
| <b>Completed</b>   | A count of engagements offered to the agent from the routing service within the reporting period. Includes consult, transferred, and conferenced. |
| <b>Conferenced</b> | A count of offered engagements conferenced by the agent within the reporting period.                                                              |

*Table continues...*

| Measures            | Description                                                                                                           |
|---------------------|-----------------------------------------------------------------------------------------------------------------------|
| <b>Consults</b>     | A count of consulted engagements by the agent within the reporting period.                                            |
| <b>Display Name</b> | The display name of the agent that owns this account.                                                                 |
| <b>Not Answered</b> | A count of offered engagements not answered by the agent within the reporting period.                                 |
| <b>Offered</b>      | A count of engagements offered to the agent from the routing service within the reporting period. Includes abandoned. |
| <b>Transferred</b>  | A count of the routing service engagements transferred by agent.                                                      |

## Routing Service Moving Window

### Defined

Displays the overall performance of a routing service in the last 10 minutes.

### How it works

Monitors the performance of the routing services in the last 10 minutes Moving Time Window. Supervisors can select the routing service for reporting and monitor the performance of routing services in the last 10 minutes.

### Sample report

| Routing Service Moving Window |                     |         |          |           |          |             |              |       |           |
|-------------------------------|---------------------|---------|----------|-----------|----------|-------------|--------------|-------|-----------|
| Routing Service               | Channel             | Offered | Answered | Abandoned | Consults | Transferred | Not Answered | Holds | Completed |
| Channel Chat(Language...      | Chat                | 1       | 1        | 0         | 0        | 0           | 0            | 0     | 0         |
| Channel.ShortMessage...       | ShortMessageService | 1       | 1        | 0         | 0        | 0           | 0            | 0     | 0         |
| Channel.ShortMessage...       | ShortMessageService | 1       | 1        | 0         | 0        | 0           | 0            | 0     | 1         |

### Business usage

- How many contacts has a routing service offered in the last 10 minutes?

Use the **Routing Service** and **Offered** measures to determine the number of contacts offered through the selected routing service.

- How do you compare the usage of routing services by channels in the last 10 minutes?

Use the **Channel** measure to determine the usage of multiple channels serviced by the routing service.

- How do you determine the oldest contact that is queued for a routing service in the last 10 minutes?

Use the **Routing Service** and **Oldest Contact Waiting** measures to determine the oldest contact queued for a routing service.

### Measures

You can include additional measures to customize the Routing Service Moving Window dashboard.

For more information, see *Avaya Oceanalytics™ Insights Data Dictionary*.

| Measures            | Description                                                                       |
|---------------------|-----------------------------------------------------------------------------------|
| <b>Abandoned</b>    | A count of the routing service engagements abandoned.                             |
| <b>Answered</b>     | A count of the routing service engagements answered within the reporting period.  |
| <b>Channel</b>      | Name of channel.                                                                  |
| <b>Completed</b>    | A count of the routing service engagements completed within the reporting period. |
| <b>Consults</b>     | A count of the routing service engagements consulted.                             |
| <b>Holds</b>        | A count of hold occurrences for the routing service engagements.                  |
| <b>Not Answered</b> | A count of the routing service engagements not answered.                          |
| <b>Offered</b>      | A count of the routing service engagements offered.                               |
| <b>Transferred</b>  | A count of the routing service engagements transferred by agent.                  |

## Agent By Routing Service Moving Window

### Defined

Displays how agents used routing services in the last 10 minutes.

### How it works

Monitors the performance of agents associated with the routing service in the last 10 minutes Moving Time Window. Supervisors can select the routing service for reporting and monitor the real-time performance of channels and its usage by agents.

### Sample report

| Agent By Routing Service Moving Window Summary |                    |                  |                  |         |          |           |             |          |             |           |       |
|------------------------------------------------|--------------------|------------------|------------------|---------|----------|-----------|-------------|----------|-------------|-----------|-------|
| Routing Service                                | Display Name       | Agent Id         | Channel Id       | Offered | Answered | Abandoned | Conferenced | Consults | Transferred | Completed | Holds |
| Channel.ShortMessageS...                       | Nilesh75063 Ina... | bugbashagent3... | ShortMessageS... | 0       | 0        | 0         | 0           | 0        | 0           | 1         | 0     |
| Channel.Voice Language...                      | Swarup75065 S...   | bugbashagent5... | Voice            | 1       | 1        | 0         | 0           | 0        | 0           | 1         | 0     |
| Channel.ShortMessageS...                       | Anup75062 Ka...    | bugbashagent2... | ShortMessageS... | 1       | 0        | 0         | 0           | 0        | 0           | 0         | 0     |
| Channel.Voice Language...                      | Anup75075 Ka...    | bugbashagent1... | Voice            | 1       | 1        | 0         | 0           | 0        | 0           | 1         | 0     |
| Channel.Social Languag...                      | Social Agent_RG4   | 75094            | Social           | 2       | 2        | 0         | 0           | 0        | 0           | 1         | 0     |

### Business usage

- How do you determine an agent's performance by routing service in the last 10 minutes?

Use the **Routing Service** measure to determine the routing service that the agent serviced. Compare the agent on various measures, such as **Offered** and **Answered**, displayed in the report to determine the agent's performance.

- How do you determine the usage of channels by an agent in the last 10 minutes?

Use the **Routing Services**, **Agent ID**, and **Channel ID** measures to determine the usage of channels by an agent.

### Measures

You can include additional measures to customize the Agent By Routing Service dashboard.

For more information, see *Avaya Oceanalytics™ Insights Data Dictionary*.

| Measures           | Description                                                      |
|--------------------|------------------------------------------------------------------|
| <b>Abandoned</b>   | A count of the routing service engagements abandoned by agent.   |
| <b>Agent ID</b>    | ID to uniquely identify agent.                                   |
| <b>Answered</b>    | A count of the routing service engagements answered by agent.    |
| <b>Channel ID</b>  | A channel that delivered the engagement to the agent.            |
| <b>Completed</b>   | A count of the routing service engagements completed by agent.   |
| <b>Conferenced</b> | A count of the routing service engagements conferenced by agent. |
| <b>Consults</b>    | A count of the routing service engagements consulted by agent.   |
| <b>Holds</b>       | A count of routing service engagements put on hold by agent.     |
| <b>Offered</b>     | A count of the routing service engagements offered to the agent. |
| <b>Transferred</b> | A count of the routing service engagements transferred by agent. |

# Chapter 6: Historical reports

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## Historical

The Historical dashboard reports display the historical data of the contact center resources, such as agents and routing points. Unlike real-time reports, these reports do not refresh at regular intervals. These reports provide a quick view of contact center performance for the specified time interval. You can use these as a reference to evaluate the historical performance of the relevant contact center resource. Empirical data helps you understand progress and performance over time and take informed decisions for future usage.

Historical reports use interval-based measures to display a snapshot of the contact center.

---

## Agent Performance Summary

### Defined

Displays the performance and productivity of an agent by Channels for the current interval.

### How it works

Tracks how agents handle contacts delivered to them for the current interval. Supervisors can view how the agents handle contacts delivered to them for a selected interval. Intervals are aggregated by 15 minutes and can be either an Interval, Daily, Weekly, Monthly or Yearly. Data displayed is listed at agent level and data is written to the database every 15 minutes.

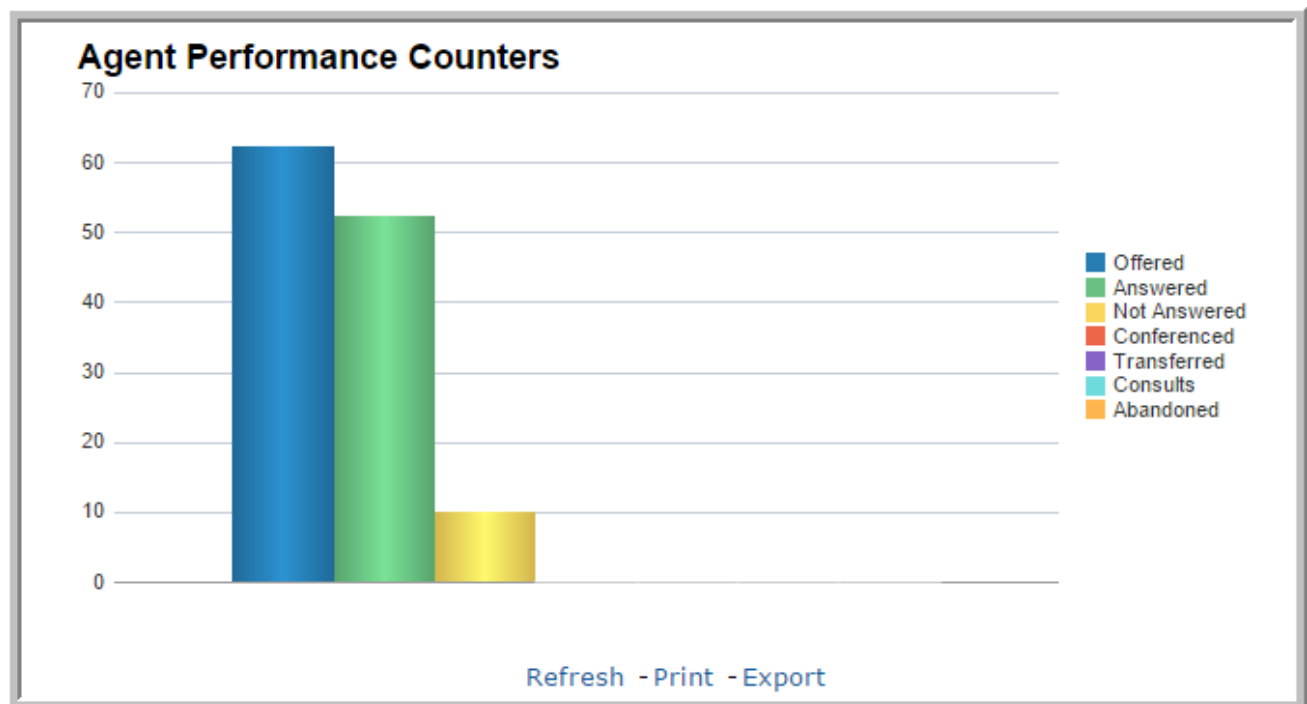
You can drill down on an agent to view the **Agent Details** report. This report provides agent performance at a detail level.

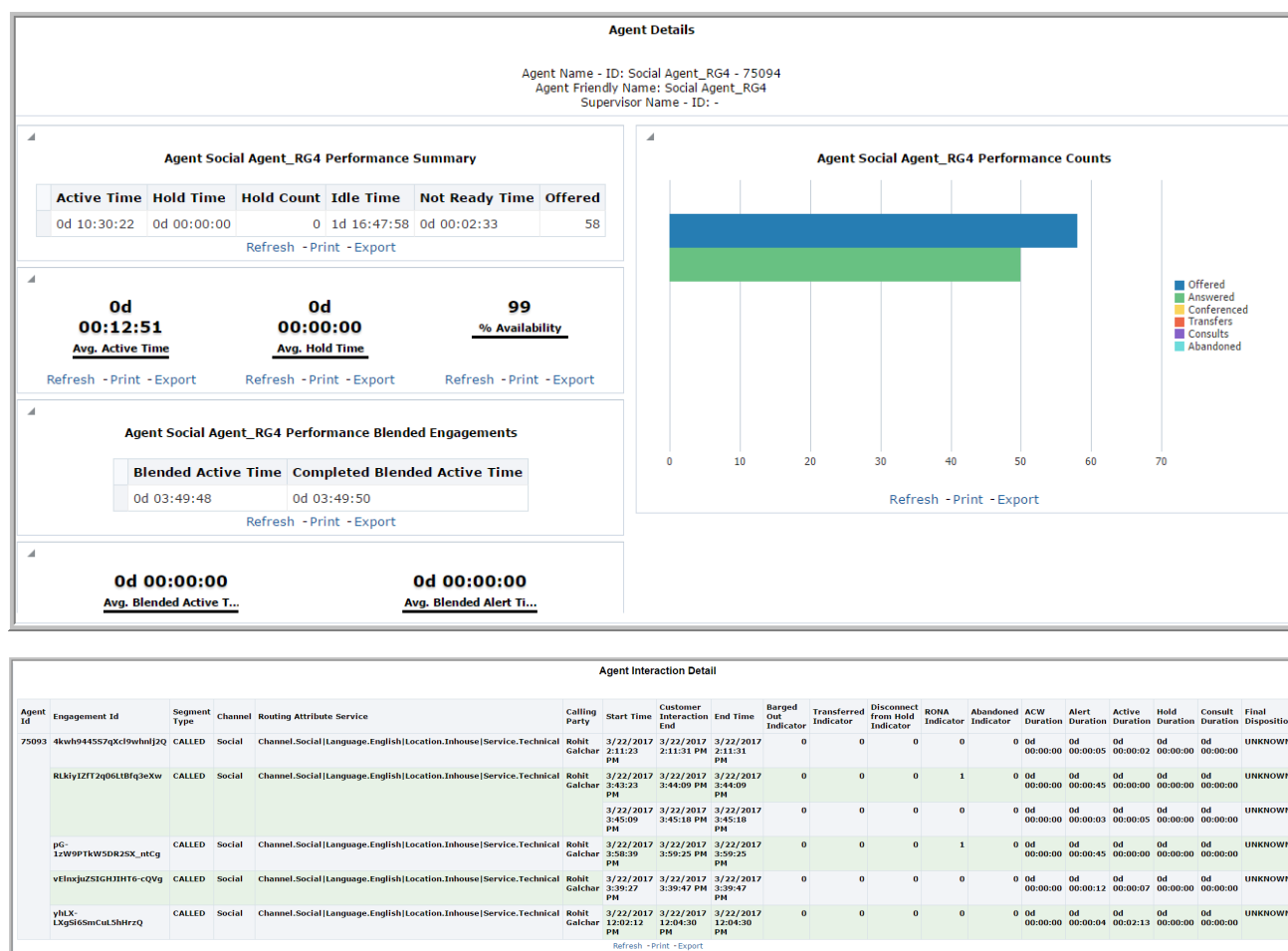
You can drill down on Abandoned, Completed, Conferenced, Offered, Transferred, Not Answered, Consulted, and Number of Holds measures to view the **Agent Interaction Detail** report. This report provides agent interactions for the selected measure.

## Sample report

| Agent Performance Summary |                  |      |       |                |             |             |                |             |         |              |           |                       |
|---------------------------|------------------|------|-------|----------------|-------------|-------------|----------------|-------------|---------|--------------|-----------|-----------------------|
| Agent Id                  | Agent Name       | Year | Month | Logged In Time | Active Time | Hold Time   | Not Ready Time | Idle Time   | Offered | Not Answered | Completed | Disconnects from Hold |
| Grand Total (Monthly)     |                  |      |       | 0d 03:16:29    | 0d 10:30:34 | 0d 00:00:00 | 0d 01:05:59    | 1d 17:12:56 | 62      | 10           | 51        | 0                     |
| 75082@avayacs.com Total   |                  |      |       | 0d 00:00:07    | 0d 00:00:00 | 0d 00:00:00 | 0d 01:03:26    | 0d 00:00:06 | 0       | 0            | 0         | 0                     |
| 75093 Total               |                  |      |       | 0d 00:01:05    | 0d 00:00:12 | 0d 00:00:00 | 0d 00:00:00    | 0d 00:24:52 | 4       | 2            | 2         | 0                     |
| 75094 Total               |                  |      |       | 0d 03:15:17    | 0d 10:30:22 | 0d 00:00:00 | 0d 00:02:33    | 1d 16:47:58 | 58      | 8            | 49        | 0                     |
| 75601 Total               |                  |      |       | 0d 00:00:00    | 0d 00:00:00 | 0d 00:00:00 | 0d 00:00:00    | 0d 00:00:00 | 0       | 0            | 0         | 0                     |
| 75602 Total               |                  |      |       | 0d 00:00:00    | 0d 00:00:00 | 0d 00:00:00 | 0d 00:00:00    | 0d 00:00:00 | 0       | 0            | 0         | 0                     |
| 75082@avayacs.com         | Kautuk Agt82     | 2017 | March | 0d 00:00:07    | 0d 00:00:00 | 0d 00:00:00 | 0d 01:03:26    | 0d 00:00:06 | 0       | 0            | 0         | 0                     |
| 75093                     | Social Agent_RG3 | 2017 | March | 0d 00:01:05    | 0d 00:00:12 | 0d 00:00:00 | 0d 00:00:00    | 0d 00:24:52 | 4       | 2            | 2         | 0                     |
| 75094                     | Social Agent_RG4 | 2017 | March | 0d 03:15:17    | 0d 10:30:22 | 0d 00:00:00 | 0d 00:02:33    | 1d 16:47:58 | 58      | 8            | 49        | 0                     |
| 75601                     | BulkAgent Test1  | 2017 | March | 0d 00:00:00    | 0d 00:00:00 | 0d 00:00:00 | 0d 00:00:00    | 0d 00:00:00 | 0       | 0            | 0         | 0                     |

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**Agent Interaction Detail**

| Agent Id | Engagement Id           | Segment Type | Channel | Routing Attribute Service                                          | Calling Party | Start Time            | Customer Interaction End | End Time              | Barged Out Indicator | Transferred Indicator | Disconnect from Hold Indicator | RONA Indicator | Abandoned Indicator | ACW Duration | Alert Duration | Active Duration | Hold Duration | Consult Duration | Final Disposition |
|----------|-------------------------|--------------|---------|--------------------------------------------------------------------|---------------|-----------------------|--------------------------|-----------------------|----------------------|-----------------------|--------------------------------|----------------|---------------------|--------------|----------------|-----------------|---------------|------------------|-------------------|
| 75093    | 4kwh044557qC19whelJQ    | CALLED       | Social  | Channel.Social(Language.English Location.Inhouse Service.Technical | Rohit Galchar | 3/22/2017 2:11:23 PM  | 3/22/2017 2:11:31 PM     | 3/22/2017 2:11:31 PM  | 0                    | 0                     | 0                              | 0              | 0                   | 0d 00:00:00  | 0d 00:00:05    | 0d 00:00:02     | 0d 00:00:00   | 0d 00:00:00      | UNKNOWN           |
|          | RLklyIZT72q96LBFq3eXw   | CALLED       | Social  | Channel.Social(Language.English Location.Inhouse Service.Technical | Rohit Galchar | 3/22/2017 3:43:23 PM  | 3/22/2017 3:44:09 PM     | 3/22/2017 3:44:09 PM  | 0                    | 0                     | 0                              | 0              | 1                   | 0d 00:00:00  | 0d 00:00:45    | 0d 00:00:00     | 0d 00:00:00   | 0d 00:00:00      | UNKNOWN           |
|          | pG-12W9PTKW5DR25X_nCg   | CALLED       | Social  | Channel.Social(Language.English Location.Inhouse Service.Technical | Rohit Galchar | 3/22/2017 3:45:09 PM  | 3/22/2017 3:45:18 PM     | 3/22/2017 3:45:18 PM  | 0                    | 0                     | 0                              | 0              | 0                   | 0d 00:00:00  | 0d 00:00:03    | 0d 00:00:05     | 0d 00:00:00   | 0d 00:00:00      | UNKNOWN           |
|          | vElmXjuzSIGHJHT6-cQVg   | CALLED       | Social  | Channel.Social(Language.English Location.Inhouse Service.Technical | Rohit Galchar | 3/22/2017 3:39:27 PM  | 3/22/2017 3:39:47 PM     | 3/22/2017 3:39:47 PM  | 0                    | 0                     | 0                              | 0              | 0                   | 0d 00:00:00  | 0d 00:00:12    | 0d 00:00:07     | 0d 00:00:00   | 0d 00:00:00      | UNKNOWN           |
|          | yHLX-LXgSi6SmCul5h4trzQ | CALLED       | Social  | Channel.Social(Language.English Location.Inhouse Service.Technical | Rohit Galchar | 3/22/2017 12:02:12 PM | 3/22/2017 12:04:30 PM    | 3/22/2017 12:04:30 PM | 0                    | 0                     | 0                              | 0              | 0                   | 0d 00:00:00  | 0d 00:00:04    | 0d 00:02:13     | 0d 00:00:00   | 0d 00:00:00      | UNKNOWN           |

[Refresh](#) - [Print](#) - [Export](#)

## Business usage

Monitor and compare the performance of each agent for the selected interval to view how the agents use their time. This report provides answers to some key questions, such as:

- How many contacts were offered to an agent and how many of these contacts were completed for the selected interval?

Use the **Offered** measure to determine the number of contacts directed towards the agent for the selected interval. Use the **Completed** measure to determine the number of completed contacts for the selected interval.

- How many contacts did an agent handle for the selected interval duration, and what is the duration for which each contact was handled?

Use the **Completed** measure to determine the number of contacts handled by the agent for the selected interval. Drill down on the agent and use the **Active Time** measure to determine the active duration spent by the agent to handle the contacts.

- How many contacts did an agent put on hold for the selected interval, and what is the hold duration for each contact?

Drill down on the agent and use the **Hold Count** measure to determine the number of contacts put on hold by the agent for the selected interval. Use the **Average Hold Time** measure to determine the average hold duration for each contact.

- How many contacts did an agent transfer to other agents for the selected interval duration?

Drill down on the agent to **Agent Details**. Hover the mouse over the **Transferred** measure in the **Agent Performance Counts** view to determine the number of contacts transferred by the agent to other agents for the selected interval.

- How do you compare the active duration and idle duration of an agent for the selected time interval?

Compare the **Active Time** measure with the **Idle Time** measure to determine the time spent by an agent in idle state in relation to active state. You can also use the **Average Active Time** measure to know the average active time spent by the agent for the selected interval.

- How do you compare the agent's performance for the current interval with other similar time intervals?

Compare the number of contacts offered and the number of contacts completed and answered with escalations with other similar time intervals to determine the agent's performance.

- Is there an improvement in the performance of the agent?

Compare the agent's performance in the current interval with data derived from other intervals to see if the performance of the agent is improving.

- How would you view the agent's performance at a glance for the selected intervals?

See the field **Grand Total** for all the measures in the table, or hover your mouse over the measures in **Agent Performance Counters**.

- How would you view the agent's blended engagement performance?

Drill down to **Agent Details** report. See **Agent Performance Blended Engagements** View.

- How do you determine the reason for the segment type of a call?

Drill down to **Agent Interaction Details** report. Use the **Segment Type** measure to determine the reason of the segment type of a call.

- How do you determine whether the supervisor has barged-out the agent from the call?

Drill down to **Agent Interaction Details** report. Use the **Barged Out Indicator** measure to determine whether the supervisor has removed the agent from the call.

## Measures

You can include additional measures to customize the Agent Performance Summary dashboard.

For more information, see *Avaya Oceanalytics™ Insights Data Dictionary*.

**Table 1: Agent Performance Summary**

| Measures           | Description                                                                                   |
|--------------------|-----------------------------------------------------------------------------------------------|
| <b>Abandoned</b>   | A count of engagements offered to the agents that were abandoned within the reporting period. |
| <b>Active Time</b> | The amount of time the agent spent working engagements within the reporting period.           |
| <b>Agent ID</b>    | The agent ID from the source system.                                                          |

*Table continues...*

| Measures                     | Description                                                                                                                                     |
|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Agent Name</b>            | The display name of the agent.                                                                                                                  |
| <b>Answered</b>              | A count of engagements offered to the agents that were answered within the reporting period.                                                    |
| <b>Completed</b>             | A count of engagements associated with the agent that completed during the reporting period.                                                    |
| <b>Conferenced</b>           | A count of engagements answered by the agent that were conferenced within the reporting period.                                                 |
| <b>Consults</b>              | A count of engagements answered by the agent that needed a consult within the reporting period, by Channel.                                     |
| <b>Disconnects From Hold</b> | A count of engagements in which a party disconnected from the engagement during the on Hold state.                                              |
| <b>Hold Time</b>             | The amount of time the agent had an engagement on hold within the reporting period.                                                             |
| <b>Idle Time</b>             | The amount of time the agent was waiting to be offered an engagement within the reporting period. The agent was idle with no active engagement. |
| <b>Logged in Time</b>        | The amount of time the agent was logged in during the reporting period.                                                                         |
| <b>Not Answered</b>          | A count of engagements offered to the agents that were not answered by agent within the reporting period.                                       |
| <b>Not Ready Time</b>        | The amount of time the agent was in Not Ready state within the reporting period.                                                                |
| <b>Offered</b>               | A count of engagements directed to the agent within the reporting period.                                                                       |
| <b>Transferred</b>           | A count of engagements answered by the agent that were transferred within the reporting period.                                                 |

Table 2: Agent Details

| Measures                          | Description                                                                                   |
|-----------------------------------|-----------------------------------------------------------------------------------------------|
| <b>% Availability</b>             | Percentage of time agent is available during logged in time.                                  |
| <b>Abandoned</b>                  | A count of engagements offered to the agents that were abandoned within the reporting period. |
| <b>Active Time</b>                | The amount of time the agent spent working engagements within the reporting period.           |
| <b>Answered</b>                   | A count of engagements offered to the agents that were answered within the reporting period.  |
| <b>Average Active Time</b>        | Average active time per answered engagement.                                                  |
| <b>Average Blended Alert Time</b> | Average time completed engagements alerted.                                                   |
| <b>Average Hold Time</b>          | Average hold time per hold occurrence.                                                        |

Table continues...

| Measures                                 | Description                                                                                                                                     |
|------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Blended Active Time</b>               | The amount of time an agent spent working answered engagements within the reporting period.                                                     |
| <b>Completed Blended Active Duration</b> | The amount of time an agent spent working answered engagements that completed within the reporting period.                                      |
| <b>Conferenced</b>                       | A count of engagements answered by the agent that were conferenced within the reporting period.                                                 |
| <b>Consults</b>                          | A count of engagements answered by the agent that needed a consult within the reporting period, by Channel.                                     |
| <b>Hold Count</b>                        | The number of times engagements were put on hold in the interval.                                                                               |
| <b>Hold Time</b>                         | The amount of time the agent had an engagement on hold within the reporting period.                                                             |
| <b>Idle Time</b>                         | The amount of time the agent was waiting to be offered an engagement within the reporting period. The agent was idle with no active engagement. |
| <b>Not Ready Time</b>                    | The amount of time the agent was in Not Ready state within the reporting period.                                                                |
| <b>Offered</b>                           | A count of engagements directed to the agent within the reporting period.                                                                       |
| <b>Transfers</b>                         | A count of engagements answered by the agent that were transferred within the reporting period.                                                 |

Table 3: Agent Interaction Detail

| Measures                              | Description                                                                                                                                                                       |
|---------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Abandoned Indicator</b>            | Displays 1 if the segment was abandoned.                                                                                                                                          |
| <b>Active Duration</b>                | The duration in seconds that the agent was actively engaged with the customer.                                                                                                    |
| <b>ACW Duration</b>                   | The duration in seconds that the agent was in an after state following the completion of the interaction.                                                                         |
| <b>Agent ID</b>                       | The agent ID from the source system.                                                                                                                                              |
| <b>Alert Duration</b>                 | The total duration, in seconds, the contact was alerting before answer.                                                                                                           |
| <b>Barged Out Indicator</b>           | Indicates if the agent was barged out of this contact.                                                                                                                            |
| <b>Calling Party</b>                  | Calling Party of the personal calling into the Contact Center.                                                                                                                    |
| <b>Consult Duration</b>               | The duration, in seconds, the agent spent consulting another resource.                                                                                                            |
| <b>Customer Interaction End</b>       | The timestamp that the customer engagement on this contact completed, that gave the agent the option to complete or end ACW. This also identifies the time the agent entered ACW. |
| <b>Disconnect From Hold Indicator</b> | Indicates if the segment was disconnected while on hold.                                                                                                                          |

Table continues...

| Measures                  | Description                                                                                                                                                                                  |
|---------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| End Timestamp             | The UTC Timestamp of the end of the segment.                                                                                                                                                 |
| Engagement ID             | The source system ID to uniquely identify the engagement.                                                                                                                                    |
| Final Disposition         | The final disposition of the segment.                                                                                                                                                        |
| Hold Duration             | The duration of time that the agent spent on hold in this contact.                                                                                                                           |
| RONA Indicator            | Indicates if the segment was returned for rerouting following a failure by the agent to answer.                                                                                              |
| Routing Attribute Service | The name of the routing service that was used to route this contact to the agent.                                                                                                            |
| Segment Type              | The reason that the segment was created. Different Segment Type are Called, Calling, Consulting, Consulted, Observed, Observing, Coached, Coaching, Barged In, Transferred, and Conferenced. |
| Start Time                | The UTC Timestamp of the beginning of the segment.                                                                                                                                           |
| Transferred Indicator     | Indicates if the agent transferred this contact.                                                                                                                                             |

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## Agent Performance Top 5 and Bottom 5

### Defined

Displays a performance summary of the top five and the bottom five agents for the current interval. If more than five agents have the same values for metrics on which the agents are ranked, the report displays all such agents.

### How it works

Tracks the performance of the contact center agents on a daily basis for the current interval. Intervals are aggregated by 15 minutes and can be either an Interval, Daily, Weekly, Monthly or Yearly. Data displayed is listed at agent level and data is written to the database every 15 minutes.

The top 5 report is a daily report that shows the performance summary of the five agents who successfully completed the highest number of customer engagements.

The bottom 5 report is a daily report that shows the performance summary of the five agents who completed the lowest number of customer engagements.

## Sample report

| Agent Top 5 Performance                                                                                                                                                                                                                                                                         |                       |                       |          |           |              |             |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|-----------------------|----------|-----------|--------------|-------------|
| Agent Id                                                                                                                                                                                                                                                                                        | Agent Name            | Supervisor Name       | Answered | Completed | Not Answered | % Completed |
| trial1@avayacs.com                                                                                                                                                                                                                                                                              | trial1 agent          | UNKNOWN SUPERVISOR    | 101      | 101       | 23           | 80          |
| 85041@avayacs.com                                                                                                                                                                                                                                                                               | SRT Agent1            | UNKNOWN SUPERVISOR    | 30       | 100       | 10           | 250         |
| bugbashagent2@avayacs.com                                                                                                                                                                                                                                                                       | Anup75062 Kawitake    | UKOceana Supervisor21 | 39       | 52        | 3            | 79          |
| 75094                                                                                                                                                                                                                                                                                           | Social Agent_RG4      | UNKNOWN SUPERVISOR    | 50       | 49        | 8            | 84          |
| 75081@avayacs.com                                                                                                                                                                                                                                                                               | Kautuk Agt81          | Social Supervisor_RG  | 35       | 35        | 11           | 76          |
| Refresh - Print - Export                                                                                                                                                                                                                                                                        |                       |                       |          |           |              |             |
| Agent Bottom 5 Performance                                                                                                                                                                                                                                                                      |                       |                       |          |           |              |             |
| Agent Id                                                                                                                                                                                                                                                                                        | Agent Name            | Supervisor Name       | Answered | Completed | Not Answered | % Completed |
| 75001                                                                                                                                                                                                                                                                                           | WASMGR136Agent1 Agent | UNKNOWN SUPERVISOR    | 0        | 0         | 0            | 0           |
| 75016                                                                                                                                                                                                                                                                                           | Kiran Admin           | UNKNOWN SUPERVISOR    | 0        | 0         | 0            | 0           |
| 75022                                                                                                                                                                                                                                                                                           | UKOceana Supervisor22 | UNKNOWN SUPERVISOR    | 0        | 0         | 0            | 0           |
| 75023                                                                                                                                                                                                                                                                                           | UKOceana Agent23      | UKOceana Supervisor21 | 0        | 0         | 0            | 0           |
| 75082@avayacs.com                                                                                                                                                                                                                                                                               | Kautuk Agt82          | Social Supervisor_RG  | 0        | 0         | 0            | 0           |
| <div>              Rows 1 - 5         </div> |                       |                       |          |           |              |             |
| Refresh - Print - Export                                                                                                                                                                                                                                                                        |                       |                       |          |           |              |             |

## Business usage

Compare the performance of the top five and bottom five agents for the current interval to determine those agents who are using their active time productively and those who are not. This report provides answers to some key questions, such as:

- How do the top five agents compare in answering the contacts for the current interval?

Use the **Answered** measure to determine the number of contacts answered by the top five agents for the current interval.

- How do the top five agents compare in using the answering time productively for the current interval?

Use the **Active Time Duration** measure to determine and compare the time duration for which the agents were actively answering the calls for the current interval.

- How do the top five agents compare in completing the contacts directed to them and the corresponding percentage of completion for the current interval?

Use the **Completed** and **% Complete** measure to determine and compare the call completion attribute of the agents for the current interval.

- How many contacts did the top five agents not answer in the reporting period for the current interval?

Use the **Not Answered** measure to determine and compare the contacts that were not answered by the agents for the current interval.

- How do the bottom five agents compare in not answering the contacts for the current interval?

Use the **Not Answered** measure to determine the number of contacts not answered by the bottom five agents for the current interval.

## Measures

You can include additional measures to customize the Agent Performance Top 5 and Bottom 5 dashboard.

For more information, see *Avaya Oceanalytics™ Insights Data Dictionary*.

| Measures        | Description                                                                                               |
|-----------------|-----------------------------------------------------------------------------------------------------------|
| % Completed     | Percentage of engagements completed of those offered.                                                     |
| Agent ID        | The agent ID from the source system.                                                                      |
| Agent Name      | The first name of the agent.                                                                              |
| Answered        | A count of engagements offered to the agents that were answered within the reporting period.              |
| Completed       | A count of engagements associated with the agent that completed during the reporting period.              |
| Not Answered    | A count of engagements offered to the agents that were not answered by agent within the reporting period. |
| Supervisor Name | The first name of the supervisor associated with the agent.                                               |

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## Agent Compare

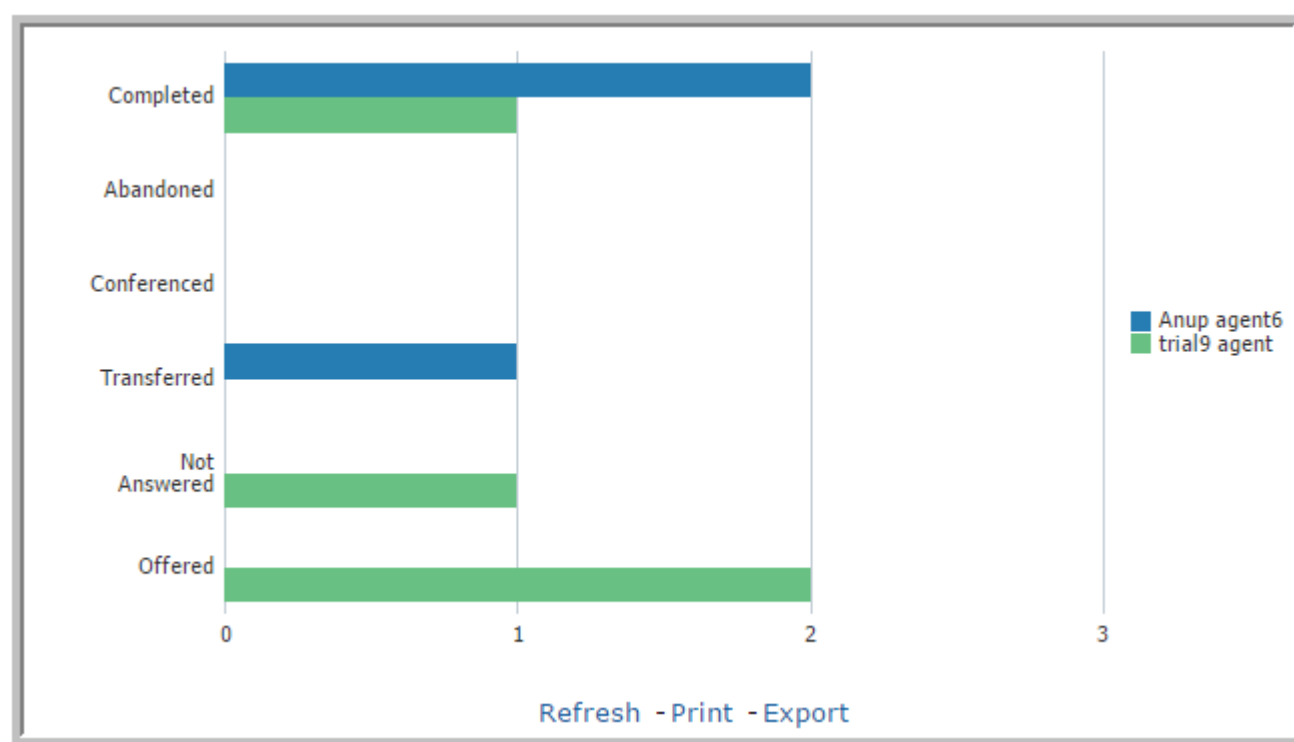
### Defined

Displays a comparison of different agent measures.

### How it works

Tracks performance of selected agents by comparing different agent measures in the current interval. Supervisors can select a maximum of 5 agents for comparing on different measures.

## Sample report



## Business usage

- How many contacts were offered to agents in the current interval, and how many of these contacts were completed?

Use the **Offered** and **Completed** measures to compare the performance of the agents for the current interval.

- How many contacts were offered to agents in the current interval, and how many of these contacts were abandoned?

Use the **Offered** and **Abandoned** measures to compare the number of contacts abandoned by the agents for the current interval.

- How many contacts offered to the agents were transferred or conferenced since start of the day?

Compare the **Transferred** and **Conferenced** measures with the **Offered** measures to know the count of contacts that were either transferred or conferenced for the current interval.

## Measures

You can include additional measures to customize the Agent Compare dashboard.

For more information, see *Avaya Oceanalytics™ Insights Data Dictionary*.

| Measures            | Description                                                                                               |
|---------------------|-----------------------------------------------------------------------------------------------------------|
| <b>Abandoned</b>    | A count of engagements offered to the agents that were abandoned within the reporting period.             |
| <b>Completed</b>    | A count of engagements associated with the agent that completed during the reporting period.              |
| <b>Conferenced</b>  | A count of engagements answered by the agent that were conferenced within the reporting period.           |
| <b>Not Answered</b> | A count of engagements offered to the agents that were not answered by agent within the reporting period. |
| <b>Offered</b>      | A count of engagements directed to the agent within the reporting period.                                 |
| <b>Transferred</b>  | A count of engagements answered by the agent that were transferred within the reporting period.           |

---

## Account by Agent

### Defined

Displays a summary of agents who handled the contacts for the accounts during the current interval.

### How it works

Tracks the performance of the contact center agents by account for the current interval. Intervals are aggregated by 15 minutes and can be either an Interval, Daily, Weekly, Monthly or Yearly. Supervisors can select the agents to report on and analyze the performance of agents serving the accounts for the selected interval.

This report displays the accounts, their attributes, and the channels through which a contact is routed.

You can drill down on an agent to view the **Agent Details** report. This report provides agent performance at a detail level.

You can drill down on Abandoned, Completed, Conferenced, Offered, Transferred, Not Answered, Consulted, and Number of Holds measures to view the **Agent Interaction** report. This report provides agent interactions for the selected measure.

## Sample report

| Account by Agent Summary |                                  |                       |         |                     |         |           |           |             |           |
|--------------------------|----------------------------------|-----------------------|---------|---------------------|---------|-----------|-----------|-------------|-----------|
|                          |                                  |                       |         |                     |         |           |           |             |           |
| Agent Id                 | Account Id                       | Interval              | Channel | Average Active Time | Offered | Completed | Abandoned | Conferenced | Transfers |
| 75615                    | 75615                            | 3/30/2017 12:00:00 PM | Voice   | 0d 00:00:24         | 2       | 2         | 0         | 0           | 0         |
|                          |                                  | 3/30/2017 12:15:00 PM | Voice   | 0d 00:00:19         | 4       | 4         | 2         | 0           | 0         |
|                          |                                  | 3/30/2017 12:30:00 PM | Voice   | 0d 00:00:00         | 0       | 0         | 0         | 0           | 0         |
|                          |                                  | 3/30/2017 12:45:00 PM | Voice   | 0d 00:00:00         | 0       | 0         | 0         | 0           | 0         |
|                          |                                  | 3/30/2017 1:00:00 PM  | Voice   | 0d 00:00:20         | 0       | 8         | 0         | 4           | 0         |
|                          | 75615_OCP<br>ChatRoutableAddress | 3/30/2017 12:00:00 PM | Chat    | 0d 00:00:00         | 0       | 0         | 0         | 0           | 0         |
|                          |                                  | 3/30/2017 12:15:00 PM | Chat    | 0d 00:00:00         | 0       | 0         | 0         | 0           | 0         |
|                          |                                  | 3/30/2017 12:30:00 PM | Chat    | 0d 00:00:00         | 0       | 0         | 0         | 0           | 0         |
|                          |                                  | 3/30/2017 12:45:00 PM | Chat    | 0d 00:00:00         | 0       | 0         | 0         | 0           | 0         |
| Refresh - Print - Export |                                  |                       |         |                     |         |           |           |             |           |

Account by Agent Performance

All Sections

| Account Id                                   | Account                                      | Agent Id | Active Time | Average Hold Time | Not Ready Time |
|----------------------------------------------|----------------------------------------------|----------|-------------|-------------------|----------------|
| 75615                                        | 75615                                        | 75615    | 0d 00:04:46 | 0d 00:00:11       | 0d 00:00:00    |
| 75615_OCP ChatRoutableAddress                | 75615_OCP ChatRoutableAddress                | 75615    | 0d 00:00:00 | 0d 00:00:00       | 0d 00:00:00    |
| 75615_OCP EmailRoutableAddress               | 75615_OCP EmailRoutableAddress               | 75615    | 0d 00:00:00 | 0d 00:00:00       | 0d 00:00:00    |
| 75615_OCP ShortMessageServiceRoutableAddress | 75615_OCP ShortMessageServiceRoutableAddress | 75615    | 0d 00:00:00 | 0d 00:00:00       | 0d 00:00:00    |

Chat

| Account Id                    | Account                       | Agent Id | Active Time | Average Hold Time | Not Ready Time |
|-------------------------------|-------------------------------|----------|-------------|-------------------|----------------|
| 75615_OCP ChatRoutableAddress | 75615_OCP ChatRoutableAddress | 75615    | 0d 00:00:00 | 0d 00:00:00       | 0d 00:00:00    |

Email

| Account Id                     | Account                        | Agent Id | Active Time | Average Hold Time | Not Ready Time |
|--------------------------------|--------------------------------|----------|-------------|-------------------|----------------|
| 75615_OCP EmailRoutableAddress | 75615_OCP EmailRoutableAddress | 75615    | 0d 00:00:00 | 0d 00:00:00       | 0d 00:00:00    |

ShortMessageService

| Account Id                                   | Account                                      | Agent Id | Active Time | Average Hold Time | Not Ready Time |
|----------------------------------------------|----------------------------------------------|----------|-------------|-------------------|----------------|
| 75615_OCP ShortMessageServiceRoutableAddress | 75615_OCP ShortMessageServiceRoutableAddress | 75615    | 0d 00:00:00 | 0d 00:00:00       | 0d 00:00:00    |

Voice

| Account Id | Account | Agent Id | Active Time | Average Hold Time | Not Ready Time |
|------------|---------|----------|-------------|-------------------|----------------|
| 75615      | 75615   | 75615    | 0d 00:04:46 | 0d 00:00:11       | 0d 00:00:00    |

Refresh - Print - Export

0d00:00:20

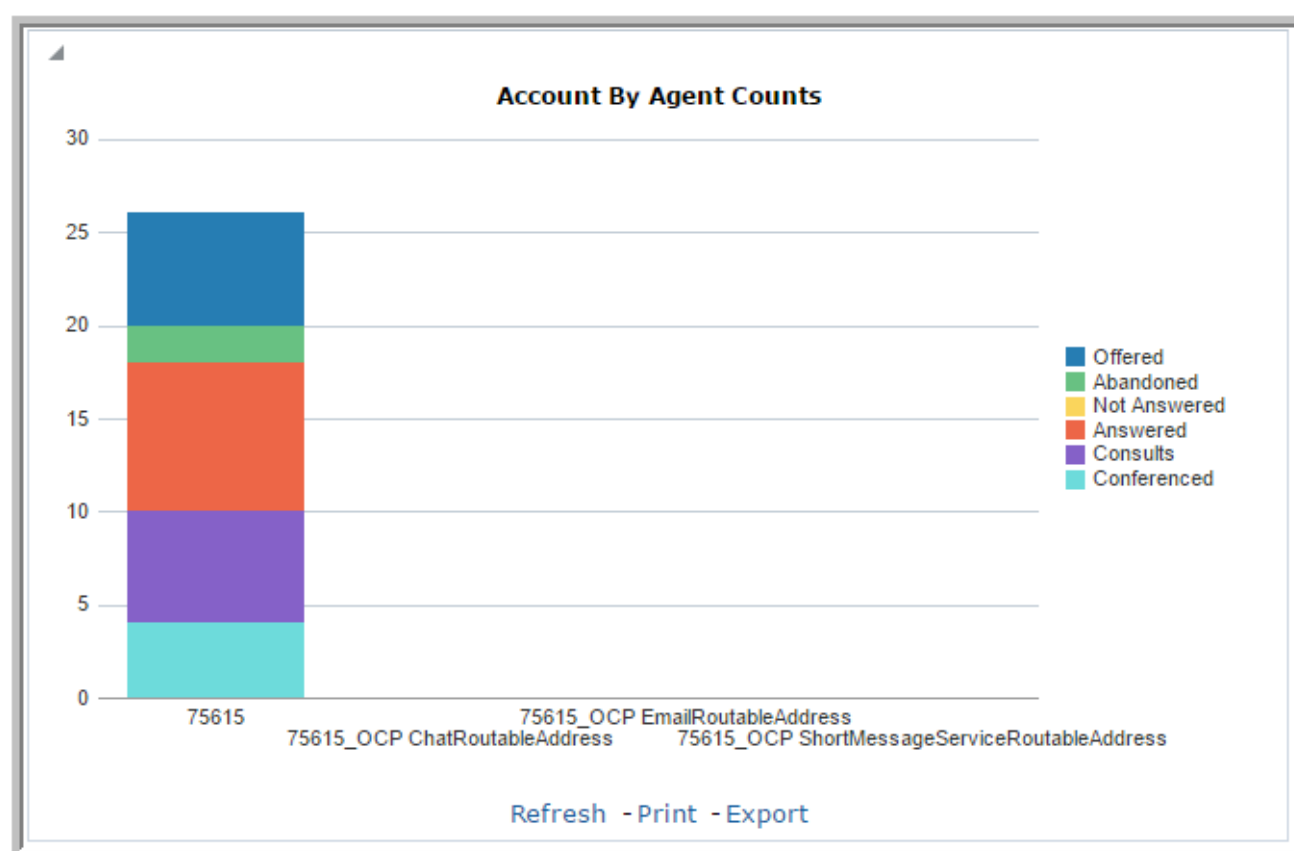
Avg Active Time

100

% Availability

Refresh - Print - Export

Refresh - Print - Export



| Agent Interaction Detail |                        |              |         |                                                                     |               |                       |                          |                       |                      |                       |                                |                |                     |              |                |                 |               |                  |                   |
|--------------------------|------------------------|--------------|---------|---------------------------------------------------------------------|---------------|-----------------------|--------------------------|-----------------------|----------------------|-----------------------|--------------------------------|----------------|---------------------|--------------|----------------|-----------------|---------------|------------------|-------------------|
| Agent Id                 | Engagement Id          | Segment Type | Channel | Routing Attribute Service                                           | Calling Party | Start Time            | Customer Interaction End | End Time              | Barged Out Indicator | Transferred Indicator | Disconnect from Hold Indicator | RONA Indicator | Abandoned Indicator | ACW Duration | Alert Duration | Active Duration | Hold Duration | Consult Duration | Final Disposition |
| 75093                    | 4kvh044557qxc9whulj2Q  | CALLED       | Social  | Channel.Social[Language.English Location.Inhouse Service.Technical] | Rohit Galchar | 3/22/2017 2:11:29 PM  | 3/22/2017 2:11:31 PM     | 3/22/2017 2:11:31 PM  | 0                    | 0                     | 0                              | 0              | 0                   | 0d 00:00:00  | 0d 00:00:05    | 0d 00:00:00     | 0d 00:00:02   | 0d 00:00:00      | UNKNOWN           |
|                          | RLklyIZFT2q06LlBfq3eXw | CALLED       | Social  | Channel.Social[Language.English Location.Inhouse Service.Technical] | Rohit Galchar | 3/22/2017 3:43:23 PM  | 3/22/2017 3:44:09 PM     | 3/22/2017 3:44:09 PM  | 0                    | 0                     | 0                              | 1              | 0                   | 0d 00:00:00  | 0d 00:00:45    | 0d 00:00:00     | 0d 00:00:00   | 0d 00:00:00      | UNKNOWN           |
|                          |                        |              |         |                                                                     |               | 3/22/2017 3:45:09 PM  | 3/22/2017 3:45:18 PM     | 3/22/2017 3:45:18 PM  | 0                    | 0                     | 0                              | 0              | 0                   | 0d 00:00:00  | 0d 00:00:03    | 0d 00:00:05     | 0d 00:00:00   | 0d 00:00:00      | UNKNOWN           |
| pG-12W9P1KW5DR25X_ntCg   |                        | CALLED       | Social  | Channel.Social[Language.English Location.Inhouse Service.Technical] | Rohit Galchar | 3/22/2017 3:58:39 PM  | 3/22/2017 3:59:25 PM     | 3/22/2017 3:59:25 PM  | 0                    | 0                     | 0                              | 1              | 0                   | 0d 00:00:00  | 0d 00:00:45    | 0d 00:00:00     | 0d 00:00:00   | 0d 00:00:00      | UNKNOWN           |
| vflnxjzSIGHJHT6-cQVg     |                        | CALLED       | Social  | Channel.Social[Language.English Location.Inhouse Service.Technical] | Rohit Galchar | 3/22/2017 3:39:27 PM  | 3/22/2017 3:39:47 PM     | 3/22/2017 3:39:47 PM  | 0                    | 0                     | 0                              | 0              | 0                   | 0d 00:00:00  | 0d 00:00:12    | 0d 00:00:07     | 0d 00:00:00   | 0d 00:00:00      | UNKNOWN           |
| yHLX-LXpS6SmCul5htrzQ    |                        | CALLED       | Social  | Channel.Social[Language.English Location.Inhouse Service.Technical] | Rohit Galchar | 3/22/2017 12:02:12 PM | 3/22/2017 12:04:30 PM    | 3/22/2017 12:04:30 PM | 0                    | 0                     | 0                              | 0              | 0                   | 0d 00:00:00  | 0d 00:00:04    | 0d 00:00:13     | 0d 00:00:00   | 0d 00:00:00      | UNKNOWN           |
| Refresh - Print - Export |                        |              |         |                                                                     |               |                       |                          |                       |                      |                       |                                |                |                     |              |                |                 |               |                  |                   |

## Business usage

- How many contacts were offered to the agent and for which accounts for the current interval?  
Use the **Offered** measure to determine the number of contacts offered to the agent for the current interval. Use the **Account ID** measure to determine the accounts serviced by the agent for the current interval.
- How many accounts did the agent service for the current interval?  
Use the **Account ID** measure to determine the accounts that the agent serviced for the current interval.
- How do you determine the usage of channels by agent for the reporting period?

Use the **Channel** measure to determine the number of channels that the agent supported while supporting an account. Use the **Active Time** measure to determine the active time spent by the agent for the selected channel.

- How do you determine the occupancy rate of the agent for each account for the selected interval?

Use the **Account ID** measure to determine the accounts that the agent supported the most. Use the **Average Active Time** measure to determine the active time spent by the agent for the accounts in the current interval.

- How many accounts did the agent support on each channel, and how much time did the agent spend on each account for the current interval?

Drill down on the agent to **Agent Details**. Use the **Account ID** and **Account Name** measures to determine the accounts that the agent supported on each channel. Use the **Active Time** measure to determine the time spent by the agent on each account.

- How do you determine the performance of the agent for the current interval?

Drill down on the agent to **Agent Details**. Compare the **% Availability** with the **Average Active Time** measure to determine the performance of an agent for the current interval.

- How do you view a snapshot of the agent performance across accounts?

Drill down on the agent to **Agent Details**. Use the **Accounts by Agent Counts** View to determine the agent performance for all the accounts that the agent supported in the current interval.

- How do you determine the reason for the segment type of a call?

Drill down to **Agent Interaction Details** report. Use the **Segment Type** measure to determine the reason of the segment type of a call.

- How do you determine whether the supervisor has barged-out the agent from the call?

Drill down to **Agent Interaction Details** report. Use the **Barged Out Indicator** measure to determine whether the supervisor has removed the agent from the call.

## Measures

You can include additional measures to customize the Account by Agent Summary dashboard.

For more information, see *Avaya Oceanalytics™ Insights Data Dictionary*.

**Table 4: Account By Agent Summary**

| Measures          | Description                                                                                              |
|-------------------|----------------------------------------------------------------------------------------------------------|
| <b>Abandoned</b>  | A count of engagements offered to the agent that were abandoned within the reporting period, by Channel. |
| <b>Account ID</b> | The account ID in the source system.                                                                     |
| <b>Agent ID</b>   | The agent ID from the source system of the agent that owns this account.                                 |
| <b>Completed</b>  | A count of engagements associated with the agent that completed during the reporting period.             |

*Table continues...*

| Measures           | Description                                                                                                 |
|--------------------|-------------------------------------------------------------------------------------------------------------|
| <b>Conferenced</b> | A count of engagements answered by the agent that were conferenced within the reporting period, by Channel. |
| <b>Offered</b>     | A count of engagements directed to the agent within the reporting period, by Channel.                       |
| <b>Transfers</b>   | A count of engagements answered by the agent that were transferred within the reporting period, by Channel. |

Table 5: Account by Agent Performance

| Measures                   | Description                                                                                                          |
|----------------------------|----------------------------------------------------------------------------------------------------------------------|
| <b>% Availability</b>      | Percentage of time agent is available during logged in time.                                                         |
| <b>Abandoned</b>           | A count of engagements offered to the agent that were abandoned within the reporting period, by Channel.             |
| <b>Account</b>             |                                                                                                                      |
| <b>Account ID</b>          | The account ID in the source system.                                                                                 |
| <b>Active Time</b>         | The amount of time the agent spent working engagements within the reporting period, by Channel.                      |
| <b>Agent ID</b>            | The agent ID from the source system of the agent that owns this account.                                             |
| <b>Answered</b>            | A count of engagements offered to the agent that were answered within the reporting period, by Channel.              |
| <b>Average Active Time</b> | Average active time per answered engagement.                                                                         |
| <b>Average Hold Time</b>   | Average duration an engagement spent on hold.                                                                        |
| <b>Conferenced</b>         | A count of engagements answered by the agent that were conferenced within the reporting period, by Channel.          |
| <b>Consults</b>            | A count of engagements answered by the agent that needed a consult within the reporting period, by Channel.          |
| <b>Not Answered</b>        | A count of engagements offered to the agent that were not answered by agent within the reporting period, by Channel. |
| <b>Not Ready Time</b>      | The amount of time the agent was in Not Ready state within the reporting period.                                     |
| <b>Offered</b>             | A count of engagements directed to the agent within the reporting period, by Channel.                                |

Table 6: Agent Interaction Detail

| Measures                   | Description                                                                    |
|----------------------------|--------------------------------------------------------------------------------|
| <b>Abandoned Indicator</b> | Displays 1 if the segment was abandoned.                                       |
| <b>Active Duration</b>     | The duration in seconds that the agent was actively engaged with the customer. |

Table continues...

| Measures                              | Description                                                                                                                                                                                  |
|---------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>ACW Duration</b>                   | The duration in seconds that the agent was in an after state following the completion of the interaction.                                                                                    |
| <b>Agent ID</b>                       | The agent ID from the source system.                                                                                                                                                         |
| <b>Alert Duration</b>                 | The total duration, in seconds, the contact was alerting before answer.                                                                                                                      |
| <b>Barged Out Indicator</b>           | Indicates if the agent was barged out of this contact.                                                                                                                                       |
| <b>Calling Party</b>                  | Calling Party of the personal calling into the Contact Center.                                                                                                                               |
| <b>Consult Duration</b>               | The duration, in seconds, the agent spent consulting another resource.                                                                                                                       |
| <b>Customer Interaction End</b>       | The timestamp that the customer engagement on this contact completed, that gave the agent the option to complete or end ACW. This also identifies the time the agent entered ACW.            |
| <b>Disconnect From Hold Indicator</b> | Indicates if the segment was disconnected while on hold.                                                                                                                                     |
| <b>End Timestamp</b>                  | The UTC Timestamp of the end of the segment.                                                                                                                                                 |
| <b>Engagement ID</b>                  | The source system ID to uniquely identify the engagement.                                                                                                                                    |
| <b>Final Disposition</b>              | The final disposition of the segment.                                                                                                                                                        |
| <b>Hold Duration</b>                  | The duration of time that the agent spent on hold in this contact.                                                                                                                           |
| <b>RONA Indicator</b>                 | Indicates if the segment was returned for rerouting following a failure by the agent to answer.                                                                                              |
| <b>Routing Attribute Service</b>      | The name of the routing service that was used to route this contact to the agent.                                                                                                            |
| <b>Segment Type</b>                   | The reason that the segment was created. Different Segment Type are Called, Calling, Consulting, Consulted, Observed, Observing, Coached, Coaching, Barged In, Transferred, and Conferenced. |
| <b>Start Time</b>                     | The UTC Timestamp of the beginning of the segment.                                                                                                                                           |
| <b>Transferred Indicator</b>          | Indicates if the agent transferred this contact.                                                                                                                                             |

## Routing Service

### Defined

Displays overall performance of a routing service for the selected interval.

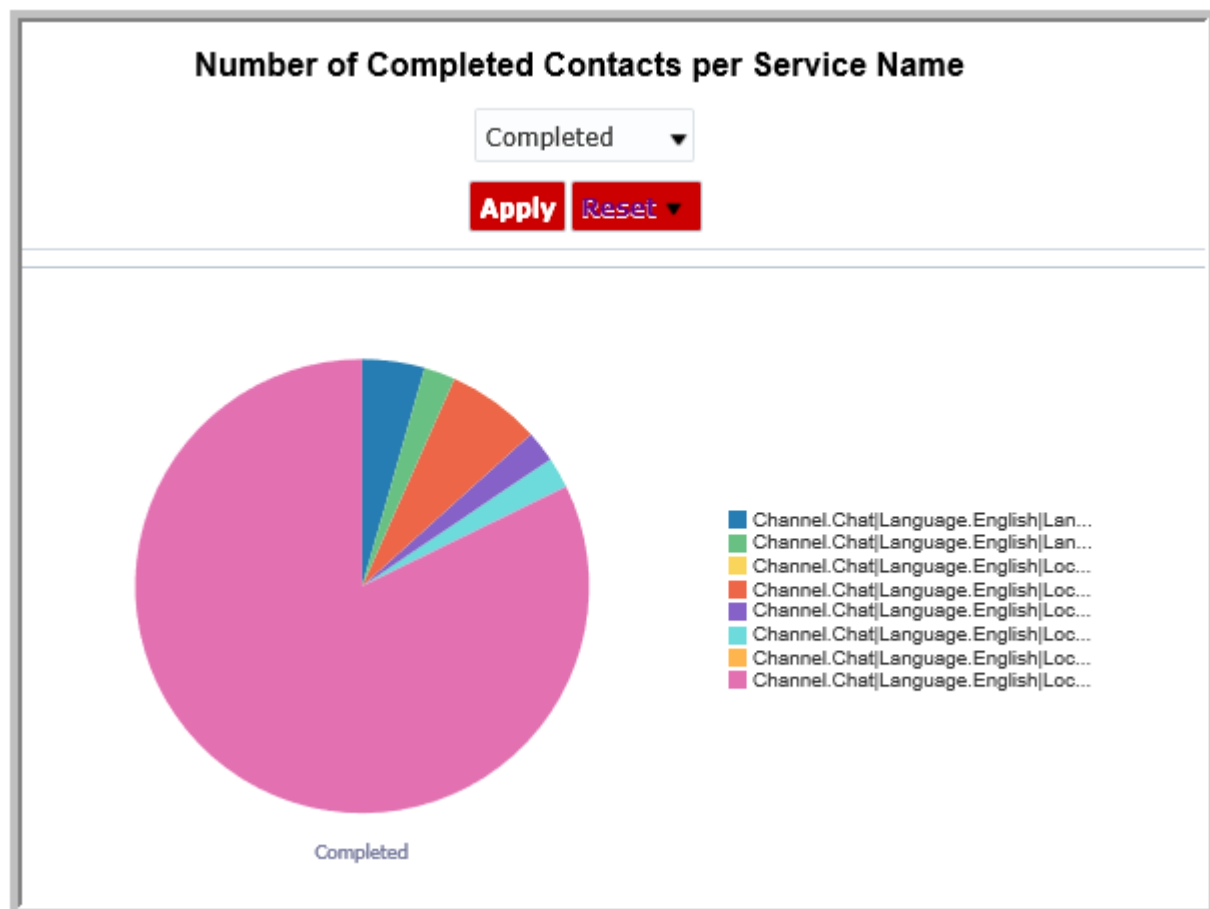
### How it works

Tracks the performance of the routing service for the current interval. Intervals are aggregated by 15 minutes and can be 15 Minutes, Hourly, Daily, Weekly, and Monthly. Supervisors can select the routing services for reporting and track historical performance of routing services for the current interval.

This report displays routing services, their attributes, and channels through which a contact is routed and provides a snapshot of metric through a Pie chart View.

## Sample report

| Routing Performance Summary                                       |         |                |                          |           |           |                          |             |                    |                    |                 |
|-------------------------------------------------------------------|---------|----------------|--------------------------|-----------|-----------|--------------------------|-------------|--------------------|--------------------|-----------------|
| Routing Service Name                                              | Channel | Week Beginning | Offered                  | Completed | Answered  | Abandoned                | Transferred | Avg Active Time    | Avg Hold Time      | % Service Level |
| Channel.Chat Language.English Location.Inhouse Service.Autoi Chat |         | 11-03-2017     | 2                        | 1         | 1         | 2                        | 0           | 0d 00:00:06        | 0d 00:00:00        | 100             |
|                                                                   |         | 18-03-2017     | 1                        | 1         | 1         | 0                        | 0           | 0d 00:00:12        | 0d 00:00:00        | 100             |
|                                                                   |         | 25-03-2017     | 2                        | 0         | 0         | 2                        | 0           | 0d 00:00:00        | 0d 00:00:00        | 100             |
| Channel.Chat Language.English Location.Inhouse Service.Infra Chat |         | 04-03-2017     | 1                        | 0         | 1         | 0                        | 0           | 0d 00:00:00        | 0d 00:00:00        | 0               |
| Channel.Chat Language.English Location.Inhouse Service.Mark Chat  |         | 11-03-2017     | 15                       | 17        | 12        | 3                        | 0           | 0d 00:01:45        | 0d 00:00:00        | 100             |
|                                                                   |         | 18-03-2017     | 23                       | 20        | 20        | 4                        | 0           | 0d 00:03:23        | 0d 00:00:00        | 100             |
|                                                                   |         | 25-03-2017     | 0                        | 0         | 0         | 0                        | 0           | 0d 00:00:00        | 0d 00:00:00        | 0               |
| <b>Grand Total</b>                                                |         |                | <b>52</b>                | <b>45</b> | <b>42</b> | <b>11</b>                | <b>0</b>    | <b>0d 00:02:34</b> | <b>0d 00:00:00</b> | <b>100</b>      |
| Refresh - Print - Export                                          |         |                |                          |           |           |                          |             |                    |                    |                 |
| 0d 00:02:34                                                       |         |                | 0d 00:00:00              |           |           | 100                      |             |                    |                    |                 |
| Avg Active Time                                                   |         |                | Avg Hold Time            |           |           | % Service Level          |             |                    |                    |                 |
| Refresh - Print - Export                                          |         |                | Refresh - Print - Export |           |           | Refresh - Print - Export |             |                    |                    |                 |



## Business usage

Monitor and compare the performance of each Routing Service for the selected interval.

This report provides answers to some key questions, such as:

- How many contacts has a routing service offered, and how many agents were serviced by the routing service for the selected interval?

Use the **Offered** measure to determine the number of contacts offered through the routing service for the selected interval. Use the **Agent Count** measure to determine the agents serviced by the routing service for the selected interval.

- How do you compare the usage of routing services by channels?

Use the **Channel** measure to determine the usage of multichannel serviced by routing service.

- How do you determine the performance of a routing service?

Use the **% Service Level** measure to determine the percentage of engagements with the routing service for the selected interval. Use the **% Occupancy** measure to determine the time spent by an agent in engagement service work for the routing service.

- How do you view the abandoned contacts across routing services?

Click **Routing Service Summary - Contacts** tab. Select input in the **Number of < > Contacts per Service Name**. Hover the mouse over each pie in the Pie chart View.

- How do you know that the performance of the routing service is improving?

Compare the routing service performance in the current interval with data derived from other intervals.

## Measures

You can include additional measures to customize the Agent Compare dashboard.

For more information, see *Avaya Oceanalytics™ Insights Data Dictionary*.

**Table 7: Routing Service Summary**

| Measures                   | Description                                                                                                          |
|----------------------------|----------------------------------------------------------------------------------------------------------------------|
| <b>% Service Level</b>     | Percentage of engagements processed within the allowable thresholds.                                                 |
| <b>Abandoned</b>           | A count of engagements with routing service offered to the agent and abandoned within the reporting period.          |
| <b>Answered</b>            | A count of engagements with routing service offered to the agent and answered within the reporting period.           |
| <b>Average Active Time</b> | Average active time of answered engagements.                                                                         |
| <b>Average Hold Time</b>   | Average hold time of held engagements.                                                                               |
| <b>Completed</b>           | A count of engagements associated with the routing service that completed during the reporting period.               |
| <b>Offered</b>             | A count of engagements with routing service offered to the agent within the reporting period.                        |
| <b>Transferred</b>         | A count of engagements with routing service answered by the agent that were transferred within the reporting period. |

# Agent Behaviour

## Defined

Displays individual occurrences of agent behaviors that are associated with engagement handling activities.

## How it works

Tracks how agents handle contacts delivered to them for the current interval. Supervisors can view the agent behaviors for the contacts delivered to them for a selected interval. Intervals are aggregated by 15 minutes and can be an Interval, Daily, Weekly, Monthly, or Yearly. Data displayed is listed at agent level and written to the database every 15 minutes.

This report includes counts for the following types of behaviors:

- Duration-based behaviors such as **Short Aux** and **% Long Holds**. Counts for duration-based behaviors require an administered behavior definition that specifies a time duration.
- Event-based behaviors such as **Transferred**, **Consults**, and **Answered** that are counted automatically.

## Sample report

| Agent Behaviour |                       |             |                  |      |       |            |                    |                     |              |               |               |            |                 |
|-----------------|-----------------------|-------------|------------------|------|-------|------------|--------------------|---------------------|--------------|---------------|---------------|------------|-----------------|
| Supervisor Id   | Supervisor Name       | Agent Id    | Agent Name       | Year | Month | % Answered | % Long Engagements | % Short Engagements | % Long Holds | % Conferenced | % Transferred | % Consults | Short Not Ready |
| 75021@avaya     | UNKNOWN SUPERVISOR    | 75093       | Social Agent_RG3 | 2017 | March | 67         | 0                  | 100                 | 0            | 0             | 0             | 0          | 0               |
|                 |                       | 75094       | Social Agent_RG4 | 2017 | March | 92         | 84                 | 6                   | 0            | 0             | 0             | 0          | 0               |
| 75021@avaya     | UKOceana Supervisor21 | 75601       | BulkAgent Test1  | 2017 | March | 0          | 0                  | 0                   | 0            | 0             | 0             | 0          | 0               |
|                 |                       | 75602       | BulkAgent Test2  | 2017 | March | 0          | 0                  | 0                   | 0            | 0             | 0             | 0          | 0               |
| 75095@avaya     | Social Supervisor RG  | 75082@avaya | Kautuk Agt82     | 2017 | March | 0          | 0                  | 0                   | 0            | 0             | 0             | 0          | 0               |

[Refresh](#) - [Print](#) - [Export](#)

## Business usage

- What percentage of calls are transferred or escalated (consults) by the agent for the selected interval?

Use the **% Transferred** or **% Consults** measure to identify the calls that were transferred or escalated by the agent.

- What percentage of calls are kept on hold by the agent for longer durations for the selected interval?

Use the **% Long Holds** measure to identify the agents who keep the calls on hold for durations longer than the company objectives.

- How do you identify the long engagements that exceed thresholds for the selected interval?

Use the **Long\_Engagements** measure to identify the agents who exceeded the company objectives.

- How do you identify the agent behaviors that meet or exceed the company objectives?

View the counts of different measures to identify the agent's behavior.

## Measures

You can include additional measures to customize the Agent Behaviour dashboard.

For more information, see *Avaya Oceanalytics™ Insights Data Dictionary*.

**Table 8: Agent Behaviour**

| Measures            | Description                                                                                                                                                                                                                                                                        |
|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| % Answered          | Percentage of engagements answered.                                                                                                                                                                                                                                                |
| % Conferenced       | Percentage of answered engagements conferenced.                                                                                                                                                                                                                                    |
| % Consults          | Percentage of engagements consulted.                                                                                                                                                                                                                                               |
| % Long Engagements  | Percentage of answered engagements that were long                                                                                                                                                                                                                                  |
| % Long Holds        | Percentage of engagements that the agent held for a duration that exceeded the value defined for this measure. This measure considers hold time in which the agent focus remained on the held engagement and hold time in which the agent focus changed to a different engagement. |
| % Short Engagements | Percentage of answered engagements short.                                                                                                                                                                                                                                          |
| % Transferred       | Percentage of answered engagements transferred.                                                                                                                                                                                                                                    |
| Agent ID            | The agent ID from the source system.                                                                                                                                                                                                                                               |
| Agent Name          | The display name of the agent.                                                                                                                                                                                                                                                     |
| Short Not Ready     | A count of the number of times the agent went into an Aux. state and remained in that state for a duration that was less than the value defined for this measure. This measure considers all Aux. states.                                                                          |
| Supervisor ID       | The ID of the supervisor associated with the agent.                                                                                                                                                                                                                                |
| Supervisor Name     | The display name of the supervisor associated with the agent.                                                                                                                                                                                                                      |

## Agent Configuration

### Defined

Displays agent information and agent properties.

### How it works

Supervisors can view this report to understand the properties configured for the agent. Properties include channels assigned to the agent and the number of engagements per channel that the agent can handle. You can click on an Agent ID to view Agent Attributes.

## Sample report

| Agent Configuration |                  |                   |                   |                       |              |                     |
|---------------------|------------------|-------------------|-------------------|-----------------------|--------------|---------------------|
| Agent ID            | Agent Name       | Login ID          | Supervisor ID     | Supervisor Name       | Multiplicity | Channel             |
| 3ptestagent1        | 3ptest Agent1    | 3ptestagent1      | 91101@avayacs.com | Ujjawal Agent1        | 0            |                     |
| 3ptestagent2        | 3ptest Agent2    | 3ptestagent2      | 91101@avayacs.com | Ujjawal Agent1        | 0            |                     |
| 75006               | Kiran Agent      | 75006             | 85015@avayacs.com | Kiran Supervisour     | 1            | ShortMessageService |
|                     |                  |                   |                   |                       | 1            | Voice               |
| 75011@avayacs.com   | CBAgent Rohit1   | 75011@avayacs.com | 75021@avayacs.com | UKOceana Supervisor21 | 0            |                     |
| 75023@avayacs.com   | UKOceana Agent23 | 75023@avayacs.com | 75021@avayacs.com | UKOceana Supervisor21 | 1            | Email               |

| Agent Configuration Attributes |             |          |                   |                   |                    |
|--------------------------------|-------------|----------|-------------------|-------------------|--------------------|
| Agent ID                       | Agent Name  | Login ID | Supervisor ID     | Supervisor Name   | Routing Attributes |
| 75006                          | Kiran Agent | 75006    | 85015@avayacs.com | Kiran Supervisour | Hindi              |
|                                |             |          |                   |                   | Inhouse            |
|                                |             |          |                   |                   | Marketing          |

## Business usage

- How do I determine the channels assigned to the agent?  
Use the **Channel** measure to understand the channels assigned to the agent.
- How do I determine the number of concurrent contacts that can be active on an account?  
Use the **Multiplicity** measure to determine the concurrent contacts that can be active on an account.
- How do I determine the routing attributes for an agent?

On the **Agent Configuration** report, click on the agent. On the **Agent Configuration Attributes**, use the **Routing Attributes** measure to determine the routing attributes for the agent.

## Measures

For more information, see *Avaya Oceanalytics™ Insights Data Dictionary*.

| Measures   | Description                               |
|------------|-------------------------------------------|
| Agent ID   | The agent ID from the source system.      |
| Agent Name | The display name of the agent.            |
| Login ID   | The login ID associated with the account. |

*Table continues...*

| Measures               | Description                                                           |
|------------------------|-----------------------------------------------------------------------|
| <b>Multiplicity</b>    | The number of concurrent contacts that can be active on this account. |
| <b>Supervisor ID</b>   | The ID of the supervisor associated with the agent.                   |
| <b>Supervisor Name</b> | The display name of the supervisor associated with the agent.         |

## Agent By Routing Service

### Defined

Displays how agents use routing services for the current interval.

### How it works

Tracks the performance of agents by channels associated with the routing service for the current interval. Intervals are aggregated by 15 minutes and can be Daily, Weekly, Monthly, and Yearly. Supervisors can select the routing service for reporting and track historical performance of channels and its usage by agents.

You can drill down on Abandoned, Completed, Conferenced, Offered, Transferred, Not Answered, Consulted, and Number of Holds measures to view the **Agent Interaction Detail** report. This report provides agent interactions for the selected measure.

### Sample report

| Routing Service Name                                                                       | Agent ID          | Agent Name            | Month  | Year | Offered | Abandoned | Answered | Conferenced | Transferred | Consulted | Number of Holds |
|--------------------------------------------------------------------------------------------|-------------------|-----------------------|--------|------|---------|-----------|----------|-------------|-------------|-----------|-----------------|
| {Language=[French]] Channel=[Voice]] Service=[Automation]] Location=[Inhouse]]             | 8880000           | UNKNOWN AGENT         | 201703 | 2017 | 6       | 0         | 6        | 0           | 0           | 0         | 0               |
| {Channel=[Voice]] Language=[Hindi]] Location=[Inhouse]] Service=[Automation2]]             | 91163@avayacs.com | AutoAgent6 AutoAgent6 | 201703 | 2017 | 1       | 0         | 1        | 0           | 0           | 0         | 0               |
|                                                                                            | 91164@avayacs.com | AutoAgent7 AutoAgent7 | 201703 | 2017 | 1       | 0         | 1        | 0           | 0           | 0         | 0               |
| {Channel=[ShortMessageService]] Language=[Hindi]] Location=[Inhouse]] Service=[Marketing]] | 91109@avayacs.com | Kiran Agent           | 201703 | 2017 | 0       | 0         | 0        | 0           | 0           | 0         | 0               |
| chatEnglish                                                                                | 7880000           | UNKNOWN AGENT         | 201703 | 2017 | 10      | 0         | 10       | 0           | 0           | 0         | 0               |
|                                                                                            | 7881001           | UNKNOWN AGENT         | 201703 | 2017 | 11      | 0         | 11       | 0           | 0           | 0         | 0               |
| Language.Welch Channel.Voice Service.CorporateAccounts Location.Inhouse                    | user8880000       | UNKNOWN AGENT         | 201703 | 2017 | 0       | 0         | 0        | 0           | 0           | 0         | 0               |
| Language.Thai Channel.Voice Service.CorporateAccounts Location.Inhouse                     | user8880000       | UNKNOWN AGENT         | 201703 | 2017 | 0       | 0         | 0        | 0           | 0           | 0         | 0               |
| Language.Russian Channel.Voice Service.CorporateAccounts Location.Inhouse                  | user8880000       | UNKNOWN AGENT         | 201703 | 2017 | 0       | 0         | 0        | 0           | 0           | 0         | 0               |
| Language.Polish Channel.Voice Service.CorporateAccounts Location.Inhouse                   | user8880000       | UNKNOWN AGENT         | 201703 | 2017 | 0       | 0         | 0        | 0           | 0           | 0         | 0               |

| Agent Interaction Detail |                         |              |         |                                                                    |               |                       |                          |                       |                      |                       |                                |                |                     |              |                |                 |               |                  |                   |
|--------------------------|-------------------------|--------------|---------|--------------------------------------------------------------------|---------------|-----------------------|--------------------------|-----------------------|----------------------|-----------------------|--------------------------------|----------------|---------------------|--------------|----------------|-----------------|---------------|------------------|-------------------|
| Agent ID                 | Engagement ID           | Segment Type | Channel | Routing Attribute Service                                          | Calling Party | Start Time            | Customer Interaction End | End Time              | Barged Out Indicator | Transferred Indicator | Disconnect From Hold Indicator | RONA Indicator | Abandoned Indicator | ACW Duration | Alert Duration | Active Duration | Hold Duration | Consult Duration | Final Disposition |
| 75093                    | 4kwh944557qxc9wmlj2Q    | CALLLED      | Social  | Channel.Social Language.English Location.Inhouse Service.Technical | Rohit Galchar | 3/22/2017 2:11:23 PM  | 3/22/2017 2:11:31 PM     | 3/22/2017 2:11:31 PM  | 0                    | 0                     | 0                              | 0              | 0                   | 0d 00:00:00  | 0d 00:00:05    | 0d 00:00:02     | 0d 00:00:00   | 0d 00:00:00      | UNKNOWN           |
|                          | RLkiy1ZT2q6L1Bfq3eXw    | CALLLED      | Social  | Channel.Social Language.English Location.Inhouse Service.Technical | Rohit Galchar | 3/22/2017 3:43:23 PM  | 3/22/2017 3:44:09 PM     | 3/22/2017 3:44:09 PM  | 0                    | 0                     | 0                              | 1              | 0                   | 0d 00:00:00  | 0d 00:00:45    | 0d 00:00:00     | 0d 00:00:00   | 0d 00:00:00      | UNKNOWN           |
|                          |                         |              |         |                                                                    |               | 3/22/2017 3:45:09 PM  | 3/22/2017 3:45:18 PM     | 3/22/2017 3:45:18 PM  | 0                    | 0                     | 0                              | 0              | 0                   | 0d 00:00:00  | 0d 00:00:03    | 0d 00:00:05     | 0d 00:00:00   | 0d 00:00:00      | UNKNOWN           |
| pG-12W9PTKW5DR25X_nTCg   |                         | CALLLED      | Social  | Channel.Social Language.English Location.Inhouse Service.Technical | Rohit Galchar | 3/22/2017 3:58:39 PM  | 3/22/2017 3:59:25 PM     | 3/22/2017 3:59:25 PM  | 0                    | 0                     | 0                              | 0              | 1                   | 0d 00:00:00  | 0d 00:00:45    | 0d 00:00:00     | 0d 00:00:00   | 0d 00:00:00      | UNKNOWN           |
|                          | vElnxjz2SGHJHT6-cQvq    | CALLLED      | Social  | Channel.Social Language.English Location.Inhouse Service.Technical | Rohit Galchar | 3/22/2017 3:39:27 PM  | 3/22/2017 3:39:47 PM     | 3/22/2017 3:39:47 PM  | 0                    | 0                     | 0                              | 0              | 0                   | 0d 00:00:00  | 0d 00:00:12    | 0d 00:00:07     | 0d 00:00:00   | 0d 00:00:00      | UNKNOWN           |
|                          | yHLK-LXgSi6SmCuf.5htrzQ | CALLLED      | Social  | Channel.Social Language.English Location.Inhouse Service.Technical | Rohit Galchar | 3/22/2017 12:02:12 PM | 3/22/2017 12:04:30 PM    | 3/22/2017 12:04:30 PM | 0                    | 0                     | 0                              | 0              | 0                   | 0d 00:00:00  | 0d 00:00:04    | 0d 00:02:13     | 0d 00:00:00   | 0d 00:00:00      | UNKNOWN           |
| Refresh · Print · Export |                         |              |         |                                                                    |               |                       |                          |                       |                      |                       |                                |                |                     |              |                |                 |               |                  |                   |

Refresh Print Export

## Business usage

- How do you determine an agent's performance by routing service for the current interval?

In the Input parameters, select the required routing service and the agent and click **Apply**. Compare the agent on various measures displayed in the report to determine the agent's performance.

- How do you determine the usage of channels by an agent for the current interval?

In the Input parameters, select the required routing service, agent, and channel and click **Apply**. Compare the agent on various parameters to determine the usage of channel by an agent.

- How do you compare the performance of agents by routing services for the current interval?

In the Input parameters, select the required routing services and the agents and click **Apply**. Use the **Offered** and **Answered** measures to determine the number of engagements directed and answered. Use the **Number of Holds** measure to determine the number of times that the engagements were put on hold by the agent.

- How do you determine the usage of routing services for the current interval?

Generate reports using different intervals. Analyze the usage pattern of routing services and associated channels for different intervals to gain an insight on the usage pattern of the routing services.

- How do you determine the reason for the segment type of a call?

Drill down to **Agent Interaction Details** report. Use the **Segment Type** measure to determine the reason of the segment type of a call.

- How do you determine whether the supervisor has barged-out the agent from the call?

Drill down to **Agent Interaction Details** report. Use the **Barged Out Indicator** measure to determine whether the supervisor has removed the agent from the call.

## Measures

You can include additional measures to customize the Agent By Routing Service dashboard.

For more information, see *Avaya Oceanalytics™ Insights Data Dictionary*.

**Table 9: Agent By Routing Service**

| Measures           | Description                                                                                     |
|--------------------|-------------------------------------------------------------------------------------------------|
| <b>Abandoned</b>   | A count of engagements offered to the agents that were abandoned within the reporting period.   |
| <b>Agent ID</b>    | The agent ID from the source system.                                                            |
| <b>Agent Name</b>  | The display name of the agent.                                                                  |
| <b>Answered</b>    | A count of engagements offered to the agents that were answered within the reporting period.    |
| <b>Conferenced</b> | A count of engagements answered by the agent that were conferenced within the reporting period. |

*Table continues...*

| Measures               | Description                                                                                                                                                                                                                                                                                                                                    |
|------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Consulted</b>       | A count of engagements with routing service offered to an agent where the agent initiates at least one interaction with just one other party and then terminates that interaction without performing a transfer or conference that completed within the reporting period. Consultative transfers are counted as transfers and not as consults. |
| <b>Number of Holds</b> | The number of times engagements were put on hold, for engagement that completed in the period.                                                                                                                                                                                                                                                 |
| <b>Offered</b>         | A count of engagements directed to the agent within the reporting period.                                                                                                                                                                                                                                                                      |
| <b>Transferred</b>     | A count of engagements answered by the agent that were transferred within the reporting period.                                                                                                                                                                                                                                                |

Table 10: Agent Interaction Detail

| Measures                              | Description                                                                                                                                                                       |
|---------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Abandoned Indicator</b>            | Displays 1 if the segment was abandoned.                                                                                                                                          |
| <b>Active Duration</b>                | The duration in seconds that the agent was actively engaged with the customer.                                                                                                    |
| <b>ACW Duration</b>                   | The duration in seconds that the agent was in an after state following the completion of the interaction.                                                                         |
| <b>Agent ID</b>                       | The agent ID from the source system.                                                                                                                                              |
| <b>Alert Duration</b>                 | The total duration, in seconds, the contact was alerting before answer.                                                                                                           |
| <b>Barged Out Indicator</b>           | Indicates if the agent was barged out of this contact.                                                                                                                            |
| <b>Calling Party</b>                  | Calling Party of the personal calling into the Contact Center.                                                                                                                    |
| <b>Consult Duration</b>               | The duration, in seconds, the agent spent consulting another resource.                                                                                                            |
| <b>Customer Interaction End</b>       | The timestamp that the customer engagement on this contact completed, that gave the agent the option to complete or end ACW. This also identifies the time the agent entered ACW. |
| <b>Disconnect From Hold Indicator</b> | Indicates if the segment was disconnected while on hold.                                                                                                                          |
| <b>End Timestamp</b>                  | The UTC Timestamp of the end of the segment.                                                                                                                                      |
| <b>Engagement ID</b>                  | The source system ID to uniquely identify the engagement.                                                                                                                         |
| <b>Final Disposition</b>              | The final disposition of the segment.                                                                                                                                             |
| <b>Hold Duration</b>                  | The duration of time that the agent spent on hold in this contact.                                                                                                                |
| <b>RONA Indicator</b>                 | Indicates if the segment was returned for rerouting following a failure by the agent to answer.                                                                                   |
| <b>Routing Attribute Service</b>      | The name of the routing service that was used to route this contact to the agent.                                                                                                 |

Table continues...

| Measures              | Description                                                                                                                                                                                  |
|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Segment Type          | The reason that the segment was created. Different Segment Type are Called, Calling, Consulting, Consulted, Observed, Observing, Coached, Coaching, Barged In, Transferred, and Conferenced. |
| Start Time            | The UTC Timestamp of the beginning of the segment.                                                                                                                                           |
| Transferred Indicator | Indicates if the agent transferred this contact.                                                                                                                                             |

## Time Series

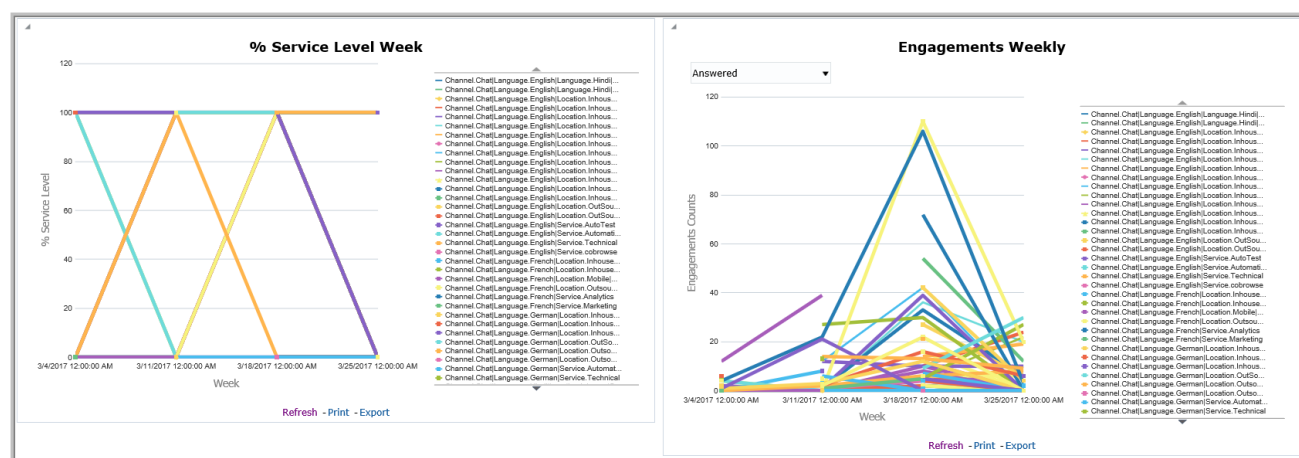
### Defined

Displays the engagement of agents with an individual routing service for the current interval.

### How it works

Tracks the overall trends in performance of agents and agent engagements with a specific routing service against a set service level for the current interval. Supervisors can select the routing service for reporting and track historical performance of agent engagements with routing services.

### Sample report



| Routing Service Engagement and Service Levels                                           |         |                          |                 |         |          |                          |                           |
|-----------------------------------------------------------------------------------------|---------|--------------------------|-----------------|---------|----------|--------------------------|---------------------------|
| Routing Service Name                                                                    | Channel | Week                     | % Service Level | Offered | Answered | Answered After Threshold | Abandoned After Threshold |
| Channel.Chat Language.English Language.Hindi Location.Inhouse Service.Marketing         | Chat    | 3/18/2017<br>12:00:00 AM | 100             | 2       | 4        | 0                        | 0                         |
|                                                                                         |         | 3/25/2017<br>12:00:00 AM | 0               | 0       | 0        | 0                        | 0                         |
| Channel.Chat Language.English Language.Hindi Service.Marketing                          | Chat    | 3/18/2017<br>12:00:00 AM | 100             | 1       | 2        | 0                        | 0                         |
|                                                                                         |         | 3/25/2017<br>12:00:00 AM | 0               | 0       | 0        | 0                        | 0                         |
| Channel.Chat Language.English Location.Inhouse Location.OutsourcerA Service.Automation2 | Chat    | 3/11/2017<br>12:00:00 AM | 0               | 0       | 0        | 0                        | 0                         |
| Channel.Chat Language.English Location.Inhouse Service.Analytics                        | Chat    | 3/18/2017<br>12:00:00 AM | 100             | 4       | 6        | 0                        | 0                         |
|                                                                                         |         | 3/25/2017<br>12:00:00 AM | 0               | 0       | 0        | 0                        | 0                         |
| Channel.Chat Language.English Location.Inhouse Service.AutoTest                         | Chat    | 3/4/2017<br>12:00:00 AM  | 0               | 0       | 0        | 0                        | 0                         |
|                                                                                         |         | 3/11/2017<br>12:00:00 AM | 100             | 2       | 2        | 0                        | 0                         |
| Channel.Chat Language.English Location.Inhouse Service.Automation                       | Chat    | 3/11/2017<br>12:00:00 AM | 100             | 0       | 0        | 0                        | 0                         |

## Business usage

- How do you determine the usage of each channel for different measures in the current interval?

View the **Engagements** trend graph and use different measures from the drop-down list to know the usage of each channel.

- How do you determine if the channel is approaching the defined service level for the current interval?

View the **% Service Level** trend graph to know the percentage usage of each channel.

- How do you compare the usage of different channels for the current interval?

View the **% Service Level** trend graph to know the percentage usage of each channel. Analyze the usage pattern of each channel for the current interval.

- How do you determine what is happening at the routing point for the current interval?

Use the **% Service Level** measure to understand the maximum service level reached. View the **Abandoned After Threshold** measure to analyze the number of calls abandoned after the routing service reached its set threshold limit.

- How do you determine if the routing service is used to its fullest for the current interval?

View the **% Service Level** and **Offered** measures to determine the calls offered through the routing service against the set service level.

## Measures

You can include additional measures to customize the Time Series dashboard.

For more information, see *Avaya Oceanalytics™ Insights Data Dictionary*.

Table 11: Time Series

| Measures                  | Description                                                                                                |
|---------------------------|------------------------------------------------------------------------------------------------------------|
| % Service Level           | Percentage of engagements processed within the allowable thresholds.                                       |
| Abandoned After Threshold | The number of calls abandoned after the minimum threshold.                                                 |
| Answered                  | A count of engagements with routing service offered to the agent and answered within the reporting period. |
| Answered After Threshold  | The number of calls answered after the maximum service level threshold.                                    |
| Channel                   | The name of the channel associated with the routing service.                                               |
| Offered                   | A count of engagements with routing service offered to the agent within the reporting period.              |
| Routing Service Name      | The friendly name assigned to the routing service.                                                         |

## Engagement

### Defined

Displays data related to customer engagements across various parameters.

### How it works

Tracks historic details of all engagements. Supervisors can select the engagement and analyze how the engagement traverses through multiple channels and segments in the current interval. The start time of engagements determine the data displayed in the report.

You can drill down on Engagement ID to get finer details of each engagement. You can drill down on Contact ID to analyze how the engagement was handled at each segment level. An engagement is associated with a contact ID where as a segment is associated with an agent.

### Sample report

| Engagement Summary Report                                                |                     |                          |                                                                               |                                        |                         |
|--------------------------------------------------------------------------|---------------------|--------------------------|-------------------------------------------------------------------------------|----------------------------------------|-------------------------|
| Engagement Id                                                            | Channel             | Start Time               | Routing Service                                                               | Contact Id                             | End Time                |
| <a href="#">bwqfl0_XRz6SmJh-34mJvQ</a>                                   | Chat                | 3/28/2017<br>08:39:37 PM | Channel.Chat Language.Hindi Location.Inhouse Service.Marketing                | <a href="#">J3hx9TSHQuSDmMuG20vBKA</a> | 3/28/2017<br>8:40:49 PM |
| <a href="#">kL7SvFsSQb5fcMjo7MZAQ</a>                                    | Chat                | 3/28/2017<br>08:35:16 PM | Channel.Chat Language.Hindi Location.Inhouse Service.Marketing                | <a href="#">F490PHUyTw2t6DDMgpSn8g</a> | 3/28/2017<br>8:39:01 PM |
| <a href="#">HTBX02MXS8uCWZSQ8xglTA</a>                                   | Chat                | 3/28/2017<br>08:31:50 PM | Channel.Chat Language.Hindi Location.Inhouse Service.Marketing                | <a href="#">O8I02YSaSECBRRgmubQ~XQ</a> | 3/28/2017<br>8:34:47 PM |
| <a href="#">JFWd6GSySFCFKFptlIFxyg</a>                                   | ShortMessageService | 3/28/2017<br>08:28:10 PM | Channel.ShortMessageService Language.Hindi Location.Inhouse Service.Marketing | <a href="#">LC4MOA5STuemcgXJKoXTwA</a> | 3/28/2017<br>8:39:07 PM |
| <a href="#">jOPs62rhTK2KjCU1Fivzyg</a>                                   | Chat                | 3/28/2017<br>08:26:06 PM | UNKNOWN                                                                       | <a href="#">uT4zO93eSQOxgt-ma28MYw</a> | 3/28/2017<br>8:27:14 PM |
| <a href="#">gtZT3QLcRySUHx54EaH8lw</a>                                   | ShortMessageService | 3/28/2017<br>07:55:08 PM | Channel.ShortMessageService Language.Hindi Location.Inhouse Service.Marketing | <a href="#">R65LyBvxTKW~b0gG-hhjQg</a> | 3/28/2017<br>8:13:15 PM |
| <a href="#">y6lKNib3TragIqnGFeBhdw</a>                                   | ShortMessageService | 3/28/2017<br>07:33:51 PM | Channel.ShortMessageService Language.Hindi Location.Inhouse Service.Marketing | <a href="#">28Su8drQQ~SdC4Xxwu1GAQ</a> | 3/28/2017<br>7:54:53 PM |
| <a href="#">ZsHBxJ57QoWW-tizDdN9lg</a>                                   | Chat                | 3/28/2017<br>07:26:24 PM | Channel.Chat Language.Tushar Service.Marketing                                | <a href="#">kkbzAIVZTJKulG~Bw1QDNA</a> | 3/28/2017<br>7:28:36 PM |
| <a href="#">Refresh</a> - <a href="#">Print</a> - <a href="#">Export</a> |                     |                          |                                                                               |                                        |                         |



**Engagement Detail Report**

| Engagement Id         | Channel | Start Time           | End Time             | Routing Service                                                |
|-----------------------|---------|----------------------|----------------------|----------------------------------------------------------------|
| kl7SvFsSQbSfcMjo7MZAQ | Chat    | 3/28/2017 8:35:16 PM | 3/28/2017 8:39:01 PM | Channel.Chat Language.Hindi Location.Inhouse Service.Marketing |

Refresh - Print - Export

**Engagement Contact Report**

| Engagement Id         | Contact Id             | Contact Channel | Start Time           | End Time             | Alert Duration | Active Duration | Handling Duration | Routing Attribute Service                                      | Abandoned Indicator | Calling Party   |
|-----------------------|------------------------|-----------------|----------------------|----------------------|----------------|-----------------|-------------------|----------------------------------------------------------------|---------------------|-----------------|
| kl7SvFsSQbSfcMjo7MZAQ | F490PHUYtW2t6DDMgpSn8g | Chat            | 3/28/2017 8:35:16 PM | 3/28/2017 8:39:01 PM | 0d 00:00:11    | 0d 00:03:20     | 0d 00:03:20       | Channel.Chat Language.Hindi Location.Inhouse Service.Marketing | False               | kiran11@puicv.c |

Refresh - Print - Export

**Contact Detail Report**

| Engagement Id          | Contact Id             | Contact Channel | Start Time            | End Time              | Alert Duration | Handling Duration | Active Duration | Routing Attribute Service                                         | Abandoned Indicator | Calling Party |
|------------------------|------------------------|-----------------|-----------------------|-----------------------|----------------|-------------------|-----------------|-------------------------------------------------------------------|---------------------|---------------|
| a6EBIGP-R8ebDt1kZ4b_BA | YhHD7Q6hR2uyDNU0MaoTgQ | Chat            | 3/30/2017 12:54:36 PM | 3/30/2017 12:56:07 PM | 0d 00:00:50    | 0d 00:00:10       | 0d 00:00:09     | Channel.Chat Language.English Location.Inhouse Service.Automation | False               | p1@m1.com     |

Refresh - Print - Export

**Segment Detail Report**

| Segment Id | Engagement Id          | Contact Id             | Agent Id - Name                 | Channel Name | Channel Address                             | Start Time            | End Time              | Consult Duration | Handling Duration | Routing Service Name                                              | Formatted Abandoned Indicator | Formatted Rona Indicator | Segment Type |
|------------|------------------------|------------------------|---------------------------------|--------------|---------------------------------------------|-----------------------|-----------------------|------------------|-------------------|-------------------------------------------------------------------|-------------------------------|--------------------------|--------------|
| 1          | a6EBIGP-R8ebDt1kZ4b_BA | YhHD7Q6hR2uyDNU0MaoTgQ | trial1@avayacs.com-trial1 agent | Chat         | trial1@avayacs.com_OCP ChatRouteableAddress | 3/30/2017 12:55:06 PM | 3/30/2017 12:55:51 PM | 0d 00:00:00      | 0d 00:00:00       | Channel.Chat Language.English Location.Inhouse Service.Automation | False                         | True                     | CALLED       |
| 2          |                        |                        | trial2@avayacs.com-trial2 agent | Chat         | trial2@avayacs.com_OCP ChatRouteableAddress | 3/30/2017 12:55:52 PM | 3/30/2017 12:56:07 PM | 0d 00:00:00      | 0d 00:00:00       | Channel.Chat Language.English Location.Inhouse Service.Automation | False                         | False                    | CALLED       |

Refresh - Print - Export

## Business usage

- How do you determine the movement of a customer engagement in a contact center?

Use **Engagement Summary Report** to understand the number of engagements that were listed in the current interval.

Navigate to **Engagement Detail Report** to understand the details of the engagement that was routed through multiple channels. Navigate to **Contact Detail Report** to understand the details of segments, and segment durations of an engagement.

- How do you determine the usage of a channel across the contact center?

In the Input prompt, select **TimeZone**, specify the values for the **Interval** and select the **Channel** for analysis. The report displays engagement details associated with the selected channel.

Use the **Engagement Distribution By Channel** graph to determine the usage of channels across the contact center.

- How do you determine the duration of an engagement in a particular channel?

In **Engagement Summary Report**, click an Engagement ID to display the **Engagement Contact Report**. Use the **Start Time** and **End Time** measures to determine the duration of the engagement in a particular channel.

- How do you determine the average engagement duration in the current interval?

Use the **Average Engagement Duration** measure.

- For a given contact, how do you determine the duration the segment spent in agent activities?

Use the **Segment Detail Report** along with **Segment Durations** graph to determine the duration spent for agent activities.

## Measures

You can include additional measures to customize the Engagement Report dashboard.

For more information, see *Avaya Oceanalytics™ Insights Data Dictionary*.

**Table 12: Engagement Summary Report**

| Measures               | Description                                                                       |
|------------------------|-----------------------------------------------------------------------------------|
| <b>Contact ID</b>      | The source system ID to uniquely identify the contact.                            |
| <b>End Timestamp</b>   | The UTC Timestamp of the end of the contact.                                      |
| <b>Engagement ID</b>   | The source system ID to uniquely identify the engagement.                         |
| <b>Routing Service</b> | The name of the routing service that was used to route this contact to the agent. |
| <b>Start Time</b>      | The UTC Timestamp of the beginning of the contact.                                |

**Table 13: Engagement Detail Report**

| Measures               | Description                                                                       |
|------------------------|-----------------------------------------------------------------------------------|
| <b>End Timestamp</b>   | The UTC Timestamp of the end of the engagement.                                   |
| <b>Engagement ID</b>   | The source system ID to uniquely identify the engagement.                         |
| <b>Routing Service</b> | The name of the routing service that was used to route this contact to the agent. |
| <b>Start Time</b>      | The UTC Timestamp of the beginning of the engagement.                             |

**Table 14: Engagement Contact Report**

| Measures                   | Description                              |
|----------------------------|------------------------------------------|
| <b>Abandoned Indicator</b> | Displays 1 if the contact was abandoned. |

*Table continues...*

| Measures                 | Description                                                                                                                                                                   |
|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Active Duration</b>   | The duration in seconds that the agent was actively engaged with the customer.                                                                                                |
| <b>Alert Duration</b>    | The total duration, in seconds, the contact was alerting before answer.                                                                                                       |
| <b>Calling Party</b>     | Calling address of the customer.                                                                                                                                              |
| <b>Contact ID</b>        | The source system ID to uniquely identify the contact.                                                                                                                        |
| <b>End Timestamp</b>     | The UTC Timestamp of the end of the contact.                                                                                                                                  |
| <b>Engagement ID</b>     | The source system ID to uniquely identify the engagement.                                                                                                                     |
| <b>Handling Duration</b> | The total duration, in seconds, that the agent was actively handling the customer from the first resource interaction active event until completion not including alert time. |
| <b>Start Time</b>        | The UTC Timestamp of the beginning of the contact.                                                                                                                            |

Table 15: Contact Detail Report

| Measures                   | Description                                                                                                                                                                   |
|----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Abandoned Indicator</b> | Displays 1 if the contact was abandoned.                                                                                                                                      |
| <b>Active Duration</b>     | The duration in seconds that the agent was actively engaged with the customer.                                                                                                |
| <b>Alert Duration</b>      | The total duration, in seconds, the contact was alerting before answer.                                                                                                       |
| <b>Calling Party</b>       | Calling address of the customer.                                                                                                                                              |
| <b>Contact ID</b>          | The source system ID to uniquely identify the contact.                                                                                                                        |
| <b>End Timestamp</b>       | The UTC Timestamp of the end of the contact.                                                                                                                                  |
| <b>Engagement ID</b>       | The source system ID to uniquely identify the engagement.                                                                                                                     |
| <b>Handling Duration</b>   | The total duration, in seconds, that the agent was actively handling the customer from the first resource interaction active event until completion not including alert time. |
| <b>Start Time</b>          | The UTC Timestamp of the beginning of the contact.                                                                                                                            |

Table 16: Segment Detail Report

| Measures                | Description                                                                    |
|-------------------------|--------------------------------------------------------------------------------|
| <b>Active Time</b>      | The duration in seconds that the agent was actively engaged with the customer. |
| <b>Channel Address</b>  | The hardware address of the agent taking the contact.                          |
| <b>Consult Duration</b> | The duration, in seconds, the agent spent consulting another resource.         |
| <b>Contact ID</b>       | The source system ID to uniquely identify the engagement.                      |
| <b>End Timestamp</b>    | The UTC Timestamp of the end of the segment.                                   |
| <b>Engagement ID</b>    | The source system ID to uniquely identify the engagement.                      |

*Table continues...*

| Measures                    | Description                                                                                                                                                                                  |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Handling Duration</b>    | The total duration, in seconds, that the agent was actively handling the customer from the first active event until completion not including alert time.                                     |
| <b>Ring Time</b>            | The total duration, in seconds, the segment was alerting at the agent before answer.                                                                                                         |
| <b>Routing Service Name</b> | The name of the routing service that was used to route this contact to the agent.                                                                                                            |
| <b>Segment ID</b>           | The ordinal number of the segment within the contact.                                                                                                                                        |
| <b>Segment Type</b>         | The reason that the segment was created. Different Segment Type are Called, Calling, Consulting, Consulted, Observed, Observing, Coached, Coaching, Barged In, Transferred, and Conferenced. |
| <b>Start Time</b>           | The UTC Timestamp of the beginning of the segment.                                                                                                                                           |

**\* Note:**

"DD hh:mm:ss" represents day, hour, minute, and seconds.

For Start Time and End Time of the engagement, Contact and Segment are displayed based on the selected Timezone value.

For custom reports/analysis you need to populate "TIMEZONE\_VALUE" session variable. This can be achieved by opening the Advanced Tab in the analysis and applying below statement in the prefix: `SET VARIABLE TIMEZONE_VALUE='<EU_EASTERN>';`.

The Engagement Report supports the following Timezones:

- EU\_CENTRAL
- EU\_EASTERN
- EU\_WESTERN
- INDIAN\_STANDARD
- US\_CENTRAL
- US\_EASATERN
- US\_MOUNTAIN
- US\_PACIFIC
- UTC

## Supervisor Activity

### Defined

Displays a summary of the supervisor activity related to agents for the current interval.

### How it works

Tracks how many agents were observed, barge out of contacts, and coached by the supervisor. This report also tracks how many contacts were transferred to agents or service by agents.

Supervisors can view how the agents handle contacts delivered to them for a selected interval. Administrators can view how many times the supervisor intervened in the call and whether the agent needs coaching.

You can drill down on **Observed**, **Observing**, **Coached**, **Coaching**, **Barge In** and **Barge Out** measures. The Supervisory Details report displays all the segments in that interval for the selected measure.

## Sample report

| Supervisor Activity   |                          |           |          |           |          |           |          |         |            |                   |                    |                      |                        |
|-----------------------|--------------------------|-----------|----------|-----------|----------|-----------|----------|---------|------------|-------------------|--------------------|----------------------|------------------------|
| Supervisor Name       | Interval                 | Completed | Answered | Observing | Coaching | Barged In | Observed | Coached | Barged Out | Consults Accepted | Consults Initiated | Transferred To Agent | Transferred To Service |
| Grand Total           |                          | 465       | 356      | 7         | 4        | 3         | 7        | 4       | 3          | 16                | 16                 | 15                   | 0                      |
| Anup75061<br>Kawitake | 3/22/2017<br>9:00:00 PM  | 0         | 0        | 0         | 0        | 0         | 0        | 0       | 0          | 0                 | 0                  | 0                    | 0                      |
|                       | 3/22/2017<br>9:15:00 PM  | 1         | 1        | 0         | 0        | 0         | 0        | 0       | 0          | 0                 | 0                  | 0                    | 0                      |
|                       | 3/22/2017<br>9:30:00 PM  | 0         | 0        | 0         | 0        | 0         | 0        | 0       | 0          | 0                 | 0                  | 0                    | 0                      |
|                       | 3/22/2017<br>9:45:00 PM  | 0         | 0        | 0         | 0        | 0         | 0        | 0       | 0          | 0                 | 0                  | 0                    | 0                      |
|                       | 3/22/2017<br>10:00:00 PM | 2         | 2        | 0         | 0        | 0         | 0        | 0       | 0          | 0                 | 0                  | 0                    | 0                      |
|                       | 3/22/2017<br>10:15:00 PM | 0         | 1        | 0         | 0        | 0         | 0        | 0       | 0          | 0                 | 0                  | 0                    | 0                      |

## Business usage

- How do you determine the number of contacts answered by the agent?  
Use the **Answered** measure to know the number of contacts answered by an agent.
- How do you determine the number of contacts that the supervisor observed or barged out the agent from the contacts?  
Use the **Observed** and **Barged Out** measures to know the number of contacts where the agent was observed or barged out of the contact.
- How do you know the number of contacts for which the agent was observed and coached?  
Use the **Observed** measure to know the number of contacts for which the agent was observed.  
Use the **Coached** measure to know the number of contacts for which the agent was coached.
- How many contacts did the agent transfer to an agent or a service?  
Use the **Transfer to Agent** and **Transfer to Service** measures to know the contacts transferred to another agent or service.
- How do you determine the barge-in interaction time of a supervisor for a particular agent?  
Drill down on an individual agent to Supervisor Detail Report. Use the **Barge Duration** measure to determine the barge-in interaction time for a particular agent.
- How do you determine the time that the supervisor spent observing an agent who was on a call with a contact?  
Drill down on an individual agent to Supervisor Detail Report. Use the **Observed Duration** measure to determine the observed time for a particular agent.
- How do you determine the time that the supervisor spent coaching an agent who was on a call with a contact?

Drill down on an individual agent to Supervisor Detail Report. Use the **Coached Duration** measure to determine the coaching time spent on an agent who was on a call with a contact.

- How do you determine the number of agents observed, barged-in, or coached by the supervisor?

Filter the report on Supervisor Name. Use the **Observed**, **Coached**, and **Barged In** measures to determine the number of agents observed, barged-in or coached by the supervisor.

## Measures

You can include additional measures to customize the Supervisor Activity dashboard.

For more information, see *Avaya Oceanalytics™ Insights Data Dictionary*.

**Table 17: Supervisor Activity**

| Measures                   | Description                                                                                                                 |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| <b>Answered</b>            | A count of engagements offered to the agent that were answered within the reporting period, by Channel.                     |
| <b>Barged In</b>           | A count of engagements where the agent\supervisor barged in on another agent within the reporting period, by Channel.       |
| <b>Barged Out</b>          | A count of engagements where the agent was barged out by another agent \supervisor within the reporting period, by Channel. |
| <b>Coached</b>             | A count of engagements where the agent was coached by another agent \supervisor within the reporting period, by Channel.    |
| <b>Coaching</b>            | A count of engagements where the agent\supervisor coached another agent within the reporting period, by Channel.            |
| <b>Completed</b>           | A count of engagements associated with the agent that completed during the reporting period.                                |
| <b>Consults Accepted</b>   | A count of engagements answered by the agent that was a result of a consult within the reporting period, by Channel.        |
| <b>Consults Initiated</b>  | A count of engagements where the agent initiated a consult within the reporting period, by Channel.                         |
| <b>Observed</b>            | A count of engagements where the agent was observed by another agent \supervisor within the reporting period, by Channel.   |
| <b>Observing</b>           | A count of engagements where the agent\supervisor observed another agent within the reporting period by Channel.            |
| <b>Supervisor Name</b>     | The display name of the supervisor associated with the agent.                                                               |
| <b>Transfer to Agent</b>   | A count of engagements that were transferred directly to an agent by an agent within the reporting period, by Channel.      |
| <b>Transfer to Service</b> | A count of engagements that were transferred directly to a service by an agent within the reporting period, by Channel.     |

**Table 18: Supervisor Detail**

| Measures                      | Description                                                                                                                                                                                  |
|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Agent ID</b>               | The agent ID from the source system of the agent that owns this account.                                                                                                                     |
| <b>Barged Out Duration</b>    | The amount of time the agent had an engagement where the agent was barged out of an engagement within the reporting period, by Channel.                                                      |
| <b>Calling Party</b>          | Calling address of the customer.                                                                                                                                                             |
| <b>Channel Name</b>           | The name of the channel associated with the account.                                                                                                                                         |
| <b>Coached Duration</b>       | The amount of time the agent had an engagement where the agent\supervisor was coached by another agent within the reporting period, by Channel.                                              |
| <b>Coaching Duration</b>      | The amount of time the agent had an engagement where the agent was coaching another agent\supervisor within the reporting period, by Channel.                                                |
| <b>End Timestamp</b>          | The UTC Timestamp of the end of the segment.                                                                                                                                                 |
| <b>Customer End TimeStamp</b> | The timestamp that the customer engagement on this contact completed, that gave the agent the option to complete or end ACW. This also identifies the time the agent entered ACW.            |
| <b>Engagement ID</b>          | The source system ID to uniquely identify the engagement.                                                                                                                                    |
| <b>Observed Duration</b>      | The amount of time the agent had an engagement where the agent was observed by another agent\supervisor within the reporting period, by Channel.                                             |
| <b>Observing Duration</b>     | The amount of time the agent had an engagement where the agent\supervisor was observing another agent within the reporting period, by Channel.                                               |
| <b>Originated Timestamp</b>   | The UTC Timestamp of the beginning of the contact.                                                                                                                                           |
| <b>Segment Type</b>           | The reason that the segment was created. Different Segment Type are Called, Calling, Consulting, Consulted, Observed, Observing, Coached, Coaching, Barged In, Transferred, and Conferenced. |

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## Supervisor Compare

### Defined

Displays a comparison of different supervisor measures.

### How it works

Tracks activities of selected supervisors by comparing different supervisor measures in the current interval. You can select maximum five supervisors at one time.

### Business usage

- How many times did the supervisor remove agents from the calls in the current interval?  
Use the **Barged In** measure to compare the activity of the supervisor in the current interval.
- How many agents did the supervisor coach in the current interval?  
Use the **Coaching** measure to see the number of agents coached by the supervisor.

- How many agents were under observation for the selected interval, and how many of them were coached?

Compare the **Observing** and **Coaching** measures to know the number of agents that were observed or coached in the current interval.

## Measures

You can include additional measures to customize the Supervisor Compare dashboard.

For more information, see *Avaya Oceanalytics™ Insights Data Dictionary*.

| Measures          | Description                                                                                                                |
|-------------------|----------------------------------------------------------------------------------------------------------------------------|
| <b>Barged In</b>  | A count of engagements where the agent\supervisor barged in on another agent within the reporting period, by Channel.      |
| <b>Barged Out</b> | A count of engagements where the agent was barged out by another agent\supervisor within the reporting period, by Channel. |
| <b>Coached</b>    | A count of engagements where the agent was coached by another agent\supervisor within the reporting period, by Channel.    |
| <b>Coaching</b>   | A count of engagements where the agent\supervisor coached another agent within the reporting period, by Channel.           |
| <b>Observed</b>   | A count of engagements where the agent was observed by another agent\supervisor within the reporting period, by Channel.   |
| <b>Observing</b>  | A count of engagements where the agent\supervisor observed another agent within the reporting period by Channel.           |

# Chapter 7: Resources

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## Documentation

| Title                                               | Use this document to:                                                                                                                                                                                | Audience                                                                                                                                                       |
|-----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Overview                                            |                                                                                                                                                                                                      |                                                                                                                                                                |
| <i>Avaya Oceana™ Solution Description</i>           | Know about tested product characteristics and capabilities, including product overview and feature descriptions, interoperability, performance specifications, security, and licensing requirements. | <ul style="list-style-type: none"><li>• Sales Engineers</li><li>• Business Partners</li><li>• Solution Architects</li><li>• Implementation Engineers</li></ul> |
| Implementing                                        |                                                                                                                                                                                                      |                                                                                                                                                                |
| <i>Deploying Avaya Oceana™ Solution</i>             | Deploy and configure Avaya Oceana™ Solution.                                                                                                                                                         | <ul style="list-style-type: none"><li>• Solution Architects</li><li>• Implementation Engineers</li></ul>                                                       |
| <i>Deploying Avaya Oceana™ Workspaces</i>           | Deploy and configure Avaya Oceana™ Workspaces.                                                                                                                                                       | <ul style="list-style-type: none"><li>• Solution Architects</li><li>• Implementation Engineers</li></ul>                                                       |
| Administering                                       |                                                                                                                                                                                                      |                                                                                                                                                                |
| <i>Administering Avaya Oceana™ Workspaces</i>       | Administer Avaya Oceana™ Workspaces.                                                                                                                                                                 | <ul style="list-style-type: none"><li>• Administrators</li><li>• Solution Architects</li><li>• Implementation Engineers</li></ul>                              |
| Using                                               |                                                                                                                                                                                                      |                                                                                                                                                                |
| <i>Using Avaya Oceana™ Workspaces</i>               | Use Avaya Oceana™ Workspaces.                                                                                                                                                                        | Supervisors                                                                                                                                                    |
| <i>Avaya Oceanalytics™ Insights Data Dictionary</i> | Use historical and real-time measures in custom reports.                                                                                                                                             | <ul style="list-style-type: none"><li>• Administrators</li><li>• Report designer</li></ul>                                                                     |
| Troubleshooting                                     |                                                                                                                                                                                                      |                                                                                                                                                                |
| <i>Troubleshooting Avaya Oceanalytics™ Insights</i> | Troubleshoot Oracle and report issues.                                                                                                                                                               | <ul style="list-style-type: none"><li>• Administrators</li><li>• Solution Architects</li><li>• Report designer</li></ul>                                       |

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## Training

The following courses are available for the Avaya Oceana™ Solution program.

| Course code | Course title                                                | Delivery Type          |
|-------------|-------------------------------------------------------------|------------------------|
| 3420W       | Avaya Oceana™ Solution Design Fundamentals                  | LMS                    |
| 3470T       | Avaya Oceana™ Solution Design Fundamentals APDS Online Test | LMS                    |
| 2402W       | Avaya Oceana™ Workspaces Agent Desktop Training             | Along with the license |
| 2404W       | Avaya Oceana™ Workspaces Supervisor Desktop Training        | Along with the license |

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## Support

Go to the Avaya Support website at <http://support.avaya.com> for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

### Related links

[Using the Avaya InSite Knowledge Base](#) on page 75

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## Using the Avaya InSite Knowledge Base

The Avaya InSite Knowledge Base is a web-based search engine that provides:

- Up-to-date troubleshooting procedures and technical tips
- Information about service packs
- Access to customer and technical documentation
- Information about training and certification programs
- Links to other pertinent information

If you are an authorized Avaya Partner or a current Avaya customer with a support contract, you can access the Knowledge Base without extra cost. You must have a login account and a valid Sold-To number.

Use the Avaya InSite Knowledge Base for any potential solutions to problems.

1. Go to <http://www.avaya.com/support>.

2. Log on to the Avaya website with a valid Avaya user ID and password.  
The system displays the Support page.
3. Click **Support by Product > Product-specific support**.
4. In **Enter Product Name**, enter the product, and press **Enter**.
5. Select the product from the list, and select a release.
6. Click the **Technical Solutions** tab to see articles.
7. Select relevant articles.

### Related links

[Support](#) on page 75

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