

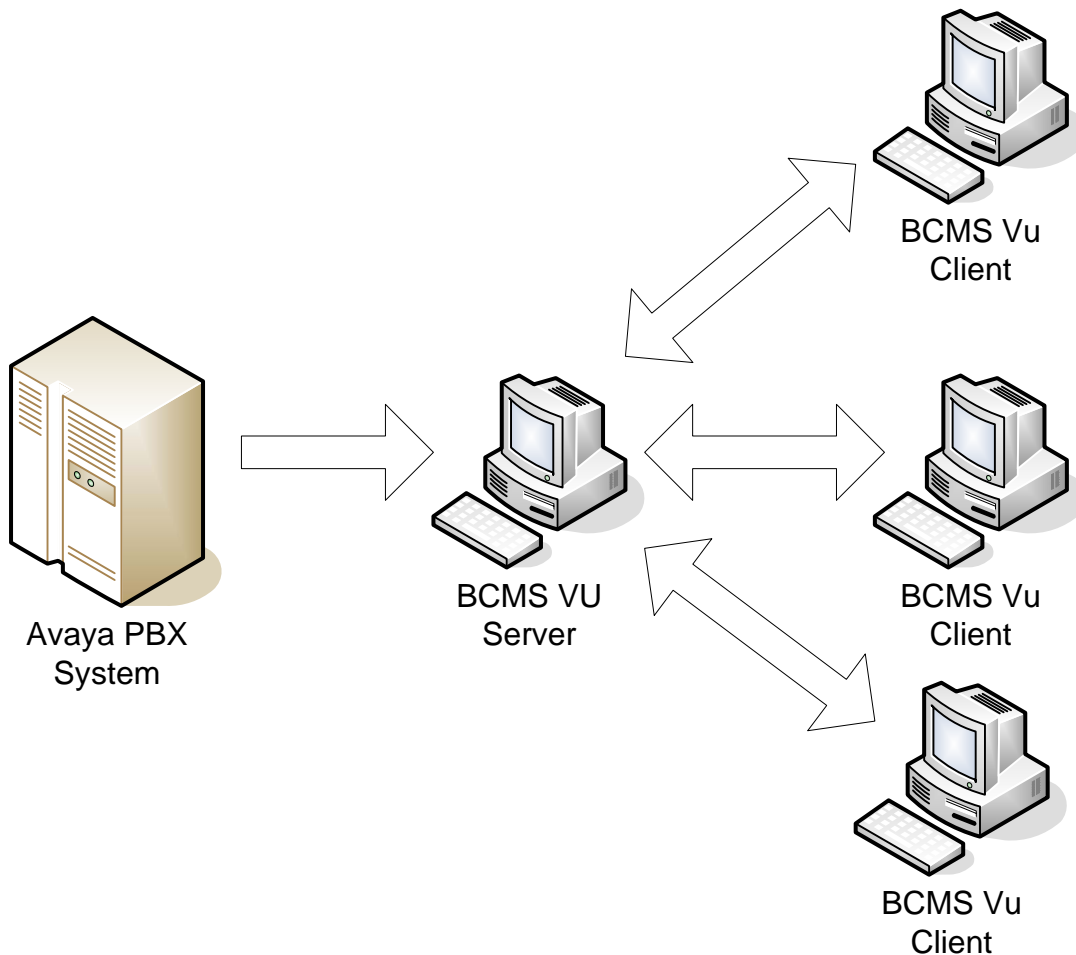
BCMS Vu Training

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How the DEFINITY System Stores Data

The DEFINITY system stores interval data for only 24 intervals (12 hours of half-hour intervals and 24 hours of hour intervals), and daily data for only seven days. In order to save data for longer periods, you must download it before it is deleted from the DEFINITY system. Using the Server, you download the data to the hard disk where the database destination location has been defined. You can perform the download immediately, or you can schedule it to take place later on a regular basis. When you schedule downloads to take place on a regular basis, you choose how frequently the downloads occur. You can specify that they occur as often as every hour, or as infrequently as every twenty-four hours. Remember, however, that the intervals you choose for downloading data from the DEFINITY system are not necessarily the same as the intervals at which data is stored on the DEFINITY system. Be sure that you download data often enough so that none is lost. For example, if the DEFINITY system saves interval data every half-hour, you should download interval data at least every twelve hours (24 intervals) to make sure none is lost.



BCMS Vu Reports

Real-Time Graphical Reports

You can create four categories of Real-Time Graphs. You select the category of Real-Time Graph on the first window of the Graph Properties Wizard. The categories are:

- * Split/Skill Summary— Summary information about one or more splits/skills
- * Split/Skill Details — Detailed information about one split/skill
- * Agent Summary—Data items for all agents logged into a single split/skill.
- * VDN Summary — Details relating to calls processed by VDNs.

You select how items are grouped on graphs:

- * By measured entity (split/skill, agent, VDN)
- * By attribute (for example, average speed of answer, answered calls, abandoned calls).

Things to Remember About Real-Time Graph Reports

There are several things you need to remember when planning a Real-Time Graph:

- * Items appear on the graph in the order in which you select them.
- * You cannot select some table items in a Real-Time Graph Report because:
 - They are not measurements (for example, Agent extension in the Agent Summary table), or
 - *BCMS Vu* automatically includes them on the graph (for example, the x-axis labels for Agent Summary are Agent Names).
- * You should consider the probable range of maximum values when you decide which items of a table to show in a Real-Time Graph. If you include items that vary significantly in their ranges of values, items with smaller ranges will appear not to update when they are displayed. For example, assume you want to monitor a group of items, one of which has typical values of about 100 and varies between 50 and 150, and another that has typical values of about five and varies between two and eight. If both of these items are displayed on the same Real-Time Graph, the changes in the

smaller item may not be noticeable.

* Real-Time Graphs update as fast as every ten seconds. Downloading of historical data takes precedence over the updating of real-time data. Therefore, real-time reports will update at a slower rate while historical data are downloading from the DEFINITY system to the historical database.

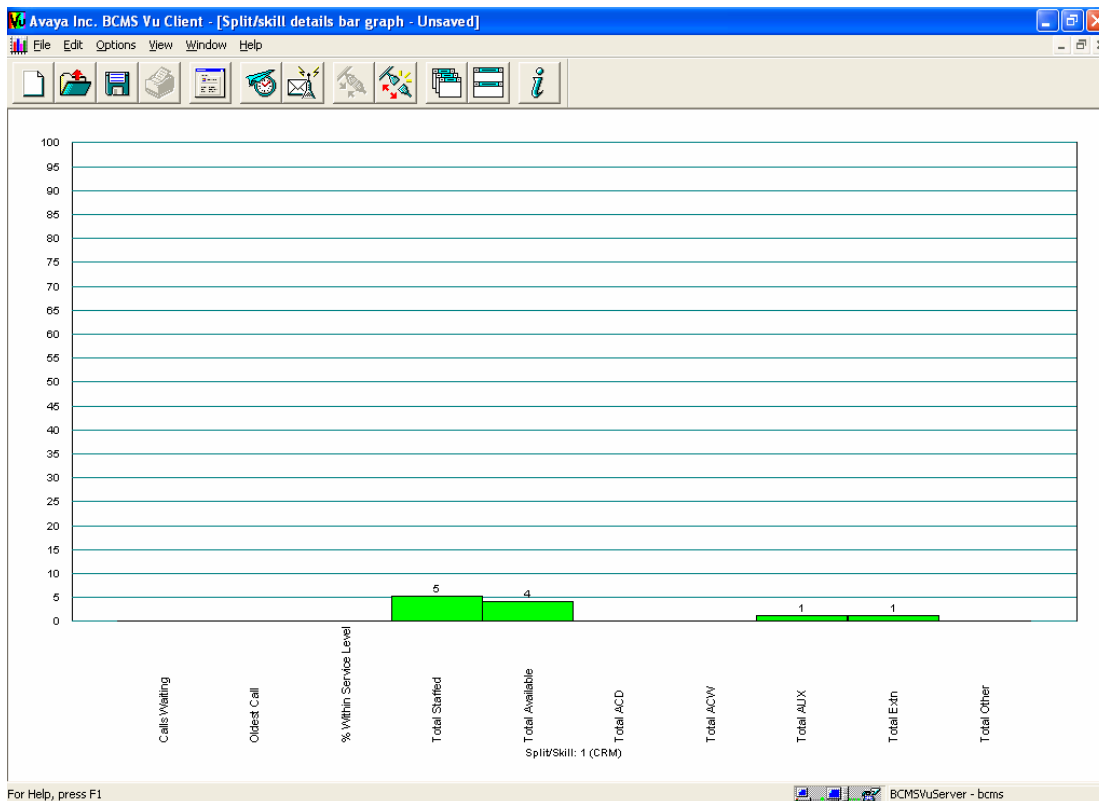
* If you display too many items in a graph with vertical bars, their values will not appear above the bars. If the label containing the value of the item is wider than the bar, the value is not shown. This prevents numbers from overlapping numbers above adjacent bars.

* If there is no data available from the DEFINITY system, zeros appear above the names of the items.

* You cannot print Real-Time Graph Reports.

Sample Real-Time Graph Report

The following illustration is an example of how Real-Time Graph Reports appear in *BCMS Vu* when you choose to group by a measured entity. The following illustration is an example of how Real-Time Graph reports appear in *BCMS Vu* when you choose to group by attribute.



Real-Time Pie Chart Reports

BCMS Vu Real-Time Pie Charts provide periodically updated images of the current status of the call center. The first time you open a BCMS Vu Real-Time Pie Chart report, you use the **New Report** option on the **File** menu to create the report. After you have created and saved a Real-Time Pie Chart report, you access the report using the **Open Reports** option on the **File** menu.

Real-Time Pie Chart reports give a quick idea of the relative values of different BCMS items, in a pie chart format. Each segment represents the value of a different data item and is presented in a different color or pattern. The value of the data item is displayed next to the pie segment, and a legend identifies the data item represented by each segment and shows the value of each segment as a numerical value.

Categories of Real-Time Pie Chart Reports

You can create three categories of Real-Time Pie Chart Reports. You select the category of Real-Time Pie Chart Report in the first window of the Graph Properties Wizard. The categories are:

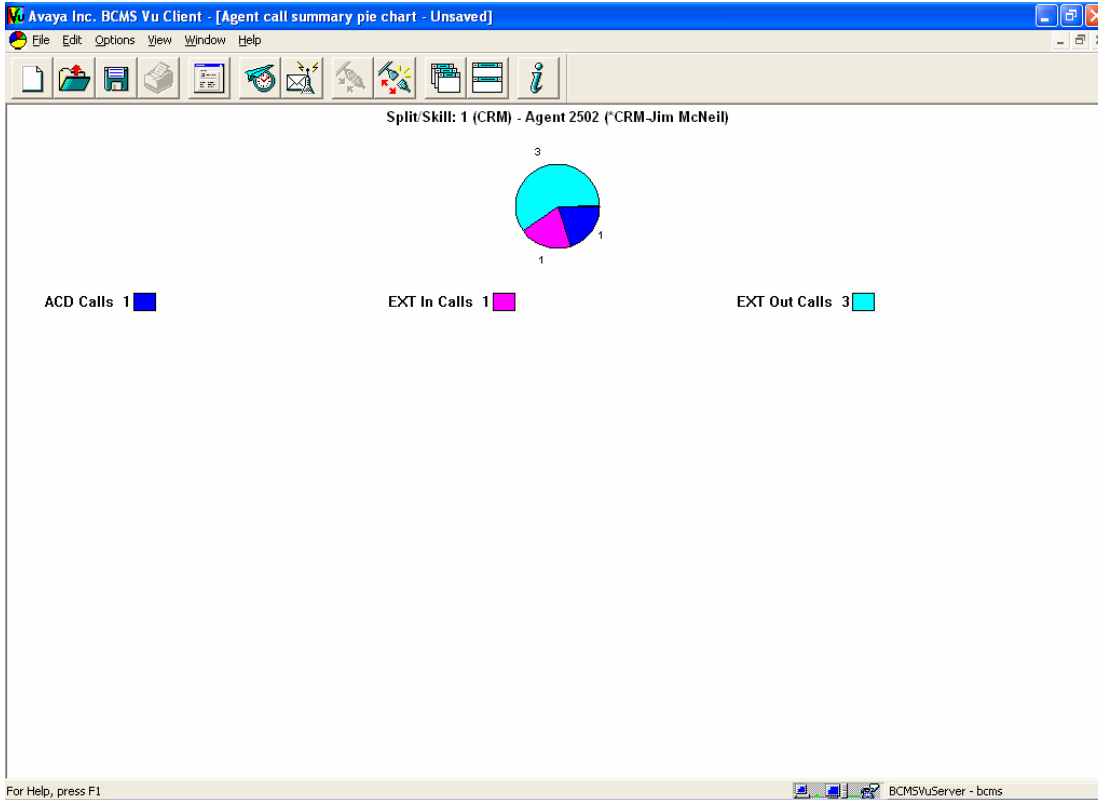
- * Agent Work States for Split/Skill — Shows a full domain of agent attributes for one split/skill
- * Agent Call Summary — Shows a full domain of attributes for one agent's work in one split/skill
- * VDN Call Summary— Shows a full domain of attributes for one VDN.

Note Real-Time Pie Charts update as fast as every ten seconds. Historical data downloading takes precedence over the updating of real-time data. Therefore, real-time reports update at a slower rate while historical data are downloading from the DEFINITY system to the historical database.

Note The VDN summary is available only if the Vectoring feature is administered on the DEFINITY system.

Sample Real-Time Pie Chart Report

The following illustration is an example of how Real-Time Pie Chart Reports appear in BCMS Vu.



About Real-Time Text Reports

BCMS Vu Real-Time Text Reports are displays of the standard monitor BCMS SAT forms. You use the **New Report** option in the **File** menu to create Real-Time Text Reports. Real-Time Text Reports are predefined to display the data as it appears when you use the “monitor bcms xxx” commands on a BCMS SAT terminal. You can name and save a Real-Time Text Report and open it later, and you can print it when it is open. Real-Time Text Reports mimic the features of the three monitor CMS SAT forms. If you need detailed information on a large number of items, you will use a Real-Time Text Report. You can sort the items in a Real-Time Text Report in ascending or descending order, according to the entries in any column, by clicking on the column title. You can choose which split(s)/skill(s) or VDN(s) to measure in the report, and you can choose whether to sort data according to the name or number of a split/skill, agent, or VDN. However, you cannot choose what attributes are measured. When the value of an item in a Real-Time Text Report triggers a visual alert, the background of the text changes to yellow (caution) or red (warning). This section describes the following topics:

* Categories of Real-Time Text Reports

- Sample Real-Time Text Report

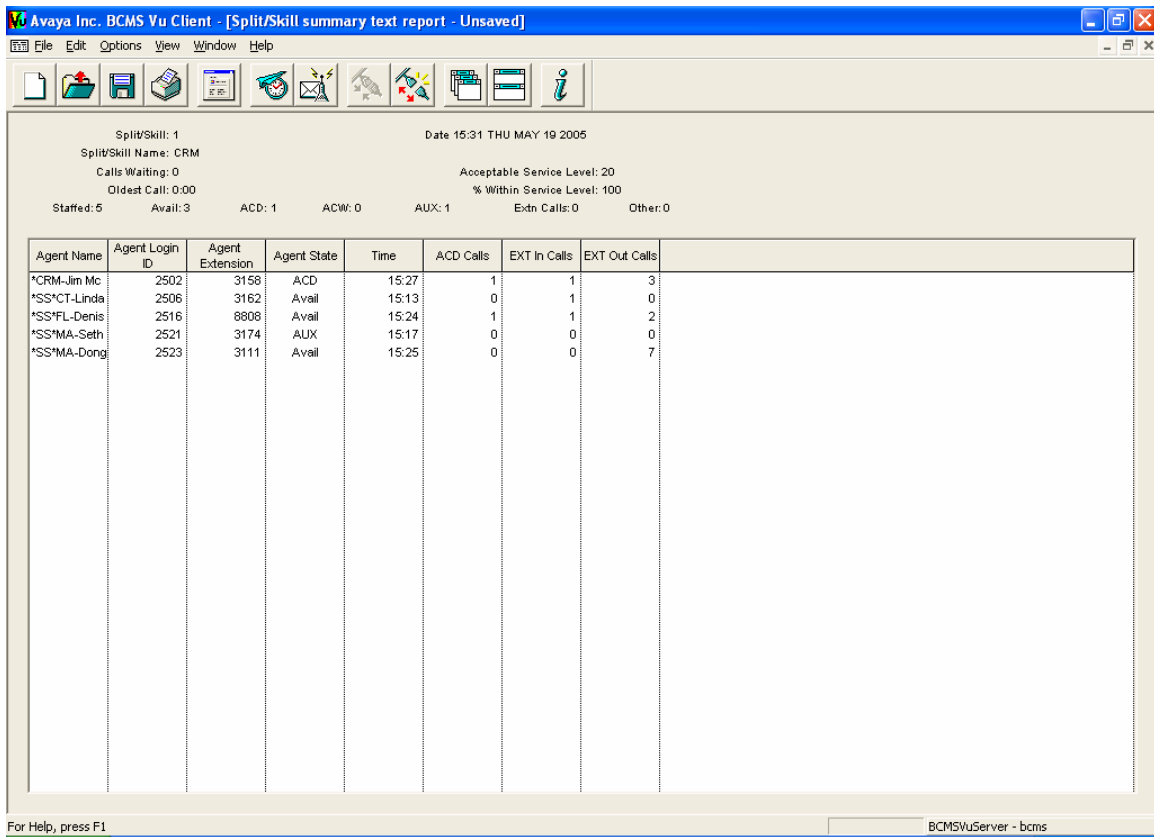
Categories of Real-Time Text Reports

There are three categories of Real-Time Text Reports:

- * System Summary Real-Time Text Report— Displays predetermined attributes of one or several splits/skills that you select.
- * Split/Skill Summary Real-Time Text Report— Displays predetermined attributes of a single split/skill that you select.
- * VDN Summary Real-Time Text Report—Displays predetermined attributes of one or more VDNs that you select.

Sample Real-Time Text Reports

Below are examples of how Real-Time Text reports appear in *BCMS Vu*.



Split/Skill: 1
Date: 15:31 THU MAY 19 2005

Split/Skill Name: CRM
Calls Waiting: 0
Oldest Call: 0:00
Acceptable Service Level: 20
% Within Service Level: 100

Staffed: 6 Avail: 3 ACD: 1 ACW: 0 AUX: 1 Extn Calls: 0 Other: 0

Agent Name	Agent Login ID	Agent Extension	Agent State	Time	ACD Calls	EXT In Calls	EXT Out Calls
*CRM-Jin Mc	2502	3158	ACD	15:27	1	1	3
*SS*CT-Linda	2506	3162	Avail	15:13	0	1	0
*SS*FL-Denis	2516	8808	Avail	15:24	1	1	2
*SS*MA-Seth	2521	3174	AUX	15:17	0	0	0
*SS*MA-Dong	2523	3111	Avail	15:25	0	0	7

For Help, press F1 BCMSVuServer - bcms

Avaya Inc. BCMS Vu Client - [System summary text report - Unsaved]

Date 15:33 THU MAY 19 2005

Split/Skill Name	Split/Skill ID	Direct Agent Call	Calls Waiting	Oldest Call	Average Speed of Answer	Available Agents	Abandoned Calls	Average Abandoned Time	ACD Calls	Average Talk Time	Average After Call	% Within Service Level
CRM	1	No	0	0:00	0:10	3	0	0:00	3	2:28	0:00	100

For Help, press F1

BCMSVuServer - bcms

About Time Trace Reports

Time Trace Reports show the value of a single attribute (for example, Call Waiting, Average Speed of Answer) for a single measured entity (agent, split/skill, or VDN) over a period of time. The value of the attribute is represented by the height of the trace above the baseline. Time is represented by distance along the baseline.

This section describes the following topics:

- * Categories of Time Trace Reports
- * Characteristics of Time Trace Reports
- * Sample Time Trace Report
- * Time Trace Report attributes.

Categories of Time Trace Reports

The following categories of Time-Trace Reports are available:

Split/Skill Summary Data Time Trace—Shows variations in the value of a single data item for a single split/skill over time. The data items you can choose for this report are different from those in a Split/Skill Details Time Trace.

Split/Skill Details Time Trace — Also shows variations in the value of a single data item for a single split/skill over time. The data items you can choose for this report are different from those in a Split/Skill Summary Data Time Trace..

Agent Data Time Trace— Shows variations in the value of a single attribute for a single agent over time.

VDN Data Time Trace — Shows variations in the value of a single attribute for a single VDN over time.

Characteristics of Time Trace Reports

You can specify time in either of two ways:

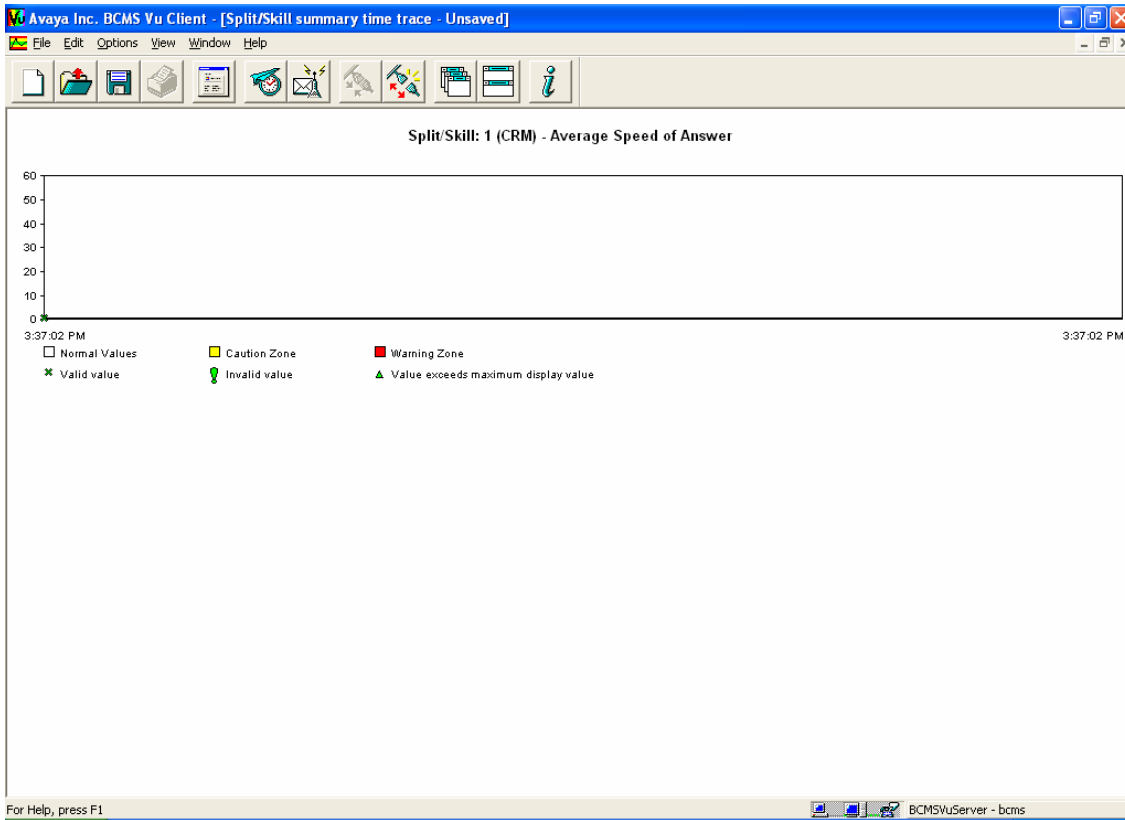
* As a specified number of data points, in which case the distance along the baseline represents a fixed period of time, and data older than this time is dropped from the left edge of the graph as new data is displayed at the right edge.

* As the time that has elapsed since the report was newly created or opened. In this case, over a period of time, the scale of the baseline decreases to represent the total period since the report began. A maximum of twelve hours can be displayed on one time trace. The baseline is labeled with the clock time at the beginning and end of the trace. Threshold ranges are represented by colored or patterned horizontal bands. Caution and warning colors are those you select with the **Option|Configure|Color Palette** command, but the normal band is the default color. When the trace is at its highest distance above the baseline, it represents the maximum value you set with the **Options|Configure|Thresholds and Maximum Value** command (or the default maximum value, if you do not choose one). If no data is available at a particular time, a special character appears on the graph. If you position the cursor over this character, a tool-tip displays “No data available.” Time trace values greater than the maximum value are indicated by a distinctive mark at the maximum value level. If you position the cursor over a time trace graph line, the value and time of that point on the graph appears in a pop-up window.

Note If there is no data available from the DEFINITY system, the value of the trace is given as zero.

Sample Time Trace Report

The following illustration is an example of a Time Trace Report.



Historical Report Basics

In addition to viewing on-going activity of a DEFINITY system in real-time reports, you can create, view and print reports that describe past status. These reports of past activity are called Historical Reports. You create Historical Reports in two steps:

- Downloading data from the DEFINITY system and storing it in a database. You do this from *BCMS Vu Server*.
- Selecting the data for the report and putting it into a report. You do this from *BCMS Vu Client*. After a report has been created, you can print it immediately, save it, and schedule it to be printed later. You do this from *BCMS Vu Client*.

This section describes the following topics:

- Data on the DEFINITY system
- Categories of Historical Reports
- Creating and opening Historical Reports
- Sample Historical Report
- Historical Report attributes
- Scheduling Historical Reports

Data on the DEFINITY system

BCMS stores data on the DEFINITY system in two formats: *interval* and *daily*. *Interval* data is stored on the DEFINITY system in increments of a half-hour or an hour. (The interval length is set at the DEFINITY system, not from *BCMS Vu*.) For example, if the DEFINITY system stores data in half-hour intervals, each line of a report created from interval data presents a half-hour's worth of data. If the DEFINITY system stores data in intervals of an hour, each line of a report created from interval data will present an hour's worth of data. However, the DEFINITY system can store no more than 24 intervals worth of data before it deletes the oldest data to make room for the most recent. Thus data stored on the DEFINITY system can be no older than 12 hours (if the DEFINITY system stores in half-hour intervals) or 24 hours (if the DEFINITY system stores in hour intervals). *Daily* data is stored on the DEFINITY system in increments of one day. Thus, each line of a report created from daily data represents a day's worth of data. However, the DEFINITY system can store daily data no more than seven days; daily data older than seven days is deleted to make room for new data. Since BCMS saves data for a limited time, if you want to view old data, you must copy data from the DEFINITY system to a location you can access before it is erased from the DEFINITY system. This is called "downloading data."

Note If the DEFINITY system is reset, BCMS data will be lost on the DEFINITY system and will not be downloaded to *BCMS Vu*. As a result, Historical Reports that include a period when the DEFINITY system was reset may not display complete data.

Categories of Historical Reports

There are nine kinds of Historical Reports:

Agent — Displays data for one, several, or all agents. Agent activity data is for all splits/skills that each agent was logged into during the reporting interval. Each agent is allotted a separate line on the report for each time interval, day, week, and so forth, that is measured.

Agent Summary—Displays data for one, several, or all agents. Agent activity data is for all splits/skills that each agent was logged into during the reporting interval. Each agent is allotted one line on the report. The value of each data item is the average or total of the item over the entire time covered by the report.

Split/Skill — Displays data for one or more splits/skills during the reporting interval.

Trunk— Displays data for one or more trunk groups on the DEFINITY system.

VDN—Displays data for one or more VDNs measured by BCMS. (You can create VDN reports only if the Vectoring feature is administered on the DEFINITY

system.)

Abandoned Calls Split/Skill — Displays a summary of abandoned calls by split/skill, during the reporting interval.

Abandoned Calls VDN — Displays a summary of abandoned calls by VDN during the reporting interval.

Overflowed Calls Split/Skill— Displays a summary of the overflowed calls, by split/skill, during the reporting interval.

Overflowed Calls VDN— Displays a summary of the overflowed calls, by VDN, during the reporting interval.

On all Historical Reports, you cannot choose the format or kinds of data (items) that the report displays, although you can choose the type, date range, level of detail and other parameters. You can also export historical data to other applications, such as spreadsheets.

Creating Historical Reports

Historical Reports are reports that you create using the interval and daily data downloaded from the DEFINITY system. In addition to presenting the report in interval and daily increments, *BCMS Vu* can take daily data and summarize it over a week, month and quarter (three-month) period. You create a *BCMS Vu* Historical Report using the **New Report** option in the **File** menu. After you have created and saved a Historical Report, you can access the report using the **Open Reports** option in the **File** menu. Historical Reports have predefined formats, and you cannot choose the data items reported in each category of Historical Report. You choose the type, date range, interval, and some other aspects of the report.

Sample Historical Reports

The following illustration is an example of a Historical Report.

Note The format of columns that display length of time is *minutes:seconds*.

Avaya Inc. BCMS Vu Client - [Split/skill daily Report - Unsaved]

File Edit Options View Window Help

5/19/2005 BCMS Vu Split/Skill Daily Report Page 1
 From: 5/13/2005 To: 5/19/2005
 Days of Week Included: Monday Tuesday Wednesday Thursday Friday

	ACD CALLS	AVG SPEED ANS	ABAND CALLS	AVG ABAND TIME	AVG TALK TIME	TOTAL AFTER CALL	FLOW IN	FLOW OUT	TOTAL AUX/ OTHER	AVG STAFF	% IN SERV LEVL
Split/Skill: 1											
Split/Skill Name: CRM											
Current Acceptable Service Level: 0											
5/13/2005	39	0:08	0	0:00	2:54	0:00	0	3	1,316:04	2.2	91
5/16/2005	56	0:07	3	0:03	2:18	0:00	0	7	2,166:28	2.5	85
5/17/2005	58	0:09	4	0:07	1:48	0:00	0	7	1,124:38	2.1	83
5/18/2005	57	0:08	0	0:00	2:15	0:00	0	3	941:29	2.2	93
5/19/2005	20	0:08	2	0:03	1:43	0:00	0	1	552:25	2.1	83
TOTAL	230	0:08	9	0:05	2:13	0:00	0	21	6,101:04	2.2	87
SUMMARY	230	0:08	9	0:05	2:13	0:00	0	21	6,101:04	2.2	87

1 of 1 5 of 5 Total:5 100%

For Help, press F1 BCMSVuServer - bcms

Avaya Inc. BCMS Vu Client - [Agent daily Report - Unsaved]

File Edit Options View Window Help

5/19/2005 BCMS Vu Agent Daily Report Page 1
 From: 5/13/2005 To: 5/19/2005
 Days of Week Included: Monday Tuesday Wednesday Thursday Friday

	ACD CALLS	AVG TALK TIME	TOTAL AFTER CALL	TOTAL AVAIL TIME	TOTAL AUX/ OTHER	EXTN CALLS	AVG EXTN TIME	TOTAL STAFFED	TOTAL HOLD TIME
Agent: 2501									
Agent Name: *CRM-Brian Kofron									
5/17/2005	1	1:33	0:00	7:55	161:06	10	2:48	170:34	0:00
TOTAL	1	1:33	0:00	7:55	161:06	10	2:48	170:34	0:00
Agent: 2502									
Agent Name: *CRM-Jim McNeil									
5/13/2005	18	2:20	0:00	377:46	137:59	28	1:01	557:46	0:10
5/16/2005	27	1:45	0:00	309:43	215:42	23	2:12	572:48	0:18
5/17/2005	39	1:20	0:00	395:38	127:15	32	0:53	574:33	1:18
5/18/2005	22	2:00	0:00	356:28	171:47	41	1:42	571:45	0:11
5/19/2005	10	1:04	0:00	232:46	55:08	12	1:01	298:34	0:10
TOTAL	116	1:41	0:00	1,672:21	707:51	136	1:23	2,575:26	2:07
Agent: 2503									
Agent Name: *SS*CT*Missy Amatrudo									
5/13/2005	8	5:35	0:00	163:02	138:17	9	1:27	346:03	0:05
5/16/2005	11	1:43	0:00	110:54	230:42	12	1:35	360:38	0:14
5/17/2005	6	1:35	0:00	108:08	234:20	19	4:04	351:59	0:15

1 of 2 31 of 31 Total:31 100%

For Help, press F1 BCMSVuServer - bcms

Data Definitions

Data Item : %Within Service Level
Report Type : Split/Skill Detail Graph

Percentage of calls offered to the split/skill that completed during the interval and were answered within the acceptable service level. This represents a target level of service that is a measure of split/skill performance. For example, a split's service objective might be to answer 90% of calls within 20 seconds (the acceptable service level.) This field is blank if no calls have been recorded for this time interval or if there is no *Acceptable Service Level* administered on the Hunt Group form.

Data Item : %Within Level
Report Type : Split/Skill & Summary Graph

Percentage of calls offered to the split/skill that completed during the current interval and were answered within the administered acceptable service level. The calculation is based on the following:

$\% \text{ IN SERV LEVL} = \text{acceptable} \times (100)$
Offered where "acceptable" are ACD calls answered whose wait time was less than or equal to the administered service level for the split/skill, and "offered" includes all calls that queued to the split/skill, those that were answered, those that abandoned, those that outflowed and those that were queued to another split/skill and were handled in that split/skill.

Data Item : %Within Service Level
Report Type : VDN

The percent of calls offered to the VDN that completed during the current interval and were answered within the acceptable service level defined on the VDN form. The calculation is:

$\% \text{ IN SERV LEVL} = \text{acceptable} \times (100)$

calls offered "calls offered" is defined as: acdcalls + outflows + abandoned + connect + busy/disc, and "acceptable" is the number of ACD and CONNect calls that were answered within the administered service level. This field is blank if no calls were recorded for this time interval. This field is also blank if no Acceptable Service Level has been administered on the VDN form.

Data Item : Abandoned Calls
Report Type : Split/Skill Summary Graph

The total number of ACD calls that have hung up while waiting to be answered. This includes those calls that have abandoned while in queue or while ringing. Calls that abandon before queuing (for example, while listening to a forced first announcement) or that cannot be queued (for example, because the queue is full) are not counted as abandoned for the split/skill.

Data Item : Abandoned Calls

Report Type : VDN

The number of calls to this VDN that abandoned before being answered during the current period. This includes VDN calls that were routed to an attendant, station, or announcement, and abandoned before being answered.

Data Item : Acceptable Service Level

Report Type : (Any)

The number of seconds within which a call to a hunt group or VDN must be answered in order for it to be considered “acceptable.” The service level is administered on the hunt group from the DEFINITY system. Timing for a call begins when the call enters the hunt group or when the VDN is encountered.

Data Item : ACD Calls

Report Type : Agent Summary Graph

The number of agents who are currently on an ACD call for this split/skill. This value also includes agents on Direct Agent calls.

Data Item : ACD Calls

Report Type : Summary Graph

The number of ACD calls answered by agents that completed during the current interval. This number also includes those calls that flow in from other split/skills. ACD Calls VDN Number of ACD calls to this VDN that were answered by agents in internally measured splits/skills and that completed during the current interval. The split/skill may have been reached via the queue-to-main, check backup, route-to, messaging split, or adjunct routing commands. Includes Direct Agent calls.

Data Item : Available Agents

Report Type : Split/Skill Summary Graph

The number of agents in this split/skill who are currently available to receive an ACD call directed to this split/skill.

Data Item : Average Abandoned Time

Report Type : Split/Skill Summary Graph

The average time before an ACD call abandons. This does not include any time spent in another split/skill's queue before intraflowing to this split/skill. The calculation is:

$$\text{AVG ABAND TIME} = \frac{\text{Sum of each aband call's time in queue (Total AbanTime)}}{\text{Total Number of Abandoned Calls}}$$

This value does not include time spent listening to a forced first announcement or calls that *abandon* before queuing to the split/skill.

Data Item :Average Abandoned Time
Report Type : VDN

The average time abandoned calls waited before abandoning during the current period. The calculation is:

$$\text{AVG ABAND TIME} = \frac{\text{Total Abandon Time}}{\text{Total Calls Abandoned}}$$

Data Item :Average After Call
Report Type : Split/Skill Summary Graph

The average ACW time for call-related ACW time completed by agents in this split during this time interval. Call-related ACW is the time that occurs immediately after an ACD call (that is, when an agent was in Manual mode and an ACD call ended, or when the agent presses the ACW button during an ACD call). For G3V4, time that the agents spent on non-ACD calls in ACW is not included, nor is time in ACW following a non-ACD Call. Time on non-ACD calls in ACW is included for the DEFINITY ECS. The calculation for Average After Call is:

$$\frac{\text{Total Call-Related ACW Time}}{\text{Number of Call-Related ACW Sessions}}$$

The average is for ACW sessions, which may not correspond to the number of ACD calls either because some ACD calls did not have ACW time or because the call was recorded in another interval.

Data Item :Average Speed of Answer
Report Type :Split/Skill Summary Graph

The average amount of time it takes before ACD calls are being answered. This value includes time waiting in the queue and time ringing at the agent. The calculation is:

$$\frac{\text{Sum of Each Completed Call's Time In Queue + Time Ringing}}{\text{Total Number of ACD Calls Answered}}$$

Keep the following things in mind:

Calls that flow in from other split(s)/skill(s) do not include time in queue from the other split/skills in this calculation. Also, the AVG SPEED ANS does not include time spent in processing before the call is queued (for example, listening to a forced first announcement). A completed call may span more than one time period. ACD calls that are in process (have not terminated) are counted in the time period in which they terminate. For example, if an ACD call begins in the 10:00 to 11:00 time period, but terminates in the 11:00 to 12:00 time period, the data for this call is counted in the 11:00 to 12:00 time period.

Data Item :Average Speed of Answer
Report Type :VDN

The average time to answer ACD and connect calls (see CONN CALLS below) that completed for this VDN during the current period. This includes the time in vector processing, in a split/skill's queue, and time ringing. The calculation is:

AVG SPEED ANS = Total Answer Time/Total ACD Calls + Total CONNect CALLS

“Answer time” for a call is recorded when the call ends. If a call originates in interval x, is answered in interval y, and ends in interval z, the associated answer and talk times are recorded in interval z.

Data Item :Average Talk Time
Report Type : Split/Skill Summary Graph

Average talk time for answered ACD calls to the split/skill that completed during the current interval. This calculation includes the time each agent spent talking, but does not include time the call spent ringing at an agent. The calculation is:

AVG TALK TIME = Total ACD Talk Time/Total Number of ACD Calls Answered

Data Item :Average Talk/Hold Time
Report Type : VDN

The average talk time for ACD calls to this VDN that completed during the current period. This does not include ring time, but it does include Direct Agent calls and any time the caller spent on Hold. The calculation is:

AVG TALK/HOLD =Total ACD Talk Time + Total ACD Hold Time/ACD Calls

Data Item :Calls Busy/Disc
Report Type : VDN

The number of calls that encountered a busy or disconnect step in vector processing

Data Item :Calls Offered
Report Type : (Any)

The total number of completed calls that accessed the VDN during the current interval. This calculation is:

$CALLS\ OFFERED = ACDCALLS + OUTFLOWCALLS + BUSY_DISCONNECT + ABN\ CALLS$

Data Item :Calls Waiting
Report Type :Split/Skill Detail Graph

The number of calls currently queued and calls ringing at an agent's phone

Data Item : Calls Waiting
Report Type :Split/Skill Summary Graph

Number of calls waiting in the split/skill's queue or ringing at agents in the split/skill. If any of the calls in the queue are Direct Agent calls, the Direct Agent Calls field is set to "y" (in the Real-Time Text System report). Consult the Glossary for a description of the Direct Agent feature.

Data Item : Calls Waiting
Report Type :VDN

The number of calls that encountered this VDN and have not been answered, abandoned, outflowed, or forced busy/disc. Includes calls in queues, in vector processing, and ringing at an agent's station.

Data Item : Connected Calls
Report Type :VDN

Total number of calls to this VDN that completed during the interval that were routed to an extension, attendant or announcement, and were answered there
Date VDN The current date and time (updated every 30 seconds or when the update key is pressed)

Data Item : EXT In Call

Report Type :Agent Summary Graph

Number of non-ACD calls that this agent has received that completed during the current interval. (Calls in process are not counted until they are completed.) The maximum value is 255.

Data Item :EXT Out Call

Report Type :Agent Summary Graph

Number of non-ACD calls that this agent has made that completed during the current interval. (Calls in process are not counted until they are completed.) The maximum value is 255.

Data Item : Flow Out

Report Type :VDN

Total number of calls to the VDN that were successfully routed to another VDN or off the DEFINITY system

Data Item :Oldest Call Split/Skill

Report Type :Detail Graph

Amount of time that the oldest call currently waiting has spent in this split/skill's queue and ringing at an agent

Data Item :Oldest Call Split/Skill

Report Type :Summary Graph

Amount of time that the oldest call has been waiting (in this split/skill's queue and ringing) to be answered

Data Item :Oldest Call

Report Type :VDN

The number of calls that encountered this VDN and have not been answered, abandoned, outflowed, or forced busy/disc. Includes calls in queues, in vector processing, and ringing at an agent's station.

Data Item :Total ACD

Report Type :Split/SkillDetail Graph

Total number of ACD calls that were answered by this agent for this split/skill that completed during the current interval. (Calls in process are not counted until they are completed.)

Data Item :Total ACW

Report Type :Split/Skill Detail Graph

The number of agents in this split/skill who are currently in ACW mode for this split/skill. Refer to the Glossary for a description of After Call Work (ACW) mode. For G3V4, agents on extension calls from ACW are not included in the Total ACW. For the DEFINITY system, agents on extension calls from AUX or from AI/MI are included in the Total AUX. If an agent is in ACW mode for another split, the agent is included in the Other state count for this split.

Data Item :Total AUX

Report Type :Split/SkillDetail Graph

The number of agents in this split/skill who are currently in the AUX work mode for this split/skill. For G3V4, agents on extension calls from AUX or from AI/MI are not included in the Total AUX. For the DEFINITY system, agents on extension calls from AUX or from AI/MI are included in the total AUX. If an agent is answering a call from another split/skill or is in ACW work mode for another split/skill, that agent is not considered in AUX work mode for this split/skill and is not included in this number. The agent is included in the Other state count.

Data Item :Total Available

Report Type :Split/SkillDetail Graph

The number of agents in this split/skill currently available to receive an ACD call. In order to be counted as being available, agents must either be in the Auto-In or Manual-In work mode. Refer to the Glossary for a description of work modes. If the agent is on another split/skill call or is performing After Call Work for another split/skill, the agent is not considered available and is not recorded here. If a call is ringing at the agent's phone or a call is on hold, the agent is not considered available unless Multiple Call Handling is active and the agent selects AI/MI with a call on hold. If the agent is on an extension or on an extension-out call, the agent is not considered available.

Data Item :Total Extn

Report Type :Split/Skill Detail Real-Time Graph

The number of agents in this split/skill who are currently on non-ACD calls. These non-ACD calls may be either incoming (direct to the extension) or outgoing (direct from the extension). Those agents receiving or making extension calls while available, or while in the ACW or AUX work mode are recorded as being on extension calls.

Data Item :Total Other
Report Type :Split/SkillDetail Graph

The number of agents in this split who

- Are on a call from another split/skill
- Are in ACW work mode for another split/skill
- Have placed a call on HOLD and made no other state selections
- Have a call ringing at their voice terminals
- Are dialing a number (to place a call or activate a feature).

All agents in the Other state are unavailable for ACD calls.

Data Item :Total Staffed
Report Type :Split/SkillDetail Graph

The number of agents currently logged into the split/skill. Staffed equals available agents, agents on ACD calls, and agents in ACW, AUX, and Other.

Data Item :VDN Name
Report Type :VDN

The name of the VDN being reported. If the VDN does not have a name administered, this field displays EXT XXXXX where “XXXXX” is the VDN’s extension.

Data Item :% All Busy
Report Type :Trunk

The percentage of time that all the trunks in this trunk group were busy (on calls or maintenance busy) during this interval. The calculation is

$$\% \text{ ALL BUSY} = \text{Total time all trunks busy} \times (100) / \text{Time Interval}$$

where “all trunks busy” is the sum of all times when all trunks were simultaneously busy.

Data Item :% In Service Level
Report Type :Split/Skill

The percentage of ACD calls completed during the interval that were answered within the administered service level.

$$\% \text{ IN SERVICE LEVEL} = \text{acceptable} \times (100) / \text{offered}$$

where: “acceptable” are ACD calls answered whose wait time was less than or equal to the administered service level for the split/skill, and “offered” includes all

calls that queued to the split/skill, those that were answered, those that abandoned, those that outflowed, and those that were queued to another split/skill and were handled in that split/skill.

Data Item :% In Service Level
Report Type :VDN

The percentage of ACD connect calls that completed during the current interval and that were answered with the administered service level for this VDN. Calculated as follows:

$\% \text{ IN SERVICE LEVEL} = \text{acceptable} \times 100 / \text{calls offered}$

Where “acceptable” is the number of answered calls whose answer time was less than or equal to the administered service level for the VDN, and “calls offered” is the total number of calls that accessed the VDN and completed during the current interval. This field is blank if no calls have been recorded for this time interval. This field is also blank if no Acceptable Service Level is administered on the VDN form.

Data Item :% Time Maintenance
Report Type :Trunk

The percentage of time that one or more trunks were busied out for maintenance purposes. The calculation is:

$\% \text{ TIME MAINTENANCE} = \text{Total Maintenance Busy Time} \times (100) / \text{Time Interval} \times \text{Number of Trunks in Group}$

where: “Total Maintenance Busy Time” is the sum of Maintenance Busy Time (in minutes) for all trunks (individually) in this trunk group during this interval, and “Time Interval” is expressed in minutes (for example, 30 if using a half-hour interval, 60 if using a one-hour interval, and 1440 if using a daily summary). Changing the number of trunks in a trunk group can cause unexpected results for that interval.

Data Item :Aband Calls
Report Type :Split/Skill

The total number of ACD calls that have hung up while waiting to be answered during this time interval. This value includes those calls that have abandoned while in queue or while ringing. Calls that abandon before queuing (for example, while listening to a forced first announcement) or that cannot be queued (for example, because the queue is full) are not counted as abandoned for the split/skill.

Data Item :Aband Calls
Report Type :VDN

The total number of calls that have abandoned from the VDN before being answered or outflowed to another position during the current interval. This value includes calls that abandoned while in vector processing or while ringing an agent. It also includes calls with a talk time that is less than the value administered for the BCMS/VuStats Abandon Call Timer.

Data Item :Acceptable Service Level
Report Type : (Any)

The number of seconds within which a call to a hunt group or VDN must be answered in order for it to be considered “acceptable.” The service level is administered on the hunt group from the DEFINITY system. Timing for a call begins when the call enters the hunt group or when the VDN is encountered. ACD Calls Agent Number of split/skill and direct agent ACD calls that were answered by the agent for all splits/skills that completed during this interval

Data Item :ACD Calls
Report Type :Split/Skill

The number of split/skill and direct agent ACD calls that were answered for this split/skill and that completed during this interval

Data Item :ACD Calls
Report Type :VDN

The total number of completed split/skill and direct agent ACD calls processed by this VDN that were answered by agents in an internally measured split/skill during this period

Data Item :Agent
Report Type :Agent

The extension or login ID of the agent

Data Item :Agent Name
Report Type :Agent

The name of the agent. If no name is administered, the agent’s extension is displayed in the form EXT 65432.

Data Item :Avg Aband Time
Report Type :Split/Skill

The average time before an ACD call abandons. This value does not include any time spent in another split/skill's queue before flowing into this split/skill. The calculation is:

AVG ABAND TIME =Sum of each abandoned call's time in queue/Total Number of Abandoned Calls

This value does not include time listening to a forced first announcement or calls that abandon before queuing to the split/skill.

Data Item :Avg Aband Time
Report Type :VDN

The average time calls spent waiting in this VDN before being abandoned by the caller during the current interval. The calculation is:

AVG ABAND TIME =Total VDN Abandon Time/Total Number of Abandoned VDN Calls

Data Item :Avg Extn Time
Report Type :Agent

Average time that was spent talking on non-ACD calls that completed during this interval. This does not include time the call spent on hold. The calculation is:

AVG EXTN TIME = Total Ext Time/Total Number of Ext Calls

Data Item :Avg Speed Ans
Report Type :Split/Skill

The average amount of time that answered ACD calls (split/skill and Direct Agent) that completed during the reporting interval spent in queue and ringing at an agent before being answered during the reporting interval. Calls that flowed in do not have queue time from the previous split/skill included in this average. This calculation is:

AVG SPEED ANS =Sum of Each Completed Call's Time In Queue + Time Ringing/Total Number of ACD Calls Answered

Keep the following things in mind: This value does not include time before the call queued to this split/skill, for example, while listening to a forced first

announcement. A completed call may span more than one time period. ACD calls that are in process (have not terminated) are counted in the time period in which they terminate. For example, if an ACD call begins in the 10:00 to 11:00 time period, but terminates in the 11:00 to 12:00 time period, the data for this call is counted in the 11:00 to 12:00 time period.

Data Item :Avg Speed Ans
Report Type :VDN

The average time to answer ACD and connect calls (see CONN Calls below) that completed for this VDN during the current period. This includes the time in vector processing, in a split/skill's queue and time ringing. This calculation is:

$AVG\ SPEED\ ANS = \frac{\text{Total Answer Time}}{\text{Total ACD Calls} + \text{Total CONNect CALLS}}$

A completed call can span more than one time period. ACD calls that are in process (have not terminated) are counted in the time period in which they terminate. For example, if an ACD call begins in the 10:00 to 11:00 time period, but terminates in the 11:00 to 12:00 time period, the data for this call is counted in the 11:00 to 12:00 time period.

Data Item :Avg Staff
Report Type :Split/Skill

The average number of agents who were logged into this split/skill (staffed) during the reporting interval.

$AVG\ STAFF = \frac{\text{Total Staff Time}}{\text{Time Interval}}$

Data Item :Avg Talk/Hold Time
Report Type :VDN

The average duration of ACD calls (from answer to disconnect) for this VDN during the current interval. This includes time spent talking and on hold. The calculation does not include time spent ringing at an agent. The calculation is:

$AVG\ TALK\ TIME = \frac{\text{Total ACD Talk Time} + \text{Total ACD Hold Time}}{\text{ACD Calls}}$

Data Item :Avg Talk Time
Report Type :Agent

The average duration of ACD calls for all internally measured splits/skills the agent was logged into. This value includes time spent talking but does not include the amount of time the agent was holding an ACD call or ring time at the agent. The calculation is:

AVG TALK TIME = Total ACD Talk Time/TotalNumber of ACDCallsAnswered

Data Item :Avg Talk Time
Report Type :Split/Skill

The average amount of time agents talked on ACD calls (split/skill and direct agent) for this split/skill. The calculation does not include time that the call was ringing at an agent or time the call spent on hold. The calculation is:

AVG TALK TIME = Total ACD Talk Time/Total Number of ACD Calls Answered

Data Item :Calls Busy/Disc
Report Type :VDN

The total number of calls that were forced busy or forced disconnect during the current interval

Data Item : **Data Item** :Conn Calls
Report Type :VDN

The total number of calls completed during this interval that routed to a station, attendant, or announcement and were answered there, or calls that were answered in an unmeasured split/skill

Data Item :Extn Calls
Report Type :Agent

The total number of non-ACD incoming and outgoing calls completed by this agent during the reporting interval. Only those non-ACD calls that are originated and/or received while the agent is logged into at least one split/skill are counted.

Data Item :Flow In
Report Type :Split/Skill

The number of calls that the split/skill received as a coverage point or that call-forwarded to this split/skill from another internally measured split/skill during this interval. This also includes calls answered in this split/skill as the second or third split/skill to which they queued and calls that were redirected from this split/skill by redirection on no answer. This item is recorded immediately when it occurs, not at the end of the call.

Data Item :Flow Out
Report Type :Split/Skill

The total number of calls queued to this split/skill that were:

- Successfully sent to the split/skill's coverage point after queuing for the specified don't answer interval. (This does not include calls that went to coverage based on any other criterion.)
 - Forwarded out via call forwarding
 - Forwarded out via a route to station extension vector step
 - Answered via the Call Pickup feature
 - Forwarded out via Look Ahead Interflow
 - First queued to this split/skill and then were answered by the second or third split/skill queued to
 - Redirected back to this split/skill or its coverage path due to Redirect On No Answer timing
- FLOW OUTs are recorded when a call ends. When calls are queued to multiple splits/skills at one time, inflows and outflows become a bit more complicated. If a call queued to more than one split/skill is answered in a non primary split/skill (that is, the second or third split/skill to which it is queued), an outflow is recorded in the statistics for the primary split/skill, and an inflow and an answer are recorded in the statistics for the answering split/skill. For example, suppose there are three splits numbered 1 through 3. A call queues for split 1 since all agents are busy in this split. The call then goes into queue for splits 2 and 3. An agent in split 3 answers the call. In this example, an outflow is recorded in the statistics for split 1, and an inflow and an answer are recorded in the statistics for split 3. A dequeued call is counted for split 2. If the call is answered in the primary split, no inflows or outflows are recorded for any split. Splits 2 and 3 record the call as dequeued.

Split/Skill If a call queued to three splits (for example, splits 1, 2, and 3, with split 1 being the primary split) encounters a route-to command that sends the call to another VDN, an outflow is recorded in the statistics for split 1. If this other VDN queues the call to splits 4 and 5 and the call is answered in split 4, an answer is recorded in the statistics for split 4. However, no inflow is recorded to the statistics for split 4. If the call is answered in split 5, an outflow is recorded for the statistics for split 4, and both an inflow and an answer are recorded in the statistics for split 5. Similarly, if a call queued to more than one split routes to another split, an outflow is recorded to the statistics for the primary split, but no inflow is recorded to the statistics for the routed-to split.

Data Item :Flow Out
Report Type :VDN

The total number of calls that were routed to another VDN or off of the DEFINITY system. Once a call outflows, the system does not take further measurements on the call for this VDN.

Data Item :Group
Report Type :Trunk

The trunk group number

Data Item :Group Name
Report Type :Trunk

The name that is administered for this trunk group. If no name is administered, then this field is displayed as blank.

Data Item :Incoming Aband
Report Type :Trunk

Total number of incoming calls on this trunk group that abandoned during this interval

Data Item :Incoming Calls
Report Type :Trunk

The total number of incoming calls carried by this trunk group that ended during this interval

Data Item :Incoming CCS
Report Type :Trunk

The total holding time (usage) for incoming calls to the trunk group during the specified reporting interval. The units are expressed in hundred call seconds (CCS).

Data Item :Incoming (Hold) Time
Report Type :Trunk

The average holding time for incoming calls to this trunk group that completed during the specified reporting interval. Holding time is defined as the length of time in minutes and seconds that a facility is used during a call. The calculation for incoming time is:

$$\text{INCOMING TIME} = \frac{\text{Total Holding Time for all Incoming Calls}}{\text{Total Number of Incoming Calls}}$$

Data Item :Outgoing Calls
Report Type :Trunk

The total number of outgoing calls for this trunk group that completed during the specified reporting interval

Data Item :Outgoing CCS
Report Type :Trunk

The total holding time (usage) for outgoing calls from this trunk group. The units are expressed in CCS.

Data Item :Outgoing (Hold) Time
Report Type :Trunk

The average holding time for outgoing calls that completed during the specified reporting interval. The calculation is:

OUTGOING TIME =Total Holding Time for Outgoing Calls/Total Number of Outgoing Calls

Data Item :Outgoing Comp
Report Type :Trunk

The total number of outgoing calls that were placed over this trunk group and answered during the specified reporting interval. A call is considered completed if network answer supervision is returned or if the call lasts longer than the answer supervision timeout parameter.

Data Item :Split
Report Type :Split/Skill

The split/skill number

Data Item :Split Name
Report Type :Split/Skill

Displays the name that is administered for this split number. If no name exists, BCMS displays the split extension (for example, EXT 65432).

Data Item :Time/Day
Report Type :Agent

The time or day interval specified in the command line. Time is always expressed in 24-hour format. Start and stop times are optional. Reports always start at the earliest time interval (either hour or half-hour). If no start time is given, the oldest time interval is the default. A stop time requires an associated start time. If no stop time is given, the last completed time interval (hour or halfhour) is the default. If no start time or stop time is given, the report displays data accrued for the previous 24 time intervals. If you specify day in the command and do not include a start day or stop day, the report displays data accrued for the previous six days and data accrued through the most recently completed interval (hour or

half-hour) for the current day.

Data Item :Total After Call

Report Type :Agent

The total amount of time that the agent spent in ACW work states (whether related to an ACD call or not) for all splits/skills during the reporting interval. This includes time agents spent on extension-in and extension-out calls while in the ACW work mode. For the DEFINITY system, this does NOT include time agents spent on extension calls while in ACW for G3V4. If an agent entered ACW in one interval, but ended ACW in another interval, the appropriate amount of ACW time is credited to each of the intervals.

Data Item :Total After Call

Report Type :Split/Skill

The amount of time that the agents in this split/skill spent in call-related or noncall-related ACW mode during the reporting interval. This value includes time spent on direct incoming or outgoing calls while in ACW. If an agent entered ACW in one interval, but left ACW in another interval, each interval is credited with ACW time.

Data Item :Total AUX/Other

Report Type :Agent

The sum of the time that the agent has the AUX button pressed and is not doing anything else for any of the other splits/skills (that is, the sum of the time that the agent is in AUX work mode for all splits/skills). This value does not include time the agent spent in Manual-In, Auto-In, or ACW mode for another split/skill. For the G3V4, time on AUXIN/AUXOUT calls is not included here. For the DEFINITY system, time on AUXIN/AUXOUT calls is included here. Note that if the agent was in Other for all logged-in splits, that time is reflected here. For example, ringing calls can cause several seconds of AUX/OTHER time to accrue. Also, any non-ACD call time is also counted in the AVG EXTN TIME column. Two points of contrast are:

- The measurement TOTAL AUX/OTHER is time-interval based, rather than being call-related. For example, if the agent is in AUX from 9:55 to 10:05, five minutes is recorded in the 9:00 to 10:00 time interval and five minutes is recorded in the 10:00 to 11:00 time interval.
- The measurement AVG EXTN TIME is call related. For example, if an agent is on a non-ACD call from 9:55 to 10:05, the call and ten minutes of EXTN time are recorded in the 10:00 to 11:00 time interval. Because the agent report includes some call-related items and some interval-based items, the sum of all items for a given hour may not exactly equal 60 minutes.

Data Item :Total AUX/Other
Report Type :Split/Skill

The total amount of time that agents spent in the AUX (auxiliary) work mode or in the Other state in all split/skills. This value does not include the time agents spent on another split/skill's calls or in ACW for another split. For the ECS, this value includes time spent on non-ACD calls while in AUX for this split. For G3V4, this value does not include time spent on non-ACD calls while in AUX. For example, AUX TIME is accumulated whenever any agent logs into the split and:

- Receives an EXTN call while in AUX or AVAIL state
- Makes an EXTN call while in AUX or AVAIL state
- Presses his/her AUX button.

The AUX/Othertime measurement is time-interval based, since it is not directly related to a call. For example, if an agent is in AUX from 9:55 to 10:05, then five minutes is recorded in the 9:00 to 10:00 time interval and five minutes is recorded in the 10:00 to 11:00 time interval.

Data Item :Total Avail Time
Report Type :Agent

The sum of the time that the agent was available to receive ACD calls during the reporting interval. During this time, the agent:

- Was in Auto-In or Manual-In work mode for at least one split/skill
- Was not in ACW in any split/skill
- Was not on any call or placing any call (unless MCH is active)
- Did not have ringing calls.

Data Item :Total Hold Time
Report Type :Agent

The total time ACD calls spent on hold at this agent. This time is the caller's hold time and is independent of the state of the agent. TOTAL HOLD TIME does not include the hold time for non-ACD calls.

Data Item :Total Time Staffed
Report Type :Agent

The total time that the agent spent logged into at least one split/skill during the reporting interval. Staff time is accumulated for an agent who is in multiple splits/skills as long as the agent is logged into any split/skill. Concurrent times for each split/skill are not totaled.

Data Item :VDN
Report Type :VDN

The extension number of this VDN at this time

Data Item :VDN Name
Report Type :VDN

The name that is administered for this VDN. If no name exists, the VDN extension (for example EXT 64532) is displayed.