

# Using Avaya Proactive Outreach Manager Reports

Release 4.0.2 Issue 1 October 2022 © 2019-2022, Avaya Inc. All Rights Reserved.

#### Notice

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

#### **Documentation disclaimer**

"Documentation" means information published in varying mediums which may include product information, operating instructions and performance specifications that are generally made available to users of products. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of Documentation unless such modifications, additions, or deletions were performed by or on the express behalf of Avaya. End User agrees to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

#### Link disclaimer

Avaya is not responsible for the contents or reliability of any linked websites referenced within this site or Documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

#### Warranty

Avaya provides a limited warranty on Avaya hardware and software. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product while under warranty is available to Avaya customers and other parties through the Avaya Support website: https://support.avaya.com/helpcenter/ getGenericDetails?detailld=C20091120112456651010 under the link "Warranty & Product Lifecycle" or such successor site as designated by Avaya. Please note that if You acquired the product(s) from an authorized Avaya Channel Partner outside of the United States and Canada, the warranty is provided to You by said Avaya Channel Partner and not by Avaya.

"Hosted Service" means an Avaya hosted service subscription that You acquire from either Avaya or an authorized Avaya Channel Partner (as applicable) and which is described further in Hosted SAS or other service description documentation regarding the applicable hosted service. If You purchase a Hosted Service subscription, the foregoing limited warranty may not apply but You may be entitled to support services in connection with the Hosted Service as described further in your service description documents for the applicable Hosted Service. Contact Avaya or Avaya Channel Partner (as applicable) for more information.

#### **Hosted Service**

THE FOLLOWING APPLIES ONLY IF YOU PURCHASE AN AVAYA HOSTED SERVICE SUBSCRIPTION FROM AVAYA OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE), THE TERMS OF USE FOR HOSTED SERVICES ARE AVAILABLE ON THE AVAYA WEBSITE, HTTPS://SUPPORT.AVAYA.COM/LICENSEINFO UNDER THE LINK "Avaya Terms of Use for Hosted Services" OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, AND ARE APPLICABLE TO ANYONE WHO ACCESSES OR USES THE HOSTED SERVICE. BY ACCESSING OR USING THE HOSTED SERVICE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE DOING SO (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THE TERMS OF USE. IF YOU ARE ACCEPTING THE TERMS OF USE ON BEHALF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO BIND SUCH ENTITY TO THESE TERMS OF USE. IF YOU DO NOT HAVE SUCH AUTHORITY,

OR IF YOU DO NOT WISH TO ACCEPT THESE TERMS OF USE, YOU MUST NOT ACCESS OR USE THE HOSTED SERVICE OR AUTHORIZE ANYONE TO ACCESS OR USE THE HOSTED SERVICE.

#### Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, HTTPS://SUPPORT.AVAYA.COM/LICENSEINFO. UNDER THE LINK "AVAYA SOFTWARE LICENSE TERMS (Avaya Products)" OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AVAYA CHANNEL PARTNER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA CHANNEL PARTNER; AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ("AVAYA").

Avaya grants You a license within the scope of the license types described below, with the exception of Heritage Nortel Software, for which the scope of the license is detailed below. Where the order documentation does not expressly identify a license type, the applicable license will be a Designated System License as set forth below in the Designated System(s) License (DS) section as applicable. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the documentation or other materials available to You. "Software" means computer programs in object code, provided by Avaya or an Avaya Channel Partner, whether as stand-alone products, pre-installed on hardware products, and any upgrades, updates, patches, bug fixes, or modified versions thereto. "Designated Processor" means a single stand-alone computing device. "Server" means a set of Designated Processors that hosts (physically or virtually) a software application to be accessed by multiple users. "Instance" means a single copy of the Software executing at a particular time: (i) on one physical machine; or (ii) on one deployed software virtual machine ("VM") or similar deployment.

#### License types

Designated System(s) License (DS). End User may install and use each copy or an Instance of the Software only on a number of Designated Processors up to the number indicated in the order. Avaya may require the Designated Processor(s) to be identified in the order by type, serial number, feature key, Instance, location or other specific designation, or to be provided by End User to Avaya through electronic means established by Avaya specifically for this purpose.

Concurrent User License (CU). End User may install and use the Software on multiple Designated Processors or one or more Servers, so long as only the licensed number of Units are accessing and using the Software at any given time. A "Unit" means the unit on which Avaya, at its sole discretion, bases the pricing of its licenses and can be, without limitation, an agent, port or user, an e-mail or voice mail account in the name of a person or corporate function (e.g., webmaster or helpdesk), or a directory entry in the administrative database utilized by the Software that permits one user to interface with the Software. Units may be linked to a specific, identified Server or an Instance of the Software.

#### Copyright

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, Hosted Service, or hardware provided by Avaya. All content on this site, the documentation, Hosted Service, and the product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

#### Virtualization

The following applies if the product is deployed on a virtual machine. Each product has its own ordering code and license types. Unless otherwise stated, each Instance of a product must be separately licensed and ordered. For example, if the end user customer or Avaya Channel Partner would like to install two Instances of the same type of products, then two products of that type must be ordered.

#### **Third Party Components**

"Third Party Components" mean certain software programs or portions thereof included in the Software or Hosted Service may contain software (including open source software) distributed under third party agreements ("Third Party Components"), which contain terms regarding the rights to use certain portions of the Software ("Third Party Terms"). As required, information regarding distributed Linux OS source code (for those products that have distributed Linux OS source code) and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply is available in the products, Documentation or on Avaya's website at: https:// support.avaya.com/Copyright or such successor site as designated by Avaya. The open source software license terms provided as Third Party Terms are consistent with the license rights granted in these Software License Terms, and may contain additional rights benefiting You, such as modification and distribution of the open source software. The Third Party Terms shall take precedence over these Software License Terms, solely with respect to the applicable Third Party Components to the extent that these Software License Terms impose greater restrictions on You than the applicable Third Party Terms.

The following applies only if the H.264 (AVC) codec is distributed with the product. THIS PRODUCT IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO (i) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (ii) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE <u>HTTP://WWW.MPEGLA.COM</u>.

#### Service Provider

THE FOLLOWING APPLIES TO AVAYA CHANNEL PARTNER'S HOSTING OF AVAYA PRODUCTS OR SERVICES. THE PRODUCT OR HOSTED SERVICE MAY USE THIRD PARTY COMPONENTS SUBJECT TO THIRD PARTY TERMS AND REQUIRE A SERVICE PROVIDER TO BE INDEPENDENTLY LICENSED DIRECTLY FROM THE THIRD PARTY SUPPLIER. AN AVAYA CHANNEL PARTNER'S HOSTING OF AVAYA PRODUCTS MUST BE AUTHORIZED IN WRITING BY AVAYA AND IF THOSE HOSTED PRODUCTS USE OR EMBED CERTAIN THIRD PARTY SOFTWARE, INCLUDING BUT NOT LIMITED TO MICROSOFT SOFTWARE, INCLUDING BUT NOT LIMITED TO MICROSOFT SOFTWARE OR CODECS, THE AVAYA CHANNEL PARTNER IS REQUIRED TO INDEPENDENTLY OBTAIN ANY APPLICABLE LICENSE AGREEMENTS, AT THE AVAYA CHANNEL PARTNER'S EXPENSE, DIRECTLY FROM THE APPLICABLE THIRD PARTY SUPPLIER.

WITH RESPECT TO CODECS, IF THE AVAYA CHANNEL PARTNER IS HOSTING ANY PRODUCTS THAT USE OR EMBED THE H.264 CODEC OR H.265 CODEC, THE AVAYA CHANNEL PARTNER ACKNOWLEDGES AND AGREES THE AVAYA CHANNEL PARTNER IS RESPONSIBLE FOR ANY AND ALL RELATED FEES AND/OR ROYALTIES. THE H.264 (AVC) CODEC IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO: (I) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (II) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION FOR H.264 (AVC) AND H.265 (HEVC) CODECS MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE <u>HTTP://</u> WWW.MPEGLA.COM.

#### **Compliance with Laws**

You acknowledge and agree that it is Your responsibility for complying with any applicable laws and regulations, including, but not limited to laws and regulations related to call recording, data privacy, intellectual property, trade secret, fraud, and music performance rights, in the country or territory where the Avaya product is used.

#### **Preventing Toll Fraud**

"Toll Fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of Toll Fraud associated with your system and that, if Toll Fraud occurs, it can result in substantial additional charges for your telecommunications services.

#### Avaya Toll Fraud intervention

If You suspect that You are being victimized by Toll Fraud and You need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support website: <u>https://support.avaya.com</u> or such successor site as designated by Avaya.

#### **Security Vulnerabilities**

Information about Avaya's security support policies can be found in the Security Policies and Support section of <u>https://</u>support.avaya.com/security.

Suspected Avaya product security vulnerabilities are handled per the Avaya Product Security Support Flow (<u>https://support.avaya.com/css/P8/documents/100161515</u>).

#### **Downloading Documentation**

For the most current versions of Documentation, see the Avaya Support website: <u>https://support.avaya.com</u>, or such successor site as designated by Avaya.

#### **Contact Avaya Support**

See the Avaya Support website: <u>https://support.avaya.com</u> for product or Hosted Service notices and articles, or to report a problem with your Avaya product or Hosted Service. For a list of support telephone numbers and contact addresses, go to the Avaya Support website: <u>https://support.avaya.com</u> (or such successor site as designated by Avaya), scroll to the bottom of the page, and select Contact Avaya Support.

#### Trademarks

The trademarks, logos and service marks ("Marks") displayed in this site, the Documentation, Hosted Service(s), and product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, its licensors, its suppliers, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the Documentation, Hosted Service(s) and product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party.

Avaya is a registered trademark of Avaya Inc.



All non-Avaya trademarks are the property of their respective owners. Java is a registered trademark of Oracle and/or its affiliates.



Chapter 1: Introduction	7
Purpose	7
Change history	7
Chapter 2: Standard Reports	
Överview	
POM Agent Activity Details	9
POM Agent Attribute Details	13
POM Agent Blend Details	
POM Agent Campaign Summary	19
POM Agent Daily Summary	
POM Agent Performance Summary	
POM Agent Summary	30
POM Agent Time Summary	34
POM Area Code Import Detail	
POM Callbacks Scheduled Details	40
POM Callbacks Status Details	45
POM Campaign Attribute Details	
POM Campaign Detail	50
POM Campaign Parameters History	57
POM Campaign Summary	60
POM Completion Code Summary	63
POM Completion Code Trend	67
POM Contact List Import Detail	
POM Contact List Import Summary	73
POM DNC Import Details	
POM DNC Import Summary	80
POM Contact and DNC Change Details	82
POM Nuisance Call Summary	85
POM Campaign Detail External Selection	88
Chapter 3: Custom Reports	
Custom Reports overview	
Custom reports page field descriptions	
Add custom report page field descriptions	
Chapter 4: Scheduled Reports	
Scheduled Reports overview	
Scheduled reports page field descriptions	
Add scheduled reports page field descriptions	
Chapter 5: Resources	
Documentation	

# Contents

Finding documents on the Avaya Support website	102
Support	103

# **Chapter 1: Introduction**

# Purpose

This document describes POM reports.

This document is intended for anyone who wants to generate or see POM reports by using Avaya Experience Portal.

# **Change history**

Issue	Date	Summary of changes
1, Release	Oct, 2022	The description of <b>Interaction Attempt Time</b> is edited in the following reports:
4.0.2		POM Callbacks Scheduled Details report
		POM Campaign Detail report
		POM Campaign Detail External Selection report
		In the POM Campaign Details report, all options for the pacing types are listed.

# **Chapter 2: Standard Reports**

# **Overview**

You can generate, view, configure, print, and export various of standard reports of all types of campaigns through the Avaya Experience Portal web console.

You can generate and view standard reports through the Standard Reports page. All reports list only the strategy that is currently associated with the given campaign. POM does not maintain historical changes to the strategy. POM displays all the date and timestamps in all reports in the MM/DD/YYYY HH:MM:SS format.

After a campaign completes, all contact attempt records, and the corresponding contact details are archived from operational to historical tables in the database. Campaign Details and Summary reports query both, the operational and historical tables, thus, providing the most recent results of the campaign. For infinite campaigns, the contact attempts and the corresponding contact details are archived from operational to historical tables at an hourly interval or at a specific time of day that might be configured. Thus, for all campaigns, the data related to completed attempts gets archived to historical tables, until the scheduled campaign data purges are executed.

For the detail reports, the maximum records that POM can fetch are 10,000.

The HTML page that carries the report request to the browser contains additional formatting tags for each record columns. The page can potentially run into several hundreds of megabytes, and can also increase the memory usage of the browser.

You can set values to filter the date and time while using POM to generate a report.

If you use optional filters, POM considers the default values and overrides the values that you selected previously. Each report first presents data for the running campaigns, and then the data for completed campaigns.

Use appropriate filters to generate more usable detailed reports, and use the Count field to reduce the number of records POM can fetch. If you must fetch all 10,000 records, then you can schedule them and download the file manually.

A global user has access to reports of all campaigns across the organization. An Org user has access to reports of campaigns that are created by users belonging to the specific organization.

A global user is a user who does not belong to any organization, and has the POM Administration and POM Campaign Manager roles. An organization user (Org user) is a user who belongs to an organization created in Avaya Experience Portal, and has the Org POM Campaign Manager role.

Field	Description
Report Name	Lists POM and Avaya Experience Portal reports.
View Report	Click the Generate report icon to generate and view each report.

The following table describes symbols that are in a generated POM report:

Value	Description
-	The system generates no value.
Blank	The specific field displays no value.
*	The specific field displays a value.

# **POM Agent Activity Details**

# Generating the POM Agent Activity Details report

## About this task

Use this procedure to generate a report that provides data on the activity of an agent. You can download and save the report.

### Procedure

- 1. Log on to Avaya Experience Portal by using a web browser.
- 2. In the navigation pane, click **Reports > Standard**.
- 3. On the Standard Reports page, click the **POM Agent Activity Details** link.
- 4. In the Date and Time area, select one of the following filters:
  - Predefined values
  - Last
  - Between
- 5. (Optional) If you select Predefined values, select a value from the list.
- 6. (Optional) If you select Last, type the number of hours or days.

For example, the last four hours or last four days.

- 7. (Optional) If you select Between, do the following:
  - a. In the **Start date** field, click the date from which you want to start generating the report.
  - b. In the End date field, click the date after which you want to stop generating the report.

The default time between Start date and End date is seven days.

8. Click OK.

## POM Agent activity Details (Filters) page field descriptions

The following table lists the fields on the POM Agent Activity Details (Filters) page:

## **Date and Time**

Field or Button	Description
Predefined	Use the drop-down list to select from the following:
Values	All Dates and Times
	• Today
	• Yesterday
	This Week
	• Last Week
	This Month
	• Last Month
Last	Enter the number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.
Between	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .

# **Optional Filters**

Field or Button	Description	
Zone	Displays the name of the zone created in Experience Portal.	
Organization	tion Displays the name of the organization in Experience Portal.	
Campaign Name	Displays the names of all existing campaigns.	

Field or Button	Description
Agent State	Displays the state of an agent. The agent state can be one of the following:
	• All
	Call Connect
	Consultation
	External Consultation
	Call Continue (Transferred)
	Conference (Owner)
	Conference (Passive)
	• Preview
	• Callback
	• Redial
	• Wrap-Up
	• Dialing
	• Hold
	Call Continue
	For more details on the agent call states, see Using Proactive Outreach Manager.
Agent ID	Displays the unique identifier of an agent as defined in the associated contact center.
User Contact ID	Displays the unique identifier of a contact as specified in the contact data source.
Start At	This field allows pagination, by accepting a value for the record number to begin the report at. The default value is 1.
Count	This field allows pagination, by accepting a value for the total number of records to show in the report. The default value is 100. You can specify a value in the range of 1 to 10,000 records.
Reset	Use the link to reset all the filters to default values.

#### 😵 Note:

If you do not choose any of the optional filters, POM generates the report with all the default values for the optional filters.

# POM Agent activity Details report page field descriptions

The Agent Activity Details report provides detailed timestamps of various events that the agent handles during a customer interaction. The system does not track the report data for a selected call for the time period when the agent manager was nonfunctional.

Field or Button	Description
Time Period	Displays the time period for which the query results are fetched.

Field or Button	Description
Query Time	Displays the time when the query was run.
Filters	Displays the list of filters applied to the job.
Total Records	Displays the total number of records fetched in the report.
Field or Button	Description
Parent POM Session ID	Displays the session ID if Redial attempt is made on the contact. The session ID is also displayed when a Preview attempt is made on the non-default number of the contact.
POM Session ID	Displays the unique identifier for each contact attempt.
Zone	Displays the name of the zone created in Experience Portal.
Campaign Name	Displays the campaign name to which the agent is attached.
Job ID	Displays the identifier of the running session of the outbound campaign.
Agent ID	Displays the unique identifier of an agent as defined in the associated contact center.
	If you are using the optional filter <b>Agent ID</b> , the value you specify in that field is used to filter the <b>Agent ID</b> field.
Agent Session ID	Displays the unique identifier of an agent's login in POM, till the agent logs out.
Agent State	Displays the state of an agent. The agent state can be one of the following:
	Call Connect
	Consultation
	External Consultation
	Call Continue (Transferred)
	Conference (Owner)
	Conference (Passive)
	Preview
	• Callback
	• Redial
	• Wrap-Up
	• Dialing
	• Hold
	Call Continue
	For more information on agent call states, see Using Proactive Outreach Manager.
Start Time	Displays the timestamp from when the agent enters in the current state.
End Time	Displays the timestamp when the agent exists the current state.
State Destination	Displays the destination agent ID or a free form number.
	Table continues

Field or Button	Description
Contact Number	Displays the contact phone number.
Contact ID	Displays the unique identifier of a contact in POM.
User Contact ID	Displays the unique identifier of a contact as specified in the contact data source.

# **POM Agent Attribute Details**

# **Generating the POM Agent Attribute Details report**

## About this task

Use this procedure to generate a report that provides data on the attributes of an agent.

You can download and save the report.

## Procedure

- 1. Log on to Avaya Experience Portal by using a web browser.
- 2. In the navigation pane, click **Reports > Standard**.
- 3. On the Standard Reports page, click the **POM Agent Attribute Details** link.
- 4. Select one of the following filters:
  - Predefined values
  - Last
  - Between
- 5. (Optional) If you select Predefined values, select a value from the list.
- 6. (Optional) If you select Last, type the number of hours or days.

For example, the last four hours or last four days.

- 7. (Optional) If you select Between, do the following:
  - a. In the **Start date** field, click the date from which you want to start generating the report.
  - b. In the **End date** field, click the date after which you want to stop generating the report.

The default time between Start date and End date is seven days.

8. Click **OK**.

# POM Agent Attribute Details (Filters) page field descriptions

Use the Agent Attribute Details Filters page to generate the Agent Attribute Details report.

## Date and Time

Field or Button	Description
Predefined	Use the drop-down list to select from the following:
Values	All Dates and Times
	• Today
	• Yesterday
	This Week
	• Last Week
	This Month
	• Last Month
Last	Enter the number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.
Between	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .

# **Optional Filters**

Field or Button	Description
Organization	Displays the name of the organization in Experience Portal.
Zone	Displays the name of the zone created in Experience Portal.
Campaign Name	Displays the names of all outbound campaigns.
Job Status	The job status can be one of the following:
	In Progress
	Contacts Completed
	Manually Terminated
	Timed Termination
	Completion Code Based Termination
	Goal Based Termination
Agent ID	Displays the unique identifier of the agent as defined in the associated contact center.
Attribute Name	Displays the agent attribute name.
Start At	This field allows pagination by accepting a value for the record number to begin the report at. The default value is 1.
Count	This field allows pagination by accepting a value for the total number of records to show in the report. The default value is 100. You can specify a value in the range of 1 to 10,000 records.
Reset	Use the link to reset all filters to default values.

# Note:

If you do not choose any of the optional filters, POM generates the report with all the default values for the optional filters.

# POM Agent Attribute Details report page field descriptions

The Agent Attribute Details report displays the agent attribute details.

Field or Button	Description
Time Period	Displays the time period for which the query results are fetched.
Query Time	Displays the time when the query was run.
Filters	Displays the list of filters applied to the job.
Total Records	Displays the total number of records fetched in the report.
Field or Button	Description
Agent ID	Displays the unique identifier of the agent as defined in the associated contact center.
	If you are using the optional filter <b>Agent ID</b> , the value you specify in that field is used to filter the <b>Agent ID</b> field.
Agent Name	Displays the agent name as defined in the associate contact center.
Campaign Name	Displays the campaign name to which the agent is attached.
Job ID	Displays the identifier of the running session of the outbound campaign.
Job Status	Displays information about the state of a job and the reason why an agent marks the state of a job as finished.
	The reason codes are:
	In Progress
	Contacts Completed
	Manually Terminated
	Timed Termination
	Completion Code Based Termination
	Goal Based Termination
Agent Session ID	Displays the unique identifier of an agent's login in POM till the agent logs out.
Agent Login Time	Displays the time when the agent logged in to POM.
Agent Logout Time	Displays the time when the agent logged out from POM.
Zone	Displays the name of the zone created in Experience Portal.
Attribute ID	Displays a unique identifier of the agent attribute.
Name	Displays the user specified agent attribute name.
	If you are using the optional filter <b>Attribute Name</b> , the value you specify in that field is used to filter the <b>Name</b> field.

Field or Button	Description
Description	Displays the user specified description of the agent attribute.
Туре	Displays the data type of the agent attribute. The data type can be either Currency or Long.
Value	Displays the value of the agent attribute.

# **POM Agent Blend Details**

# Generating the POM Agent Blend Details report

## About this task

Use this procedure to generate a report that provides data on the blend details of an agent.

You can download and save the report.

### Procedure

- 1. Log on to Avaya Experience Portal by using a web browser.
- 2. In the navigation pane, click **Reports > Standard**.
- 3. In the Standard Reports pane, click the POM Agent Blend Details link.
- 4. Select one of the following filters:
  - Predefined Values
  - Last
  - Between
- 5. (Optional) If you select Predefined Values, select a value from the list.
- 6. (Optional) If you select Last, select the number of hours or days.

For example, the last four hours or last four days.

- 7. (Optional) If you select Between, do the following:
  - a. In the Start Date field, click the date on which you want to start generating the report.
  - b. In the **End Date** field, click the date after which you want to stop generating the report.

The default time between **Start date** and **End date** is seven days.

8. Click **OK**.

## POM Agent Blend Details (Filters) page field descriptions

Use the Agent Blend Details Filters page to create the Agent Blend Details report.

## Date and Time

Field or Button	Description
Predefined	Use the drop-down list to select from the following:
Values	All Dates and Times
	• Today
	• Yesterday
	• This Week
	• Last Week
	This Month
	• Last Month
Last	Enter the number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.
Between	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .

# **Optional Filters**

Field or Button	Description
Zone	Displays the name of the zone created in Experience Portal.
Agent State	Displays the state of an agent. The agent state can be one of the following:
	Call Connect
	Consultation
	External Consultation
	Call Continue (Transferred)
	Conference (Owner)
	Conference (Passive)
	• Preview
	• Callback
	• Redial
	• Wrap-Up
	• Dialing
	• Hold
	Call Continue
	For more information on agent call states, see Using Proactive Outreach Manager.
Agent ID	Displays the unique identifier of the agent as defined in the associated contact center.

Field or Button	Description
Start At	This field allows pagination, by accepting a value for the record number to begin the report at. The default value is 1.
Count	This field allows pagination, by accepting a value for the total number of records to show in the report. The default value is 100. You can specify a value in the range of 1 to 10,000 records.
Reset	Use the link to reset all the filters to default values.

#### Note:

If you do not choose any of the optional filters, POM generates the report with all the default values for the optional filters.

# POM Agent Blend Details report page field descriptions

The Agent Blend Details report provides detailed timestamps of an agent's movement between outbound and inbound customer interaction.

Field or Button	Description
Time Period	Displays the time period for which the query results are fetched.
Query Time	Displays the time when the query was run.
Filters	Displays the list of filters applied to the job.
Total Records	Displays the total number of records fetched in the report.
Field or Button	Description
Agent ID	Displays the unique identifier of the agent as defined in the associated contact center.
	If you are using the optional filter <b>Agent ID</b> , the value you specify in that field is used to filter the <b>Agent ID</b> field.
Agent Name	Displays the agent name as defined in the associated contact center.
Zone	Displays the name of the zone created in Experience Portal.
Agent Session ID	Displays the unique identifier of an agent's login in POM, till the agent logs out.
Agent Login Time	Displays the time when the agent logs in to POM, irrespective of whether a job is attached to the agent or not.
Agent Logout Time	Displays the time when the agent logged out from POM.
Agent State	Displays the type of the agent as Inbound or Outbound.
Start Time	Displays the timestamp from when the agent enters in the current state.
End Time	Displays the timestamp from when the agent exits the current state.

# **POM Agent Campaign Summary**

# Generating the POM Agent Campaign Summary report

#### About this task

Use this procedure to generate a report that provides the data of the daily summary of the agent activity in each of their campaign that were attached to a job at the given time.

You can download and save the report.

#### 😵 Note:

Organization Column in Reports are empty when Agent and supervisor configuration is disabled in **Global Configuration** > **Supervisor settings**.

#### Procedure

- 1. Log on to Avaya Experience Portal by using a web browser.
- 2. In the navigation pane, click **Reports > Standard**.
- 3. On the Standard Reports page, click the **POM Agent Campaign Summary** link.
- 4. In the Date and Time area, select one of the following filters:
  - Predefined values
  - Last
  - Between
- 5. (Optional) If you select Predefined values, select a value from the list.
- 6. (Optional) If you select Last, type the number of hours or days.

For example, the last four hours or last four days.

- 7. (Optional) If you select Optional Filters, do the following:
  - a. In the **Organization** field, select the organization from which you want to start generating the report.
  - b. In the **Campaign Name** field, select the appropriate campaign from the existing campaigns.
  - c. In the Job status field select the required job status.
  - d. The **Agent ID** field displays the unique identifier of the agent as defined in the associated contact center.
  - e. The **Start At** field allows pagination by accepting a value for the record number to begin the report. The default value is 1.
  - f. The **Count** field allows pagination, by accepting a value for the total number of records to show in the report. The default value is 100. You can specify a value in the range of 1 to 10,000.
- 8. Click **OK**.

# POM Agent Campaign Summary Details (Filters) page field descriptions

The following table lists the fields on the POM Agent Campaign Summary Details (Filters) page:

#### **Date and Time**

Field or Button	Description
Predefined	Use the drop-down list to select from the following:
Values	All Dates and Times
	• Today
	• Yesterday
	This Week
	Last Week
	This Month
	Last Month
Last	Enter the number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.
Between	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .

### **Optional Filters**

Field or Button	Description
Zone	Displays the name of the zone created in Experience Portal.
Organization	Displays the name of the organization created in Experience Portal.
Campaign Name	Displays the names of all existing campaigns.
Job status	Displays the job status. Job status can be any one of the following:
Agent ID	Displays the unique identifier of the agent as defined in the associated contact center.
Start At	This field allows pagination, by accepting a value for the record number to begin the report at. The default value is 1.
Count	This field allows pagination, by accepting a value for the total number of records to show in the report. The default value is 100. You can specify a value in the range of 1 to 10,000 records.
Reset	Use the link to reset all the filters to default values.

#### Note:

If you do not choose any of the optional filters, POM generates the report with all the default values for the optional filters.

# POM Agent Campaign Summary report page field descriptions

The Agent campaign summary report provides detailed timestamps of various campaigns that the agent handles during a customer interaction. The system does not track the report data for a selected call for the time period when the agent manager was nonfunctional.

Time PeriodDisplays the time period for which the query results are fetched.Query TimeDisplays the time when the query was run.FiltersDisplays the list of filters applied to the job.Total RecordsDescriptionTime PeriodDescriptionTime PeriodDisplays the time period for which the query results are fetched.Query TimeDisplays the time when the query was run.FiltersDisplays the time when the query was run.FiltersDisplays the total number of records fetched in the report.Agent IDDisplays the total number of records fetched in the report.Agent IDDisplays the total number of records fetched in the associated contact center.If you are using the optional filter Agent ID, the value you specify in that field is used to filter the Agent ID field.Agent NameDisplays the name of the Crganization.OrganizationDisplays the name of the Crganization.Job IDDisplays the name of the campaign to which the agent is attached.DateDisplays the date for Agent Activity.Call CountDisplays the total number of calls handled by the agent in the current job. There can be a difference in the call count for agent A is incremented by 1. The agent A transfers the call count for agent A is incremented by 1. The agent A redials the call after wrap-up. In this case the call count and for agent A is incremented by 1. The agent A redials the call after wrap-up. In this case the call count and connection count for agent A is incremented by 1.Total Talk TimeDisplays the time for which the agent was in the Talking state on each day.Avg Talk TimeDisplay	Field or Button	Description
FiltersDisplays the list of filters applied to the job.Total RecordsDisplays the total number of records fetched in the report.Field or ButtonDescriptionTime PeriodDisplays the time period for which the query results are fetched.Query TimeDisplays the time when the query was run.FiltersDisplays the total number of records fetched in the report.Agent IDDisplays the total number of records fetched in the resociated contact center.If you are using the optional filter Agent ID, the value you specify in that field is used to filter the Agent ID field.Agent NameDisplays the name of the Agent.OrganizationDisplays the identifier of he running session of the outbound campaign.Campaign NameDisplays the total number of calls handled by the agent in the clowing cases: 	Time Period	Displays the time period for which the query results are fetched.
Total RecordsDisplays the total number of records fetched in the report.Field or ButtonDescriptionTime PeriodDisplays the time period for which the query results are fetched.Query TimeDisplays the time when the query was run.FiltersDisplays the list of filters applied to the job.Total RecordsDisplays the total number of records fetched in the report.Agent IDDisplays the unique identifier of an agent as defined in the associated contact center.If you are using the optional filter Agent ID, the value you specify in that field is used to filter the Agent ID field.Agent NameDisplays the name of the Agent.OrganizationDisplays the identifier of the running session of the outbound campaign.Campaign NameDisplays the total number of calls handled by the agent is attached.DateDisplays the total number of calls handled by the agent in the clowing cases: • The agent A dials a preview call, the call is not connected and agent A wraps- up the call. In this case the call count for agent A is incremented by 1.• The agent A realist he call after wrap-up. In this case the call count and connection count for agent A is incremented by 1.• The agent A redials the call after wrap-up. In this case the call count and connection count for agent A is incremented by 1.• The agent A redials the call after wrap-up. In this case the call count and connection count for agent A is incremented by 1.• The agent A redials the call after wrap-up. In this case the call count and connection count for agent A is incremented by 1.• The agent A redials the call after wrap-up. In this case the call count and connection count for	Query Time	Displays the time when the query was run.
Field or ButtonDescriptionTime PeriodDisplays the time period for which the query results are fetched.Query TimeDisplays the time when the query was run.FiltersDisplays the list of filters applied to the job.Total RecordsDisplays the total number of records fetched in the report.Agent IDDisplays the unique identifier of an agent as defined in the associated contact center.If you are using the optional filter Agent ID, the value you specify in that field is used to filter the Agent ID field.Agent NameDisplays the name of the Agent.OrganizationDisplays the identifier of the running session of the outbound campaign.Job IDDisplays the date for Agent Activity.Call CountDisplays the date for Agent Activity.Call CountDisplays the total number of calls handled by the agent in the current job. There can be a difference in the call count for agent A is not connected and agent A wraps- up the call. In this case the call count for agent A is not incremented, but the connection count for agent A is incremented by 1.The agent A transfers the call after wrap-up. In this case the call count for agent A is incremented by 1.Total Talk TimeDisplays the time for which the agent was in the Talking state on each day.Avg Talk TimeDisplays the time for which the agent was in the tagent handles, in all the jobs to which the agent is attached.	Filters	Displays the list of filters applied to the job.
Time PeriodDisplays the time period for which the query results are fetched.Query TimeDisplays the time when the query was run.FiltersDisplays the list of filters applied to the job.Total RecordsDisplays the total number of records fetched in the report.Agent IDDisplays the unique identifier of an agent as defined in the associated contact center.If you are using the optional filter Agent ID, the value you specify in that field is used to filter the Agent ID field.Agent NameDisplays the name of the Agent.OrganizationDisplays the identifier of the running session of the outbound campaign.Job IDDisplays the date for Agent Activity.Campaign NameDisplays the date for Agent Activity.Call CountDisplays the total number of calls handled by the agent in the current job. There can be a difference in the call count for agent A is incremented by 1.The agent A transfers the call to agent B and agent B wraps-up the call. In this case, the call count for agent A is incremented by 1.Total Talk TimeDisplays the time for which the agent was in the Talking state on each day.Avg Talk TimeDisplays the time for which the agent was in the Talking state on each day.	Total Records	Displays the total number of records fetched in the report.
Query TimeDisplays the time when the query was run.FiltersDisplays the list of filters applied to the job.Total RecordsDisplays the total number of records fetched in the report.Agent IDDisplays the unique identifier of an agent as defined in the associated contact center.If you are using the optional filter Agent ID, the value you specify in that field is used to filter the Agent ID field.Agent NameDisplays the name of the Agent.OrganizationDisplays the identifier of the running session of the outbound campaign.Job IDDisplays the date for Agent Activity.Campaign NameDisplays the total number of calls handled by the agent in the current job. There can be a difference in the call count and the connections in the following cases: • The agent A dials a preview call, the call is not connected and agent A wraps- up the call. In this case the call count for agent A is not incremented, but the connection count for agent A is incremented by 1.• The agent A redials the call after wrap-up. In this case the call count for agent B is incremented by 1.• The agent A redials the call after wrap-up. In this case the call count and connection count for agent A is incremented by 1.• The agent A redials the call after wrap-up. In this case the call count and connection count for agent A is incremented by 1.• The agent A tredials the call after wrap-up. In this case the call count and connection count for agent A is incremented by 1.• The agent A redials the call after wrap-up. In this case the call count and connection count for agent A is incremented by 1.• The agent A tredials the call after wrap-up. In this case the call count and connection coun	Field or Button	Description
FiltersDisplays the list of filters applied to the job.Total RecordsDisplays the total number of records fetched in the report.Agent IDDisplays the unique identifier of an agent as defined in the associated contact center.If you are using the optional filter Agent ID, the value you specify in that field is used to filter the Agent ID field.Agent NameDisplays the name of the Agent.OrganizationDisplays the name of the Organization.Job IDDisplays the identifier of the running session of the outbound campaign.Campaign NameDisplays the date for Agent Activity.Call CountDisplays the total number of calls handled by the agent in the current job. There can be a difference in the call count and the connections in the following cases: The agent A dials a preview call, the call is not connected and agent A wraps- up the call. In this case the call count for agent A is not incremented, but the connection count for agent A is incremented by 1.The agent A redials the call after wrap-up. In this case the call count and connection count for agent A is incremented by 1.Total Talk TimeDisplays the time for which the agent was in the Talking state on each day.Avg Talk TimeDisplays the average talk time of the calls that the agent handles, in all the jobs to which the agent is attached.	Time Period	Displays the time period for which the query results are fetched.
Total RecordsDisplays the total number of records fetched in the report.Agent IDDisplays the unique identifier of an agent as defined in the associated contact center.If you are using the optional filter Agent ID, the value you specify in that field is used to filter the Agent ID field.Agent NameDisplays the name of the Agent.OrganizationDisplays the name of the Organization.Job IDDisplays the identifier of the running session of the outbound campaign.Campaign NameDisplays the date for Agent Activity.Call CountDisplays the total number of calls handled by the agent in the current job. There can be a difference in the call count and the connections in the following cases: • The agent A dials a preview call, the call is not connected and agent A wraps- up the call. In this case the call count for agent A is incremented by 1.• The agent A transfers the call after wrap-up. In this case the call count for agent B is incremented by 1.• The agent A redials the call after wrap-up. In this case the call count and connection count for agent A is incremented by 1.• Total Talk TimeDisplays the time for which the agent was in the Talking state on each day.Avg Talk TimeDisplays the average talk time of the calls that the agent handles, in all the jobs to which the agent is attached.	Query Time	Displays the time when the query was run.
Agent IDDisplays the unique identifier of an agent as defined in the associated contact center.If you are using the optional filter Agent ID, the value you specify in that field is used to filter the Agent ID field.Agent NameDisplays the name of the Agent.OrganizationDisplays the name of the Organization.Job IDDisplays the identifier of the running session of the outbound campaign.Campaign NameDisplays the identifier of calls handled by the agent is attached.DateDisplays the total number of calls handled by the agent in the current job. There can be a difference in the call count and the connections in the following cases:• The agent A dials a preview call, the call is not connected and agent A wraps- up the call. In this case the call count for agent A is not incremented, but the connection count for agent A is incremented by 1.• The agent A transfers the call after wrap-up. In this case the call count and connection count for agent A is incremented by 1.• The agent A redials the call after wrap-up. In this case the call count and connection count for agent A is incremented by 1.• The agent A redials the call after wrap-up. In this case the call count and connection count for agent A is incremented by 1.• The agent A redials the call after wrap-up. In this case the call count and connection count for agent A is incremented by 1.• Total Talk TimeDisplays the time for which the agent was in the Talking state on each day.Avg Talk TimeDisplays the average talk time of the calls that the agent handles, in all the jobs to which the agent is attached.	Filters	Displays the list of filters applied to the job.
center.If you are using the optional filter Agent ID, the value you specify in that field is used to filter the Agent ID field.Agent NameDisplays the name of the Agent.OrganizationDisplays the name of the Organization.Job IDDisplays the identifier of the running session of the outbound campaign.Campaign NameDisplays the date for Agent Activity.DateDisplays the total number of calls handled by the agent in the current job. There can be a difference in the call count and the connections in the following cases: • The agent A dials a preview call, the call is not connected and agent A wraps- up the call. In this case the call count for agent A is incremented by 1. • The agent A transfers the call to agent B and agent B wraps-up the call. In this case, the call count for agent A is incremented by 1. • The agent A redials the call after wrap-up. In this case the call count and connection count for agent A is incremented by 1. • The agent A redials the call after wrap-up. In this case the call count and connection count for agent A is incremented by 1. • The agent A redials the call after wrap-up. In this case the call count and connection count for agent A is incremented by 1. • The agent A redials the call after wrap-up. In this case the call count and connection count for agent A is incremented by 1.Total Talk TimeDisplays the time for which the agent was in the Talking state on each day.Avg Talk TimeDisplays the average talk time of the calls that the agent handles, in all the jobs to which the agent is attached.	Total Records	Displays the total number of records fetched in the report.
used to filter the Agent ID field.Agent NameDisplays the name of the Agent.OrganizationDisplays the name of the Organization.Job IDDisplays the identifier of the running session of the outbound campaign.Campaign NameDisplays the name of the campaign to which the agent is attached.DateDisplays the date for Agent Activity.Call CountDisplays the total number of calls handled by the agent in the current job. There can be a difference in the call count and the connections in the following cases:• The agent A dials a preview call, the call is not connected and agent A wraps-up the call. In this case the call count for agent A is not incremented, but the connection count for agent A is incremented by 1.• The agent A transfers the call to agent B and agent B wraps-up the call. In this case, the call count for agent A is incremented by 1.• The agent A redials the call after wrap-up. In this case the call count and connection count for agent A is incremented by 1.• The agent A redials the call after wrap-up. In this case the call count and connection count for agent A is incremented by 1.• The agent A redials the call after wrap-up. In this case the call count and connection count for agent A is incremented by 1.• The agent A redials the call after wrap-up. In this case the call count and connection count for agent A is incremented by 1.• Total Talk TimeDisplays the average talk time of the calls that the agent handles, in all the jobs to which the agent is attached.	Agent ID	
OrganizationDisplays the name of the Organization.Job IDDisplays the identifier of the running session of the outbound campaign.Campaign NameDisplays the name of the campaign to which the agent is attached.DateDisplays the date for Agent Activity.Call CountDisplays the total number of calls handled by the agent in the current job. There can be a difference in the call count and the connections in the following cases:• The agent A dials a preview call, the call is not connected and agent A wraps-up the call. In this case the call count for agent A is not incremented, but the connection count for agent A is incremented by 1.• The agent A transfers the call to agent B and agent B wraps-up the call. In this case, the call count for agent A is incremented by 1 and the connection count for agent B is incremented by 1.• The agent A redials the call after wrap-up. In this case the call count and connection count for agent A is incremented by 1.• The agent A redials the call after wrap-up. In this case the call count and connection count for agent A is incremented by 1.• The agent A redials the call after wrap-up. In this case the call count and connection count for agent A is incremented by 1.• Total Talk TimeDisplays the time for which the agent was in the Talking state on each day.Avg Talk TimeDisplays the average talk time of the calls that the agent handles, in all the jobs to which the agent is attached.		
Job IDDisplays the identifier of the running session of the outbound campaign.Campaign NameDisplays the name of the campaign to which the agent is attached.DateDisplays the date for Agent Activity.Call CountDisplays the total number of calls handled by the agent in the current job. There can be a difference in the call count and the connections in the following cases: • The agent A dials a preview call, the call is not connected and agent A wraps- up the call. In this case the call count for agent A is not incremented, but the connection count for agent A is incremented by 1. • The agent A transfers the call to agent B and agent B wraps-up the call. In this case, the call count for agent A is incremented by 1 and the connection count for agent B is incremented by 1. • The agent A redials the call after wrap-up. In this case the call count and connection count for agent A is incremented by 1.Total Talk TimeDisplays the time for which the agent was in the Talking state on each day.Avg Talk TimeDisplays the average talk time of the calls that the agent handles, in all the jobs to which the agent is attached.	Agent Name	Displays the name of the Agent.
Campaign NameDisplays the name of the campaign to which the agent is attached.DateDisplays the date for Agent Activity.Call CountDisplays the total number of calls handled by the agent in the current job. There can be a difference in the call count and the connections in the following cases: • The agent A dials a preview call, the call is not connected and agent A wraps- up the call. In this case the call count for agent A is not incremented, but the connection count for agent A is incremented by 1.The agent A transfers the call to agent B and agent B wraps-up the call. In this case, the call count for agent A is incremented by 1 and the connection count for agent B is incremented by 1.Total Talk TimeDisplays the time for which the agent was in the Talking state on each day.Avg Talk TimeDisplays the average talk time of the calls that the agent handles, in all the jobs to which the agent is attached.	Organization	Displays the name of the Organization.
DateDisplays the date for Agent Activity.Call CountDisplays the total number of calls handled by the agent in the current job. There can be a difference in the call count and the connections in the following cases: • The agent A dials a preview call, the call is not connected and agent A wraps- up the call. In this case the call count for agent A is not incremented, but the connection count for agent A is incremented by 1. • The agent A transfers the call to agent B and agent B wraps-up the call. In this case, the call count for agent A is incremented by 1 and the connection count for agent B is incremented by 1. • The agent A redials the call after wrap-up. In this case the call count and connection count for agent A is incremented by 1.Total Talk TimeDisplays the time for which the agent was in the Talking state on each day.Avg Talk TimeDisplays the average talk time of the calls that the agent handles, in all the jobs to which the agent is attached.	Job ID	Displays the identifier of the running session of the outbound campaign.
Call CountDisplays the total number of calls handled by the agent in the current job. There can be a difference in the call count and the connections in the following cases: • The agent A dials a preview call, the call is not connected and agent A wraps- up the call. In this case the call count for agent A is not incremented, but the connection count for agent A is incremented by 1. • The agent A transfers the call to agent B and agent B wraps-up the call. In this case, the call count for agent A is incremented by 1 and the connection count for agent B is incremented by 1. • The agent A redials the call after wrap-up. In this case the call count and connection count for agent A is incremented by 1.Total Talk TimeDisplays the time for which the agent was in the Talking state on each day.Avg Talk TimeDisplays the average talk time of the calls that the agent handles, in all the jobs to which the agent is attached.	Campaign Name	Displays the name of the campaign to which the agent is attached.
<ul> <li>can be a difference in the call count and the connections in the following cases:</li> <li>The agent A dials a preview call, the call is not connected and agent A wraps- up the call. In this case the call count for agent A is not incremented, but the connection count for agent A is incremented by 1.</li> <li>The agent A transfers the call to agent B and agent B wraps-up the call. In this case, the call count for agent A is incremented by 1 and the connection count for agent B is incremented by 1.</li> <li>The agent A redials the call after wrap-up. In this case the call count and connection count for agent A is incremented by 1.</li> <li>The agent A redials the call after wrap-up. In this case the call count and connection count for agent A is incremented by 1.</li> <li>Total Talk Time</li> <li>Displays the time for which the agent was in the Talking state on each day.</li> <li>Avg Talk Time</li> <li>Displays the average talk time of the calls that the agent handles, in all the jobs to which the agent is attached.</li> </ul>	Date	Displays the date for Agent Activity.
up the call. In this case the call count for agent A is not incremented, but the connection count for agent A is incremented by 1.• The agent A transfers the call to agent B and agent B wraps-up the call. In this case, the call count for agent A is incremented by 1 and the connection count for agent B is incremented by 1.• The agent A redials the call after wrap-up. In this case the call count and connection count for agent A is incremented by 1.• The agent A redials the call after wrap-up. In this case the call count and connection count for agent A is incremented by 1.• Total Talk TimeDisplays the time for which the agent was in the Talking state on each day.Avg Talk TimeDisplays the average talk time of the calls that the agent handles, in all the jobs to which the agent is attached.	Call Count	
case, the call count for agent A is incremented by 1 and the connection count for agent B is incremented by 1.• The agent A redials the call after wrap-up. In this case the call count and connection count for agent A is incremented by 1.Total Talk TimeDisplays the time for which the agent was in the Talking state on each day.Avg Talk TimeDisplays the average talk time of the calls that the agent handles, in all the jobs to which the agent is attached.		up the call. In this case the call count for agent A is not incremented, but the
connection count for agent A is incremented by 1.Total Talk TimeDisplays the time for which the agent was in the Talking state on each day.Avg Talk TimeDisplays the average talk time of the calls that the agent handles, in all the jobs to which the agent is attached.		case, the call count for agent A is incremented by 1 and the connection count
Avg Talk Time       Displays the average talk time of the calls that the agent handles, in all the jobs to which the agent is attached.		•
which the agent is attached.	Total Talk Time	Displays the time for which the agent was in the Talking state on each day.
ACW Count Displays the number of times the agent put the call on ACW on each day.	Avg Talk Time	
	ACW Count	Displays the number of times the agent put the call on ACW on each day.
Total ACW TimeDisplays the time for which the agent was in the Wrap-up state on each day.	Total ACW Time	Displays the time for which the agent was in the Wrap-up state on each day.

Field or Button	Description
Avg ACW Time	Displays the average after call work time for the total calls in which the agent was in Wrap-up state in the current job to which the agent is attached.
Total Idle Time	Displays the time for which the agent was in the Idle state on each day.
In Job Break Count	Displays the number of breaks in a job requested by an agent on each day.
Total In Job Break Time	Displays the total time for which the agent was in the Not Ready state on each day.
Avg In-Job Break Time	Displays the average time for which the agent was in Not Ready state in the current job to which the agent is attached.
Hold Count	Displays the number of times the agent put the call on hold on each day.
Total Hold Time	Displays the total time for which the call was on hold on each day.
Avg Hold Time	Displays the average hold duration for the total calls put on hold by the agent in the current job to which the agent is attached.
Avg Call Time	Displays the average of talk duration plus hold duration for the total calls handled by the agent in the current job to which the agent is attached.
Preview Accept Count	Displays the number of contact previews accepted by the agent on each day.
Preview Reject Count	Displays the number of contact previews rejected by the agent on each day.
Total Preview Time	Displays the total time duration for which the agent was in Preview state on each day.
Avg Preview Time	Displays the average preview time for the total contact previews received by the agent in the current job to which the agent is attached.
Consult Count	Displays the number of calls put in consult by the agent on each day.
Total Consult Time	Displays the total time for which the agent was in Consult state on each day.
Avg Consult Time	Displays the average consult time for the total calls in which the agent was in Consult state in the current job to which the agent is attached.
Conference Count	Displays the number of calls put in conference by the agent on each day.
Total Conference Time	Displays the total time for which the agent was in Conference state on each day. The Conference state includes Conference (Owner) and Conference (Passive) states.
Avg Conference Time	Displays the average conference time for the total calls in which the agent was in Conference state in the current job to which the agent is attached.
Transfers Initiated Count	Displays the number of call transfers initiated by the agent on each day.
Transfer Received Count	Displays the number of call transfers received by the agent on each day. For example, agent A transfers the call to agent B and agent B wraps-up the call. In this case, the call count for agent A is incremented by 1 and the transfer received count for agent B is incremented by 1.
Callback Accept Count	Displays the number of callbacks accepted by the agent on each day.

Field or Button	Description
Callback Reject Count	Displays the number of callbacks rejected by the agent on each day.
Total Callback Preview Time	Displays the total time duration for which the agent was in Preview state of the received callbacks on each day.
Abandon On Hold Count	Displays the number of calls that were abandoned by the contact when put on hold by the agent on each day.
Total HA Time	The time between one agent manager server goes down till failover server takes over.

# **POM Agent Daily Summary**

# Generating the POM Agent Daily Summary report

#### About this task

Use this procedure to generate a report that provides daily summary of the agent activity that are attached to a job in the given time period.

You can download and save the report.

#### 😵 Note:

Organization Column in Reports are empty when Agent and supervisor configuration is disabled in **Global Configuration > Supervisor settings**.

#### Procedure

- 1. Log on to Avaya Experience Portal by using a web browser.
- 2. In the navigation pane, click **Reports > Standard**.
- 3. On the Standard Reports page, click the **POM Agent Daily Summary** link.
- 4. In the Date and Time area, select one of the following filters:
  - Predefined values
  - Last
  - Between
- 5. (Optional) If you select Predefined values, select a value from the list.
- 6. (Optional) If you select Last, type the number of hours or days.

For example, the last four hours or last four days.

- 7. (Optional) If you select Optional filters, do the following:
  - a. In the **Organization** field, select the organization from which you want to start generating the report.
  - b. In the **Job Status** field displays the job status. Job status can be any one of the following.

The **Agent ID** displays the unique identifier of the agent as defined in the associated contact center.

- 8. The **Start At** field allows pagination, by accepting a value for the record number to begin the report at. The defaults value is 1.
- 9. The **Count** field allows pagination, by accepting a value for the total number of records to show in the report. The default value is 100. You can specify a value in the range of 1 to 10,000.
- 10. The **Reset** link is used to reset all the filters to default values.
- 11. Click **OK**.

## POM Agent Daily Summary Details (Filters) page field descriptions

The following table lists the fields on the POM Agent Daily Summary Details (Filters) page.

#### **Date and Time**

Field or Button	Description
Predefined	Use the drop-down list to select from the following:
Values	All Dates and Times
	• Today
	• Yesterday
	This Week
	• Last Week
	This Month
	Last Month
Last	Enter the number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.
Between	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .

#### **Optional Filters**

Field or Button	Description
Zone	Displays the name of the zone in Experience Portal.
Organization	Displays the name of the organization in Experience Portal.
Campaign Name	Displays the names of all existing campaigns.

Field or Button	Description
Job Status	Displays the state of the job. The job status can be one of the following:
	• All
	In Progress
	Contacts Completed
	Manually Terminated
	Timed Termination
	Complete Code Based Termination
	Goal Based Termination
	For more details on the agent call states, see Using Proactive Outreach Manager.
Agent ID	Displays the unique identifier of an agent as defined in the associated contact center.
Start At	This field allows pagination, by accepting a value for the record number to begin the report at. The default value is 1.
Count	This field allows pagination, by accepting a value for the total number of records to show in the report. The default value is 100. You can specify a value in the range of 1 to 10,000 records.

## 😵 Note:

If you do not choose any of the optional filters, POM generates the report with all the default values for the optional filters.

# POM Agent Daily Summary report page field descriptions

The Agent daily summary report provides detailed timestamps of various events that the agent handles during a customer interaction. The system does not track the report data for a selected call for the time period when the agent manager is nonfunctional.

Field or Button	Description
Time Period	Displays the time period for which the query results are fetched.
Query Time	Displays the time when the query is run.
Filters	Displays the list of filters applied to the job.
Total Records	Displays the total number of records fetched in the report.
Field or Button	Description
Agent ID	Displays the unique identifier of the agent as defined in the associated contact center.
	If you are using the optional filter <b>Agent ID</b> , the value you specify in that field is used to filter the <b>Agent ID</b> field.
Agent Name	Displays the name of the Agent.
Organization	Displays the name of the organization
	<b>T</b> 11 ()

Field or Button	Description
Date	Displays the date for Agent Activity.
Call Count	Displays the total number of calls handled by the agent in the current job. There can be a difference in the call count and the connections in the following cases:
	• The agent A dials a preview call, the call is not connected and agent A wraps- up the call. In this case the call count for agent A is not incremented, but the connection count for agent A is incremented by 1.
	• The agent A transfers the call to agent B and agent B wraps-up the call. In this case, the call count for agent A is incremented by 1 and the connection count for agent B is incremented by 1.
	<ul> <li>The agent A redials the call after wrap-up. In this case the call count and connection count for agent A is incremented by 1.</li> </ul>
Total Talk Time	Displays the time for which the agent is in the Talking state on each day.
Avg Talk Time	Displays the average talk time of all calls that the agent handles, in all the jobs to which the agent is attached on each day.
ACW Count	Displays the number of times the agent put the call on ACW on each day.
Total ACW Time	Displays the time for which the agent is in the Wrap-up state on each day.
Avg ACW Time	Displays the average after call work time for the total calls in which the agent is in Wrap-up state in the current job to which the agent is attached.
Total Idle Time	Displays the time for which the agent is in the Idle state on each day.
Break Count	Displays the number of breaks in a job requested by an agent in the current agent session.
Total In Job Break Time	Displays the number of breaks in a job requested by an agent on each day.
Avg In-Job Break Time	Displays the average time for which the agent is in Not Ready state in the current job to which the agent is attached.
Hold Count	Displays the number of times the agent put the call on hold on each day.
Total Hold Time	Displays the total time for which the call is on hold on each day.
Avg Hold Time	Displays the average hold time for the total calls put on hold by the agent in the current job to which the agent is attached.
Avg Call Time	Displays the average of talk time plus hold time for the total calls handled by the agent in the current job to which the agent is attached.
Preview Accept Count	Displays the number of contact previews accepted by the agent on each day.
Preview Reject Count	Displays the number of contact previews rejected by the agent on each day.
Total Preview Time	Displays the total time for which the agent is in Preview state on each day.
Avg Preview Time	Displays the average preview time for the total contact previews received by the agent in the current job to which the agent is attached.
Consult Count	Displays the number of calls put in consult by the agent on each day.
L	

Field or Button	Description
Total Consult Time	Displays the total time for which the agent is in the Consult state on each day.
Avg Consult Time	Displays the average consult time for the total calls in which the agent is in Consult state in the current job to which the agent is attached.
Conference Count	Displays the number of calls put in conference by the agent on each day
Total Conference Time	Displays the total time duration for which the agent is in Conference state on each day. The Conference state includes Conference (Owner) and Conference (Passive) states.
Avg Conference Time	Displays the average conference time for the total calls in which the agent is in Conference state in the current job to which the agent is attached.
Transfers Initiated	Displays the number of call transfers initiated by the agent on each day.
Transfer Received Count	Displays the number of call transfers received by the agent on each day. For example, agent A transfers the call to agent B and agent B wraps-up the call. In this case, the call count for agent A is incremented by 1 and the transfer received count for agent B is incremented by 1.
Callback Accept Count	Displays the number of callbacks accepted by the agent on each day.
Callback Reject Count	Displays the number of callbacks rejected by the agent on each day.
Total Callback Preview Time	Displays the total time for which the agent is in Preview state of the received callbacks on each day.
Abandon On Hold Count	Displays the number of call that are abandoned by the contact when put on hold by the agent on each day.
Total HA time	The time between one agent manager server goes down till failover server takes over.

# **POM Agent Performance Summary**

# Generating the POM Agent Performance Summary report

## About this task

Use this procedure to generate a report that provides data of the performance summary of an agent.

You can download and save the report.

## Procedure

- 1. Log on to Avaya Experience Portal by using a web browser.
- 2. In the navigation pane, click **Reports > Standard**.
- 3. In the Standard Reports pane, click the **POM Agent Performance Summary** link.
- 4. Select one of the following filters:
  - Predefined values
  - Last

- Between
- 5. (Optional) If you select Predefined values, select a value from the list.
- 6. (Optional) If you select Last, type the number of hours or days.

For example, the last four hours or last four days.

- 7. (Optional) If you select Between, do the following:
  - a. In the **Start Date** field, click the date from which you want to start generating the report.
  - b. In the **End Date** field, click the date after which you want to stop generating the report.

The default time between **Start Date** and **End Date** is seven days.

8. Click OK.

## POM Agent Performance Summary (Filters) page field descriptions

Use the Agent Performance Summary Filters page to create the Agent Performance Summary report.

#### **Date and Time**

Field or Button	Description
Predefined	Use the drop-down list to select from the following:
Values	• All Dates and Times
	• Today
	• Yesterday
	This Week
	• Last Week
	This Month
	Last Month
Last	Enter the number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.
Between	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .

#### **Optional Filters**

Field or Button	Description
Zone	Displays the name of the zone created in Experience Portal.
Campaign Name	Displays the names of all outbound campaigns.

Field or Button	Description
Agent ID	Displays the unique identifier of the agent as defined in the associated contact center.
Start At	This field allows pagination, by accepting a value for the record number to begin the report at. The default value is 1.
Count	This field allows pagination, by accepting a value for the total number of records to show in the report. The default value is 100. You can specify a value in the range of 1 to 10,000 records.
Reset	Use the link to reset all the filters to default values.

## 😵 Note:

If you do not choose any of the optional filters, POM generates the report with all the default values for the optional filters.

# POM Agent Performance Summary report page field descriptions

The Agent Performance Summary report provides a summary of right party connects, successes, and closures during their customer interaction.

Field or Button	Description
Time Period	Displays the time period for which the query results are fetched.
Query Time	Displays the time when the query was run.
Filters	Displays the list of filters applied to the job.
Total Records	Displays the total number of records fetched in the report.
Field or Button	Description
Agent ID	Displays the unique identifier of the agent as defined in the associated contact center.
	If you are using the optional filter <b>Agent ID</b> , the value you specify in that field is used to filter the <b>Agent ID</b> field.
Agent Session ID	Displays the unique identifier of an agent's login in POM, till the agent logs out.
Agent Login Time	Displays the agent login time only when a job is attached to the agent.
Agent Logout Time	Displays the time when the agent logged out from POM.
Zone	Displays the name of the zone created in Experience Portal.
Campaign Name	Displays the campaign name to which the agent is attached.
Job ID	Displays the identifier of the running session of the outbound campaign.
Job Start Time	Displays the time when the job started.
Job End Time	Displays the time when the job ended.
Completion Code	Displays the disposition or completion code of the contact attempt updated by the agent.

Field or Button	Description
Connections	Displays the total number of wrap-ups handled by an agent. In cases of redial, the total number of connections can be more than the number of call counts. The agent can dial the same contact multiple times before updating the completion code.
Connections Per Hour	Displays the extrapolated count of number of wrap-ups handled by an agent per hour.
RPC	Displays the total number of right party connects that an agent handled as derived from the flag on the completion code.
RPC Rate	Displays the proportion of right party connects to total connects handled by an agent.
RPC Per Hour	Displays the extrapolated count of number of right party connects the agent handled per hour.
Success	Displays the total number of successful connects that an agent handled as derived from the flag on the completion code.
Success Rate	Displays the proportion of successful connects to total connects handled by an agent.
Success Per Hour	Displays the extrapolated count of number of successful connects the agent handled per hour.
Closure	Displays the total number of closures that an agent handled as derived from the flag on the completion code.
Closure Rate	Displays the proportion of closures to total connects handled by an agent.
Closure Per Hour	Displays the extrapolated count of number of closures the agent handled per hour.

# **POM Agent Summary**

# Generating the POM Agent Summary report

## About this task

Use this procedure to generate a report that provides data on the summary of an agent.

You can download and save the report.

### Procedure

- 1. Log on to Avaya Experience Portal by using a web browser.
- 2. In the navigation pane, click **Reports > Standard**.
- 3. In the Standard Reports pane, click the **POM Agent Summary** link.
- 4. Select one of the following filters:
  - Predefined values
  - Last
  - Between

- 5. (Optional) If you select Predefined values, select a value from the list.
- 6. (Optional) If you select Last, type the number of hours or days.

For example, the last four hours or last four days.

- 7. (Optional) If you select Between, do the following:
  - a. In the **Start Date** field, click the date from which you want to start generating the report.
  - b. In the **End Date** field, click the date after which you want to stop generating the report.

The default time between **Start Date** and **End Date** is seven days.

8. Click OK.

## POM Agent Summary (Filters) page field descriptions

Use the Agent Summary Filters page to create the Agent Summary report.

#### **Date and Time**

Field or Button	Description
Predefined	Use the drop-down list to select from the following:
Values	All Dates and Times
	• Today
	• Yesterday
	This Week
	• Last Week
	This Month
	• Last Month
Last	Enter the number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.
Between	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .

#### **Optional Filters**

Field or Button	Description
Zone	Displays the name of the zone created in Experience Portal.
Campaign Name	Displays the names of all existing campaigns.

Field or Button	Description
Job Status	Displays information about the state of a job and the reason why an agent finishes the job. Job status can be one of the following:
	• All
	In Progress
	Contacts Completed
	Manually Terminated
	Time Termination
	Completion Code Based Termination
	Goal Based Termination
Agent ID	Displays the unique identifier of the agent as defined in the associated contact center.
Start At	This field allows pagination, by accepting a value for the record number to begin the report at. The default value is 1.
Count	This field allows pagination, by accepting a value for the total number of records to show in the report. The default value is 100. You can specify a value in the range of 1 to 10,000 records.
Reset	Use the link to reset all the filters to default values.

#### Note:

If you do not choose any of the optional filters, POM generates the report with all the default values for the optional filters.

## POM Agent Summary report page field descriptions

The Agent Summary report provides a summary of the agent activity for each agent.

Field or Button	Description
Time Period	Displays the time period for which the query results are fetched.
Query Time	Displays the time when the query was run.
Filters	Displays the list of filters applied to the job.
Total Records	Displays the total number of records fetched in the report.

Field or Button	Description
Agent ID	Displays the unique identifier of the agent as defined in the associated contact center.
	If you are using the optional filter <b>Agent ID</b> , the value you specify in that field is used to filter the <b>Agent ID</b> field.
Zone	Displays the name of the zone created in Experience Portal.
Agent Session ID	Displays the unique identifier of an agent's login in POM, till the agent logs out.
Agent Login Time	Displays the agent login time only when a job is attached to the agent.

Task NameDisplays the name of the task specified in the campaign strategy.Job Attach TimeDisplays time when the agent was attached to the job.Job Detach TimeDisplays time when the agent was detached from the job.Call CountDisplays the total number of calls handled by the agent in the current job. There can be a difference between the call count and the connections in the following cases:• The agent A dials a preview call, the call is not connected, and agent A wraps- up the call. In this case, the call count for agent A is not incremented, but the connection count for agent A is incremented by 1.• The agent A transfers the call to agent B and agent B wraps-up the call. In this case, the call count for agent A is incremented by 1 and the connection count for agent B is incremented by 1.• The agent A redials the call after wrap-up. In this case, the call count for agent A is incremented by 1.• The agent A redials the call after wrap-up. In this case, the call count and connection count for agent A is incremented by 1.• The agent A redials the call after wrap-up. In this case, the call count and connection count for agent A is incremented by 1.• The time for which the agent was in the Wrap-up state in the current agent session.Total ACW DurationThe time for which the agent was in the Wrap-up state in the current agent session.In Job BreakThe total time duration for which the agent was in the Not Ready state in the current agent session.Total In Job BreakThe total time duration for which the call on hold in the current agent session.Preview Accept CountThe total time duration for which the call was on hold in the current agent session. <td< th=""><th>Field or Button</th><th>Description</th></td<>	Field or Button	Description
Job ID         Displays the identifier of the running session of the outbound campaign.           Task Name         Displays the name of the task specified in the campaign strategy.           Job Attach Time         Displays time when the agent was attached to the job.           Job Detach Time         Displays time when the agent was detached from the job.           Call Count         Displays the total number of calls handled by the agent in the current job. There can be a difference between the call count and the connections in the following cases:           • The agent A dials a preview call, the call is not connected, and agent A wraps-up the call. In this case, the call count for agent A is not incremented, but the connection count for agent A is incremented by 1.           • The agent A transfers the call to agent B and agent B wraps-up the call. In this case, the call count for agent A is incremented by 1.           • The agent A redials the call after wrap-up. In this case, the call count and connection count for agent A is incremented by 1.           • The agent A redials the call after wrap-up pustate in the current agent session.           Total Talk Duration         The time for which the agent was in the Talking state in the current agent session.           Total Idle Duration         The number of breaks in a job requested by an agent in the current agent session.           Total In Job Break         The total time duration for which the agent put the call on hold in the current agent session.           Total In Job Break         The total time duration for which the call was on hold in t	Agent Logout Time	Displays the time when the agent logged out from POM.
Task NameDisplays the name of the task specified in the campaign strategy.Job Attach TimeDisplays time when the agent was attached to the job.Job Detach TimeDisplays time when the agent was detached from the job.Call CountDisplays the total number of calls handled by the agent in the current job. There can be a difference between the call count and the connections in the following cases:• The agent A dials a preview call, the call is not connected, and agent A wraps- up the call. In this case, the call count for agent A is not incremented, but the connection count for agent A is incremented by 1.• The agent A transfers the call to agent B and agent B wraps-up the call. In this case, the call count for agent A is incremented by 1 and the connection count for agent B is incremented by 1.• The agent A redials the call after wrap-up. In this case, the call count for agent A is incremented by 1.• The agent A redials the call after wrap-up. In this case, the call count and connection count for agent A is incremented by 1.• The agent A redials the call after wrap-up. In this case, the call count and connection count for agent A is incremented by 1.• The time for which the agent was in the Wrap-up state in the current agent session.Total ACW DurationThe time for which the agent was in the Wrap-up state in the current agent session.In Job BreakThe total time duration for which the agent was in the Not Ready state in the current agent session.Total In Job BreakThe total time duration for which the call on hold in the current agent session.Preview Accept CountThe total time duration for which the call was on hold in the current agent session. <td< th=""><th>Campaign Name</th><th>Displays the name of the campaign to which the agent is attached.</th></td<>	Campaign Name	Displays the name of the campaign to which the agent is attached.
Job Attach Time         Displays time when the agent was attached to the job.           Job Detach Time         Displays time when the agent was detached from the job.           Call Count         Displays the total number of calls handled by the agent in the current job. There can be a difference between the call count and the connections in the following cases:           • The agent A dials a preview call, the call is not connected, and agent A wraps-up the call. In this case, the call count for agent A is not incremented, but the connection count for agent A is incremented by 1.           • The agent A transfers the call to agent B and agent B wraps-up the call. In this case, the call count for agent A is incremented by 1 and the connection count for agent A is incremented by 1.           • The agent A realist the call after wrap-up. In this case, the call count and connection count for agent A is incremented by 1.           • The time for which the agent was in the Talking state in the current agent session.           Total Talk Duration         The time for which the agent was in the Idle state in the current agent session.           Total Idle Duration         The time for which the agent was in the Idle state in the current agent session.           Total In Job Break         The number of times the agent put the call on hold in the current agent session.           Total In Job Break         The number of contact previews accepted by the agent in the current agent session.           Total In Job Break         The number of contact previews accepted by the agent in the current agent session.           Total	Job ID	Displays the identifier of the running session of the outbound campaign.
Job Detach TimeDisplays time when the agent was detached from the job.Call CountDisplays the total number of calls handled by the agent in the current job. There can be a difference between the call count and the connections in the following cases:• The agent A dials a preview call, the call is not connected, and agent A wraps- up the call. In this case, the call count for agent A is not incremented, but the connection count for agent A is incremented by 1.• The agent A transfers the call to agent B and agent B wraps-up the call. In this case, the call count for agent A is incremented by 1 and the connection count for agent B is incremented by 1.• The agent A transfers the call after wrap-up. In this case, the call count and connection count for agent A is incremented by 1.• The agent A redials the call after wrap-up. In this case, the call count and connection count for agent A is incremented by 1.• The agent A redials the call after wrap-up. In this case, the call count and connection count for agent A is incremented by 1.• The agent A redials the call after wrap-up. In this case, the call count and connection count for agent A is incremented by 1.• The agent A redials the call after wrap-up. In this case, the call count and connection count for agent A is incremented by 1.• The agent A redials the call after wrap-up state in the current agent session.• Total ACW DurationThe time for which the agent was in the Talking state in the current agent session.• Total Idle DurationThe time for which the agent was in the led state in the current agent session.• Total In Job Break CountThe number of times the agent put the call on hold in the current agent session.• Tota	Task Name	Displays the name of the task specified in the campaign strategy.
Call CountDisplays the total number of calls handled by the agent in the current job. There can be a difference between the call count and the connections in the following cases:• The agent A dials a preview call, the call is not connected, and agent A wraps- up the call. In this case, the call count for agent A is not incremented, but the connection count for agent A is incremented by 1.• The agent A transfers the call to agent B and agent B wraps-up the call. In this case, the call count for agent A is incremented by 1 and the connection count for agent B is incremented by 1.• The agent A redials the call after wrap-up. In this case, the call count and connection count for agent A is incremented by 1.• The agent A redials the call after wrap-up. In this case, the call count and connection count for agent A is incremented by 1.• Total Talk DurationThe time for which the agent was in the Talking state in the current agent session.Total ACW DurationThe time for which the agent was in the Vrap-up state in the current agent session.Total I Idle DurationThe time for which the agent was in the Idle state in the current agent session.Total In Job Break DurationThe total time duration for which the agent was in the Not Ready state in the current agent session.Total Hold DurationThe total time duration for which the call was on hold in the current agent session.Total Hold DurationThe total time duration for which the call was on hold in the current agent session.Total I Job Break DurationThe total time duration for which the call was on hold in the current agent session.Total Hold DurationThe total time duration for which the call was on hold in the current age	Job Attach Time	Displays time when the agent was attached to the job.
can be a difference between the call count and the connections in the following cases:• The agent A dials a preview call, the call is not connected, and agent A wraps- up the call. In this case, the call count for agent A is not incremented, but the connection count for agent A is incremented by 1.• The agent A transfers the call to agent B and agent B wraps-up the call. In this case, the call count for agent A is incremented by 1 and the connection count for agent B is incremented by 1.• The agent A redials the call after wrap-up. In this case, the call count and connection count for agent A is incremented by 1.Total Talk DurationThe time for which the agent was in the Talking state in the current agent session.Total ACW DurationThe time for which the agent was in the Idle state in the current agent session.Total Idle DurationThe number of breaks in a job requested by an agent in the current agent session.Total In Job Break DurationThe total time duration for which the agent put the call on hold in the current agent session.Total Hold DurationThe total time duration for which the call was on hold in the current agent session.Total Hold DurationThe number of contact previews accepted by the agent in the current agent session.Preview Reject CountDisplays the number of contact previews rejected by the agent in the current agent session.Total Preview DurationThe total time duration for which the agent was in Preview state in the current agent session.Total Hold DurationThe total time duration for which the call on hold in the current agent session.Total Hold DurationThe total time duration for which the call was on hold in th	Job Detach Time	Displays time when the agent was detached from the job.
up the call. In this case, the call count for agent A is not incremented, but the connection count for agent A is incremented by 1.• The agent A transfers the call to agent B and agent B wraps-up the call. In this case, the call count for agent A is incremented by 1 and the connection count for agent B is incremented by 1.• The agent A redials the call after wrap-up. In this case, the call count and connection count for agent A is incremented by 1.• The agent A redials the call after wrap-up. In this case, the call count and connection count for agent A is incremented by 1.• The agent A redials the call after wrap-up. In this case, the call count and connection count for agent A is incremented by 1.• The agent A redials the call after wrap-up. In this case, the call count and connection count for agent A is incremented by 1.• The agent A redials the call after wrap-up. In this case, the call count and connection count for agent A is incremented by 1.• The agent A redials the call after wrap-up. In this case, the call count and connection count for agent A is incremented by 1.• The time for which the agent was in the Talking state in the current agent session.• Total ACW DurationThe time for which the agent was in the Wrap-up state in the current agent session.• Total In Job Break DurationThe total time duration for which the agent was in the Not Ready state in the current agent session.• Total Hold DurationThe total time duration for which the call was on hold in the current agent session.• Total Hold DurationThe total time duration for which the call was on hold in the current agent session.• Preview Accept CountDisplays the number of contact previews rejected b	Call Count	can be a difference between the call count and the connections in the following
case, the call count for agent A is incremented by 1 and the connection count for agent B is incremented by 1.• The agent A redials the call after wrap-up. In this case, the call count and connection count for agent A is incremented by 1.Total Talk DurationThe time for which the agent was in the Talking state in the current agent session.Total ACW DurationThe time for which the agent was in the Wrap-up state in the current agent session.Total Idle DurationThe time for which the agent was in the ldle state in the current agent session.In Job Break CountThe number of breaks in a job requested by an agent in the current agent session.Total In Job Break DurationThe total time duration for which the agent was in the Not Ready state in the current agent session.Hold CountThe number of times the agent put the call on hold in the current agent session.Total Hold DurationThe total time duration for which the call was on hold in the current agent session.Preview Accept CountThe number of contact previews accepted by the agent in the current agent session.Preview Reject CountDisplays the number of contact previews rejected by the agent in the current agent session.Total Preview DurationThe total time duration for which the agent was in Preview state in the current agent session.Total Hold DurationThe total time duration for which the agent was in Preview state in the current agent session.Preview Reject CountDisplays the number of contact previews rejected by the agent in the current agent session.Total Preview DurationThe total time duration for which the agent was in Preview stat		up the call. In this case, the call count for agent A is not incremented, but the
connection count for agent A is incremented by 1.Total Talk DurationThe time for which the agent was in the Talking state in the current agent session.Total ACW DurationThe time for which the agent was in the Wrap-up state in the current agent session.Total Idle DurationThe time for which the agent was in the Idle state in the current agent session.Total Idle DurationThe time for which the agent was in the Idle state in the current agent session.In Job Break CountThe number of breaks in a job requested by an agent in the current agent session.Total In Job Break DurationThe total time duration for which the agent was in the Not Ready state in the current agent session.Hold CountThe number of times the agent put the call on hold in the current agent session.Total Hold DurationThe total time duration for which the call was on hold in the current agent session.Preview Accept CountThe number of contact previews accepted by the agent in the current agent session.Preview Reject CountDisplays the number of contact previews rejected by the agent in the current agent session.Total Preview DurationThe total time duration for which the agent was in Preview state in the current agent session.Total Preview DurationThe total time duration for which the agent was in Preview state in the current agent session.Consult CountThe number of calls put in consult by the agent in the current agent session.		case, the call count for agent A is incremented by 1 and the connection count
Total ACW DurationThe time for which the agent was in the Wrap-up state in the current agent session.Total Idle DurationThe time for which the agent was in the Idle state in the current agent session.In Job Break CountThe number of breaks in a job requested by an agent in the current agent session.Total In Job Break DurationThe total time duration for which the agent was in the Not Ready state in the current agent session.Hold CountThe number of times the agent put the call on hold in the current agent session.Total Hold DurationThe total time duration for which the call was on hold in the current agent session.Preview Accept CountThe number of contact previews accepted by the agent in the current agent session.Preview Reject CountDisplays the number of contact previews rejected by the agent in the current agent session.Total Preview DurationThe total time duration for which the agent was in Preview state in the current agent session.Total Preview DurationThe total time duration for which the agent was in preview state in the current agent session.Preview Reject CountDisplays the number of contact previews rejected by the agent in the current agent session.Total Preview DurationThe total time duration for which the agent was in Preview state in the current agent session.Total Preview DurationThe number of calls put in consult by the agent in the current agent session.		
session.Total Idle DurationThe time for which the agent was in the Idle state in the current agent session.In Job Break CountThe number of breaks in a job requested by an agent in the current agent session.Total In Job Break DurationThe total time duration for which the agent was in the Not Ready state in the current agent session.Hold CountThe number of times the agent put the call on hold in the current agent session.Total Hold DurationThe total time duration for which the call was on hold in the current agent session.Preview Accept CountThe number of contact previews accepted by the agent in the current agent session.Preview Reject CountDisplays the number of contact previews rejected by the agent in the current agent session.Total Preview DurationThe total time duration for which the agent was in Preview state in the current agent session.Total Preview DurationThe total time duration for which the agent was in Preview state in the current agent session.Total Preview DurationThe total time duration for which the agent was in Preview state in the current agent session.Total Preview DurationThe total time duration for which the agent was in Preview state in the current agent session.Total Preview DurationThe total time duration for which the agent was in Preview state in the current agent session.Total Preview DurationThe number of calls put in consult by the agent in the current agent session.	Total Talk Duration	The time for which the agent was in the Talking state in the current agent session.
In Job Break CountThe number of breaks in a job requested by an agent in the current agent session.Total In Job Break DurationThe total time duration for which the agent was in the Not Ready state in the current agent session.Hold CountThe number of times the agent put the call on hold in the current agent session.Total Hold DurationThe total time duration for which the call was on hold in the current agent session.Preview Accept CountThe number of contact previews accepted by the agent in the current agent session.Preview Reject CountDisplays the number of contact previews rejected by the agent in the current agent session.Total Preview DurationThe total time duration for which the agent was in Preview state in the current agent session.Total Preview DurationThe total time duration for which the agent was in Preview state in the current agent session.Total Preview DurationThe total time duration for which the agent was in Preview state in the current agent session.Consult CountThe number of calls put in consult by the agent in the current agent session.	Total ACW Duration	
session.Total In Job Break DurationThe total time duration for which the agent was in the Not Ready state in the current agent session.Hold CountThe number of times the agent put the call on hold in the current agent session.Total Hold DurationThe total time duration for which the call was on hold in the current agent session.Preview Accept CountThe number of contact previews accepted by the agent in the current agent session.Preview Reject CountDisplays the number of contact previews rejected by the agent in the current agent session.Total Preview DurationThe total time duration for which the agent was in Preview state in the current agent session.Total Preview DurationThe total time duration for which the agent was in Preview state in the current agent session.Total Preview DurationThe total time duration for which the agent was in Preview state in the current agent session.Consult CountThe number of calls put in consult by the agent in the current agent session.	Total Idle Duration	The time for which the agent was in the Idle state in the current agent session.
Durationcurrent agent session.Hold CountThe number of times the agent put the call on hold in the current agent session.Total Hold DurationThe total time duration for which the call was on hold in the current agent session.Preview Accept CountThe number of contact previews accepted by the agent in the current agent session.Preview Reject CountDisplays the number of contact previews rejected by the agent in the current agent session.Total Preview DurationThe total time duration for which the agent was in Preview state in the current agent session.Total Preview DurationThe total time duration for which the agent in the current agent session.Consult CountThe number of calls put in consult by the agent in the current agent session.	In Job Break Count	
Total Hold DurationThe total time duration for which the call was on hold in the current agent session.Preview Accept CountThe number of contact previews accepted by the agent in the current agent session.Preview Reject CountDisplays the number of contact previews rejected by the agent in the current agent session.Total Preview DurationThe total time duration for which the agent was in Preview state in the current agent session.Consult CountThe number of calls put in consult by the agent in the current agent session.	Total In Job Break Duration	
Preview Accept CountThe number of contact previews accepted by the agent in the current agent session.Preview Reject CountDisplays the number of contact previews rejected by the agent in the current 	Hold Count	The number of times the agent put the call on hold in the current agent session.
Countsession.Preview Reject CountDisplays the number of contact previews rejected by the agent in the current agent session.Total Preview DurationThe total time duration for which the agent was in Preview state in the current agent session.Consult CountThe number of calls put in consult by the agent in the current agent session.	<b>Total Hold Duration</b>	The total time duration for which the call was on hold in the current agent session.
Countagent session.Total Preview DurationThe total time duration for which the agent was in Preview state in the current agent session.Consult CountThe number of calls put in consult by the agent in the current agent session.		
Durationagent session.Consult CountThe number of calls put in consult by the agent in the current agent session.	-	
		-
<b>Total Consult</b> The total time duration for which the agent was in Consult state in the current	Consult Count	The number of calls put in consult by the agent in the current agent session.
Duration     agent session.	Total Consult Duration	The total time duration for which the agent was in Consult state in the current agent session.
<b>Conference Count</b> The number of calls put in conference by the agent in the current agent session.	Conference Count	The number of calls put in conference by the agent in the current agent session.

Field or Button	Description
Total Conference Duration	The total time duration for which the agent was in Conference state in the current agent session. The Conference state includes Conference (Owner) and Conference (Passive) states.
Transfers Initiated Count	The number of call transfers initiated by the agent in the current agent session.
Transfer Received Count	The number of call transfers received by the agent in the current agent session. For example, agent A transfers the call to agent B and agent B wraps-up the call. In this case, the call count for agent A is incremented by 1 and the transfer received count for agent B is incremented by 1.
Callback Accept Count	The number of callbacks accepted by the agent in the current agent session.
Callback Reject Count	The number of callbacks rejected by the agent in the current agent session.
Total Callback Preview Duration	The total time duration for which the agent was in Preview state of the received callbacks in the current agent session.
Abandon On Hold Count	The number of calls that were abandoned by the contact when put on hold by the agent in the current agent session.
Total HA Time	The time when the failover server receives control from the one agent manager server before the one agent manager shuts down.

# **POM Agent Time Summary**

# Generating the POM Agent Time Summary report

#### About this task

Use this procedure to generate a report that provides data on the time summary of an agent.

You can download and save the report.

#### Procedure

- 1. Log on to Avaya Experience Portal by using a web browser.
- 2. In the navigation pane, click **Reports > Standard**.
- 3. On the Standard Reports page, click the POM Agent Time Summary link.
- 4. Select one of the following filters:
  - Predefined values
  - Last
  - Between
- 5. (Optional) If you select Predefined values, select a value from the list.
- 6. (Optional) If you select Last, type the number of hours or days.

For example, the last four hours or last four days.

- 7. (Optional) If you select Between, do the following:
  - a. In the **Start Date** field, click the date from which you want to start generating the report.
  - b. In the **End Date** field, click the date from which you want to stop generating the report.

The default time between **Start Date** and **End Date** is seven days.

8. Click **OK**.

# POM Agent Time Summary (Filters) page field descriptions

Use the Agent Time Summary Filters page to create the Agent Time Summary report.

#### **Date and Time**

Field or Button	Description
Predefined	Use the drop-down list to select from the following:
Values	• All Dates and Times
	• Today
	• Yesterday
	This Week
	• Last Week
	This Month
	• Last Month
Last	Enter the number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.
Between	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .

#### **Optional Filters**

Zone	Displays the zone names associated with the campaigns.
Campaign Name	Displays the names of all existing campaigns.
Agent ID	Displays the unique identifier of the agent as defined in the associated contact center.
Start At	This field allows pagination by accepting a value for the record number to begin the report at. The default value is 1.
Count	This field allows pagination by accepting a value for the total number of records to show in the report. The default value is 100. You can specify a value in the range of 1 to 10,000 records.
Reset	Use the link to reset all the filters to default values.

## 😒 Note:

If you do not choose any of the optional filters, POM generates the report with all the default values for the optional filters.

# POM Agent Time Summary report page field descriptions

The Agent Time Summary report provides average times of the agent for each job.

Field or Button	Description
Time Period	Displays the time period for which the query results are fetched.
Query Time	Displays the time when the query was run.
Filters	Displays the list of filters applied to the job.
Total Records	Displays the total number of records fetched in the report.
Field or Button	Description
Agent ID	Displays the unique identifier of the agent as defined in the associated contact center.
	If you are using the optional filter <b>Agent ID</b> , the value you specify in that field is used to filter the <b>Agent ID</b> field.
Zone	Displays the name of the zone created in Experience Portal.
Campaign Name	Displays the name of the campaign to which the agent is attached.
Job ID	Displays the identifier of the running session of the outbound campaign.
Job Finish Reason	Displays the reason due to which a job ends. The reasons can be one of the following:
	• In Progress
	Contacts Completed
	Manually Terminated
	Timed Termination
	Completion Code Based Termination
	Goal Based Termination
Job Start Time	Displays the time when the job started.
Job End Time	Displays the time when the job ended.
Avg Talk Time	Displays the average talk duration for the total calls handled by the agent in the current job to which the agent is attached.
Avg Hold Time	Displays the average hold duration for the total calls put on hold by the agent in the current job to which the agent is attached.
Total In-Job Idle Time	Displays the time for which the agent was in Idle state in the current job to which the agent is attached.
Avg ACW Time	Displays the average after call work time for the total calls in which the agent was in Wrap-up state in the current job to which the agent is attached.
Field or Button	Description
------------------------------	--
Avg Preview Time	Displays the average preview time for the total contact previews received by the agent in the current job to which the agent is attached.
Avg Callback Preview Time	Displays the average callback preview time for the total callback previews received by the agent in the current job to which the agent is attached.
Avg Consult Time	Displays the average consult time for the total calls in which the agent was in Consult state in the current job to which the agent is attached.
Avg Conference Time	Displays the average conference time for the total calls in which the agent was in Conference state in the current job to which the agent is attached.
Avg In-Job Break Time	Displays the average time for which the agent was in Not Ready state in the current job to which the agent is attached.
Total HA Time	The time when the failover server receives control from the one agent manager server before the one agent manager shuts down.

# **POM Area Code Import Detail**

# Generating the POM Area Code Import Detail report

## About this task

Use this procedure to generate a report that provides data of area code import.

You can download and save the report.

#### Procedure

- 1. Log on to Avaya Experience Portal by using a web browser.
- 2. In the navigation pane, click **Reports > Standard**.
- 3. On the Standard Reports page, click the **POM Area Code Import Detail** link.
- 4. Select one of the following filters:
  - Predefined values
  - Last
  - Between
- 5. (Optional) If you select **Predefined values**, select a value from the list.
- 6. (Optional) If you select Last, type the number of hours or days.

For example, the last four hours or last four days.

- 7. (Optional) If you select Between, do the following:
  - a. In the **Start Date** field, click the date from which you want to start generating the report.
  - b. In the **End Date** field, click the date from which you want to stop generating the report.

The default time between Start Date and End Date is seven days.

8. (Optional) Specify the values for the optional filters.

POM displays report data according to the selected filters.

9. Click **OK**.

## POM Area Code Import Detail (Filters) page field descriptions

Use the Area Code Import Detail Filters page to create the Area Code Import Detail report.

### Date and Time

Field or Button	Description
Predefined	Use the drop-down list to select from the following:
Values	All Dates and Times
	• Today
	• Yesterday
	This Week
	• Last Week
	This Month
	Last Month
Last	Enter the number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.
Between	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .

#### **Optional Filters**

Field or Button	Description
Country	This field displays the country name for which the area code data is imported by the system.
Start At	This field allows pagination, by accepting a value for the record number to begin the report at. The default value is 1.
Count	This field allows pagination, by accepting a value for the total number of records to show in the report. The default value is 100. You can specify a value in the range of 1 to 10,000 records.

## 😵 Note:

If you do not choose any of the optional filters, POM generates the report with all the default values for the optional filters.

## POM Area Code Import Detail report page field descriptions

The Area Code Import Detail report provides import details.

Field or Button	Description
Time Period	Displays the time period for which the query results are fetched.
Query Time	Displays the time when the query was run.
Filters	Displays the list of filters applied to the job.
Total Records	Displays the total number of records fetched in the report.

Field or Button	Description
Country Code	Displays the country code for which the area code data is imported.
Country	Displays the country name for which the area code data is imported.
Job ID	Displays the area code import job ID.
Job Status	Displays the current job status. The job status can be:
	• Queued
	• Running
	Completed
	Stopping
Job Start Time	Displays the time when the job was started.
Job End Time	Displays the time when the job was completed.
Total Success Count	The total count of records imported successfully.
Total Fail Count	The total count of records that are not imported successfully.
Line Number	The line number of the record for which the import status is recorded.
Record Status	The import status of the record at a particular line number. The <b>Record Status</b> can be:
	• Success
	• Fail

Field or Button	Description
Message	The reason of failure of importing a record at a particular line number.
	The values are:
	• Success
	Number of Entries Not Valid
	• Invalid Area Code
	Invalid Phone Start Digits
	Runtime Exception
	Invalid State Field
	Invalid Time Zone
	Invalid Daylight Saving Time Field
	Invalid Wireless Field
	<ul> <li>Area Code and Phone start digits already exists</li> </ul>
	Area Code Mapping is locked
	Maximum Number of Unique Area Codes per country reached
Record Line	The data of a record at a particular line number.

# **POM Callbacks Scheduled Details**

# **Generating POM Callbacks Scheduled Details report**

## About this task

Use this procedure to generate a report that provides data on the scheduled callback details. You can download and save the report.

#### Procedure

- 1. Log on to Avaya Experience Portal by using a web browser.
- 2. In the navigation pane, click **Reports > Standard**.
- 3. On the Standard Reports page, click the POM Callbacks Scheduled Details link.
- 4. Select one of the following filters:
  - Predefined values
  - Last
  - Between
- 5. (Optional) If you select Predefined values, select a value from the list.
- 6. (Optional) If you select Last, type the number of hours or days.

For example, the last four hours or last four days.

- 7. (Optional) If you select Between, do the following:
  - a. In the **Start Date** field, click the date from which you want to start generating the report.
  - b. In the **End Date** field, click the date from which you want to stop generating the report.

The default time between **Start Date** and **End Date** is seven days.

8. Click **OK**.

# POM Callbacks Scheduled Details (Filters) page field descriptions

Use the Callbacks Scheduled Details Filters page to create the Callbacks Scheduled Details report.

#### **Date and Time**

Field or Button	Description
Predefined	Use the drop-down list to select from the following:
Values	All Dates and Times
	• Today
	• Yesterday
	This Week
	• Last Week
	This Month
	Last Month
Last	Enter the number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.
Between	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .

#### **Optional Filters**

Field or Button	Description
Campaign Name	Displays the names of all existing campaigns.

Field or Button	Description
Job Status	Displays the job status. The job status can be one of the following:
	In Progress
	Contacts Completed
	Manually Terminated
	Timed Termination
	Completion Code Based Termination
	Goal Based Termination
Callback Status	Displays the callback status. The callback status can be one of the following:
	<ul> <li>Active: The callback is active and the system processes the callback when the callback matures.</li> </ul>
	<ul> <li>Completed: The system processes the callback and informs the contact via the specified channel in the callback.</li> </ul>
	• Expired: The system does not process the callback after the timestamp specified in the callback expiry time.
	<ul> <li>Campaign Terminated: If the campaign terminates or finishes due to a specific criteria, the system marks all the callbacks created in the campaign as campaign terminated.</li> </ul>
	• Overwritten: If an agent creates multiple callbacks for a contact while on a single call, the latest callback is active. The system marks all other previous callbacks created by the agent as Overwritten.
	• Contact Excluded: If you add a contact in the exclusion list, then system marks the callback set on that contact as Contact Excluded.
Callback Type	Displays the callback type. The callback type can be one of the following:
	• Agent: Agent callback is a preferred agent callback in which an agent can schedule a callback for another agent.
	• Campaign: The callback is created for a campaign. The callback can be assigned to any available agent of the campaign.
	• Standard: This type of callback can be given to any available agent whose skills match with the skills of the running job.
	• Strict agent: POM tries to deliver the callback to an assigned agent for maximum attempts. If all the attempts are exhausted, POM assigns the callback to another agent who matches the campaign.
Agent ID	Displays the unique identifier of the agent as defined in the associated contact center.
Start At	This field allows pagination by accepting a value for the record number to begin the report at. The default value is 1.
Count	This field allows pagination by accepting a value for the total number of records to show in the report. The default value is 100. You can specify a value in the range of 1 to 10,000 records.

Field or Button	Description
Reset	Use the link to reset all the filters to default values.

#### 😵 Note:

If you do not choose any of the optional filters, POM generates the report with all the default values for the optional filters.

## POM Callbacks Scheduled Details report page field descriptions

The Callbacks Scheduled Details report provides details of callbacks that were scheduled by the agents.

Field or Button	Description
Time Period	Displays the time period for which the query results are fetched.
Query Time	Displays the time when the query was run.
Filters	Displays the list of filters applied to the job.
Total Records	Displays the total number of records fetched in the report.

Field or Button	Description
Campaign Name	Displays the name of the campaign to which the agent is attached.
	😿 Note:
	In addition to the campaign name, the system displays the campaign type and campaign strategy in front of the campaign name.
Job ID	Displays the identifier of the running session of the outbound campaign.
Creator Agent ID	Displays the agent ID for the agent who scheduled the callback.
	If you are using the optional filter <b>Agent ID</b> , the value you specify in that field is used to filter the <b>Creator Agent ID</b> field.
Callback ID	Displays the unique identifier for the callback created by the agent.
Callback Type	Displays the callback type. The callback type can be one of the following:
	<ul> <li>Agent: Agent callback is a preferred agent callback in which an agent can schedule a callback for another agent.</li> </ul>
	<ul> <li>Campaign: The callback is created for a campaign. The callback can be assigned to any available agent of the campaign.</li> </ul>
	• Standard: This type of callback can be given to any available agent whose skills match with the skills of the running job.
	• Strict agent: POM tries to deliver the callback to an assigned agent for maximum attempts. If all the attempts are exhausted, POM assigns the callback to another agent who matches the campaign.
Created For Campaign/Agent	Displays the campaign name or agent ID for which the callback is created, depending on the callback type.
Contact ID	Displays the unique identifier of a contact in POM.

Field or Button	Description
Creation Time	Displays the time when the callback is created.
Scheduled Start Time	Displays the time when the callback is scheduled.
Scheduled End Time	Displays the time when the callback schedule ends.
Callback Status	Displays the callback status. The callback status can be any one of the following:
	<ul> <li>Active: The callback is active and the system processes the callback when the callback matures.</li> </ul>
	<ul> <li>Completed: The system processes the callback and informs the contact via the specified channel in the callback.</li> </ul>
	<ul> <li>Expired: The system does not process the callback after the timestamp specified in the callback expiry time.</li> </ul>
	<ul> <li>Campaign Terminated: If the campaign terminates or finishes due to a specific criteria, the system marks all the callbacks created in the campaign as campaign terminated.</li> </ul>
	<ul> <li>Overwritten: If an agent creates multiple callbacks for a contact while on a single call, the latest callback is active. The system marks all other previous callbacks created by the agent as Overwritten.</li> </ul>
	<ul> <li>Contact Excluded: If you add a contact in the exclusion list, then system marks the callback set on that contact as Contact Excluded.</li> </ul>
Serviced By Agent ID	Displays the agent ID of the agent who handled the callback.
Interaction Attempt Time	Displays the time when POM creates an attempt for the contact.
Custom Completion Code	Displays the disposition updated by the agent while handling the callback.
System Completion Code	Displays the disposition marked by POM while handling the callback.

For reporting and monitoring purposes, POM uses the following completion codes:POM

- Restricted DNC
- Restricted Other
- Callback Expired
- Callback Postponed
- Contact Excluded

POM assigns some of the completion codes to dummy attempts. Therefore, you might see dummy attempts even if there are no real attempts.

# **POM Callbacks Status Details**

# **Generating POM Callbacks Status Details report**

## About this task

Use this procedure to generate a report that provides data on callback status details of an agent. You can download and save the report.

## Procedure

- 1. Log on to Avaya Experience Portal by using a web browser.
- 2. In the navigation pane, click **Reports > Standard**.
- 3. On the Standard Reports page, click the **POM Callbacks Status** link.
- 4. Select one of the following filters:
  - Predefined values
  - Last
  - Between
- 5. (Optional) If you select **Predefined values**, select a value from the list.
- 6. (Optional) If you select Last, type the number of hours or days.

For example, the last four hours or last four days.

- 7. (Optional) If you select Between, do the following:
  - a. In the **Start Date** field, click the date from which you want to start generating the report.
  - b. In the **End Date** field, click the date after which you want to stop generating the report.

The default time between **Start Date** and **End Date** is seven days.

8. Click OK.

# POM Callbacks Status Details (Filters) page field descriptions

Use the Callbacks Status Details Filters page to create the Callbacks Status Details report.

## Date and Time

Field or Button	Description
Predefined	Use the drop-down list to select from the following:
Values	All Dates and Times
	• Today
	• Yesterday
	This Week
	• Last Week
	This Month
	• Last Month
Last	Enter the number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.
Between	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .

## **Optional Filters**

Campaign Name	The name of all the existing campaigns.
Callback Status	The callback state for the report. The following callback states are listed:
	• ALL
	Active Attached To Job
	• Completed
	• Expired
	Campaign Terminated
	• Overwritten
	Contact Excluded
	Queued For Dialing
	• In Progress
	Manually Cancelled
	• Waiting For Job
	Table continues

Callback Type	The callback type for the report. The following callback types are listed:
	• ALL
	• Agent
	• Campaign
	• Standard
	Strict agent
Agent ID	The unique identifier of an agent as defined in the associated contact center.
Start At	This field allows pagination, by accepting a value for the record number to begin the report at. The default value is 1.
Count	This field allows pagination, by accepting a value for the total number of records to show in the report. The default value is 100. You can specify a value in the range of 1 to 10,000 records.
Reset	Click the link to reset all the filters to default values.

### Note:

If you do not choose any of the optional filters, POM generates the report with all the default values for the optional filters.

## POM Callbacks Status Details Report page field descriptions

The Callbacks Status Details report provides details of the callbacks status to be processed.

Field or Button	Description
Time Period	The time period for which the query results are fetched.
Query Time	The time when the query was run.
Filters	The list of filters applied to the job.
Total Records	The total number of records fetched in the report.
Field or Button	Description
Campaign Name	The name of the campaign to which the agent is attached.
	😵 Note:
	In addition to the campaign name, the system displays the campaign type and campaign strategy in front of the campaign name.
Created By	The agent ID of the agent who scheduled the callback. If the callback is created by using the web service, this column value does not show the user name.
	If you are using the optional filter <b>Agent ID</b> , the value that you specify in that field is used to filter the <b>Creator By</b> field.
Callback ID	The unique identifier for the callback scheduled by the agent.
Callback Type	The type of callback.
Contact ID	The unique identifier of a contact in POM.

Field or Button	Description
Creation Time	The time when the callback is created.
Scheduled Start Time	The time when the callback is scheduled.
Scheduled End Time	The time when the callback ends.
Callback Status	The current status of a callback.
Callback Address	The contact phone number for which the callback is scheduled.

# **POM Campaign Attribute Details**

## **Generating POM Campaign Attribute Details report**

### About this task

Use this procedure to generate a report that provides data about the campaign attributes of an agent.

You can download and save the report.

#### Procedure

- 1. Log on to Avaya Experience Portal by using a web browser.
- 2. In the navigation pane, click **Reports > Standard**.
- 3. On the Standard Reports page, click the **POM Campaign Attribute Details** link.
- 4. Select one of the following filters:
  - Predefined values
  - Last
  - Between
- 5. (Optional) If you select Predefined values, select a value from the list.
- 6. (Optional) If you select Last, type the number of hours or days.

For example, the last four hours or last four days.

- 7. (Optional) If you select Between, do the following:
  - a. In the **Start Date** field, click the date from which you want to start generating the report.
  - b. In the **End Date** field, click the date from which you want to stop generating the report.

The default time between **Start Date** and **End Date** is seven days.

8. (Optional) Specify the values for the optional filters.

POM displays report data according to the selected filters.

9. Click **OK**.

# POM Campaign Attribute Details (Filters) page field descriptions

Use the Campaign Attribute Details Filters page to create the Campaign Attribute Details report.

### **Date and Time**

Field or Button	Description
Predefined	Use the drop-down list to select from the following:
Values	All Dates and Times
	• Today
	• Yesterday
	This Week
	• Last Week
	This Month
	Last Month
Last	Enter the number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.
Between	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .

### **Optional Filters**

Field or Button	Description
Campaign Name	Displays the names of all existing campaigns.
Job Status	Displays the job status. The job status can be one of the following:
	In Progress
	Contacts Completed
	Manually Terminated
	Timed Termination
	Completion Code Based Termination
	Goal Based Termination
Attribute Name	Displays the campaign attribute name.
Start At	This field allows pagination by accepting a value for the record number to begin the report at. The default value is 1.
Count	This field allows pagination by accepting a value for the total number of records to show in the report. The default value is 100. You can specify a value in the range of 1 to 10,000 records.
Reset	Use the link to reset all the filters to default values.

## 😵 Note:

If you do not choose any of the optional filters, POM generates the report with all the default values for the optional filters.

## POM Campaign Attribute Details report page field descriptions

Field or Button	Description
Time Period	The time period for which the query results are fetched.
Query Time	The time when the query was run.
Filters	The list of filters applied to the job.
Total Records	The total number of records fetched in the report.

Report	
Field or Button	Description
Campaign Name	The name of the campaign with which the campaign attribute is associated.
Job ID	The identifier of the running session of the outbound campaign.
Job Status	The job status. The options are:
	In Progress
	Contacts Completed
	Manually Terminated
	Timed Termination
	Completion Code Based Termination
	Goal Based Termination
Attribute ID	The unique identifier of the campaign attribute.
Name	The attribute name that you specify.
	If you are using the optional filter <b>Attribute Name</b> , the value you specify in that field is used to filter the <b>Name</b> field.
Description	The user-specified description of the campaign attribute.
Туре	The campaign attribute data type. The options are:
	• Currency
	• Long
Value	The campaign attribute value.

# **POM Campaign Detail**

## Generating the POM Campaign Detail report

## About this task

Use this procedure to generate a report that provides data about the campaign details of an agent. You can download and save the report.

### Procedure

- 1. Log on to Avaya Experience Portal by using a web browser.
- 2. In the navigation pane, click **Reports > Standard**.
- 3. On the Standard Reports page, click the **POM Campaign Detail** link.
- 4. Select one of the following filters:
  - Predefined values
  - Last
  - Between
- 5. (Optional) If you select Predefined values, select a value from the list.
- 6. (Optional) If you select Last, type the number of hours or days.

For example, the last four hours or last four days.

- 7. (Optional) If you select Between, do the following:
  - a. In the **Start Date** field, click the date from which you want to start generating the report.
  - b. In the **End Date** field, click the date from which you want to stop generating the report.

The default time between Start Date and End Date is seven days.

8. (Optional) Specify the values for the optional filters.

POM displays report data according to the selected filters.

9. Click **OK**.

# POM Campaign Detail (Filters) page field descriptions

#### Date and Time

Field or Button	Description
Predefined	Use the drop-down list to select from the following:
Values	All Dates and Times
	• Today
	• Yesterday
	This Week
	• Last Week
	This Month
	• Last Month

Field or Button	Description
Last	Enter the number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.
Between	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .

## **Optional Filters**

Field or Button	Description
Date and Time	The time and date filters for the report data. The options are:
Field	• Job Start Time: The date and timestamp when the job of the selected campaign started. You can use this option to enable POM to filter the records for all jobs that have Job Start Time in the timestamp range selected in the <b>Date and Time</b> filter.
	• Contact Attempt Time: The date and timestamp when POM attempted to contact the given contacts associated with the job. You can use this option to enable POM to filter the records for all jobs that have Contact Attempt Time in the timestamp range selected in the <b>Date and Time</b> filter.
	😵 Note:
	The report does not display attemps by POM with the completion code marked as In_Queue.
Campaign Name	The names of all existing campaigns.
Job Status	The selection of jobs based on the job finish reasons. The options codes are:
	• All
	In Progress
	Contacts Completed
	Manually Terminated
	Timed Termination
	Completion Code Based Termination
	Goal Based Termination
	Table continues

Field or Button	Description
Channel	The available channels that are used by POM to communicate with the customer.
	The options are as follows:
	• All
	Displayed when no attempt to contact is made.
	• Voice
	• SMS
	• Email
	• Custom
POM Server	A list of all the active POM servers. You can choose one or more servers.
Zone	The zone you created in Experience Portal.
Completion Code	A list of all the system completion codes and custom completion codes.
Nuisance Call	A list of all the records that were marked as Nuisance for a voice campaign. For records not marked as Nuisance, the system displays a dash sign (-) under Nuisance Call.
Answer Machine by Agent Calls	A list of all records marked by an agent with a completion code that has the Answer Machine By Agent property selected.
User Contact ID	The user contact ID to filter the records.
Phone/Email	A phone number or an email address to filter the records.
Start At	The field for pagination. You must accept a value for the record number to begin the report. The default value is 1.
Count	The field for pagination. You must accept a value for the total number of records to show in the report. The default value is 100. You can specify a value from 1 through 10,000 records.
Sessions from	Specify if you have set any filters from custom report.
Custom Report	🛪 Note:
	The Avaya Experience Portal reporting database and POM database must be colocated in order to have POM filters in the Avaya Experience Portal standard reports.

## 😵 Note:

If you do not choose any of the optional filters, POM generates the report with all the default values for the optional filters.

# POM Campaign Detail report page field descriptions

The Campaign Detail report displays the various contacts attempted in a campaign for each action.

## Tip:

A band separates every campaign and contains the campaign name, campaign type, and campaign strategy. POM displays the finish reason for the job next to the job ID.

Field or Button	Description
Query details:	
Time Period	The time period for which the query results are fetched.
Query Time	The time when the query was run.
Filters	The list of filters applied to the job.
Total Records	The total number of records fetched in the report.
Report:	
Job ID	The identifier of the running session of the outbound campaign.
Task Name	The name of the task specified in campaign strategy.
Pacing Type	The pacing type that POM uses for the given job is one of the following:
	Cruise control
	• Custom
	Expert Call Ratio
	• Manual
	• None
	• Preview
	Progressive
	• Skill based
	• Time based
	For more information about pacing, see Avaya Proactive Outreach Manager Overview and Specification.
Contact ID	The unique identifier that POM uses for the contact.
User Contact ID	The user-defined unique identifier for the contact.
Contact Name	The name of the contact.
Phone/E-mail	The phone number or email address of the contact.
Attempted Field	The field name of the attempted contact.
Channel Type	The channel type. The options are:
	• Voice
	• SMS
	• email
	• custom

Attempt Type       The type of attempt made on the contact. The options are:         • Regular       If the attempt is a fresh record attempt, it is a regular attempt.         • Callback       If a callback is set on a particular record and the attempt is launched at callback time, then that attempt is a callback attempt.         • Out of Restrict       When a fresh record comes out of temporary restriction and POM dials the record, that attempt type is out of restrict.         • Retry       After POM reattempts to dial a record based on campaign strategy, that attempt is a retry attempt.         • For example, a record is reattempted if it is no answer.       • High Priority         If agent dial the same customer again in the wrapup mode, that attempt is a redial attempt.       • Redial         If agent dial the same customer again in the wrapup mode, that attempt is a lab displayed when a Preview attempt is made on the non-default number of the contact.         POM Session ID       The unique identifier for every contact attempt that POM makes.         UCID       An Avaya proprietary unique call identifier.         For manual campaign, you always see blank values for the UCID.       Platform Session ID         Platform Session ID       The session ID for Avaya Experience Portal.         For manual campaign, you always see blank values for the Platform Session ID.         PAGIServer       The name of the POM server as configured on the Avaya Experience Portal system.	Field or Button	Description
If the attempt is a fresh record attempt, it is a regular attempt.• CallbackIf a callback is set on a particular record and the attempt is launched at callback time, then that attempt is a callback attempt.• Out of RestrictWhen a fresh record comes out of temporary restriction and POM dials the record, that attempt type is out of restrict.• RetryAfter POM reattempts to dial a record based on campaign strategy, that attempt is a retry attempt.For example, a record is reattempted if it is no answer.• High PriorityIf POM dials a high priority contact, then that attempt is a high priority attempt.• RedialIf agent dial the same customer again in the wrapup mode, that attempt is a redial attempt.Parent POM Session IDThe session ID of the re-dial attempt is made on the non-default number of the contact.POM Session IDThe unique identifier for every contact attempt that POM makes.UCIDAn Avaya proprietary unique call identifier. For manual campaign, you always see blank values for the UCID.Platform Session IDPOM ServerThe name of the POM server used for a contact attempt.	Attempt Type	The type of attempt made on the contact. The options are:
<ul> <li>Callback</li> <li>if a callback is set on a particular record and the attempt is launched at callback time, then that attempt is a callback attempt.</li> <li>Out of Restrict</li> <li>When a fresh record comes out of temporary restriction and POM dials the record, that attempt type is out of restrict.</li> <li>Retry</li> <li>After POM reattempts to dial a record based on campaign strategy, that attempt is a retry attempt.</li> <li>For example, a record is reattempted if it is no answer.</li> <li>High Priority</li> <li>If POM dials a high priority contact, then that attempt is a high priority attempt.</li> <li>Redial</li> <li>If agent dial the same customer again in the wrapup mode, that attempt is a redial attempt.</li> <li>Redial</li> <li>If agent dial the same customer again in the wrapup mode, that attempt is a las displayed when a Preview attempt is made on the non-default number of the contact.</li> <li>POM Session ID</li> <li>The unique identifier for every contact attempt that POM makes.</li> <li>UCID</li> <li>An Avaya proprietary unique call identifier.</li> <li>For manual campaign, you always see blank values for the UCID.</li> <li>Platform Session ID</li> <li>The session ID for Avaya Experience Portal.</li> <li>For manual campaign, you always see blank values for the Platform Session ID.</li> <li>POM Server</li> <li>The name of the POM server used for a contact attempt.</li> </ul>		• Regular
If a callback is set on a particular record and the attempt is launched at callback time, then that attempt is a callback attempt.• Out of Restrict When a fresh record comes out of temporary restriction and POM dials the record, that attempt type is out of restrict.• Retry After POM reattempts to dial a record based on campaign strategy, that attempt is a retry attempt. For example, a record is reattempted if it is no answer. • High Priority If POM dials a high priority contact, then that attempt is a high priority attempt. • Redial If agent dial the same customer again in the wrapup mode, that attempt is a redial attempt.Completion CodeThe disposition for the given call, SMS, or email.Parent POM Session IDThe session ID of the re-dial attempt made for the contact. The session ID is also displayed when a Preview attempt is made on the non-default number of the contact.POM Session IDThe unique identifier for every contact attempt that POM makes.UCID Patform Session ID Patform Session IDThe session ID for Avaya Experience Portal. For manual campaign, you always see blank values for the UCID.POM ServerThe name of the POM server used for a contact attempt.		If the attempt is a fresh record attempt, it is a regular attempt.
time, then that attempt is a callback attempt.• Out of RestrictWhen a fresh record comes out of temporary restriction and POM dials the record, that attempt type is out of restrict.• RetryAfter POM reattempts to dial a record based on campaign strategy, that attempt is a retry attempt.For example, a record is reattempted if it is no answer.• High Priority If POM dials a high priority contact, then that attempt is a high priority attempt.• Redial If agent dial the same customer again in the wrapup mode, that attempt is a redial attempt.Completion CodeThe disposition for the given call, SMS, or email.Parent POM Session IDThe session ID of the re-dial attempt made for the contact. The session ID is also displayed when a Preview attempt is made on the non-default number of the contact.POM Session IDThe unique identifier for every contact attempt that POM makes.UCIDAn Avaya proprietary unique call identifier. For manual campaign, you always see blank values for the UCID.Platform Session IDThe session ID for Avaya Experience Portal. For manual campaign, you always see blank values for the Platform Session ID.POM ServerThe name of the POM server used for a contact attempt.		• Callback
When a fresh record comes out of temporary restriction and POM dials the record, that attempt type is out of restrict.• Retry After POM reattempts to dial a record based on campaign strategy, that attempt is a retry attempt. For example, a record is reattempted if it is no answer. • High Priority If POM dials a high priority contact, then that attempt is a high priority attempt. • Redial If agent dial the same customer again in the wrapup mode, that attempt is a redial attempt.Completion CodeThe disposition for the given call, SMS, or email.Parent POM Session IDThe session ID of the re-dial attempt made for the contact. The session ID is also displayed when a Preview attempt is made on the non-default number of the contact.POM Session IDThe unique identifier for every contact attempt that POM makes.UCIDAn Avaya proprietary unique call identifier. For manual campaign, you always see blank values for the UCID.Platform Session IDThe session ID for Avaya Experience Portal. For manual campaign, you always see blank values for the Platform Session ID.POM ServerThe name of the POM server used for a contact attempt.		
record, that attempt type is out of restrict.• RetryAfter POM reattempts to dial a record based on campaign strategy, that attempt is a retry attempt.For example, a record is reattempted if it is no answer.• High Priority If POM dials a high priority contact, then that attempt is a high priority attempt.• Redial If agent dial the same customer again in the wrapup mode, that attempt is a redial attempt.Completion CodeThe disposition for the given call, SMS, or email.Parent POM Session IDThe session ID of the re-dial attempt made for the contact. The session ID is also displayed when a Preview attempt is made on the non-default number of the contact.POM Session IDThe unique identifier for every contact attempt that POM makes.UCIDAn Avaya proprietary unique call identifier. For manual campaign, you always see blank values for the UCID.PIatform Session IDThe session ID for Avaya Experience Portal. For manual campaign, you always see blank values for the Platform Session ID.POM ServerThe name of the POM server used for a contact attempt.		Out of Restrict
After POM reattempts to dial a record based on campaign strategy, that attempt is a retry attempt.For example, a record is reattempted if it is no answer.• High Priority If POM dials a high priority contact, then that attempt is a high priority attempt.• Redial If agent dial the same customer again in the wrapup mode, that attempt is a redial attempt.Completion CodeThe disposition for the given call, SMS, or email.Parent POM Session IDThe session ID of the re-dial attempt made for the contact. The session ID is also displayed when a Preview attempt is made on the non-default number of the contact.POM Session IDThe unique identifier for every contact attempt that POM makes.UCIDAn Avaya proprietary unique call identifier. For manual campaign, you always see blank values for the UCID.PAttform Session IDThe session ID for Avaya Experience Portal. For manual campaign, you always see blank values for the Platform Session ID.POM ServerThe name of the POM server used for a contact attempt.Media ServerThe name of the media server as configured on the Avaya Experience Portal		
is a retry attempt.For example, a record is reattempted if it is no answer.• High PriorityIf POM dials a high priority contact, then that attempt is a high priority attempt.• RedialIf agent dial the same customer again in the wrapup mode, that attempt is a redial attempt.Completion CodeThe disposition for the given call, SMS, or email.Parent POM Session IDThe session ID of the re-dial attempt made for the contact. The session ID is also displayed when a Preview attempt is made on the non-default number of the contact.POM Session IDThe unique identifier for every contact attempt that POM makes.UCIDAn Avaya proprietary unique call identifier. For manual campaign, you always see blank values for the UCID.Platform Session IDThe session ID for Avaya Experience Portal. For manual campaign, you always see blank values for the Platform Session ID.POM ServerThe name of the POM server used for a contact attempt.		• Retry
• High Priority If POM dials a high priority contact, then that attempt is a high priority attempt. • Redial If agent dial the same customer again in the wrapup mode, that attempt is a redial attempt.Completion CodeThe disposition for the given call, SMS, or email.Parent POM Session IDThe session ID of the re-dial attempt made for the contact. The session ID is also displayed when a Preview attempt is made on the non-default number of the contact.POM Session IDThe unique identifier for every contact attempt that POM makes.UCIDAn Avaya proprietary unique call identifier. For manual campaign, you always see blank values for the UCID.Platform Session IDThe session ID for Avaya Experience Portal. For manual campaign, you always see blank values for the Platform Session ID.POM ServerThe name of the POM server used for a contact attempt.Media ServerThe name of the media server as configured on the Avaya Experience Portal		
If POM dials a high priority contact, then that attempt is a high priority attempt.• RedialIf agent dial the same customer again in the wrapup mode, that attempt is a redial attempt.Completion CodeThe disposition for the given call, SMS, or email.Parent POM Session IDThe session ID of the re-dial attempt made for the contact. The session ID is also displayed when a Preview attempt is made on the non-default number of the contact.POM Session IDThe unique identifier for every contact attempt that POM makes.UCIDAn Avaya proprietary unique call identifier. For manual campaign, you always see blank values for the UCID.Platform Session IDThe session ID for Avaya Experience Portal. For manual campaign, you always see blank values for the Platform Session ID.POM ServerThe name of the POM server used for a contact attempt.Media ServerThe name of the media server as configured on the Avaya Experience Portal		For example, a record is reattempted if it is no answer.
• Redial If agent dial the same customer again in the wrapup mode, that attempt is a redial attempt.Completion CodeThe disposition for the given call, SMS, or email.Parent POM Session The session ID of the re-dial attempt made for the contact. The session ID is also displayed when a Preview attempt is made on the non-default number of the contact.POM Session IDThe unique identifier for every contact attempt that POM makes.UCIDAn Avaya proprietary unique call identifier. For manual campaign, you always see blank values for the UCID.Platform Session IDThe session ID for Avaya Experience Portal. 		High Priority
If agent dial the same customer again in the wrapup mode, that attempt is a redial attempt.Completion CodeThe disposition for the given call, SMS, or email.Parent POM Session IDThe session ID of the re-dial attempt made for the contact. The session ID is also displayed when a Preview attempt is made on the non-default number of the contact.POM Session IDThe unique identifier for every contact attempt that POM makes.UCIDAn Avaya proprietary unique call identifier. For manual campaign, you always see blank values for the UCID.Platform Session IDThe session ID for Avaya Experience Portal. For manual campaign, you always see blank values for the Platform Session ID.POM ServerThe name of the POM server used for a contact attempt.Media ServerThe name of the media server as configured on the Avaya Experience Portal		If POM dials a high priority contact, then that attempt is a high priority attempt.
redial attempt.Completion CodeThe disposition for the given call, SMS, or email.Parent POM Session IDThe session ID of the re-dial attempt made for the contact. The session ID is also displayed when a Preview attempt is made on the non-default number of the contact.POM Session IDThe unique identifier for every contact attempt that POM makes.UCIDAn Avaya proprietary unique call identifier. For manual campaign, you always see blank values for the UCID.Platform Session IDThe session ID for Avaya Experience Portal. For manual campaign, you always see blank values for the Platform Session ID.POM ServerThe name of the POM server used for a contact attempt.Media ServerThe name of the media server as configured on the Avaya Experience Portal		• Redial
Parent POM Session IDThe session ID of the re-dial attempt made for the contact. The session ID is also displayed when a Preview attempt is made on the non-default number of the contact.POM Session IDThe unique identifier for every contact attempt that POM makes.UCIDAn Avaya proprietary unique call identifier. For manual campaign, you always see blank values for the UCID.Platform Session IDThe session ID for Avaya Experience Portal. For manual campaign, you always see blank values for the Platform Session ID.POM ServerThe name of the POM server used for a contact attempt.Media ServerThe name of the media server as configured on the Avaya Experience Portal		
IDalso displayed when a Preview attempt is made on the non-default number of the contact.POM Session IDThe unique identifier for every contact attempt that POM makes.UCIDAn Avaya proprietary unique call identifier.For manual campaign, you always see blank values for the UCID.Platform Session IDThe session ID for Avaya Experience Portal.For manual campaign, you always see blank values for the Platform Session ID.POM ServerThe name of the POM server used for a contact attempt.Media ServerThe name of the media server as configured on the Avaya Experience Portal	Completion Code	The disposition for the given call, SMS, or email.
UCIDAn Avaya proprietary unique call identifier. For manual campaign, you always see blank values for the UCID.Platform Session IDThe session ID for Avaya Experience Portal. For manual campaign, you always see blank values for the Platform Session ID.POM ServerThe name of the POM server used for a contact attempt.Media ServerThe name of the media server as configured on the Avaya Experience Portal		also displayed when a Preview attempt is made on the non-default number of the
For manual campaign, you always see blank values for the UCID.         Platform Session ID         The session ID for Avaya Experience Portal.         For manual campaign, you always see blank values for the Platform Session ID.         POM Server       The name of the POM server used for a contact attempt.         Media Server       The name of the media server as configured on the Avaya Experience Portal	POM Session ID	The unique identifier for every contact attempt that POM makes.
Platform Session ID       The session ID for Avaya Experience Portal.         For manual campaign, you always see blank values for the Platform Session ID.         POM Server       The name of the POM server used for a contact attempt.         Media Server       The name of the media server as configured on the Avaya Experience Portal	UCID	An Avaya proprietary unique call identifier.
For manual campaign, you always see blank values for the Platform Session ID.POM ServerThe name of the POM server used for a contact attempt.Media ServerThe name of the media server as configured on the Avaya Experience Portal		For manual campaign, you always see blank values for the UCID.
<b>POM Server</b> The name of the POM server used for a contact attempt. <b>Media Server</b> The name of the media server as configured on the Avaya Experience Portal	Platform Session ID	The session ID for Avaya Experience Portal.
Media Server         The name of the media server as configured on the Avaya Experience Portal		For manual campaign, you always see blank values for the Platform Session ID.
<b>5 5 1</b>	POM Server	The name of the POM server used for a contact attempt.
	Media Server	
For manual campaign, you always see blank values for Media Server.		For manual campaign, you always see blank values for Media Server.
Zone         The name of the zone associated with the campaign.		
Interaction Attempt         Displays the time when POM creates an attempt for the contact.           Time         Displays the time when POM creates an attempt for the contact.	-	Displays the time when POM creates an attempt for the contact.
<b>Ringback Start Time</b> The timestamp of when the Avaya Experience Portal system discovers the ringing.	Ringback Start Time	

Field or Button	Description
Last NW Disposition Time	The timestamp of when the POM system last updated the system disposition or completion code.
Call Start Time	The timestamp of when the call starts.
Call Connect Time	The timestamp of when the call connects.
Call Completion Time	The timestamp of when the call is completed.
Nuisance Call	You can see the value as Nuisance only if the POM system marks the call as a nuisance call, else the system displays a dash sign (-).
Answer Machine by Agent Calls	Describe the field The value is True, only if the agent marks the call with a completion code Answer Machine by Agent , else the value is a dash sign (-). This field is applicable only for a campaign with pacing type as <b>Expert Call Ratio</b> , <b>Cruise Control</b> and <b>Progressive</b> .
Agent ID	The agent ID to whom the call is assigned. If a call is transferred to another agent, or if another agent is added to the conference, the <b>Agent ID</b> field in the report displays the ID of the agent to whom the call was initially presented by the system.
DNC Group Name	The name of the DNC group associated with the campaign.
DNC List Name	The name of the DNC list for restricted DNC attempts.
Start of Voice Offset	The time in milliseconds from the call connect time when the start of a voice event is received from the MPP platform.
Live Voice Offset	The time in milliseconds from the call connect time when a live voice event is received from the MPP platform.
Recorded Message Offset	The time in milliseconds from the call connect time when a recorded message event is received from the MPP platform.
Message End Offset	The time in milliseconds from the call connect time when a message end event is received from the MPP platform.
First Prompt Offset	The time in milliseconds from the call connect time when the first prompt of either an announcement or a notification is played to the customer.
Zip Tone Time	The time stamp when a zip tone is played to an agent.
Agent Connect Time	The time stamp when an agent connects to a customer.
	For manual campaign, you always see blank values for Agent Connect Time.

## 😵 Note:

- For every POM call, more than one session can be generated on Avaya Experience Portal, depending on the type of application traversed such as PomDriverApp, Nailer, AvayaPOMNotifier, AvayaPOMAgent, or AvayaPOMAnnouncement application. So the number of records in the POM reports may not match the number of records in the Avaya Experience Portal Session Detail Report.
- In case of voice campaigns, if you get the completion code as Network Refusal, the actual call is not launched but the session is generated, and the POM Campaign Detail Report shows the details for that record. The number of records in the POM reports may

not match the number of records in the Avaya Experience Portal Call Detail Report as the Avaya Experience Portal Contact Detail Report does not show this record.

• In case of redial, POM overrides the customer's previous phone numbers and call information with the number used for redial and the redialed call information. POM Campaign Detail report displays this latest dialed number and the time of the call.

To see the number dialed before the redial for the same attempt, see POM Agent Activity report.

### 🕒 Tip:

A campaign job with no attempted contacts is not listed in the campaign detail report. You can obtain the details of such jobs from the campaign summary report that lists all the details for the campaign jobs. The campaign detail report lists details of all attempted contacts, thus jobs with no contacts attempted are skipped.

While a campaign is running, or data archival is in progress, updates for certain fields may be in progress for performance optimization, and may result in them being in a flux when displayed in the reports.

POM does not generate history for all the contact records for which the **Ignore Unattempted contacts from reports** check box is selected on the Global Configurations page.

# **POM Campaign Parameters History**

## **Generating the POM Campaign Parameters History report**

#### About this task

Use this procedure to generate a report that provides data about the campaign parameters history of an agent.

You can download and save the report.

#### Procedure

- 1. Log on to Avaya Experience Portal by using a web browser.
- 2. In the navigation pane, click **Reports > Standard**.
- 3. On the Standard Reports page, click the **POM Campaign Parameters History** link.
- 4. Select one of the following filters:
  - Predefined values
  - Last
  - Between
- 5. (Optional) If you select Predefined values, select a value from the list.
- 6. (Optional) If you select Last, type the number of hours or days.

For example, the last four hours or last four days.

- 7. (Optional) If you select Between, do the following:
  - a. In the **Start Date** field, click the date from which you want to start generating the report.
  - b. In the **End Date** field, click the date from which you want to stop generating the report.

The default time between **Start Date** and **End Date** is seven days.

8. (Optional) Specify the values for the optional filters.

POM displays report data according to the selected filters.

9. Click **OK**.

## POM Campaign Parameters History (Filters) page field descriptions

Use the Campaign Parameters History Filters page to create the Campaign Parameters History report.

#### Date and Time

Field or Button	Description
Predefined	Use the drop-down list to select from the following:
Values	All Dates and Times
	• Today
	• Yesterday
	This Week
	• Last Week
	This Month
	• Last Month
Last	Enter the number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.
Between	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .

### **Optional Filters**

Field or Button	Description
Campaign Name	Displays the names of all existing campaigns.

Field or Button	Description
Job Status	Displays the job status. Job status can be one of the following:
	In Progress
	Contacts Completed
	Manually Terminated
	Timed Termination
	Completion Code Based Termination
	Goal Based Termination
Campaign Parameters	Displays all possible parameters that are associated to the campaign.
Start At	This field allows pagination by accepting a value for the record number to begin the report at. The default value is 1.
Count	This field allows pagination by accepting a value for the total number of records to show in the report. The default value is 100. You can specify a value in the range of 1 to 10,000 records.
Reset	Use the link to reset all the filters to default values.

## Note:

If you do not choose any of the optional filters, POM generates the report with all the default values for the optional filters.

# POM Campaign Parameters History report page field descriptions

The Campaign Parameters History report lists the campaign parameters and the changes made to the campaign parameters.

Field or Button	Description
Campaign Name	Displays the name of the campaign.
	😣 Note:
	In addition to the campaign name, the system displays the campaign type and campaign strategy in front of the campaign name.
Job ID	Displays the identifier of the running session of the outbound campaign. In addition to the job ID, the system displays the job finish reason, job start time, and job end time.
Task Name	Displays the action taken in the job.
Pacing Type	Displays the pacing type.
Last Change Time	Displays the time when the data was last changed.
Parameter Name	Displays the name of the parameter associated with the campaign.
Parameter Value	Displays the value of the parameter associated with the campaign.
Time Period	The time period for which POM fetches the query results.

Field or Button	Description
Query Time	The time when the user runs the query.
Filters	The list of filters that the user applies to the job.
Total Records	The total number of records that POM fetches and provides in the report.

# **POM Campaign Summary**

## Generating the POM Campaign Summary report

## About this task

Use this procedure to generate a report that provides data about the campaign summary. You can download and save the report.

#### Procedure

- 1. Log on to Avaya Experience Portal by using a web browser.
- 2. In the navigation pane, click **Reports > Standard**.
- 3. On the Standard Reports page, click the **POM Campaign Summary** link.
- 4. Select one of the following filters:
  - Predefined values
  - Last
  - Between
- 5. (Optional) If you select Predefined values, select a value from the list.
- 6. (Optional) If you select Last, type the number of hours or days.

For example, the last four hours or last four days.

- 7. (Optional) If you select Between, do the following:
  - a. In the **Start Date** field, click the date from which you want to start generating the report.
  - b. In the **End Date** field, click the date from which you want to stop generating the report.

The default time between **Start Date** and **End Date** is seven days.

8. (Optional) Specify the values for the optional filters.

POM displays report data according to the selected filters.

9. Click **OK**.

## POM Campaign Summary (Filters) page field descriptions

Use the Campaign Summary Filters page to create the Campaign Summary report.

## **Date and Time**

Field or Button	Description
Predefined	Use the drop-down list to select from the following:
Values	All Dates and Times
	• Today
	• Yesterday
	• This Week
	• Last Week
	This Month
	Last Month
Last	Enter the number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.
Between	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .

## **Optional Filters**

Field or Button	Description
Campaign Name	Displays the names of all existing campaigns.
Job Status	Displays the job status. The job status can be one of the following:
	In Progress
	Contacts Completed
	Manually Terminated
	Timed Termination
	Completion Code Based Termination
	Goal Based Termination
Start At	This field allows pagination by accepting a value for the record number to begin the report at. The default value is 1.
Count	This field allows pagination by accepting a value for the total number of records to show in the report. The default value is 100. You can specify a value in the range of 1 to 10,000 records.
Reset	Use the link to reset all the filters to default values.

## Note:

If you do not choose any of the optional filters, POM generates the report with all the default values for the optional filters.

# POM Campaign Summary report page field descriptions

Field or Button	Description
Time Period	The time period for which the query results are fetched.
Query Time	The time when the query was run.
Filters	The list of filters applied to the job.
Total Records	The total number of records fetched in the report.
Field or Button	Description
Job ID	The running session identifier of the outbound campaign. In addition to the campaign name, the system displays the campaign type and the campaign strategy.
Job Start Time	The timestamp when the job started.
Job End Time	The timestamp when the job ended.
Job Status	The job status. Job status can be one of the following:
	In Progress
	Contacts Completed
	Manually Terminated
	Timed Termination
	Completion Code Based Termination
	Goal Based Termination
Contact List	The contact list associated with the campaign.
Attempt To List %	Percentage of all attempts made divided by the total records or contacts in the campaign. <b>Attempt To List %</b> is also known as "saturation" of the contact list.
	You can exclude the completion code from attempts in CCW.
Unique Attempt To List %	Percentage of records or contacts attempted at least once (unique attempts) in a campaign divided by the total records or contacts in the campaign <b>Unique</b> Attempt To List % is also known as "penetration" of the contact list.
Task Name	The task name specified in campaign strategy.
Voice Attempts	The total voice attempts made for the task in the job.
	For manual campaigns, these are not the actual voice attempts.
SMS Attempts	The total SMS attempts made for the task in the job.
Email Attempts	The total email attempts made for the task in the job.
Custom Attempts	The total custom attempts made for the task in the job.

Field or Button	Description
Nuisance Calls	The total number of nuisance calls for the task in the job.
	Note:
	The system explicitly marks the true nuisance calls, independent of their completion codes, and lists the completion codes in the <b>Campaign Details</b> report with text" Nuisance" in the <b>Nuisance</b> column .
False Positive Rate	The False positives are live recipients of a call which are mistakenly identified as answering machines and therefore, are either played an answering machine message or are hung up depending on the prevailing strategy to manage answer machines. The system considers such calls as nuisance calls, and requires an estimate to include in the nuisance rate calculation. To support the legal requirements, POM provides an option to configure the false positive rate.
	You can specify the <b>False Positive Rate</b> parameter on campaign creation wizard. If you specify the <b>False Positive Rate</b> on campaign creation wizard, it overrides the default value specified on the Global Configurations page.
Nuisance Rate %	The nuisance rate for the calls for the task in the job. For more information on the Nuisance rate calculations, see <i>Using Avaya Proactive Outreach Manager</i> .
Callbacks Scheduled	The number of callbacks scheduled for the task.
Callbacks Expired	The number of callbacks expired for the task.
Agents	The count of distinct agents attached to the job.
Agent Handled Calls	The number of calls handled by all the agents attached to the job.
Avg Call Queue	The average time during which the calls are in a queue.
Time	The average queue time is the Total Queue Time divided by the Total Queued Count.
Dropped Calls	The total number of calls that are dropped from the queue before the calls connect to an agent.
Call Drop (%)	The percentage of calls that are dropped from the queue before the calls connect to an agent.
	The dropped call percentage is a comparison of the total number of <b>Dropped</b> <b>Calls</b> and the total number of calls that successfully connect to the agent.
Zone	The zone that you created in Avaya Experience Portal.
Agent Utilization (%)	The agent utilization percentage.
Service Level (%)	The service level percentage.

# **POM Completion Code Summary**

# Generating the POM Completion Code Summary report

## About this task

Use this procedure to generate a report that provides data about the completion code summary. You can download and save the report.

#### Procedure

- 1. Log on to Avaya Experience Portal by using a web browser.
- 2. In the navigation pane, click **Reports > Standard**.
- 3. On the Standard Reports page, click the **POM Completion Code Summary** link.
- 4. Select one of the following filters:
  - Predefined values
  - Last
  - Between
- 5. (Optional) If you select Predefined values, select a value from the list.
- 6. (Optional) If you select Last, type the number of hours or days.

For example, the last four hours or last four days.

- 7. (Optional) If you select Between, do the following:
  - a. In the **Start Date** field, click the date from which you want to start generating the report.
  - b. In the **End Date** field, click the date from which you want to stop generating the report.

The default time between Start Date and End Date is seven days.

8. (Optional) Specify the values for the optional filters.

POM displays report data according to the selected filters.

9. Click **OK**.

## POM Completion Code Summary (Filters) page field descriptions

Use the Completion Code Summary Filters page to create the Completion Code Summary report.

#### Date and Time

Field or Button	Description
Predefined	Use the drop-down list to select from the following:
Values	All Dates and Times
	• Today
	• Yesterday
	This Week
	• Last Week
	This Month
	• Last Month

Field or Button	Description
Last	Enter the number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.
Between	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .

### **Optional Filters**

Field or Button	Description
Campaign Name	Displays the names of all existing campaigns.
Job Status	Displays the job status. The job status can be any one of the following:
	• All
	In Progress
	Contacts Completed
	Manually Terminated
	Timed Termination
	Completion Code Based Termination
	Goal Based Termination
Channel	Displays the channel type as either voice, email, SMS, or custom. The system displays the channel type as "-" if you generate the report before the POM system recognizes the type of channel.
Completion Code	Displays all the system completion codes and custom completion codes.
Start At	This field allows pagination by accepting a value for the record number to begin the report at. The default value is 1.
Count	This field allows pagination by accepting a value for the total number of records to show in the report. The default value is 100. You can specify a value in the range of 1 to 10,000 records.
Reset	Use the link to reset all the filters to default values.

## Note:

If you do not choose any of the optional filters, POM generates the report with all the default values for the optional filters.

# POM Completion Code Summary report page field descriptions

The Completion Code Summary report provides a summary of completion codes for contacts attempted in campaigns.

Field or Button	Description
Time Period	Displays the time period for which the query results are fetched.
Query Time	Displays the time when the query was run.
Filters	Displays the list of filters applied to the report.
Total Records	Displays the total number of records fetched in the report.
Field or Button	Description
Job ID	Displays the identifier of the running session of the outbound campaign.
Job Start Time	Displays the timestamp when the job started.
Job End Time	Displays the timestamp when the job ended.
Job Status	Displays the job status. Job status can be one of the following:
	In Progress
	Contacts Completed
	Manually Terminated
	Timed Termination
	Completion Code Based Termination
	Goal Based Termination
Task Name	Displays the name of the task specified in campaign strategy.
Channel	Displays the channel type as either voice, email, SMS, or custom.
Completion Code	Displays the disposition or completion code for the given call, SMS, email, or custom.
Count	Displays the total count for the given completion code.
RPC	Displays the total number of completion codes, for which RPC flag is set.
Success	Displays the total number of completion codes, for which Success flag is set.
Closure	Displays the total number of completion codes, for which Closure flag is set.
%	Displays the completion code percentage.

#### 😵 Note:

The system might mark the completion code Nuisance Call for a voice attempt preemptively whenever there is a likelihood of the call being a nuisance. The system, later, overwrites the completion code with another completion code depending on the progress of the contact attempt. Hence, when the system displays this completion code in the Completion Code Summary report, it is not a real indicator of the call being a nuisance call.

The system explicitly marks the true nuisance calls, independent of their completion codes, and lists the completion codes in the Campaign Details report with text Nuisance in the **Nuisance** column. The system considers and displays only the true nuisance calls in the Campaign Summary report.

# **POM Completion Code Trend**

# Generating the POM Completion Code Trend report

## About this task

Use this procedure to generate a report that provides data about the completion code summary. You can download and save the report.

### Procedure

- 1. Log on to Avaya Experience Portal by using a web browser.
- 2. In the navigation pane, click **Reports > Standard**.
- 3. On the Standard Reports page, click the **POM Completion Code Trend** link.
- 4. Select one of the following filters:
  - Predefined values
  - Last
  - Between
- 5. (Optional) If you select **Predefined values**, select a value from the list.
- 6. **(Optional)** If you select **Last**, type the number of hours or days.

For example, the last four hours or last four days.

- 7. (Optional) If you select Between, do the following:
  - a. In the Start Date field, select the date to start the report generation.
  - b. In the **End Date** field, select the date to end the report generation.

The default time between **Start Date** and **End Date** is seven days.

8. (Optional) Specify the values for the optional filters.

POM displays the report data according to the selected filters.

9. Click **OK**.

# POM Completion Code Trend (Filters) page field descriptions

Use the Completion Code Trend Filters page to create the Completion Code Trend report.

😵 Note:

You do not see a trend report if the completion code is In Queue. POM generates the In Queue completion code at the end when POM creates the history for the campaign. The *In Queue* completion code indicates that the campaign terminated without attempting the contacts where the completion code is In Queue.

## Date and Time

Field or Button	Description
Predefined	Use the drop-down list to select from the following:
Values	All Dates and Times
	• Today
	• Yesterday
	This Week
	• Last Week
	This Month
	Last Month
Last	Enter the number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.
Between	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .

## **Optional Filters**

Field or Button	Description
Campaign Name	Displays the names of all existing campaigns.
Job Status	Displays the job status. Job status can be one of the following:
	• All
	In Progress
	Contacts Completed
	Manually Terminated
	Timed Termination
	Completion Code Based Termination
	Goal Based Termination
Completion Code	Displays all the system completion codes and custom completion codes.
Trend Interval	Displays the trend interval. You can choose from 15 minutes, 30 minutes, or 1 hour.
Start At	This field allows pagination by accepting a value for the record number to begin the report at. The default value is 1.
Count	This field allows pagination by accepting a value for the total number of records to show in the report. The default value is 100. You can specify a value in the range of 1 to 10,000 records.
Reset	Use the link to reset all the filters to default values.

## Note:

If you do not choose any of the optional filters, POM generates the report with all the default values for the optional filters.

## POM Completion Code Trend report page field descriptions

The Completion Code Trend report provides total number of contacts attempted with different completion codes in different trend intervals for campaigns.

Field or Button	Description
Time Period	Displays the time period for which the query results are fetched.
Query Time	Displays the time when the query was run.
Filters	Displays the list of filters applied to the job.
Total Records	Displays the total number of records fetched in the report.

Field or Button	Description
Job ID	Displays the identifier of the running session of the outbound campaign.
Job Start Time	Displays the timestamp when the job started.
Job End Time	Displays the timestamp when the job ended.
Job Status	Displays the job status. Job status can be any one of the following:
	In Progress
	Contacts Completed
	Manually Terminated
	Timed Termination
	Completion Code Based Termination
	Goal Based Termination
Job ID	Displays the unique identifier used to refer to an instance of the campaign that is run.
Job Start Time	Displays the start time of the given job.
Job End Time	Displays the end time of the given job.

Field or Button	Description
Job Status	Displays the selection of jobs based on the job finish reasons. The reason codes are:
	• All (Any)
	In Progress Contacts
	Contacts Completed
	Manually Terminated
	Timed Termination
	Completion Code Based Termination
	Goal Based Termination
Trend ID	Displays the unique identifier given by POM when a sample is taken to generate a trend.
Trend Start Time	Displays the timestamp when the system started taking samples for a given trend.
Completion Code	Displays all the completion codes used for the campaign.
Count	Displays the total count of completion codes.
%	Displays the percentage of completion codes.

#### Note:

You can read a bar graph for the following:

- Different completion codes in different trend intervals.
- Total number of contacts that POM attempts.

POM does not generate history for all the contact records for which the **Ignore Unattempted contacts from reports** check box is selected on the Global Configurations page.

# **POM Contact List Import Detail**

## **Generating the POM Contact List Import Details report**

#### About this task

Use this procedure to generate a report that provides details about the contact list import.

You can download and save the report.

#### Procedure

- 1. Log on to Avaya Experience Portal by using a web browser.
- 2. In the navigation pane, click **Reports > Standard**.
- 3. On the Standard Reports page, click the **POM Contact List Import Details** link.
- 4. Select one of the following filters:
  - Predefined values

- Last
- Between
- 5. (Optional) If you select **Predefined values**, select a value from the list.
- 6. **(Optional)** If you select **Last**, type the number of hours or days.

For example, the last four hours or last four days.

- 7. (Optional) If you select Between, do the following:
  - a. In the **Start Date** field, select the date to start the report generation.
  - b. In the **End Date** field, select the date to end the report generation.

The default time between **Start Date** and **End Date** is seven days.

8. (Optional) Specify the values for the optional filters.

POM displays the report data according to the selected filters.

9. Click **OK**.

# POM Contact List Import Detail (Filters) page field descriptions

Use the Contact List Import Detail Filters page to create the Contact List Import Detail report.

#### **Date and Time**

Field or Button	Description
Predefined	Use the drop-down list to select from the following:
Values	All Dates and Times
	• Today
	• Yesterday
	• This Week
	• Last Week
	This Month
	• Last Month
Last	Enter the number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.
Between	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .

#### **Optional Filters**

Field or Button	Description
Contact List	Displays the names of all contact lists.

Field or Button	Description
Zone	Displays the name of all the zones. Select the zone currently associated with the contact list.
Import Job ID	Displays all the import job IDs.
Record Type	Displays the value as either:
	• All
	• New
	• Updated
	• Errors
	• Invalid
	• Duplicates
	• Deleted
	<ul> <li>Rejected (Pattern) Records rejected based on Pattern</li> </ul>
	<ul> <li>Rejected (DNC) Records rejected being listed in DNC list</li> </ul>
	<ul> <li>Rejected (Format) Records rejected based on Format</li> </ul>
	Contact Excluded
	Contact Excluded Reset
Start At	This field allows pagination by accepting a value for the record number to begin the report at. The default value is 1.
Count	This field allows pagination by accepting a value for the total number of records to show in the report. The default value is 100. You can specify a value in the range of 1 to 10,000 records.
Reset	Use the link to reset all the filters to default values.

## Note:

If you do not choose any of the optional filters, POM generates the report with all the default values for the optional filters.

## POM Contact List Import Detail Report page field descriptions

The Contact List Import Detail report provides details about contacts imported into contact lists by jobs started in the given time period.

Field or Button	Description
Time Period	Displays the time period for which the query results are fetched.
Query Time	Displays the time when the query was run.
Filters	Displays the list of filters applied to the job.
Total Records	Displays the total number of records fetched in the report.
Field or Button	Description
-------------------	--
Contact List	Displays the name of the contact list associated with the import.
Zone	Displays the name of the zone associated with the contact list.
Data Source	Displays the data source name associated with the contact list.
Import Job ID	Displays the import job ID.
Record Type	Displays the value as either:
	• All
	• New
	• Updated
	• Errors
	• Invalid
	• Duplicates
	• Deleted
	<ul> <li>Rejected (Pattern) Records rejected based on Pattern</li> </ul>
	<ul> <li>Rejected (DNC) Records rejected being listed in DNC list</li> </ul>
	<ul> <li>Rejected (Format) Records rejected based on Format</li> </ul>
	Contact Excluded
	Contact Excluded Reset
Contact ID	Displays the unique identifier for the contact.
Record Line	Displays the entire line of the record, as picked up from file based imports.
Invalid Attribute	If the record was invalid, this field displays the name of the invalid attributes for which the import failed.

#### 😵 Note:

If you do not enable **Record Successful Import** from **POM Home > Configuration > Global Configuration**, the report does not display any successfully imported records.

# **POM Contact List Import Summary**

## **Generating the POM Contact List Import Summary report**

#### About this task

Use this procedure to generate a report that provides data about the POM contact list import summary.

You can download and save the report.

#### Procedure

- 1. Log on to Avaya Experience Portal by using a web browser.
- 2. In the navigation pane, click **Reports > Standard**.

- 3. On the Standard Reports page, click the **POM Contact List Import Summary** link.
- 4. Select one of the following filters:
  - Predefined values
  - Last
  - Between
- 5. (Optional) If you select Predefined values, select a value from the list.
- 6. (Optional) If you select Last, type the number of hours or days.

For example, the last four hours or last four days.

- 7. (Optional) If you select Between, do the following:
  - a. In the **Start Date** field, click the date from which you want to start generating the report.
  - b. In the **End Date** field, click the date from which you want to stop generating the report.

The default time between **Start Date** and **End Date** is seven days.

8. (Optional) Specify the values for the optional filters.

POM displays report data according to the selected filters.

9. Click **OK**.

## POM Contact List Import Summary (Filters) page field descriptions

Use the Contact List Import Summary Filters page to create the Contact List Import Summary report.

#### Date and Time

Field or Button	Description
Predefined	Use the drop-down list to select from the following:
Values	• All Dates and Times
	• Today
	• Yesterday
	• This Week
	• Last Week
	This Month
	• Last Month
Last	Enter the number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.

Field or Button	Description
Between	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .

#### **Optional Filters**

Field or Button	Description
Zone	Displays the name of all the zones. Select the zone currently associated with the contact list.
Contact List	Displays the names of all existing contact lists.
Import Job	Displays the import job status. You can select from the following available values:
Status	• ALL
	Completed
	• Queued
	• Running
	• Error
	Copying File
	• Pausing
	• Paused
	Stopping
	Waiting to Resume
	Deleting Contacts
	Creating History
	Queued for Excluding Contacts
	Queued for Resetting Excluded Contacts
	Excluding Contacts
	Resetting Excluded Contacts
Start At	This field allows pagination by accepting a value for the record number to begin the report at. The default value is 1.
Count	This field allows pagination by accepting a value for the total number of records to show in the report. The default value is 100. You can specify a value in the range of 1 to 10,000 records.
Reset	Use the link to reset all the filters to default values.

#### Note:

If you do not choose any of the optional filters, POM generates the report with all the default values for the optional filters.

# POM Contact List Import Summary report page field descriptions

The Contact List Import Summary report provides a summary of data import jobs started in the given time period.

Field or Button	Description
Time Period	Displays the time period for which the query results are fetched.
Query Time	Displays the time when the query was run.
Filters	Displays the list of filters applied to the job.
Total Records	Displays the total number of records fetched in the report.
Field or Button	Description
Contact List	Displays the name of the contact list.
Zone	Displays the zone currently associated with the contact list.
Contact List Total	Displays the total number of records in the contact list.
Data Source Name	Displays the data source name used for the import.
Data Source Type	Displays the data source type.
Import Job ID	Displays the import job ID.
Start Time	Displays the start time of the import job.
End Time	Displays the end time of the import job.
Status	Displays the status of the import job. The status can be:
	• ALL
	Completed
	• Queued
	• Running
	• Error
	Copying File
	Pausing
	Paused
	Stopping
	Waiting to Resume
	Deleting Contacts
	Creating History
	Queued for Excluding Contacts
	Queued for Resetting Excluded Contacts
	Excluding Contacts
	Resetting Excluded Contacts  Table continues

Field or Button	Description
Finish Reason	Displays the reason the import job is over.
New	Displays the total number of records imported with status as New.
Updated	Displays the total number of records imported with status as Updated.
Rejected	Displays the total number of records the system failed to import.
Invalid	Displays the total number of records rejected with status as Invalid.
Duplicates	Displays the total number of records rejected with status as Duplicates.
Errors	Displays the total number of records rejected with status as Error.
Job Total	Displays the total number of records in the data source associated with the import job.
Deleted	Displays the number of records deleted in the import job.

# **POM DNC Import Details**

## Generating the POM DNC Import Details report

#### About this task

Use this procedure to generate a report that provides details about imported DNC lists.

You can download and save the report.

#### Procedure

- 1. Log on to Avaya Experience Portal by using a web browser.
- 2. In the navigation pane, click **Reports > Standard**.
- 3. On the Standard Reports page, click the POM DNC Import Details link.
- 4. Select one of the following filters:
  - Predefined values
  - Last
  - Between
- 5. (Optional) If you select Predefined values, select a value from the list.
- 6. (Optional) If you select Last, type the number of hours or days.

For example, the last four hours or last four days.

- 7. (Optional) If you select Between, do the following:
  - a. In the **Start Date** field, click the date from which you want to start generating the report.
  - b. In the **End Date** field, click the date from which you want to stop generating the report.

The default time between **Start Date** and **End Date** is seven days.

8. (Optional) Specify the values for the optional filters.

POM displays report data according to the selected filters.

9. Click **OK**.

## POM DNC Import Details (Filters) page field descriptions

Use the DNC Import Details Filters page to create the DNC Import Details report.

#### Date and Time

Field or Button	Description
Predefined	Use the drop-down list to select from the following:
Values	All Dates and Times
	• Today
	• Yesterday
	This Week
	• Last Week
	This Month
	Last Month
Last	Enter the number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.
Between	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .

#### **Optional Filters**

Field or Button	Description
DNC List	Displays the names of all existing DNC lists.
Import Job ID	Displays all the import job IDs.

Field or Button	Description
Record Type	Displays the value as either:
	• All
	• New
	• Errors
	• Invalid
	• Duplicates
	• Deleted
	Rejected ( Pattern) Records rejected based on Pattern
	Rejected (Format) Records rejected based on Format
	Note:
	The record types, Duplicate and Rejected(DNC) are not used in DNC import detail reports and hence when selected in optional filter yields zero records.
Start At	This field allows pagination by accepting a value for the record number to begin the report at. The default value is 1.
Count	This field allows pagination by accepting a value for the total number of records to show in the report. The default value is 100. You can specify a value in the range of 1 to 10,000 records.
Reset	Use the link to reset all the filters to default values.

#### 😵 Note:

If you do not choose any of the optional filters, POM generates the report with all the default values for the optional filters.

## POM DNC Import Details report page field descriptions

The DNC Import Details report provides a list of DNC addresses for each imported list.

Field or Button	Description
Time Period	Displays the time period for which the query results are fetched.
Query Time	Displays the time when the query was run.
Filters	Displays the list of filters applied to the job.
Total Records	Displays the total number of records fetched in the report.
Field or Button	Description
DNC List	A unique identifier given by the POM system.
Data Source	Displays the name of the data source associated with the DNC list.
Import Job ID	Displays the import job ID.

Field or Button	Description
Record Type	Displays the value as either:
	• All
	• New
	• Errors
	• Invalid
	Duplicates
	• Deleted
	Rejected ( Pattern) Records rejected based on Pattern
	<ul> <li>Rejected (Format) Records rejected based on Format.</li> </ul>
DNC Address	Displays the DNC addresses the system could not import.

#### 😵 Note:

If you do not enable **Record Successful Import** from **POM Home > Configuration > Global Configuration**, the report does not display any successfully imported records.

# **POM DNC Import Summary**

## Generating the POM DNC Import Summary report

#### About this task

Use this procedure to generate a report that provides data about the completion code summary. You can download and save the report.

#### Procedure

- 1. Log on to Avaya Experience Portal by using a web browser.
- 2. In the navigation pane, click **Reports > Standard**.
- 3. On the Standard Reports page, click the POM DNC Import Summary link.
- 4. Select one of the following filters:
  - Predefined values
  - Last
  - Between
- 5. (Optional) If you select Predefined values, select a value from the list.
- 6. (Optional) If you select Last, type the number of hours or days.

For example, the last four hours or last four days.

- 7. (Optional) If you select Between, do the following:
  - a. In the **Start Date** field, click the date from which you want to start generating the report.

b. In the **End Date** field, click the date from which you want to stop generating the report.

The default time between **Start Date** and **End Date** is seven days.

8. (Optional) Specify the values for the optional filters.

POM displays report data according to the selected filters.

9. Click **OK**.

## POM DNC Import Summary (Filters) page field descriptions

Use the DNC Import Summary Filters page to create the DNC Import Summary report.

#### **Date and Time**

Field or Button	Description
Predefined	Use the drop-down list to select from the following:
Values	All Dates and Times
	• Today
	• Yesterday
	• This Week
	• Last Week
	This Month
	• Last Month
Last	Enter the number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.
Between	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .

#### **Optional Filters**

Field or Button	Description
DNC List	Displays the names of all existing DNC lists.

#### Note:

If you do not choose any of the optional filters, POM generates the report with all the default values for the optional filters.

## POM DNC Import Summary report page field descriptions

The DNC Import Summary report displays a summary of DNC import jobs for the contact lists.

Field or Button	Description
Time Period	Displays the time period for which the query results are fetched.
Query Time	Displays the time when the query was run.
Filters	Displays the list of filters applied to the job.
Total Records	Displays the total number of records fetched in the report.
Field or Button	Description
DNC List	A unique identifier given by POM.
Total List Addresses	Displays the total number of DNC records in the list.
Data Source Name	Displays the data source name associated with the DNC import.
Data Source Type	Displays the type of DNC import. The DNC import can be either Add DNC file or Remove DNC file.
Import Job ID	Displays the import job ID.
Start Time	Displays the start time of the import job.
End Time	Displays the end time of the import job.
Finish Reason	Displays the reason the import job is over.
New	Displays the total number of records imported with status as New.
Rejected	Displays the total number of records the system failed to import.
Invalid	Displays the total number of records rejected with status as Invalid.
Duplicates	Displays the total number of records rejected with status as Duplicates.
Errors	Displays the total number of records rejected with status as Error.
Deleted	Displays the number of records deleted in the import job.
Job Total	Displays the total number of records in the data source associated with the import job.

# **POM Contact and DNC Change Details**

## **Generating POM Contact and DNC Change Details report**

#### About this task

Use this procedure to generate a report that provides data about contact and DNC change. You can download and save the report.

#### Procedure

- 1. Log on to Avaya Experience Portal by using a web browser.
- 2. In the navigation pane, click **Reports > Standard**.
- 3. On the Standard Reports page, click the **POM Contact and DNC Change Details** link.
- 4. Select one of the following filters:
  - Predefined values

- Last
- Between
- 5. (Optional) If you select Predefined values, select a value from the list.
- 6. (Optional) If you select Last, type the number of hours or days.

For example, the last four hours or last four days.

- 7. (Optional) If you select Between, do the following:
  - a. In the **Start Date** field, click the date from which you want to start generating the report.
  - b. In the **End Date** field, click the date from which you want to stop generating the report.

The default time between **Start Date** and **End Date** is seven days.

8. (Optional) Specify the values for the optional filters.

POM displays report data according to the selected filters.

9. Click OK.

## POM Contact and DNC Change Details (Filters) page field descriptions

Use the Contact and DNC Change Details Filters page to create the Contact and DNC Change Details report.

Field or Button	Description
Predefined	Use the drop-down list to select from the following:
Values	All Dates and Times
	• Today
	• Yesterday
	This Week
	• Last Week
	This Month
	Last Month
Last	Enter the number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.
Between	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .

#### **Date and Time**

#### **Optional Filters**

Field or Button	Description
Record Type	Displays the type of the record. The type can be either Contact or DNC.
Zone	Displays the name of the zone created in Experience Portal.
Contact List	Displays the names of all existing contact lists.
DNC List	Displays the names of all existing DNC lists.
Import Status	Specify a value of import status based on which you want to filter records. You can select from the following values:
	• All
	• Added
	• Updated
	• Deleted
	• Excluded
	Reset Excluded
User Name	Specify a value to filter the records based on user name.
User Type	Displays the user type which was used to import the contacts. It can be UI, WebService, or Agent.
Record ID	A unique identifier provided by POM for the given contact.
Start At	This field allows pagination by accepting a value for the record number to begin the report at. The default value is 1.
Count	This field allows pagination by accepting a value for the total number of records to show in the report. The default value is 100. You can specify a value in the range of 1 to 10,000 records.
Reset	Use the link to reset all the filters to default values.

#### 😵 Note:

If you do not choose any of the optional filters, POM generates the report with all the default values for the optional filters.

## POM Contact and DNC Change Details report page field descriptions

The Contact and DNC Change Details report provides details about contacts imported into contact lists by jobs.

The report does not display the records that match the following conditions:

- If the contact browser rejects some records that do not match the basic validations, while importing, the report does not displays such records.
- If you delete contact records using the Empty Contact List option, the report does not displays such records.
- If you add contact records through Web services, and the system rejects the records, the report does not display such records.

- If you add DNC records through the user interface, and the system rejects the records, the report does not display such records.
- If you add DNC records through Web services, and the system rejects the records, the report does not display such records.

Field or Button	Description
Time Period	Displays the time period for which the query results are fetched.
Query Time	Displays the time when the query was run.
Filters	Displays the list of filters applied to the job.
Total Records	Displays the total number of records fetched in the report.

Field or Button	Description
Record ID	A unique identifier given by the POM system.
Record Type	Displays the value as either:
	• Contact
	• DNC
User Name	Specify a value to filer records based on an user name.
User Type	Displays the user type which was used to import the contacts. The type can be either UI, or Webservice, or Agent.
Import Status	Displays the import status. The import status can be:
	• All
	• Added
	• Updated
	• Deleted
	• Excluded
	Reset Excluded
List name	Displays the name of the contact list in which the contact is imported.
Zone name	Displays the name of the zone to which the contact list is associated.
Operation Time	Displays the timestamp when the import completed.
Record Line	Displays the entire line of the record, as picked up from file based imports.
DNC Address	Displays the phone or email of the DNC contact address.

# **POM Nuisance Call Summary**

## **Generating POM Nuisance Call Summary report**

#### About this task

Use this procedure to generate a report that provides data about the nuisance call summary. You can download and save the report.

#### Procedure

- 1. Log on to Avaya Experience Portal by using a web browser.
- 2. In the navigation pane, click **Reports > Standard**.
- 3. On the Standard Reports page, click the **POM Nuisance Call Summary** link.
- 4. Select one of the following filters:
  - Predefined values
  - Last
  - Between
- 5. (Optional) If you select Predefined values, select a value from the list.
- 6. (Optional) If you select Last, type the number of hours or days.

For example, the last four hours or last four days.

- 7. (Optional) If you select Between, do the following:
  - a. In the **Start Date/Time** field, click the date from which you want to start generating the report.
  - b. In the **End Date/Time** field, click the date from which you want to stop generating the report.

The default time between Start Date and End Date is seven days.

8. (Optional) Specify the values for the optional filters.

POM displays report data according to the selected filters.

9. Click **OK**.

## POM Nuisance Call Summary (Filters) page field descriptions

Use the Nuisance Call Summary Filters page to create the Nuisance Call Summary report.

#### **Date and Time**

Field or Button	Description
Predefined	Use the drop-down list to select from the following:
Values	All Dates and Times
	• Today
	• Yesterday
	This Week
	• Last Week
	This Month
	• Last Month

Field or Button	Description
Last	Enter the number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.
Between	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .

#### **Optional Filters**

Field or Button	Description
Campaign Name	Displays the names of all existing campaigns.
Job Status	Displays the job status. The job status can be one of the following:
	In Progress
	Contacts Completed
	Manually Terminated
	Timed Termination
	Completion Code Based Termination
	Goal Based Termination
Start At	This field allows pagination by accepting a value for the record number to begin the report at. The default value is 1.
Count	This field allows pagination by accepting a value for the total number of records to show in the report. The default value is 100. You can specify a value in the range of 1 to 10,000 records.

#### 😵 Note:

If you do not choose any of the optional filters, POM generates the report with all the default values for the optional filters.

# POM Nuisance Call Summary report page field descriptions

Field or Button	Description
Query Details	
Time Period	The time period for which the query results are fetched.
Query Time	The time when the query was run.
Filters	The list of filters applied to the job.
Total Records	The total number of records fetched in the report.
Report Details	
Job ID	The identifier of the running session of the outbound campaign.
Job Start Time	The timestamp when the job started.
Job End Time	The timestamp when the job ended.

Field or Button	Description
Job Status	The job status. The options are:
	In Progress
	Contacts Completed
	Manually Terminated
	Timed Termination
	Completion Code Based Termination
	Goal Based Termination
Task Name	The name of the task specified in campaign strategy.
Attempt Date	The date on which the contacts were attempted.
Voice Attempts	The total voice attempts made for the task in the job.
Live Voice Calls	The total number of ANSWER HUMAN or CALL ANSWERED calls for the task in the job.
Answer Machine Calls	The total ANSWER MACHINE calls for the task in the job.
Agent Handled Calls	The number of calls handled by all the agents attached to the job.
Live Voice Timeout	The Live Voice Timeout configured in Campaign Creation Wizard.
Nuisance Rate %	The nuisance rate of calls for the task in the job. For more information on the Nuisance rate calculations, see <i>Using Proactive Outreach Manager</i> .

# **POM Campaign Detail External Selection**

## **Generating the POM Campaign Detail External Selection report**

#### About this task

Use this procedure to generate a report that provides data about the external campaigns of an agent.

You can download and save the report.

#### Procedure

- 1. Log on to the Avaya Experience Portal by using a web browser.
- 2. In the navigation pane, click **Reports > Standard**.
- 3. On the Standard Reports page, click the **POM Campaign Detail External Selection** link.
- 4. Select one of the following filters:
  - Predefined Values
  - Last
  - Between
- 5. (Optional) If you select Predefined Values, select a value from the list.

6. (Optional) If you select Last, type the number of hours or days in the field.

For example, the last 4 hours or last 4 days.

- 7. (Optional) If you select Between, do the following:
  - a. In the **Start Date/Time** field, select the date and time to start generating the report.
  - b. In the End Date/Time field, select the date and time to stop generating the report.
     The default time between Start Date/Time and End Date/Time is seven days.
- 8. In the **Optional Filters** area, specify the values for the optional filters.
- 9. Click **OK**.

#### Result

POM displays the data in the report according to the selected filters.

### POM Campaign Detail External Selection page field descriptions

#### Date and Time

Field or Button	Description
Predefined	Use the drop-down list to select from the following:
Values	All Dates and Times
	• Today
	• Yesterday
	• This Week
	• Last Week
	This Month
	• Last Month
Last	Enter the number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.
Between	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .

# **Optional Filters**

Field or Button	Description	
Date and Time	The time and date filters for the report data. The options are:	
	<ul> <li>Job Start Time: The date and timestamp when the job of the selected campaign started. If you select this check box, POM filters the records for all jobs that have Job Start Time in the timestamp range selected in the <b>Date and Time</b> filter.</li> </ul>	
	• Contact Attempt Time: The date and timestamp when POM attempted to contact the given contacts associated with the job. If you select this check box, POM filters the records for all jobs that have Contact Attempt Time in the timestamp range selected in the <b>Date and Time</b> filter.	
Campaign Name	The names of all existing campaigns.	
Job Status	Displays information about the state of a job and the reason why an agent finishes a job.	
	The options for the job status codes are:	
	• All	
	In Progress	
	Contacts Completed	
	Manually Terminated	
	Timed Termination	
	Completion Code Based Termination	
	Goal Based Termination	
Channel	A list of all the available channels used for communication. The options are:	
	• All	
	• Voice	
	• SMS	
	• Email	
	• Custom	
POM Server	A list of all the active POM servers. You can choose one or more servers.	
Zone	The zone you created in Experience Portal.	
Completion Code	A list of all the system completion codes and custom completion codes.	
Nuisance Call	A list of all the records that were marked as Nuisance for a voice campaign. For records not marked as Nuisance, POM displays a dash sign (-) under Nuisance Call.	
Answer Machine by Agent Calls	A list of all records marked by Agent with a completion code that has the Answer Machine By Agent property selected.	
User Contact ID	The user contact ID to filter the records.	
Phone/Email	A phone number or an email address to filter the records.	

Field or Button	Description	
Start At	The field for pagination. You must accept a value for the record number to begin the report . The default value is 1.	
Count	The field for pagination. You must accept a value for the total number of records to show in the report. The default value is 100. You can specify a value from 1 through 10,000 records.	
Response	Benchmark flags returned to the POM server by the external server.	
Status	These are as follows:	
	• ALL	
	• OFF	
	• ON	
	SHARED_OFF	
	• SHARED_ON	
	• UNDEFINED	
Response Code	Response codes returned to the POM server by the external server.	
	These are as follows:	
	• EXTERNAL_SYSTEM	
	INITIALIZATION	
	MONITOR_MODE	
	• OFF	
	• OFF_ONLY	
	• OTHER	
	• POM	
	UNIDENTIFIED_CAMPAIGN	
	GENERIC_UNSPECIFIED	
	SHUTDOWN_INIT	
	SHARED_OFF	

Field or Button	Description
Reason Code	Reason codes returned to the POM server by the external server.
	These are as follows:
	• SUCCESS
	• TIMEOUT
	• NO_AGENT
	ABANDONED_BY_CUSTOMER
	ABANDONED_BY_SYSTEM
	• FAILURE
	MONITOR_MODE
	SHUTDOWN_INIT
	• INITIALIZING
	CAMPAIGN_NOT_CONFIGURED
	GENERIC_UNSPECIFIED
	SHARED_OFF
	• NO_CALL
	• NO_CALL_NO_AGENT
	CALL_NOT_ROUTABLE
	SERVICE_NOT_AVAILABLE
	• ABANDONED
	CALL_DROPPED_IN_QUEUE
Selection Control	The selection codes returned to the POM server by the external server.
Control	These are as follows:
	• ALL
	• EXTERNAL_SYSTEM
	• POM
Sessions from	Specify if you have set any filters from custom report.
Custom Report	Note:
	Avaya Experience Portal reporting database and POM database must be colocated in order to have POM filters in the Avaya Experience Portal standard reports.

#### Note:

If you do not choose any of the optional filters, POM generates the report with all the default values for the optional filters.

# POM Campaign Detail External Selection report page field descriptions

The Campaign Detail External Selection report displays the various contacts attempted in a campaign for each action.

Field or Button	Description	
Query details:		
Time Period	The time period for which the query results are fetched.	
Query Time	The time when the query was run.	
Filters	The list of filters applied to the job.	
Total Records	The total number of records fetched in the report.	
Report:		
Job ID	The identifier of the running session of the outbound campaign.	
Task Name	The name of the task specified in campaign strategy.	
Pacing Type	The pacing type that POM uses for the given job.	
	For more information about pacing, see Avaya Proactive Outreach Manager Overview and Specification.	
Contact ID	The unique identifier that POM uses for the contact.	
User Contact ID	The user-defined unique identifier for the contact.	
Contact Name	The name of the contact.	
Phone/E-mail	The phone number or email address of the contact.	
Attempted Field	The field name of the attempted contact.	
Channel Type	The channel type. The options are:	
	• Voice	
	• SMS	
	• email	
	• custom	

Field or Button	Description	
Attempt Type	The type of attempt made on the contact. The options are:	
	• Regular	
	If the attempt is a fresh record attempt, it is a regular attempt.	
	• Callback	
	If a callback is set on a particular record and the attempt is launched at callback time, then that attempt is a callback attempt.	
	Out of Restrict	
	When a fresh record comes out of temporary restriction and POM dials the record, that attempt type is out of restrict.	
	• Retry	
	After POM reattempts to dial a record based on campaign strategy, that attempt is a retry attempt.	
	For example, a record is reattempted if it is no answer.	
	High Priority	
	If POM dials a high priority contact, then that attempt is a high priority attempt.	
	• Redial	
	If agent dial the same customer again in the wrapup mode, that attempt is a redial attempt.	
Completion Code	The disposition for the given call, SMS, or email.	
Parent POM Session ID	The session ID of the re-dial attempt made for the contact. The session ID is also displayed when a Preview attempt is made on the non-default number of the contact.	
POM Session ID	The unique identifier for every contact attempt that POM makes.	
UCID	An Avaya proprietary unique call identifier.	
Platform Session ID	The session ID for Avaya Experience Portal.	
POM Server	The name of the POM server used for a contact attempt.	
Media Server	The name of the media server as configured on the Avaya Experience Portal system.	
Zone	The name of the zone associated with the campaign.	
Interaction Attempt Time	Displays the time when POM creates an attempt for the contact.	
Ringback Start Time	The timestamp of when the Avaya Experience Portal system discovers the ringing.	
Last NW Disposition Time	The timestamp of when the POM system last updated the system disposition or completion code.	
Call Start Time	The timestamp of when the call starts.	
Call Connect Time	The timestamp of when the call connects.	

Field or Button	Description	
Call Completion Time	The timestamp of when the call is completed.	
Nuisance Call	You can see the value as Nuisance only if the POM system marks the call as a nuisance call, else the system displays a dash sign (-).	
Answer Machine by Agent Calls	Describe the field The value is True, only if the agent marks the call with a completion code Answer Machine by Agent, else the value is a dash sign (-). This field is applicable only for a campaign with pacing type as <b>Expert Call Ratio</b> , <b>Cruise Control</b> and <b>Progressive</b> .	
Agent ID	The agent ID to whom the call is assigned. If a call is transferred to another agent, or if another agent is added to the conference, the <b>Agent ID</b> field in the report displays the ID of the agent to whom the call was initially presented by the system.	
DNC Group Name	The name of the DNC group associated with the campaign.	
DNC List Name	The name of the DNC list for restricted DNC attempts.	
Start of Voice Offset	The time in milliseconds from the call connect time when the start of a voice event is received from the MPP platform.	
Live Voice Offset	The time in milliseconds from the call connect time when a live voice event is received from the MPP platform.	
Recorded Message Offset	The time in milliseconds from the call connect time when a recorded message event is received from the MPP platform.	
Message End Offset	The time in milliseconds from the call connect time when a message end event is received from the MPP platform.	
First Prompt Offset	The time in milliseconds from the call connect time when the first prompt of either an announcement or a notification is played to the customer.	
Zip Tone Time	The time stamp when a zip tone is played to an agent.	
Agent Connect Time	The time stamp when an agent connects to a customer.	
Response Status	Response status returned by external system in selection response and selection end.	
Response Code	Response reason code returned by external system in selection response and selection end.	
Reason Code	Reason code sent to external system by POM in selection end.	
Selection Control	Who made the final selection, whether POM or external system.	
Custom Fields up to 2	Custom fields returned by external system.	

# **Chapter 3: Custom Reports**

# **Custom Reports overview**

You can generate customized reports for your specific requirements. Select a standard report or an existing custom report format as a base for generating a custom report. The custom report uses the standard set of filters. To meet your requirements the selection of the filters can be changed.

Before generating a report, you can also click the **Report Name** link on the Custom Reports page to view and edit the saved filter and column values. If the report contains many columns, you can change the page related settings.

#### Note:

You cannot change the source report and the report name while editing the custom report filters.

## Custom reports page field descriptions

Use this page to create and manage custom reports. Click on the report name to edit the saved filter values, column selections, and generate the report.

Field or Button	Description
Selection box	Use to select the desired custom report or all custom reports.
Report Name	Displays the name of the custom report.
View Report	Use to generate the report with specified filters.
Import	Opens the Import Custom Report page to import a custom report, and view the report filters.
Export	Exports the data from the custom report whose selection check box is checked.
	Avaya Experience Portal creates an XML file containing the details of the selected report.

# Add custom report page field descriptions

#### Select a Source Report

Field or Button	Description	
Standard Reports	Use this drop-down list to select one of the standard reports which you want to customize.	
Custom Reports	If you have generated any custom report earlier, you can select it from the drop-down list.	
Report Name	Specify the name of the report. It is mandatory to specify a name.	

#### Date and Time

Field or Button	Description	
Predefined	Use the drop-down list to select from the following:	
Values	All Dates and Times	
	• Today	
	• Yesterday	
	• This Week	
	• Last Week	
	This Month	
	• Last Month	
Last	Enter the number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.	
Between	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .	

#### **Optional Filters**

Optional filters change depending on the standard report that you select.

Field or Button	Description	
Zone	The name of the zone created in Experience Portal.	
Media Server	The name of the media server as configured in Experience Portal.	
Organization	The name of the organization in Experience Portal.	
Application	The name of the application.	

# **Chapter 4: Scheduled Reports**

# **Scheduled Reports overview**

You can schedule the generation of standard or custom reports to occur on a periodic or one time basis. You can receive the report output as an email attachment.

You can also access the report output through:

- The secure links in the email notification
- RSS feeds
- Enterprise Portal Management System

While scheduling a report, you can also set the Record Threshold restriction value so that a notification is generated only when the total record count reaches the specified minimum value.

Using the Scheduled Reports page, you can add, edit, or delete a scheduled report. You can also view and export the outputs for reports.

The Scheduled Reports page contains the following tabs:

- **Schedules**: Use this tab to view, add, edit, or delete a scheduled report. You can also view and export the details regarding the output and history for a specific scheduled reports by clicking the icon.
- **Outputs**: Use this tab to view the details of the output and history for all scheduled reports. You can export the report outputs by clicking the icon.

# Scheduled reports page field descriptions

You can schedule and deliver reports through email attachments or an RSS Feed. You can schedule reports for delivery if the total record count reaches a specified minimum value.

Field or Button	Description
Schedules Tab	
Selection box	Use to select the desired scheduled report or all scheduled reports.
Report Name	Displays the name of the scheduled report.
Schedules	Displays the date and time when the report is scheduled to run.

Field or Button	Description
Notification Method and Output Options	The notification method used to inform the user about the generation of reports. You can choose from Email, RSS feed, and Event notification methods. The logged event can optionally generate an alarm.
	🔂 Tip:
	Placing the mouse pointer over the contents of the email column displays a tooltip that lists the email addresses that have subscribed to this schedule. Clicking on the RSS Feed icon displays a page to subscribe to the change notifications.
Record Threshold	The record threshold value that you have set. This value is either a total record count or a percentage of calls matching the chosen filter criteria over the time frame of the report.
Output	Click the output folder icon to view the output and history for a specific report.
Add	Click to add a report schedule.
Delete	Deletes the scheduled report whose selection check box has been checked.
Outputs Tab	
Report Name	Displays the report names.
Schedule	Displays the date and time when the output of the scheduled report is scheduled to run.
Records	Displays the actual and the set record threshold value.
	<ul> <li>Threshold: The record threshold value that you have set. This value is either a total record count or a percentage of calls matching the chosen filter criteria over the time frame of the report.</li> </ul>
	<ul> <li>Actual: This value is either the actual record count or the actual percentage of calls matching the chosen filter criteria over the time frame of the report.</li> </ul>
Started	Displays the date and time when the report generation started.
Completed	Displays the date and time when the report generation completed.
Status	The status of report generation. The status can be:
	• In Progress
	• Success
	Partial Success
	• Failure
Size (KB)	Size of the report output.

Field or Button	Description
Report Output	Click the Export icon to export and save the output for a specific report. You can export the report in one of the formats that you have specified while adding a scheduled report. The options are:
	• xls: MS Excel file
	• pdf: PDF file
	csv: Comma separated file.
	😢 Note:
	You can export the reports to spreadsheets as.xls or portable document formats as .pdf using the export icon. When you export the report, POM queries the database again in order to present the most recent data. Depending on the current state of the POM system and the events on the system, the data output might change and be more recent compared to the what you see on the screen as the report output page.
Delete	Deletes the scheduled report whose selection check box has been checked.

# Add scheduled reports page field descriptions

You can schedule and deliver reports as secure email attachments or through an RSS Feed. You can optionally configure scheduled reports for delivery if the total records count reaches a specified minimum value.

Field or Button	Description
Select a Source Report:	
Standard Reports	A list to select one standard report.
Custom Reports	A list to select one custom report.
Schedule Date and Til	me (IST)
Not Scheduled	Disables the scheduling of a report.
One Time At	To schedule the report to run only once on a specified day and time.
Hourly	To schedule the report to run hourly.
Daily at	To schedule the report to run daily at a specified time.
Weekly on	To schedule the report to run once a week on a specified day and time.
Monthly on	To schedule the report to run once a month on the specified date and time.
Report Date and Time	(IST)
The date and time displ	layed in the report and report filter is based on the time zone you selected on the

The date and time displayed in the report and report filter is based on the time zone you selected on the Zone Filter page.

Field or Button	Description
Predefined Values	A list to select from the following:
	• All Dates and Times
	• Today
	• Yesterday
	• This Week
	• Last Week
	This Month
	• Last Month
Last Completed	Enter that number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The system calculates the number of days from midnight to 11:59 p.m.
Between	Limits the report to a specified range of dates. The default range covers a 7-day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .
Notification Methods	and Output Options
Send email to	To specify the email addresses of people you want to notify about the scheduled report. You can specify multiple recipients by separating address using a semi- colon (;).You can optionally use <b>Include report output</b> and attach the report output to the email.
Update RSS Feed	To notify by updating the RSS feed.
Generate Event	To notify by generating an event.
threshold restriction and condition by using the c	<b>hold restriction. Only generate a notification if:</b> You can enable the record d generate an notification only if the condition matches. You can specify the option button <b>the report contains at least</b> , and specify the minimum records or by <b>the percentage of records that satisfied the report filters reaches</b> , and specify
Output Type	To specify the output type as XLS, PDF, or CSV.
Save	To save the changes.

# **Chapter 5: Resources**

# **Documentation**

For information on feature administration, interactions, considerations, and security, see the following Proactive Outreach Manager documents available on the Avaya Support site at <u>http://www.avaya.com/support</u>:

Title	Description	Audience
Using Avaya Proactive Outreach Manager	Provides general information about field descriptions and procedures for using Proactive Outreach Manager.	Users

You must install Avaya Experience Portal before you install Proactive Outreach Manager. You will find references to Avaya Experience Portal documentation at various places in the Proactive Outreach Manager documentation.

# Finding documents on the Avaya Support website

#### Procedure

- 1. Go to https://support.avaya.com.
- 2. At the top of the screen, type your username and password and click Login.
- 3. Click Support by Product > Documents.
- 4. In **Enter your Product Here**, type the product name and then select the product from the list.
- 5. In **Choose Release**, select the appropriate release number.

The Choose Release field is not available if there is only one release for the product.

6. In the **Content Type** filter, click a document type, or click **Select All** to see a list of all available documents.

For example, for user guides, click **User Guides** in the **Content Type** filter. The list only displays the documents for the selected category.

7. Click Enter.

# Support

Go to the Avaya Support website at <u>https://support.avaya.com</u> 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.

# Index

## Α

add custom report	
add scheduled reports	
Avaya support website	

### С

custom reports	<u>96</u>
Custom reports	<u>96</u>

### D

document changes
5

## 0

Overview <u>8</u>
-------------------

#### Ρ

POM standard reports	<u>18</u>
POM agent blend details report	
product information	<u>102</u>
purpose	<u>7</u>

## S

scheduled reports	<u>98</u>
support	