GNAV Pro

Reports Manual

NEC Unified Solutions, Inc.

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1

Introduction

The *GNAV Pro Reports Manual* explains the basics of the reporting capabilities of the Global Navigator Pro (GNAV Pro) application If you need instructions for performing a procedure not in this document, refer to the *GNAV Pro Online Help system* or the *GNAV Pro Quick Reference Guide*.

Guide Organization

The *GNAV Pro Reports Manual* organization is as follows:

Chapter 1 Introduction — Provides an overview of the contents of this manual, the document conventions in use, and also an overview of the *GNAV Pro online Help system*.

Chapter 2 Reports — Provides a high-level look at the capabilities of GNAV Pro.

Chapter 3 Custom Reports — Provides a high-level look at the custom report capabilities of GNAV Pro.

Appendix A Algorithms — Presents the algorithms GNAV Pro uses to produce the real time statistics and reports. This appendix presents the algorithms in a series of tables.

Appendix B Metadata — Presents the Metadata for the Global Navigator database. This Metadata provides information about the data Global Navigator database manages.

Guide Use

The design of this guide is to make GNAV easy to use. This guide contains examples of screens and step-by-step instructions for the procedures you need to perform.

Document Conventions

This guide uses document conventions you see in Table 1-1.

Table 1-1 *Document Conventions*

When you see	It means	Example
Boldfaced	• Field names • Button names • Drop-down list names • Commands, keywords, or other user input	Enter the ID in the **Name** field. Click **Save**. Select the names from the **Employees** drop-down list. Enter **login admin** at the command prompt.
Capitalized	• Menu names • Window names • Dialog box names	From the File menu, choose **Save**. From the Directory window, select **Edit > Modify**. Click **OK** to save and close the Account Properties dialog box.
Menu > Submenu (boldfaced font)	• Menu paths	Select **Edit > Modify**.
CTRL+S CTRL+Shift+S	• Shortcut keys	Press **CTRL+S** to save your changes.
F2	• Function keys	Press **F1** to access the online help.
Click Right-click	• Click the left mouse button • Click the right mouse button	Click **OK** to save your changes. Right-click and select **Delete** from the shortcut menu.

Procedures

Step-by-step instructions have step numbers. Simply follow the numbered steps to perform the desired function.

Sometimes in step-by-step instructions, you have more than one option to complete the task. These options are as you see in the following example:

Step 1 Do one of the following to add a new employee to the Employee directory:

—Select the desired employee from the **Name** field and click **Add**.

—OR—

—Double-click the desired employee from the **Name** field.

—OR—

—To select all of the available names, click **Add all**.

Keyboard Conventions

The keys that you may use for this application are:

Table 1-2 *Keyboard Conventions*

Key	Action
Arrow keys	Scrolls among options within a menu or field.
Backspace	Erases the character to the left of the cursor.
Enter	Accepts a selection or field entry.
ESC	Exits the current screen or action and moves to the previous screen or action.
Tab	Moves forward through fields and options.
Shift+Tab	Moves backward through fields and options.
CTRL+Tab	Moves forward through tabs.
CTRL+Shift+Tab	Moves backward through tabs.

GNAV Pro online Help

The GNAV Pro online Help is on the GNAV Pro CD and automatically installs during the installation of the GNAV Pro program. To access the GNAV Pro online Help, do the following:

Step Select **Guide** from the **Help** menu in any of the GNAV Pro windows.

Navigating GNAV Pro Help

GNAV Pro Help topics are grouped according to function and content within three tabs: **Contents**, **Index**, and **Search**.

Contents Tab

The Contents tab is intended to be used as an online Table of Contents.

- Click a Closed Book icon to display all the help topics contained within the book.
- Click an Open Book icon to close the book and all of its help topics.
- Click a Help Topic icon to display the specific help topic window related to the icon.

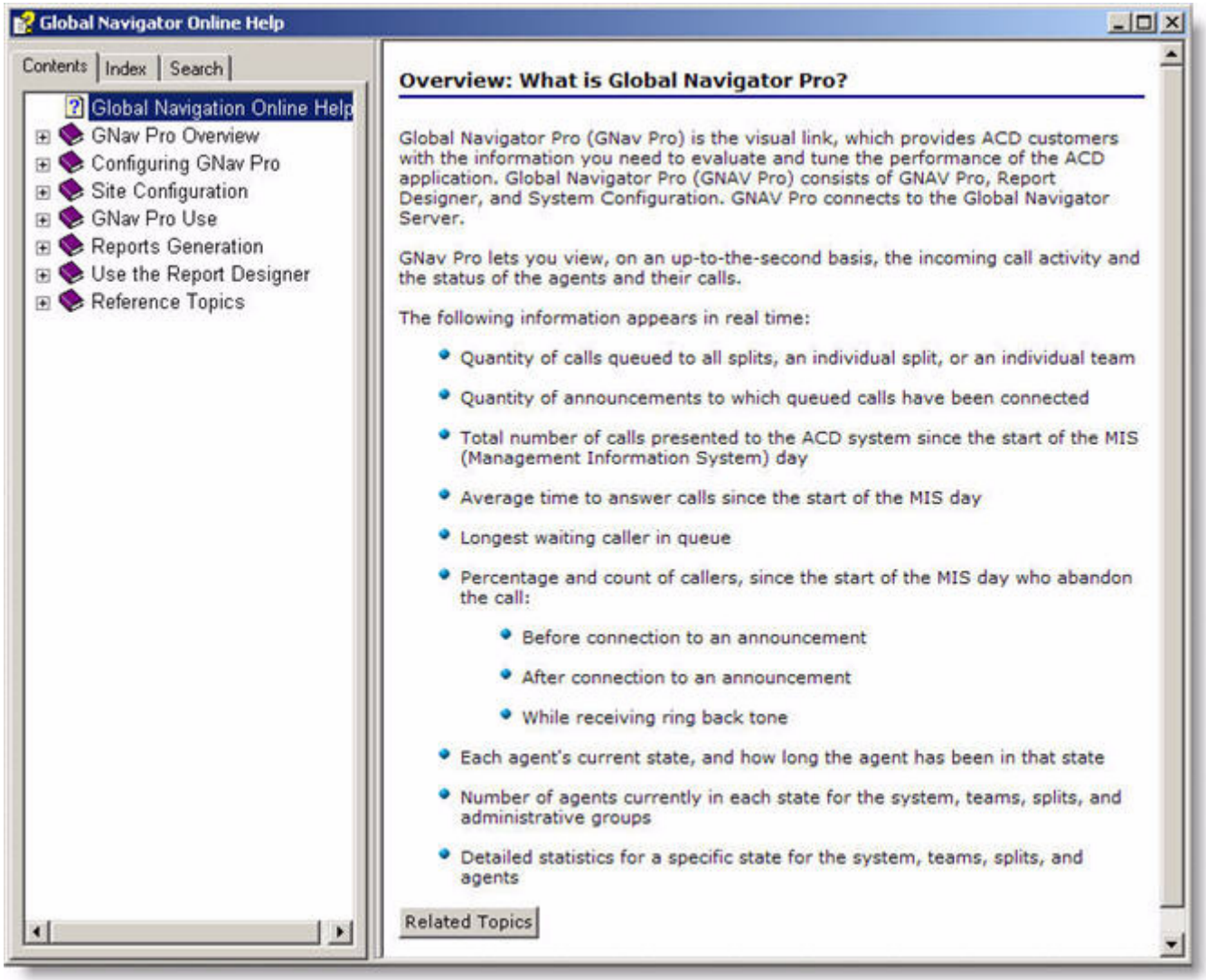
Index Tab

The Index tab enables you to search for a help topic by using a keyword.

Search Tab

The Search tab enables you to perform a full-text search for Help topics (Figure 1-1).

Figure 1-1 *Online Help*



Printing Help Topics

You can print GNAV Pro online Help topics from within the online help you are viewing. Printing procedures are different among browsers and are affected by browser configuration. Please follow the instructions provided with your particular browser.

2

Reports

This chapter provides a high-level look at the capabilities of GNAV Pro and describes available reports that can be run.

Chapter Topics

- *Overview*
- *Global Navigator Reports*

Overview

This chapter presents the following information:

- A description of each report.
- The parameter choices available (subject, time span, granularity) when requesting each report. Refer to the *GNAV Pro Online Help* for a detailed description of these parameters. Several reports do not offer a granularity choice (By Hour (Hourly, Half hourly, Quarterly), By Shift, By Date, By Days of Week). These reports have a default granularity of By Date.

NOTE

After changing a report's granularity, you must close the report and re-open it in order to see the changes.

- A description of each field in the report.
- A sample of each report. The majority of reports can have several hundred combinations of ordering parameters.

IMPORTANT

Do not press F1 to view the online help while generating a report preview. Doing so causes the report preview to time out. Instead, launch online help before or after generating a report preview.

NOTE

The sample reports shown in this chapter are captured from the Print Preview feature of the report dialog and are scaled down to fit the format of this document. The actual print output of a report is full screen in size and landscape in format for easier interpretation.

NOTE

For detailed instructions on generating reports, refer to the GNAV Pro online Help system.

NOTE

NEC does not support the exporting of the report data with Crystal Reports. This is a feature of Crystal Reports. The various output formats available are provided by Crystal Reports and if used, are to be used entirely at the user's discretion. Also, the export of Crystal Reports may result in format and/or alignment inconsistencies when compared to the report as viewed using GNAV Pro's interface. Additionally, some formats are not capable of expressing the richness of features provided in the report presented with the GNAV Pro interface.

Global Navigator Reports

Table 2-1 displays Global Navigator report names and their location in this chapter.

Table 2-1 *Global Navigator Reports*

Report Names	Page Numbers
Call Activity Reports	*Page 2-5*
Call Activity Summary Reports	*Page 2-8*
State Activity Report	*Page 2-10*
State Activity Summary Report	*Page 2-13*
State Counts Report	*Page 2-16*
State Counts Summary Report	*Page 2-19*
State Times Report	*Page 2-22*
State Times Summary Report	*Page 2-25*
Abandoned Call Activity	*Page 2-32*
Queue Activity Summary Report	*Page 2-38*
Talk Time Buckets Report	*Page 2-40*
Talk Time Buckets Summary Report	*Page 2-42*
Answer Speed Buckets Report	*Page 2-44*
Abandon Wait Time Buckets Report	*Page 2-48*
Abandon Wait Time Buckets Summary Report	*Page 2-50*
Overflow Call Activity Report	*Page 2-52*
Inflow Call Activity Report	*Page 2-54*
Tally Code Stats Report	*Page 2-56*
Agent Activity Report	*Page 2-58*
Agent Activity Summary Report	*Page 2-61*

Report Names	Page Numbers
Agent Activity Detail Report	Page 2-64
Agent Counts Report	Page 2-67
Agent Counts Summary Report	Page 2-70
Agent Counts Detail Report	Page 2-73
Agent Times Report	Page 2-76
Agent Times Summary Report	Page 2-79
Agent Times Detail Report	Page 2-82
Trunk Group Activity Report	Page 2-85
Trunk Group Activity Summary Report	Page 2-87
No Agents Ready Buckets Report	Page 2-89
No Agents Ready Buckets Summary Report	Page 2-91
All Trunk Busy Buckets Report	Page 2-93
All Trunk Busy Buckets Summary Report	Page 2-95
Agent Audit Report	Page 2-97
Agent Transfer Report	Page 2-99
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Agent State Charts Report	Page 2-105
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Trunk Group Count/Time Chart Report	Page 2-123
Standard Deviation Report	Page 2-125
Calls Waiting Report	Page 2-128
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Call Activity Reports

Title: **Call Activity - (1)**

Subject: Team, Split

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Hour (Hourly, Half hourly, Quarterly), Shift, Date

Description: The Call Activity Report provides the user with ACD incoming call handling and outgoing call information for the selected subject.

Table 2-2 *Call Activity Report field descriptions*

Fields	Description
Avg Num Agents	The average number of logged-on agents.
ACD Incoming Calls - Total	The number of ACD incoming calls, including abandoned calls.
ACD Incoming Calls - # Ans.	The number of answered ACD incoming calls.
ACD Incoming Calls - ASA	The average speed to answer ACD incoming calls.
ACD Incoming Calls - LWC	The total queue time of the ACD incoming call which waited the longest time in queue, in minutes and seconds.
Incoming calls - LWC - % GOS Grade of Service	Displays the Grade of service for all ACD incoming calls
ACD Incoming Calls - Avg. Talk Dur	The ACD incoming call average talk time.
ACD Incoming Calls - Total Talk Dur	The ACD incoming call total talk time.
ACD Incoming Calls - Avg Handle	The average duration of handling the calls, which is calculated as the ACD incoming talk time and the time in after-call work mode.
ACD Incoming Calls - # Aband	The number of abandoned ACD incoming calls.
ACD Incoming Calls - % Aband	The percentage of ACD incoming calls that were abandoned.
Outgoing Calls - Total	The total number of outgoing calls originated.

Outgoing Calls - Avg Talk Dur	The outgoing call average talk time.
Outgoing Calls - Tot. Talk Dur	The outgoing call total talk time.

Figure 2-1 *Call Activity Report*

Call Activity

By Split
Daily

Report # 01

Printed: 11/3/2006 2:36:00PM
From: **11/03/2006**
To: **11/03/2006**

User: **admin**
Site:

Max Queue Depth

Date	Avg. # Agents	ACD Incoming Calls Total	# Ans.	ASA	LWC	%GOS	Avg. Talk Dur	Tot. Talk Dur	Avg. Handle	# Aband.	% Aband.	Outgoing Calls Total	Avg. Talk Dur	Tot
11/03/06	0.00	0	0	00:00:00	00:00:00	0.00	00:00:00	00:00:00	00:00:00	0	0.00	0	00:00:00	
Summary	**0.00**	**0**	**0**	**00:00:00**	**00:00:00**	**0.00**	**00:00:00**	**00:00:00**	**00:00:00**	**0**	**0.00**	**0**	**00:00:00**	

IVR Test

Date	Avg. # Agents	ACD Incoming Calls Total	# Ans.	ASA	LWC	%GOS	Avg. Talk Dur	Tot. Talk Dur	Avg. Handle	# Aband.	% Aband.	Outgoing Calls Total	Avg. Talk Dur	Tot
11/03/06	0.00	0	0	00:00:00	00:00:00	0.00	00:00:00	00:00:00	00:00:00	0	0.00	0	00:00:00	
Summary	**0.00**	**0**	**0**	**00:00:00**	**00:00:00**	**0.00**	**00:00:00**	**00:00:00**	**00:00:00**	**0**	**0.00**	**0**	**00:00:00**	

Report Summary	Avg. # Agents	ACD Incoming Calls Total	# Ans.	ASA	LWC	%GOS	Avg. Talk Dur	Tot. Talk Dur	Avg. Handle	# Aband.	% Aband.	Outgoing Calls Total	Avg. Talk Dur	Tot
	2.95	**1**	**1**	**00:00:04**	**00:00:04**	**100.00**	**00:00:04**	**00:00:04**	**00:00:04**	**0**	**0.00**	**0**	**00:00:00**	

Call Activity Summary Reports

Title: **Call Activity Summary - (2)**

Subject: Team, Split

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Shift, Date

Description: The Call Activity Summary Report provides the user with ACD incoming call handling and outgoing call information for the selected subject, in a summary format.

Table 2-3 *Call Activity Summary Report field descriptions*

Fields	Description
Avg Num Agents	The average number of logged-on agents.
ACD Incoming Calls - Per Day	The average number of ACD incoming calls per day, including abandoned calls.
ACD Incoming Calls - Total	The number of ACD incoming calls received, including abandoned calls.
ACD Incoming Calls - # Ans.	The number of answered ACD incoming calls.
ACD Incoming Calls - ASA	The average speed to answer ACD incoming calls.
ACD Incoming Calls - LWC	The total time of the ACD incoming call which waited the longest time in queue.
Incoming calls - LWC - % GOS Grade of Service	Displays the Grade of service for all ACD incoming calls
ACD Incoming Calls - Avg Talk Dur	The ACD incoming call average talk time.
ACD Incoming Calls - Tot. Talk Dur	The ACD incoming call total talk time.
ACD incoming calls - Avg Handle	The average duration of handling the calls, which is calculated as the ACD incoming talk time and the time in after-call work mode.
ACD Incoming Calls - # Aband.	The number of abandoned ACD incoming calls.
ACD Incoming Calls - % Aband.	The percentage of ACD incoming calls that were abandoned.
Outgoing Calls - Total	The number of outgoing calls originated.
Outgoing Calls - Avg. Talk Dur	The outgoing call average talk time.
Outgoing Calls - Tot.Talk Dur	The outgoing call total talk time.

Figure 2-2 *Call Activity Summary Report*

Call Activity Summary

By Split
Daily

Report # 02

Printed: 11/3/2006 2:49:23PM
From: **11/03/2006**
To: **11/03/2006**

User: **admin**
Site:

Split	Avg. # Agents	ACD Incoming Calls											Outgoing Cal		
		Per Day	Total	# Ans.	ASA	LWC	%GOS	Avg. Talk Dur	Tot. Talk Dur	Avg. Handle	%Aband	# Aband.	Total	Avg. Talk Dur	To
National Express	0.19	0	0	0	00:00:00	00:00:00	0.00	00:00:00	00:00:00	00:00:00	0.00	0	0	00:00:00	
Merchandise Direct	0.69	1	1	1	00:00:04	00:00:04	100.00	00:00:04	00:00:04	00:00:04	0.00	0	0	00:00:00	
Summary	**0.88**	**1**	**1**	**1**	**00:00:04**	**00:00:04**	**100.00**	**00:00:04**	**00:00:04**	**00:00:04**	**0.00**	**0**	**0**	**00:00:00**	

State Activity Report

Title: **State Activity - (3)**

Subject: Team, Split

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Hour (Hourly, Half hourly, Quarterly), Shift, Date

Description: The State Activity Report provides the user with count and time information on the various agent states.

Table 2-4 *State Activity Report field descriptions*

Fields	Description
Avg. Num Agents	The average number of logged-on agents.
ACD Incoming Calls - # Ans.	The number of answered ACD incoming calls.
ACD Incoming Calls - Average Talk Dur	The ACD incoming call average talk time.
ACD Incoming Calls - Total Talk Dur	The ACD incoming call total talk time.
ACD Internal Calls - # Ans.	The number of internal calls on ACD positions. An internal call is a call between two extensions local to the switch.
ACD Internal Calls - Average Talk Dur	The ACD internal call average talk time.
ACD Internal Calls - Total Talk Dur	The ACD internal call total talk time.
Work - Count	The number of times an agent entered work mode.
Work - Average Duration	The work mode average duration.
Work - Total Duration	The work mode total duration.
Break - Count	The number of times an agent entered break mode.
Break - Average Duration	The break mode average duration.
Break - Total Duration	The break mode total duration.
PBX Incoming Calls - # Ans.	The number of incoming calls that were answered on PBX extensions.
PBX Incoming Calls - Average Talk Dur	The PBX extension incoming call average talk time.
PBX Incoming Calls - Total Talk Dur	The PBX extension incoming call total talk time.
PBX Internal Calls - # Ans	The number of internal calls on PBX extensions. An internal call is a call between two extensions local to the switch.
PBX Internal Calls - Average Talk Dur	The PBX extension internal call average talk time.
PBX Internal Calls - Total Talk Dur	The PBX extension internal call total talk time.

PBX Outgoing Calls - # Made	The number of outgoing calls made.
PBX Outgoing Calls - Average Talk Dur	The outgoing call average talk time.
PBX Outgoing Calls - Total Talk Dur	The outgoing call total talk time.

Figure 2-3 *State Activity Report*

State Activity

By Split
Daily

Report # 03

Printed: 6/3/2003 10:37:52AM
From: **Monday, 2 June, 2003**
To: **Monday, 2 June, 2003**

User: **tina**
Site:

Large PBX

Date	Avg. Num Agents	ACD Incoming Calls			ACD Internal Calls			Work			Break		
		# Ans.	Average Talk Dur	Total Talk Dur	# Ans.	Average Talk Dur	Total Talk Dur	Count	Average Duration	Total Duration	Count	Average Duration	Total Duration
06/02/03	3.50	6637	00:00:16	29:59:04	1	00:00:08	00:00:08	7	01:06:26	07:45:01	0	00:00:00	00:00:00
Summary	**3.50**	**6,637**	**00:00:16**	**29:59:04**	**1**	**00:00:08**	**00:00:08**	**7**	**01:06:26**	**07:45:01**	**0**	**00:00:00**	**00:00:00**

Date	Avg. Num Agents	PBX Incoming Calls			PBX Internal Calls			PBX Outgoing Calls		
		# Ans.	Avergage Talk Dur	Total Talk Dur	# Ans.	Avergage Talk Dur	Total Talk Dur	# Made	Avergage Talk Dur	Total Talk Dur
06/02/03	3.50	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00
Summary	**3.50**	**0**	**00:00:00**	**00:00:00**	**0**	**00:00:00**	**00:00:00**	**0**	**00:00:00**	**00:00:00**

Small PBX

Date	Avg. Num Agents	ACD Incoming Calls			ACD Internal Calls			Work			Break		
		# Ans.	Average Talk Dur	Total Talk Dur	# Ans.	Average Talk Dur	Total Talk Dur	Count	Average Duration	Total Duration	Count	Average Duration	Total Duration
06/02/03	3.99	5663	00:00:15	23:38:02	1	00:00:10	00:00:10	7	00:00:27	00:03:11	0	00:00:00	00:00:00
Summary	**3.99**	**5,663**	**00:00:15**	**23:38:02**	**1**	**00:00:10**	**00:00:10**	**7**	**00:00:27**	**00:03:11**	**0**	**00:00:00**	**00:00:00**

Date	Avg. Num Agents	PBX Incoming Calls			PBX Internal Calls			PBX Outgoing Calls		
		# Ans.	Avergage Talk Dur	Total Talk Dur	# Ans.	Avergage Talk Dur	Total Talk Dur	# Made	Avergage Talk Dur	Total Talk Dur
06/02/03	3.99	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00
Summary	**3.99**	**0**	**00:00:00**	**00:00:00**	**0**	**00:00:00**	**00:00:00**	**0**	**00:00:00**	**00:00:00**

State Activity Summary Report

Title: **State Activity Summary - (4)**

Subject: Team, Split

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Shift, Date

Description: The State Activity Summary Report provides the user with count and time information on the various agent states, in a summary format.

Table 2-5 *State Activity Summary Report field descriptions*

Fields	Description
Avg. Number Agents	The average number of logged-on agents.
ACD Incoming Calls - # Ans.	The number of answered ACD incoming calls.
ACD Incoming Calls - Average Talk Dur	The ACD incoming call average talk time.
ACD Incoming Calls - Total Talk Dur	The ACD incoming call total talk time.
ACD Internal Calls - # Ans	The number of internal calls on ACD Positions. An internal call is a call between two extensions local to the switch.
ACD Internal Calls - # Average Talk Dur	The ACD internal call average talk time.
ACD Internal Calls - Total Talk Dur	The ACD internal call total talk time.
Work - Count	The number of times an agent entered work mode.
Work - Average Duration	The work mode average duration.
Work - Total Duration	The work mode total duration.
Break - Count	The number of times an agent entered break mode.
Break - Average Duration	The break mode average duration.
Break - Total Duration	The break mode total duration.
PBX Incoming Calls - # Ans.	The number of answered incoming calls.
PBX Incoming Calls - Average Talk Dur	The PBX extension incoming call average talk time.
PBX Incoming Calls - Total Talk Dur	The PBX extension incoming call total talk time.

PBX Internal Calls - # Ans	The number of internal calls on PBX extensions. An internal call is a call between two extensions local to the switch.
PBX Internal Calls - Average Talk Dur	The PBX extension internal call average talk time.
PBX Internal Calls - Total Talk Dur	The PBX extension internal call total talk time.
PBX Outgoing Calls - # Made	The number of outgoing calls made.
PBX Outgoing Calls - Average Talk Dur	The outgoing call average talk time.
PBX Outgoing Calls - Total Talk Dur	The outgoing call total talk time.

Figure 2-4 *State Activity Summary Report*

State Activity Summary

By Split
Daily

Report # 04

Printed: 6/3/2003 10:38:35AM
From: **Monday, 2 June, 2003**
To: **Monday, 2 June, 2003**

User: **tina**
Site:

Split	Avg. Num Agents	ACD Incoming Calls # Ans.	ACD Incoming Calls Average Talk Dur	ACD Incoming Calls Total Talk Dur	ACD Internal Calls # Ans.	ACD Internal Calls Average Talk Dur	ACD Internal Calls Total Talk Dur	Work Count	Work Average Duration	Work Total Duration	Break Count	Break Average Duration	Break Total Duration
Large PBX	3.50	6,637	00:00:16	29:59:04	1	00:00:08	00:00:08	7	01:06:26	07:45:01	0	00:00:00	00:00:00
Small PBX	3.99	5,663	00:00:15	23:38:02	1	00:00:10	00:00:10	7	00:00:27	00:03:11	0	00:00:00	00:00:00
Summary	**7.49**	**12,300**	**00:00:16**	**53:37:06**	**2**	**00:00:09**	**00:00:18**	**14**	**00:33:27**	**07:48:12**	**0**	**00:00:00**	**00:00:00**

Split	Avg. Num. Agents	PBX Incoming Calls # Ans.	PBX Incoming Calls Average Talk Dur	PBX Incoming Calls Total Talk Dur	PBX Internal Calls # Ans.	PBX Internal Calls Average Talk Dur	PBX Internal Calls Total Talk Dur	PBX Outgoing Calls # Made	PBX Outgoing Calls Average Talk Dur	PBX Outgoing Calls Total Talk Dur
Large PBX	3.50	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00
Small PBX	3.99	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00
Summary	**7.49**	**0**	**00:00:00**	**00:00:00**	**0**	**00:00:00**	**00:00:00**	**0**	**00:00:00**	**00:00:00**

State Counts Report

Title: **State Counts - (5)**

Subject: Team, Split

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Hour (Hourly, Half hourly, Quarterly), Shift, Date

Description: The State Counts Report provides the user with count information on the various agent states. This information is split over two pages. The first page is ACD Position states and the second page is PBX Extension states.

Table 2-6 *State Counts Report field descriptions*

Fields	Description
ACD Position	
Avg. Num Agents	The average number of logged-on agents.
ACD Incoming Calls - Avg # Ans.Per Agent	The average number of answered ACD incoming calls, per agent.
ACD Incoming Calls - # Ans.	The number of answered ACD incoming calls.
ACD Internal Calls - Avg # Per Agent	The average number of ACD internal calls, per agent. An internal call is a call between two extensions local to the switch.
ACD Internal Calls - Total	The number of ACD internal calls.
Work - Average Per Agent	The average number of times an agent entered work mode.
Work - Total	The number of times work mode was entered.
Break - Average Per Agent	The average number of times an agent entered break mode.
Break - Total	The number of times break mode was entered.
ACD I/C % Count	The percentage of the ACD position total state counts that were ACD incoming calls.
ACD INT % Count	The percentage of the ACD position total state counts that were ACD internal calls.
Work % Count	The percentage of the ACD position total state counts that were work mode.
Break % Count	The percentage of the ACD position total state counts that were break mode.
PBX Extension	
Avg. Num Agents	The average number of logged-on agents.
PBX Incoming Calls - Avg # Ans.Per Agent	The average number of answered PBX extension incoming calls, per agent.
PBX Incoming Calls - # Ans.	The number of answered PBX extension incoming calls.

PBX Internal Calls - Avg # Per Agent	The average number of PBX extension internal calls, per agent. An internal call is a call between two extensions local to the switch.
PBX Internal Calls - Total	The number of PBX extension internal calls.
PBX Outgoing Calls - Avg # Per Agent	The average number of PBX extension outgoing calls made, per agent.
PBX Outgoing Calls - Total	The number of PBX extension outgoing calls made.
PBX I/C % Count	The percentage of the PBX extension total state counts that were PBX extension incoming calls.
PBX INT % Count	The percentage of the PBX extension total state counts that were PBX extension internal calls.
PBX OUT % Count	The percentage of the PBX extension total state counts that were PBX extension outgoing calls.

Figure 2-5 *State Counts Report*

State Counts

By Split
Daily

Report # 05

Printed: 6/3/2003 10:39:15AM
From: **Monday, 2 June, 2003**
To: **Monday, 2 June, 2003**

User: **tina**
Site:

Large PBX

Date	Avg. Num Agents	ACD Incoming Calls Avg # Ans Per Agent	ACD Incoming Calls # Ans.	ACD Internal Calls Avg # Per Agent	ACD Internal Calls Total	Work Average Per Agent	Work Total	Break Average Per Agent	Break Total	ACD I/C % Count	ACD INT % Count	Work % Count	Break % Count
06/02/03	3.50	1,896.29	6.637	0.29	1	2.00	7	0.00	0	99.88	0.02	0.11	0.00
Summary	**3.50**	**1,896.29**	**6.637**	**0.29**	**1**	**2.00**	**7**	**0.00**	**0**	**99.88**	**0.02**	**0.11**	**0.00**

Date	Avg. Num Agents	PBX Incoming Calls Avg # Ans Per Agent	PBX Incoming Calls # Ans.	PBX Internal Calls Avg # Per Agent	PBX Internal Calls Total	PBX Outgoing Calls Avg # Per Agent	PBX Outgoing Calls Total	PBX I/C % Count	PBX INT % Count	PBX OUT % Count
06/02/03	3.50	0.00	0	0.00	0	0.00	0	0.00	0.00	0.00
Summary	**3.50**	**0.00**	**0**	**0.00**	**0**	**0.00**	**0**	**0.00**	**0.00**	**0.00**

Small PBX

Date	Avg. Num Agents	ACD Incoming Calls Avg # Ans Per Agent	ACD Incoming Calls # Ans.	ACD Internal Calls Avg # Per Agent	ACD Internal Calls Total	Work Average Per Agent	Work Total	Break Average Per Agent	Break Total	ACD I/C % Count	ACD INT % Count	Work % Count	Break % Count
06/02/03	3.99	1,419.30	5.663	0.25	1	1.75	7	0.00	0	99.86	0.02	0.12	0.00
Summary	**3.99**	**1,419.30**	**5.663**	**0.25**	**1**	**1.75**	**7**	**0.00**	**0**	**99.86**	**0.02**	**0.12**	**0.00**

Date	Avg. Num Agents	PBX Incoming Calls Avg # Ans Per Agent	PBX Incoming Calls # Ans.	PBX Internal Calls Avg # Per Agent	PBX Internal Calls Total	PBX Outgoing Calls Avg # Per Agent	PBX Outgoing Calls Total	PBX I/C % Count	PBX INT % Count	PBX OUT % Count
06/02/03	3.99	0.00	0	0.00	0	0.00	0	0.00	0.00	0.00
Summary	**3.99**	**0.00**	**0**	**0.00**	**0**	**0.00**	**0**	**0.00**	**0.00**	**0.00**

ACD Report Summary	Avg. Num Agents	ACD Incoming Calls Avg # Ans Per Agent	ACD Incoming Calls # Ans.	ACD Internal Calls Avg # Per Agent	ACD Internal Calls Total	Work Average Per Agent	Work Total	Break Average Per Agent	Break Total	ACD I/C % Count	ACD INT % Count	Work % Count	Break % Count
	7.49	**1,642.00**	**12.300**	**0.00**	**2**	**0.00**	**14**	**0.00**	**0**	**99.87**	**0.02**	**0.11**	**0.00**

State Counts Summary Report

Title: **State Counts Summary - (6)**

Subject: Team, Split

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Shift, Date

Description: The State Counts Summary Report provides the user with count information on the various agent states, in a summary format. This information is split over two pages. The first page is ACD Position states and the second page is PBX Extension states.

Table 2-7 *State Counts Summary Report field descriptions*

Fields	Description
ACD Position	
Avg. Num Agents	The average number of logged-on agents.
ACD Incoming - Avg # Ans. / Agnt.	The average number of answered ACD incoming calls, per agent.
ACD Incoming - Total # Ansd	The number of answered ACD incoming calls.
ACD Internal - Avg # / Agnt	The average number of ACD internal calls, per agent. An internal call is a call between two extensions local to the switch.
ACD Internal - Total # Calls	The number of ACD internal calls.
Work Mode - Avg # / Agent	The average number of times an agent entered work mode.
Work Mode - Total Work #	The number of times work mode was entered.
Break Mode - Avg # / Agent	The average number of times an agent entered break mode.
Break Mode - Total Break #	The number of times break mode was entered.
ACD I/C % Count	The percentage of the ACD position total state counts that were ACD incoming calls.
ACD INT % Count	The percentage of the ACD position total state counts that were ACD internal calls.
Work % Count	The percentage of the ACD position total state counts that were work mode.
Break % Count	The percentage of the ACD position total state counts that were break mode.
PBX Extension	
Avg. Num Agents	The average number of logged-on agents.
PBX Incoming - Avg # Ans. / Agnt.	The average number of answered PBX extension incoming calls, per agent.

PBX Incoming Total # Ansd	The number of answered PBX extension incoming calls. An internal call is a call between two extensions local to the switch.
PBX Internal - Avg # / Agent	The average number of PBX extension internal calls, per agent.
PBX Internal - Total # Calls	The number of PBX extension internal calls.
PBX OUT - Avg # / Agent	The average number of PBX extension outgoing calls made, per agent.
PBX OUT - Total # Calls	The number of PBX extension outgoing calls made.
PBX I/C % Count	The percentage of the PBX extension total state counts that were PBX extension incoming calls.
PBX INT % Count	The percentage of the PBX extension total state counts that were PBX extension internal calls.
PBX OUT % Count	The percentage of the PBX extension total state counts that were PBX extension outgoing calls.

Figure 2-6 *State Counts Summary Report*

State Counts Summary

By Split
Daily

Report # 06

Printed: 6/3/2003 10:39:59AM
From: **Monday, 2 June, 2003**
To: **Monday, 2 June, 2003**

User: **tina**
Site:

Split	Avg. Num Agents	ACD Incoming Avg. # Ans/Agnt	ACD Incoming Total # Ansd	ACD Internal Avg # / Agent	ACD Internal Total # Calls	Work Mode Avg # / Agent	Work Mode Total Work #	Break Mode Avg # / Agent	Break Mode Total Break #	ACD I/C % Count	ACD INT % Count	Work % Count	Break % Count
Large PBX	3.50	1,896.29	6,637	0.29	1	2.00	7	0.00	0	99.88	0.02	0.11	0.00
Small PBX	3.99	1,419.30	5,663	0.25	1	1.75	7	0.00	0	99.86	0.02	0.12	0.00
Summary	**7.49**	**1,642.19**	**12,300**	**0.27**	**2**	**1.87**	**14**	**0.00**	**0**	**99.87**	**0.02**	**0.11**	**0.00**

Split	Avg. Num Agents	PBX Incoming Avg. # Ans/Agnt	PBX Incoming Total # Ansd	PBX Internal Avg # / Agent	PBX Internal Total # Calls	PBX OUT Avg # / Agent	PBX OUT Total # Calls	PBX I/C % Count	PBX INT % Count	PBX OUT % Count
Large PBX	3.50	0.00	0	0.00	0	0.00	0	0.00	0.00	0.00
Small PBX	3.99	0.00	0	0.00	0	0.00	0	0.00	0.00	0.00
Summary	**7.49**	**0.00**	**0**	**0.00**	**0**	**0.00**	**0**	**0.00**	**0.00**	**0.00**

State Times Report

Title: **State Times - (7)**

Subject: Team, Split

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Hour (Hourly, Half hourly, Quarterly), Shift, Date

Description: The State Times Report provides the user with time information on the various agent states. This information is split over two pages. The first page is ACD Position states and the second page is PBX Extension states.

Table 2-8 *State Times Report field descriptions*

Fields	Description
ACD Position	
Avg. Num Agents	The average number of logged-on agents.
ACD Incoming - Avg Time Agent	The average time spent on ACD incoming calls, per agent.
ACD Incoming - Total Time	The total time spent on ACD incoming calls.
ACD Internal - Avg Time / Agent	The average time spent on an ACD internal call, per agent. An internal call is a call between two extensions local to the switch.
ACD Internal - Total Time	The total time spent on ACD internal calls.
Work Mode - Avg Time / Agent	The average time spent in work mode, per agent.
Work Mode - Total Time	The total time spent in work mode.
Break Mode - Avg Time / Agent	The average time spent in break mode, per agent,
Break Mode - Total Time	The total time spent in break mode.
ACD I/C % Time	The percentage of the total logged-on time spent on ACD incoming calls.
ACD INT % Time	The percentage of the total logged-on time spent on ACD internal calls.
Work % Time	The percentage of the total logged-on time spent in work mode.
Break % Time	The percentage of the total logged-on time spent in break mode.
PBX Extension	
Avg. Num Agent	The average number of logged-on agents.

PBX Incoming - Avg Time / Agent	The average time spent on a PBX extension incoming call, per agent.
PBX Incoming - Total Time	The total time spent on PBX extension incoming calls.
PBX Internal - Avg Time / Agent	The average time spent on a PBX extension internal call, per agent. An internal call is a call between two extensions local to the switch.
PBX Internal - Total Time	The total time spent on PBX extension internal calls.
PBX OUT - Avg Time /Agent	The average time spent on PBX extension outgoing calls, per agent.
PBX OUT - Total Time	The total time spent on PBX extension outgoing calls.
PBX I/C % Time	The percentage of the total logged-on time spent on PBX extension incoming calls.
PBX INT % Time	The percentage of the total logged-on time spent on PBX extension internal calls.
PBX OUT % Time	The percentage of the total logged-on time spent on PBX extension outgoing calls.

Figure 2-7 *State Times Report*

State Times

By Split
Daily

Report # 07

Printed : 6/3/2003 10:40:39AM
From : **Monday, 2 June, 2003**
To : **Monday, 2 June, 2003**

User: **tina**
Site:

Large PBX

Date	Avg. Num Agents	ACD Incoming		ACD Internal		Work Mode		Break Mode		ACD I/C % Time	ACD INT % Time	Work % Time	Break % Time
		Avg Time Agent	Total Time	Avg Time / Agent	Total Time	Avg Time / Agent	Total Time	Avg Time / Agent	Total Time				
06/02/03	3.50	08:34:01	29:59:04	00:00:02	00:00:08	02:12:52	07:45:01	00:00:00	00:00:00	79.46	0.01	20.54	0.00
Summary	**3.50**	**08:34:01**	**29:59:04**	**00:00:02**	**00:00:08**	**02:12:51**	**07:45:01**	**00:00:00**	**00:00:00**	**79.46**	**0.01**	**20.54**	**0.00**

Date	Avg. Num Agents	PBX Incoming		PBX Internal		PBX OUT		PBX I/C % Time	PBX INT % Time	PBX OUT % Time
		Avg Time / Agent	Total Time	Avg Time / Agent	Total Time	Avg Time / Agent	Total Time			
06/02/03	3.50	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0.00	0.00
Summary	**3.50**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**0.00**	**0.00**	**0.00**

Small PBX

Date	Avg. Num Agents	ACD Incoming		ACD Internal		Work Mode		Break Mode		ACD I/C % Time	ACD INT % Time	Work % Time	Break % Time
		Avg Time Agent	Total Time	Avg Time / Agent	Total Time	Avg Time / Agent	Total Time	Avg Time / Agent	Total Time				
06/02/03	3.99	05:55:24	23:38:02	00:00:03	00:00:10	00:00:48	00:03:11	00:00:00	00:00:00	99.76	0.01	0.22	0.00
Summary	**3.99**	**05:55:23**	**23:38:02**	**00:00:02**	**00:00:10**	**00:00:47**	**00:03:11**	**00:00:00**	**00:00:00**	**99.76**	**0.01**	**0.22**	**0.00**

Date	Avg. Num Agents	PBX Incoming		PBX Internal		PBX OUT		PBX I/C % Time	PBX INT % Time	PBX OUT % Time
		Avg Time / Agent	Total Time	Avg Time / Agent	Total Time	Avg Time / Agent	Total Time			
06/02/03	3.99	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0.00	0.00
Summary	**3.99**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**0.00**	**0.00**	**0.00**

State Times Summary Report

Title: **State Times Summary - (8)**

Subject: Team, Split

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Shift, Date

Description: The State Times Summary Report provides the user with time information on the various agent states, in a summary format.

Table 2-9 *State Times Summary Report field descriptions*

Fields	Description
ACD Position	
Avg. Num Agents	The average number of logged-on agents.
ACD Incoming - Avg Time / Agent	The average time spent on ACD incoming calls, per agent.
ACD Incoming - Total Time	The total time spent on ACD incoming calls.
ACD Internal - Avg Time / Agent	The average time spent on an ACD internal call, per agent. An internal call is a call between two extensions local to the switch.
ACD Internal - Total Time	The total time spent on ACD internal calls.
Work Mode - Avg Time / Agent	The average time spent in work mode, per agent.
Work Mode - Total Time	The total time spent in work mode.
Break Mode - Avg Time / Agent	The average time spent in break mode, per agent.
Break Mode - Total Time	The total time spent in break mode.
ACD I/C % Time	The percentage of the total logged-on time spent on ACD incoming calls.
ACD INT % Time	The percentage of the total logged-on time spent on ACD internal calls.
Work % Time	The percentage of the total logged-on time spent in work mode.
Break % Time	The percentage of the total logged-on time spent in break mode.
PBX Extension	
Avg. Num Agents	The average number of logged-on agents.
PBX Incoming - Avg Time / Agent	The average time spent on PBX extension incoming calls, per agent.
PBX Incoming - Total Time	The total time spent on PBX extension incoming calls.
PBX Internal - Avg Time / Agent	The average time spent on a PBX extension internal call, per agent. An internal call is a call between two extensions local to the switch.
PBX Internal - Total Time	The total time spent on PBX extension internal calls.

PBX OUT - Avg Time / Agent	The average time spent on a PBX extension outgoing call, per agent.
PBX OUT - Total Time	The total time spent on PBX extension outgoing calls.
PBX I/C % Time	The percentage of the total logged-on time spent on PBX extension incoming calls.
PBX INT % Time	The percentage of the total logged-on time spent on PBX extension internal calls.
PBX OUT % Time	The percentage of the total logged-on time spent on PBX extension outgoing calls.

Figure 2-8 *State Times Summary Report*

State Times Summary

By Split
Daily

Report # 08

Printed: 6/3/2003 10:41:29AM
From: **Monday, 2 June, 2003**
To: **Monday, 2 June, 2003**

User: **tina**
Site:

Split	Avg. Num Agents	ACD Incoming		ACD Internal		Work Mode		Break Mode		ACD I/C % Time	ACD INT % Time	Work % Time	Break % Time
		Avg Time / Agent	Total Time	Avg Time / Agent	Total Time	Avg Time / Agent	Total Time	Avg Time / Agent	Total Time				
Large PBX	3.50	08:34:01	29:59:04	00:00:02	00:00:08	02:12:51	07:45:01	00:00:00	00:00:00	79.46	0.01	20.54	0.00
Small PBX	3.99	05:55:23	23:38:02	00:00:02	00:00:10	00:00:47	00:03:11	00:00:00	00:00:00	99.76	0.01	0.22	0.00
Summary	**7.49**	**07:09:31**	**53:37:06**	**00:00:02**	**00:00:18**	**01:02:30**	**07:48:12**	**00:00:00**	**00:00:00**	**87.29**	**0.01**	**12.70**	**0.00**

Split	Avg. Num Agents	PBX Incoming		PBX Internal		PBX OUT		PBX I/C % Time	PBX INT % Time	PBX OUT % Time
		Avg Time / Agent	Total Time	Avg Time / Agent	Total Time	Avg Time / Agent	Total Time			
Large PBX	3.50	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0.00	0.00
Small PBX	3.99	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0.00	0.00
Summary	**7.49**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**0.00**	**0.00**	**0.00**

ACD Incoming Activity Report

Title: **ACD Incoming Activity - (9)**

Subject: Team, Split

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Hour (Hourly, Half hourly, Quarterly), Shift, Date

Description: The ACD Incoming Activity Report provides the user with ACD incoming call handling information for the selected subject.

Table 2-10 *ACD Incoming Activity Report field descriptions*

Fields	Description
Avg. Num Agents	The average number of logged-on agents.
ACD Incoming Calls - Total	The number of ACD incoming calls received, including abandoned calls.
ACD Incoming Calls - # Ans.	The number of answered ACD incoming calls.
ACD Incoming Calls - ASA	The average speed to answer ACD incoming calls.
ACD Incoming Calls - Average Talk Dur	The ACD incoming call average talk time.
ACD Incoming Calls - Total Talk Dur	The ACD incoming call total talk time.
ACD Incoming Calls - # Aband	The number of abandoned ACD incoming calls.
ACD Incoming Calls -Aband Avg Dur	The average wait time for abandoned calls.
ACD Incoming Calls - Aband Long Dur	The longest wait time for abandoned calls.
Percent Abandoned - ACD I/C %	The percentage of ACD incoming calls that were abandoned.
Percent Abandoned - Before Announce	The percentage of ACD incoming calls that were abandoned before a recorded announcement.
Percent Abandoned - After Announce	The percentage of ACD incoming calls that were abandoned after a recorded announcement.
Percent Abandoned - During Ring	The percentage of ACD incoming calls that were abandoned while ringing at an agent's position.

Figure 2-9 *ACD Incoming Activity Report*

ACD Incoming Activity

By Split
Daily

Report # 09

Printed: 6/3/2003 10:42:02AM
From: **Monday, 2 June, 2003**
To: **Monday, 2 June, 2003**

User: **tina**
Site:

Large PBX

Date	Avg. Num Agents	ACD Incoming Calls								Percent Abandoned			
		Total	# Ans.	ASA	Average Talk Dur	Total Talk Dur	# Aband.	Aband. Avg. Dur	Aband. Long Dur	ACD I/C %	Before Announce	After Announce	During Ring
06/02/03	3.50	9,338	6,637	00:00:23	00:00:16	29:59:04	2,701	00:00:32	00:08:30	28.92	28.14	0.00	0.78
Summary	**3.50**	**9,338**	**6,637**	**00:00:23**	**00:00:16**	**29:59:04**	**2,701**	**00:00:32**	**00:08:30**	**28.92**	**28.14**	**0.00**	**0.78**

Small PBX

Date	Avg. Num Agents	ACD Incoming Calls								Percent Abandoned			
		Total	# Ans.	ASA	Average Talk Dur	Total Talk Dur	# Aband.	Aband. Avg. Dur	Aband. Long Dur	ACD I/C %	Before Announce	After Announce	During Ring
06/02/03	3.99	10,150	5,663	00:00:24	00:00:15	23:38:02	4,487	00:00:31	00:00:38	44.21	43.54	0.00	0.67
Summary	**3.99**	**10,150**	**5,663**	**00:00:24**	**00:00:15**	**23:38:02**	**4,487**	**00:00:31**	**00:00:38**	**44.21**	**43.54**	**0.00**	**0.67**

Report Summary	Avg. Num Agents	ACD Incoming Calls								Percent Abandoned			
		Total	# Ans.	ASA	Average Talk Dur	Total Talk Dur	# Aband.	Aband. Avg. Dur	Aband. Long Dur	ACD I/C %	Before Announce	After Announce	During Ring
	7.49	**19,488**	**12,300**	**00:00:24**	**00:00:16**	**53:37:06**	**7,188**	**00:00:31**	**00:08:30**	**36.88**	**36.16**	**0.00**	**0.72**

ACD Incoming Activity Summary Report

Title	**ACD Incoming Activity Summary - (10)**
Subject	Team, Split
Time Span	Daily, Weekly, Monthly, Yearly, Days of Week
Granularity	Shift, Date
Description	The ACD Incoming Summary Report provides the user with ACD incoming call handling information for the selected subject, in a summary format.

Table 2-11 *ACD Incoming Activity Summary Report field descriptions*

Fields	Description
Avg Num Agents	The average number of logged-on agents.
ACD Incoming - Total	The number of ACD incoming calls received, including abandoned calls.
ACD Incoming - # Ans	The number of answered ACD incoming calls.
ACD Incoming - ASA	The average speed to answer ACD incoming calls.
ACD Incoming - Average Talk Dur	The ACD incoming call average talk time.
ACD Incoming - Total Talk Dur	The ACD incoming call total talk time.
ACD Incoming - # Aband	The number of abandoned ACD incoming calls.
ACD Incoming - Aband Avg Dur	The average wait time for abandoned calls.
ACD Incoming - Aband Long Dur	The longest wait time for abandoned calls.
Percent Abandoned - ACD I/C %	The percentage of ACD incoming calls that were abandoned.
Percent Abandoned - Before Announce	The percentage of ACD incoming calls that were abandoned before a recorded announcement.
Percent Abandoned - After Announce	The percentage of ACD incoming calls that were abandoned after a recorded announcement.
Percent Abandoned - During Ring	The percentage of ACD incoming calls that were abandoned while ringing at an agent's position.

Figure 2-10 *ACD Incoming Activity Summary Report*

ACD Incoming Activity Summary

By Split
Daily

Report # 10

Printed: 6/3/2003 10:42:42AM
From: **Monday, 2 June, 2003**
To: **Monday, 2 June, 2003**

User: **tina**
Site:

Split	Avg. Num Agents	ACD Incoming Calls								Percent Abandoned			
		Total	# Ans.	ASA	Average Talk Dur	Total Talk Dur	# Aband.	Aband. Avg. Dur	Aband. Long Dur	ACD I/C %	Before Announce	After Announce	During Ring
Large PBX	3.50	9,338	6,637	00:00:23	00:00:16	29:59:04	2,701	00:00:32	00:08:30	28.92	28.14	0.00	0.78
Small PBX	3.99	10,150	5,663	00:00:24	00:00:15	23:38:02	4,487	00:00:31	00:00:38	44.21	43.54	0.00	0.67
Summary	**7.49**	**19,488**	**12,300**	**00:00:24**	**00:00:16**	**53:37:06**	**7,188**	**00:00:31**	**00:08:30**	**36.88**	**36.16**	**0.00**	**0.72**

Abandoned Call Activity

Title: **Abandoned Call Activity - (11)**

Subject: Team, Split

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Hour (Hourly, Half hourly, Quarterly), Shift, Date

Description: The Abandoned Call Activity Report provides the user with Abandoned Call information for the selected subject.

Table 2-12 *Abandoned Call Activity field descriptions*

Fields	Description
Avg Num Agents	The average number of logged-on agents.
ACD Incoming Calls - Total	The number of ACD incoming calls received, including abandoned calls.
ACD Incoming Calls - # Aband	The number of abandoned ACD incoming calls.
ACD Incoming Calls - % Aband	The percentage of ACD incoming calls that were abandoned.
Abandoned Before Announce - # Aband	The number of ACD incoming calls that were abandoned before a recorded announcement.
Abandoned Before Announce - Avg Dur	The average wait time for calls abandoned before a recorded announcement.
Abandoned Before Announce - % Aband	The percentage of ACD incoming calls that were abandoned before a recorded announcement.
Abandoned After Announce - # Aband	The number of ACD incoming calls that were abandoned after a recorded announcement.
Abandoned After Announce - Avg Dur	The average wait time for calls abandoned after a recorded announcement.
Abandoned After Announce - % Aband	The percentage of ACD incoming calls that were abandoned after a recorded announcement.
Abandoned During Ring - # Aband	The number of ACD incoming calls that were abandoned while ringing at an agent's position.
Abandoned During Ring - Avg Dur	The average wait time for calls abandoned while ringing at an agent's position.
Abandoned During Ring - % Aband	The percentage of ACD incoming calls that were abandoned while ringing at an agent's position.

Figure 2-11 *Abandoned Call Activity*

Abandoned Call Activity

By Split
Daily

Report # 11

Printed: 6/3/2003 10:43:18AM
From: **Monday, 2 June, 2003**
To: **Monday, 2 June, 2003**

User: **tina**
Site:

Large PBX

Date	Avg. Num Agents	ACD Incoming Calls			Abandoned Before Announce			Abandoned After Announce			Abandoned During Ring		
		Total	# Aband.	% Aband.	# Aband.	Avg. Dur	% Aband.	# Aband.	Avg. Dur	% Aband.	# Aband.	Avg. Dur	% Aband.
06/02/03	3.50	9,338	2,701	28.92	2,628	00:00:33	28.14	0	00:00:00	0.00	73	00:00:00	0.78
Summary	**3.50**	**9,338**	**2,701**	**28.92**	**2,628**	**00:00:33**	**28.14**	**0**	**00:00:00**	**0.00**	**73**	**00:00:00**	**0.78**

Small PBX

Date	Avg. Num Agents	ACD Incoming Calls			Abandoned Before Announce			Abandoned After Announce			Abandoned During Ring		
		Total	# Aband.	% Aband.	# Aband.	Avg. Dur	% Aband.	# Aband.	Avg. Dur	% Aband.	# Aband.	Avg. Dur	% Aband.
06/02/03	3.99	10,150	4,487	44.21	4,419	00:00:32	43.54	0	00:00:00	0.00	68	00:00:00	0.67
Summary	**3.99**	**10,150**	**4,487**	**44.21**	**4,419**	**00:00:32**	**43.54**	**0**	**00:00:00**	**0.00**	**68**	**00:00:00**	**0.67**

Report Summary	Avg. Num Agents	ACD Incoming Calls			Abandoned Before Announce			Abandoned After Announce			Abandoned During Ring		
		Total	# Aband.	% Aband.	# Aband.	Avg. Dur		# Aband.	Avg. Dur	% Aband.	# Aband.	Avg. Dur	% Aband.
	7.49	**19,488**	**7,188**	**36.88**	**7,047**	**00:00:32**	**36.16**	**0**	**00:00:00**	**0.00**	**141**	**00:00:00**	**0.72**

Abandoned Call Activity Summary Report

Title: **Abandoned Call Activity Summary - (12)**

Subject: Team, Split

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Shift, Date

Description: The Abandoned Call Summary Report provides the user with Abandoned Call information for the selected subject, in a summary format.

Table 2-13 *Abandoned Call Activity Summary Report field descriptions*

Fields	Description
Avg.Num Agents	The average number of logged-on agents.
ACD Incoming Calls - Total	The number of ACD incoming calls received, including abandoned calls.
ACD Incoming Calls - # Aband.	The number of abandoned ACD incoming calls.
ACD Incoming Calls - % Aband.	The percentage of ACD incoming calls that were abandoned.
Abandoned Before Announce - # Aband.	The number of ACD incoming calls that were abandoned before a recorded announcement.
Abandoned Before Announce - Avg. Dur	The average wait time for calls abandoned before a recorded announcement.
Abandoned Before Announce - % Aband	The percentage of ACD incoming calls that were abandoned before a recorded announcement.
Abandoned After Announce - # Aband.	The number of ACD incoming calls that were abandoned after a recorded announcement.
Abandoned After Announce - Avg Dur	The average wait time for calls abandoned after a recorded announcement.
Abandoned After Announce - % Aband.	The percentage of ACD incoming calls that were abandoned after a recorded announcement.
Abandoned During Ring - # Aband.	The number of ACD incoming calls that were abandoned while ringing at an agent's position.
Abandoned During Ring - Avg. Dur	The average wait time for calls abandoned while ringing at an agent's position.
Abandoned During Ring - % Aband.	The percentage of ACD incoming calls that were abandoned while ringing at an agent's position.

Figure 2-12 *Abandoned Call Activity Summary Report*

Abandoned Call Activity Summary

By Split
Daily

Report # 12

Printed: 6/3/2003 10:43:48AM
From: **Monday, 2 June, 2003**
To: **Monday, 2 June, 2003**

User: **tina**
Site:

Split	Avg. Num Agents	ACD Incoming Calls			Abandoned Before Announce			Abandoned After Announce			Abandoned During Ring		
		Total	# Aband.	% Aband.	# Aband.	Avg. Dur	% Aband.	# Aband.	Avg. Dur	% Aband.	# Aband.	Avg. Dur	% Aband.
Large PBX	3.50	9,338	2,701	28.92	2,628	00:00:33	28.14	0	00:00:00	0.00	73	00:00:00	0.78
Small PBX	3.99	10,150	4,487	44.21	4,419	00:00:32	43.54	0	00:00:00	0.00	68	00:00:00	0.67
Summary	**7.49**	**19,488**	**7,188**	**36.88**	**7,047**	**00:00:32**	**36.16**	**0**	**00:00:00**	**0.00**	**141**	**00:00:00**	**0.72**

Queue Activity Report

Title: **Queue Activity - (13)**

Subject: Team, Split

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Hour (Hourly, Half hourly, Quarterly), Shift, Date

Description: The Queue Activity Report provides the user with announcement-related information for the selected subject.

Table 2-14 *Queue Activity Report field descriptions*

Fields	Description
Avg. Num Agents	The average number of logged-on agents.
ACD Incoming Calls - Total	The number of ACD incoming calls received, including abandoned calls.
ACD Incoming Calls - # Ans.	The number of answered ACD incoming calls.
ACD Incoming Calls - # Aband.	The number of abandoned ACD incoming calls.
ACD Incoming Calls - Ans.in GOS	The number of ACD incoming calls answered within the Grade of Service (GOS) threshold.
ACD Incoming Calls - % GOS	The percentage of ACD incoming calls that were answered within the Grade of Service (GOS) threshold.
ACD Incoming Calls - # No Ann.	The number of ACD incoming calls answered before a recorded announcement.
ACD Incoming Calls - % No Ann.	The percentage of ACD incoming calls that were answered before a recorded announcement.
ACD Incoming Calls - # 1st Ann.	The number of ACD incoming calls answered after the first recorded announcement and before the second recorded announcement.
ACD Incoming Calls - % 1st Ann.	The percentage of ACD incoming calls that were answered after the first recorded announcement and before the second recorded announcement.
ACD Incoming Calls - # 2nd Ann.	The number of ACD incoming calls answered after the second recorded announcement.
ACD Incoming Calls - % 2nd Ann.	The percentage of ACD incoming calls that were answered after the second recorded announcement.

Figure 2-13 *Queue Activity Report*

Queue Activity

By Split
Daily

Report # 13

Printed: 6/3/2003 10:44:23AM
From: **Monday, 2 June, 2003**
To: **Monday, 2 June, 2003**

User: **tina**
Site:

Large PBX

Date	Avg. Num Agents	ACD Incoming Calls										
		Total	# Ans.	# Aband.	Ans in GOS	% GOS	# No Ann.	% No Ann.	# 1st Ann.	% 1st Ann	# 2nd Ann.	% 2nd Ann.
06/02/03	3.50	9,338	6,637	2,701	6,636	71.06	9,338	100.00	0	0.00	0	0.00
Summary	**3.50**	**9,338**	**6,637**	**2,701**	**6,636**	**71.06**	**9,338**	**100.00**	**0**	**0.00**	**0**	**0.00**

Small PBX

Date	Avg. Num Agents	ACD Incoming Calls										
		Total	# Ans.	# Aband.	Ans in GOS	% GOS	# No Ann.	% No Ann.	# 1st Ann.	% 1st Ann	# 2nd Ann.	% 2nd Ann.
06/02/03	3.99	10,150	5,663	4,487	5,663	55.79	10,150	100.00	0	0.00	0	0.00
Summary	**3.99**	**10,150**	**5,663**	**4,487**	**5,663**	**55.79**	**10,150**	**100.00**	**0**	**0.00**	**0**	**0.00**

Report Summary	Avg. Num Agents	ACD Incoming Calls										
		Total	# Ans.	# Aband.	Ans in GOS	% GOS	# No Ann.	% No Ann.	# 1st Ann.	% 1st Ann	# 2nd Ann.	% 2nd Ann.
	7.49	**19,488**	**12,300**	**7,188**	**12,299**	**63.11**	**19,488**	**100.00**	**0**	**0.00**	**0**	**0.00**

Queue Activity Summary Report

Title: **Queue Activity Summary - (14)**

Subject: Team, Split

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Shift, Date

Description: The Queue Activity Summary Report provides the user with announcement-related information for the selected subject, in a summary format.

Table 2-15 *Queue Activity Summary Report field descriptions*

Fields	Description
Avg Num Agents	The average number of logged-on agents.
ACD Incoming Calls - Total	The number of ACD incoming calls received, including abandoned calls.
ACD Incoming Calls - # Ans.	The number of answered ACD incoming calls.
ACD Incoming Calls - # Aband.	The number of abandoned ACD incoming calls.
ACD Incoming Calls - Ans.in GOS	The number of ACD incoming calls answered within the Grade of Service (GOS) threshold.
ACD Incoming Calls - % GOS	The percentage of ACD incoming calls that were answered within the Grade of Service (GOS) threshold.
ACD Incoming Calls - # No Ann.	The number of ACD incoming calls answered before a recorded announcement.
ACD Incoming Calls - % No Ann	The percentage of ACD incoming calls that were answered before a recorded announcement.
ACD Incoming Calls - # 1st Ann.	The number of ACD incoming calls answered after the first recorded announcement and before the second recorded announcement.
ACD Incoming Calls - % 1st Ann.	The percentage of ACD incoming calls that were answered after the first recorded announcement and before the second recorded announcement.
ACD Incoming Calls - # 2nd Ann.	The number of ACD incoming calls answered after the second recorded announcement.
ACD Incoming Calls - % 2nd Ann.	The percentage of ACD incoming calls that were answered after the second recorded announcement.

Figure 2-14 *Queue Activity Summary Report*

Queue Activity Summary

By Split
Daily

Report # 14

Printed: 6/3/2003 10:44:53AM
From: **Monday, 2 June, 2003**
To: **Monday, 2 June, 2003**

User: **tina**
Site:

Split	Avg. Num Agents	ACD Incoming Calls										
		Total	# Ans.	# Aband.	Ans in GOS	% GOS	# No Ann.	% No Ann.	# 1st Ann.	% 1st Ann	# 2nd Ann.	% 2nd Ann.
Large PBX	3.50	9,338	6,637	2,701	6,636	71.06	9,338	100.00	0.00	0.00	0.00	0.00
Small PBX	3.99	10,150	5,663	4,487	5,663	55.79	10,150	100.00	0.00	0.00	0.00	0.00
Summary	**7.49**	**19,488**	**12,300**	**7,188**	**12,299**	**63.11**	**19,488**	**100.00**	**0.00**	**0.00**	**0.00**	**0.00**

Talk Time Buckets Report

Title: **Talk Time Buckets - (15)**

Subject: Team, Split

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Hour (Hourly, Half hourly, Quarterly), Shift, Date

Description: The Talk Time Buckets Report provides the user with ACD Incoming Call Duration information for the selected subject. This report includes a bar graph of the average ACD Incoming Call duration in seconds.

Note: Buckets, which are measuring categories, are defined separately for the system and for individual splits (refer to the Navigator Configuration Guide). Buckets are not defined for teams. Teams, which are a collection of splits, cumulatively apply the buckets defined for their member splits.

Table 2-16 *Talk Time Buckets Report field descriptions*

Fields	Description
Average ACD Inc Talk Time Seconds	Bar graph representation of the average ACD incoming call talk time.
ACD Incoming Calls - Average Talk Dur	The ACD incoming call average talk time, in seconds.
ACD Incoming Calls - # Ans.	The number of answered ACD incoming calls.
ACD Incoming Talk Time Seconds	The number of ACD incoming calls, categorized into five columns based on the total talk time of the call. The columns represent the talk time in seconds. The percentage of ACD incoming calls for each column appears at the bottom of the column. Under the percentage is the cumulative percentage of ACD incoming calls, from the first column.
Longest Talk Time HH:MM:SS	The longest talk time for any ACD incoming call, in hours, minutes and seconds.

Figure 2-15 *Talk Time Buckets Report*

Talk Time Buckets

By Split
Daily

Report # 15

Printed : 6/3/2003 10:45:24AM
From : **Monday, 2 June, 2003**
To : **Monday, 2 June, 2003**

User: tina
Site:

Large PBX

Date	Average ACD Inc Talk Time Seconds (0..... 4..... 8..... 12..... 16)	ACD Incoming Calls Average Talk Dur	ACD Incoming Calls # Ans.	ACD Incoming Talk Time Seconds 20	40	60	80	80 +	Longest Talk Time HH:MM:SS
06/02/2003		00:00:16	6,637	5,419	1,211	0	0	7	29:59:04
Totals		00:00:16	6,637	5,419	1,211	0	0	7	29:59:04
Percentage				81.65	18.25	0.00	0.00	0.11	
Accumulative Percentage				81.65	99.89	99.89	99.89	100.00	

Small PBX

Date	Average ACD Inc Talk Time Seconds (0..... 4..... 8..... 11..... 15)	ACD Incoming Calls Average Talk Dur	ACD Incoming Calls # Ans.	ACD Incoming Talk Time Seconds 20	40	60	80	80 +	Longest Talk Time HH:MM:SS
06/02/2003		00:00:15	5,663	4,834	822	0	0	7	23:38:02
Totals		00:00:15	5,663	4,834	822	0	0	7	23:38:02
Percentage				85.36	14.52	0.00	0.00	0.12	
Accumulative Percentage				85.36	99.88	99.88	99.88	100.00	

Talk Time Buckets Summary Report

Title: **Talk Time Buckets Summary - (16)**

Subject: Team, Split

Time Spans: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Shift, Date

Description: The Talk Time Buckets Summary Report provides the user with ACD Incoming Call Duration information for the selected subject, in a summary format. This report includes a bar graph of the average ACD Incoming Call duration in seconds.

Note: Buckets, which are measuring categories, are defined separately for the system and for individual splits (refer to Navigator Configuration Guide). Buckets are not defined for teams. Teams, which are a collection of splits, cumulatively apply the buckets defined for their member splits.

Table 2-17 *Talk Time Buckets Summary Report field descriptions*

Fields	Description
Average ACD Inc Talk Time Seconds	Bar graph representation of the average ACD incoming call talk time.
ACD Incoming Calls - Average Talk Dur	The ACD incoming call average talk time in hours, minutes, and seconds.
ACD Incoming Calls - # Ans.	The number of answered ACD incoming calls.
ACD Incoming Talk Time Seconds	The number of ACD incoming calls, categorized into five columns based on the total talk time of the call. The columns represent the talk time in seconds. The percentage of ACD incoming calls for each column appears at the bottom of the column. Under the percentage is the cumulative percentage of ACD incoming calls, from the first column.
Longest Talk Time HH:MM:SS	The longest talk time for any ACD Incoming call, in hours, minutes and seconds.

Figure 2-16 *Talk Time Buckets Summary Report*

Talk Time Buckets Summary

By Split
Daily

Report # 16

Printed: 6/3/2003 10:45:55AM
From: **Monday, 2 June, 2003**
To: **Monday, 2 June, 2003**

User: **tina**
Site:

Split	Average ACD Inc Talk Time Seconds 0..... 4..... 8..... 12..... 16	ACD Incoming Calls Average Talk Dur	# Ans.	ACD Incoming Talk Time Seconds 20	40	60	80	80 +	Longest Talk Time HH:MM:SS
Large PBX		00:00:16	6,637	5,419	1,211	0	0	7	29:59:04
Small PBX		00:00:15	5,663	4,834	822	0	0	7	23:38:02
Totals		00:00:16	12,300	10,253	2,033	0	0	14	29:59:04
Percentage				83.36	16.53	0.00	0.00	0.11	
Accumulative Percentage				83.36	99.89	99.89	99.89	100.00	

Answer Speed Buckets Report

Title: **Answer Speed Buckets - (17)**

Subject: Team, Split

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Hour (Hourly, Half hourly, Quarterly), Shift, Date

Description: The Answer Speed Buckets Report provides the user with ACD Incoming Call wait to answer information for the selected subject. This report includes a bar graph of the average ACD Incoming Call wait time in seconds.

Note: Buckets, which are measuring categories, are defined separately for the system and for individual splits (refer to Navigator Configuration Guide). Buckets are not defined for teams. Teams, which are a collection of splits, cumulatively apply the buckets defined for their member splits.

Table 2-18 *Answer Speed Buckets Report field descriptions*

Fields	Description
Average ACD Answer Speed Seconds	Bar graph representation of the average ACD incoming call wait time.
ACD Incoming Calls - Average Wait Time	The ACD incoming call average wait time in hours, minutes and seconds.
ACD Incoming Calls - # Ans.	The number of answered ACD incoming calls.
ACD Incoming Answer Speed Seconds	The number of ACD incoming calls, categorized into five columns based on the wait time of the call. The columns represent the wait time in seconds. The percentage of ACD incoming calls for each column appears at the bottom of the column. Under the percentage is the cumulative percentage of ACD incoming calls, from the first column.
Longest Ans. Speed HH:MM:SS	The longest wait time for any ACD incoming call, in hours, minutes and seconds.

Figure 2-17 *Answer Speed Buckets Report*

Answer Speed Buckets

By Split
Daily

Report # 17

Printed: 6/3/2003 10:46:30AM
From: **Monday, 2 June, 2003**
To: **Monday, 2 June, 2003**

User: **tina**
Site:

Large PBX

Date	Average ACD Answer Speed Seconds (0..... 6..... 12..... 17..... 23)	ACD Incoming Calls Average Wait Time	ACD Incoming Calls # Ans.	ACD Incomming Answer Speed Seconds 20	40	60	80	80 +	Longest Ans Speed HH:MM:SS
06/02/2003		00:00:23	6,637	1,843	4,793	0	0	1	00:01:34
Totals		00:00:23	6,637	1,843	4,793	0	0	1	00:01:34
Percentage				27.77	72.22	0.00	0.00	0.02	
Accumulative Percentage				27.77	99.98	99.98	99.98	100.00	

Small PBX

Date	Average ACD Answer Speed Seconds (0..... 6..... 12..... 18..... 24)	ACD Incoming Calls Average Wait Time	ACD Incoming Calls # Ans.	ACD Incomming Answer Speed Seconds 20	40	60	80	80 +	Longest Ans Speed HH:MM:SS
06/02/2003		00:00:24	5,663	1,377	4,286	0	0	0	00:00:34
Totals		00:00:24	5,663	1,377	4,286	0	0	0	00:00:34
Percentage				24.32	75.68	0.00	0.00	0.00	
Accumulative Percentage				24.32	100.00	100.00	100.00	100.00	

Grand Totals		00:00:24	12,300	3,220	9,079	0	0	1	00:01:34
Percentage				26.18	73.81	0.00	0.00	0.01	
Accumulative Percentage				26.18	99.99	99.99	99.99	100.00	

Answer Speed Buckets Summary Report

Title: **Answer Speed Buckets Summary - (18)**

Subject: Team, Split

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Shift, Date

Description: The Answer Speed Buckets Summary Report provides the user with ACD Incoming Call wait to answer information for the selected subject, in a summary format. This report includes a bar graph of the average ACD Incoming Call wait time in seconds.

Note: Buckets, which are measuring categories, are defined separately for the system and for individual splits (refer to Navigator Configuration Guide). Buckets are not defined for teams. Teams, which are a collection of splits, cumulatively apply the buckets defined for their member splits.

Table 2-19 *Answer Speed Buckets Summary Report field descriptions*

Fields	Description
Average ACD Inc Answer Speed Seconds	Bar graph representation of the average ACD incoming call wait time.
ACD Incoming Calls - Avg Wait	The ACD incoming call average wait time in hours, minutes, and seconds.
ACD Incoming Calls - # Ans.	The number of answered ACD incoming calls.
ACD Incoming Answer Speed Seconds	The number of ACD incoming calls, categorized into five columns based on the wait time of the call. The columns represent the wait time in seconds. The percentage of ACD incoming calls for each column appears at the bottom of the column. Under the percentage is the cumulative percentage of ACD incoming calls, from the first column.
Longest Ans. Speed HH:MM:SS	The longest wait time for any ACD incoming call, in hours, minutes and seconds.

Figure 2-18 *Answer Speed Buckets Summary Report*

Answer Speed Buckets Summary

By Split
Daily

Report # 18

Printed: 6/3/2003 10:47:05AM
From: **Monday, 2 June, 2003**
To: **Monday, 2 June, 2003**

User: **tina**
Site:

Split Name	Average ACD Inc Answer Speed Seconds 0..... 6..... 12..... 18..... 24	ACD Incoming Calls Avg Wait	ACD Incoming Calls # Ans.	ACD Incoming Answer Speed Seconds 20	40	60	80	80 +	Longest Ans Speed HH:MM:SS
Large PBX		00:00:23	6,637	1,843	4,793	0	0	1	00:01:34
Small PBX		00:00:24	5,663	1,377	4,286	0	0	0	00:00:34
Totals		00:00:24	12,300	3,220	9,079	0	0	1	00:01:34
Percentage				26.18	73.81	0.00	0.00	0.01	
Accumulative Percentage				26.18	99.99	99.99	99.99	100.00	

Abandon Wait Time Buckets Report

Title: **Abandon Wait Time Buckets - (19)**

Subject: Team, Split

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Hour (Hourly, Half hourly, Quarterly), Shift, Date

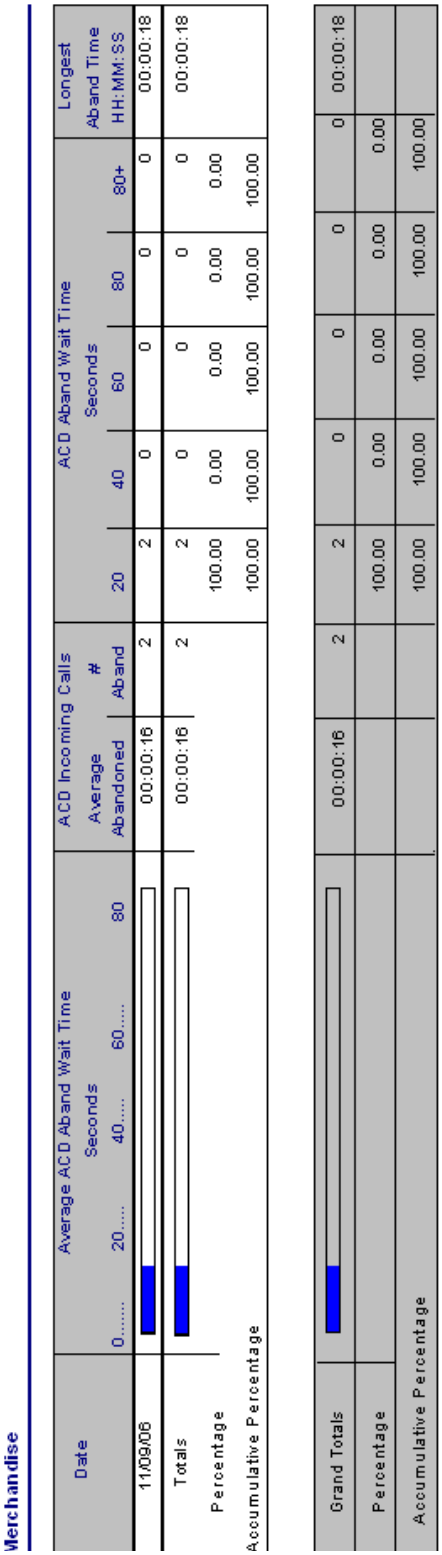
Description: The Abandon Wait Time Buckets Report provides the user with ACD Incoming Call wait to abandon information for the selected subject. This report includes a bar graph of the average ACD incoming abandoned call wait time in seconds.

Note: Buckets, which are measuring categories, are defined separately for the system and for individual splits (refer to Navigator Configuration Guide). Buckets are not defined for teams. Teams, which are a collection of splits, cumulatively apply the buckets defined for their member splits.

Table 2-20 *Abandon Wait Time Buckets Report field descriptions*

Fields	Description
Average ACD Aband Wait Time Seconds	Bar graph representation of the average ACD incoming abandoned call wait time.
ACD Incoming Calls - Average Abandoned	The ACD incoming abandoned call average wait time, in hours, minutes, and seconds.
ACD Incoming Calls - # Aband	The number of ACD incoming calls that were abandoned.
ACD Aband Wait Time Seconds	The number of ACD incoming abandoned calls, categorized into five columns based on the wait time of the call. The columns represent the wait time in seconds. The percentage of ACD incoming abandoned calls for each column appears at the bottom of the column. Under the percentage is the cumulative percentage of ACD incoming abandoned calls, from the first column.
Longest AbandTime HH:MM:SS	The longest wait time for any ACD incoming abandoned call, in hours, minutes and seconds.

Figure 2-19 *Abandon Wait Time Buckets Report*



Merchandise

Date	Average ACD Aband Wait Time Seconds 0..... 20..... 40..... 60..... 80	ACD Incoming Calls Average Abandoned	ACD Incoming Calls # Aband	ACD Aband Wait Time Seconds 20	40	60	80	80+	Longest Aband Time HH:MM:SS
11/09/06		00:00:18	2	2	0	0	0	0	00:00:18
Totals		00:00:18	2	2	0	0	0	0	00:00:18
Percentage				100.00	0.00	0.00	0.00	0.00	
Accumulative Percentage				100.00	100.00	100.00	100.00	100.00	
Grand Totals		00:00:16	2	2	0	0	0	0	00:00:18
Percentage				100.00	0.00	0.00	0.00	0.00	
Accumulative Percentage				100.00	100.00	100.00	100.00	100.00	

Abandon Wait Time Buckets Summary Report

Title: **Abandon Wait Time Buckets Summary - (20)**

Subject: Team, Split

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Shift, Date

Description: The Abandon Wait Time Buckets Summary Report provides the user with ACD Incoming Call wait to abandon information for the selected subject, in a summary format. This report includes a bar graph of the average ACD incoming abandoned call wait time in seconds.

Note: Buckets, which are measuring categories, are defined separately for the system and for individual splits (refer to Navigator Configuration Guide). Buckets are not defined for teams. Teams, which are a collection of splits, cumulatively apply the buckets defined for their member splits.

Table 2-21 *Abandon Wait Time Buckets Summary Report field descriptions*

Fields	Description
Average ACD Aband Wait Time Seconds	Bar graph representation of the average ACD incoming abandoned call wait time.
ACD Incoming Calls - Average Abandoned	The ACD incoming abandoned call average wait time in hours, minutes, and seconds.
ACD Incoming Calls - # Aband	The number of ACD incoming calls that were abandoned.
Average ACD Aband Wait Time Seconds	The number of ACD incoming abandoned calls, categorized into five columns based on the wait time of the call. The columns represent the wait time in seconds. The percentage of ACD incoming abandoned calls for each column appears at the bottom of the column. Under the percentage is the cumulative percentage of ACD incoming abandoned calls, from the first column.
Longest Aband Time HH:MM:SS	The longest wait time for any ACD incoming abandoned call, in hours, minutes and seconds.

Figure 2-20 *Abandon Wait Time Buckets Summary Report*

By Split
Daily

By Split
Daily

Report # 20

Printed: 6/3/2003 10:48:16AM
From: **Monday, 2 June, 2003**
To: **Monday, 2 June, 2003**

User: **tina**
Site:

Split Name	Average ACD Aband Wait Time Seconds 0..... 8..... 16..... 23..... 31	ACD Incoming Calls Average Abandoned	ACD Incoming Calls # Aband	Average ACD Aband Wait Time Seconds 20	40	60	80	80 +	Longest Aband Time MM:SS
Large PBX		00:00:32	2,701	6	2,684	0	7	4	00:08:30
Small PBX		00:00:31	4,487	7	4,480	0	0	0	00:00:38
Totals		00:00:31	7,188	13	7,164	0	7	4	00:08:30
Percentage				0.18	99.67	0.00	0.10	0.06	
Accumulative Percentage				0.18	99.85	99.85	99.94	100.00	

Overflow Call Activity Report

Title: **Overflow Call Activity - (21)**

Subject: Team, Split

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Date, Hour (Hourly, Half hourly, Quarterly)

Description; The Overflow Call Activity Report provides the user with split overflow information.

Table 2-22 *Overflow Call Activity Report field descriptions*

Fields	Description
Split	The name of the split (target split) which received overflowed ACD incoming calls from the report subject split.
ACD Incoming Calls - # Overflow	The number of overflowed ACD incoming calls, from the report subject split, that were answered by the target split.
ACD Incoming Calls - % Overflow	The percentage of all overflowed ACD incoming calls, from the report subject split, that were directed to the target split.
ACD Incoming Calls - % Total Calls	The percentage of all ACD incoming calls, for the report subject split, which overflowed to the target split.

Figure 2-21 *Overflow Call Activity Report*

Overflow Call Activity

Report # 21

By Split
Daily

Printed: 8/11/2003 11:11:45AM
From: **Monday, 11 August, 2003**
To: **Monday, 11 August, 2003**

User: tina
Site:

LARGE PBX

8/11/2003 - 8/11/2003

Split	ACD Incoming Calls		
	# Overflow	% Overflow	% Total Calls
SMALL PBX	1	100	50.00
Summary	**1**	**100**	**50.00**

Inflow Call Activity Report

Title: **Inflow Call Activity - (22)**

Subject: Team, Split

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Date

Description: The Inflow Call Activity Report provides the user with split inflow information.

Table 2-23 *Inflow Call Activity Report field descriptions*

Fields	Description
Split	The name of the split (source split) from which ACD incoming calls inflowed to the report subject split.
ACD Incoming Calls - # Inflow	The number of ACD incoming calls inflowed to the report subject split, from the source split.
ACD Incoming Calls - % Inflow	The percentage of all inflowed ACD incoming calls, directed to the report subject split, that came from the source split.
ACD Incoming Calls - % Total Calls	The percentage of all ACD incoming calls, directed to the report subject split, which inflowed from the source split.

Figure 2-22 *Inflow Call Activity Report*

Inflow Call Activity

By Split
Daily

Report # 22

Printed: 8/11/2003 11:15:01AM User: tina
From: **Friday, 8 August, 2003** Site:
To: **Friday, 8 August, 2003**

CUST SVC

8/8/2003 - 8/8/2003

Split	ACD Incoming Calls		
	# Inflow	% Inflow	% Total Calls
LARGE PBX	2	18	15.38
SMALL PBX	1	9	7.69
KEY SYSTEM	7	64	53.85
TELEPHONES	1	9	7.69
Summary	**11**	**100**	**84.62**

Tally Code Stats Report

Title: **Tally Code Stats - (23)**

Subject: Team, Split

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week, Day of Week

Granularity: Date

Description: The Tally Code Stats Report provides the user with Tally Code information.

Table 2-24 *Tally Code Stats Report field descriptions*

Fields	Description
Tally Code Number	The digit representation of the Tally Code.
Tally Code Name	The name representation of the Tally Code.
Tally Total Count	The number of time the tally code is entered.
Tally Avg Dur	The average talk time for a call associated with this Tally Code, for the report subject.
Tally Total Dur	The total talk time associated with this Tally Code, for the report subject.
Tally % Count	The percentage of the total Tally counts, for this Tally Code, for the report subject.
Tally % Time	The percentage of the total Tally time, for this Tally Code, for the report subject.

Figure 2-23 *Tally Code Stats Report*

Tally Code Stats

By Split

Report

Printed: 8/11/2003 11:24:27AM
From: **Wednesday, 1 January, 2003**
To: **Wednesday, 31 December, 2003**

User: tina
Site:

LARGE PBX

Tally Code Number	Tally Code Name	Tally Total Count	Tally Avg. Dur	Tally Total Dur	Tally % Count	Tally % Time
70	SPANISH	0	00:00:00	00:00:00	0.00	0.00
71	FRENCH	0	00:00:00	00:00:00	0.00	0.00
Summary		**0**	**00:00:00**	**00:00:00**	**100.00**	**100.00**

Report Summary	Tally Total Count	Tally Avg. Dur	Tally Total Dur	Tally % Count	Tally % Time
Grand Total	**0**	**00:00:00**	**00:00:00**	**0.00**	**0.00**

Agent Activity Report

Title: **Agent Activity - (24)**

Subject: Team, Split, Admin Group, Agent

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Date

Description: The Agent Activity Report provides the user with state count and time information.

Table 2-25 *Agent Activity Report field descriptions*

Fields	Description
ACD Position	
Logon Duration	The total time the agent was logged on, in hours, minutes, and seconds.
ACD Incoming Calls - # Ans.	The number of ACD incoming calls that were answered by the agent.
ACD Incoming Calls - Average Talk Dur	The ACD incoming call average talk time for the agent.
ACD Incoming Calls - Total Talk Dur	The ACD incoming call total talk time for the agent.
ACD Internal Calls - # Ans.	The number of internal calls on the agent's ACD Position. An internal call is a call between two extensions local to the switch.
ACD Internal Calls - Average Talk Dur	The ACD internal call average talk time for the agent.
ACD Internal Calls - Total Talk Dur	The ACD internal call total talk time for the agent.
Work - Count	The number of times the agent entered work mode.
Work - Average Duration	The after-call work mode average duration for the agent.
Work - Total Duration	The after-call work mode total duration for the agent.
Break - Count	The number of times the agent entered break mode.
Break - Average Duration	The break mode average duration for the agent.
Break - Total Duration	The break mode total duration for the agent.
PBX Extension	
Logon Duration	The total logon duration for the agent.
PBX Incoming Calls - # Ans.	The number of incoming calls that were answered on the PBX extension by the agent.

PBX Incoming Calls - Average Talk Dur	The PBX extension incoming call average talk time for the agent.
PBX Incoming Calls - Total Talk Dur	The PBX extension incoming calls total talk time for the agent.
PBX Internal Calls - # Ans.	The number of internal calls on the agent's PBX extension. An internal call is a call between two extensions local to the switch.
PBX Internal Calls - Average Talk Dur	The PBX extension internal call average talk time for the agent.
PBX Internal Calls - Total Talk Dur	The PBX extension internal call total talk time for the agent.
PBX Outgoing Calls - # Made	The number of outgoing calls made by the agent.
PBX Outgoing Calls - Average Duration	The outgoing call average talk time for the agent.
PBX Outgoing Calls - Total Duration	The outgoing call total talk time for the agent.

Agent Activity

By Split
Daily

Report # 24

Printed: 6/3/2003 10:50:52AM
From: **Monday, 2 June, 2003**
To: **Monday, 2 June, 2003**

User: tina
Site:

Split: Large PBX

D. Robinson (ID: 101)

Date	Logon Duration	ACD Incoming Calls			ACD Internal Calls			Work			Break		
		# Ans.	Average Talk Dur	Total Talk Dur	# Ans.	Average Talk Dur	Total Talk Dur	Count	Average Duration	Total Duration	Count	Average Duration	Total Duration
06/02/03	21:58:53	1313	00:00:16	05:47:54	0	00:00:00	00:00:00	2	03:52:25	07:44:49	0	00:00:00	00:00:00
Summary	**21:58:53**	**1313**	**00:00:16**	**05:47:54**	**0**	**00:00:00**	**00:00:00**	**2**	**03:52:25**	**07:44:49**	**0**	**00:00:00**	**00:00:00**

Date	Logon Duration	PBX Incoming Calls			PBX Internal Calls			PBX Outgoing Calls		
		# Ans.	Avergage Talk Dur	Total Talk Dur	# Ans.	Avergage Talk Dur	Total Talk Dur	# Made	Avergage Duration	Total Duration
06/02/03	21:58:53	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00
Summary	**21:58:53**	**0**	**00:00:00**	**00:00:00**	**0**	**00:00:00**	**00:00:00**	**0**	**00:00:00**	**00:00:00**

G. Penn (ID: 103)

Date	Logon Duration	ACD Incoming Calls			ACD Internal Calls			Work			Break		
		# Ans.	Average Talk Dur	Total Talk Dur	# Ans.	Average Talk Dur	Total Talk Dur	Count	Average Duration	Total Duration	Count	Average Duration	Total Duration
06/02/03	11:47:09	822	00:00:15	03:31:13	0	00:00:00	00:00:00	1	00:00:02	00:00:02	0	00:00:00	00:00:00
Summary	**11:47:09**	**822**	**00:00:15**	**03:31:13**	**0**	**00:00:00**	**00:00:00**	**1**	**00:00:02**	**00:00:02**	**0**	**00:00:00**	**00:00:00**

Date	Logon Duration	PBX Incoming Calls			PBX Internal Calls			PBX Outgoing Calls		
		# Ans.	Avergage Talk Dur	Total Talk Dur	# Ans.	Avergage Talk Dur	Total Talk Dur	# Made	Avergage Duration	Total Duration
06/02/03	11:47:09	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00
Summary	**11:47:09**	**0**	**00:00:00**	**00:00:00**	**0**	**00:00:00**	**00:00:00**	**0**	**00:00:00**	**00:00:00**

***Figure 2-24** Agent Activity Report*

Agent Activity Summary Report

Title: **Agent Activity Summary - (25)**

Subject: Team, Split, Admin Group

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Date

Description: The Agent Activity Summary Report provides the user with state count and time information, in a summary format.

Table 2-26 *Agent Activity Summary Report field descriptions*

Fields	Description
ACD Position	
Agent	The name of the agent.
Logon Duration	The total logon duration for the agent.
ACD Incoming Calls - # Ans.	The number of ACD incoming calls that were answered by the agent.
ACD Incoming Calls - Average Talk Dur	The ACD incoming call average talk time for the agent.
ACD Incoming Calls - Total Talk Dur	The ACD incoming call total talk time for the agent.
ACD Internal Calls - # Ans	The number of internal calls on the agent's ACD position. An internal call is a call between two extensions local to the switch.
ACD Internal Calls - Average Talk Dur	The ACD internal call average talk time for the agent.
ACD Internal Calls - Total Talk Dur	The ACD internal call total talk time for the agent.
Work - Count	The number of times the agent entered work mode.
Work - Average Duration	The after-call work mode average duration for the agent.
Work - Total Duration	The after-call work mode total duration for the agent.
Break - Count	The number of times the agent entered break mode.
Break - Average Duration	The break mode average duration for the agent.
Break - Total Duration	The break mode total duration for the agent.
PBX Extension	

Agent	The name of the agent.
Logon Duration	The total logon duration for the agent.
PBX Incoming Calls - # Ans.	The number of incoming calls that were answered on the PBX extension by the agent.
PBX Incoming Calls - Average Talk Dur	The PBX extension incoming call average talk time for the agent.
PBX Incoming Calls - Total Talk Dur	The PBX extension incoming call total talk time for the agent.
PBX Internal Calls - # Ans	The **number** of internal calls on the agent's PBX extension. An internal call is a call between two extensions local to the switch.
PBX Internal Calls - Average Talk Dur	The PBX extension internal call average talk time for the agent.
PBX Internal Calls - Total Talk Dur	The PBX extension internal call total talk time for the agent.
PBX Outgoing Calls - # Made	The number of outgoing calls made by the agent.
PBX Outgoing Calls - Average Duration	The outgoing call average talk time for the agent.
PBX Outgoing Calls - Total Duration	The outgoing call total talk time for the agent.

Figure 2-25 *Agent Activity Summary Report*

Agent Activity Summary

By Split
Daily

Report # 25

Printed: 6/3/2003 10:51:30AM
From: **Monday, 2 June, 2003**
To: **Monday, 2 June, 2003**

User: **tina**
Site:

Split: Large PBX

Agent	Logon Duration	ACD Incoming Calls			ACD Internal Calls			Work			Break		
		# Ans.	Average Talk Dur	Total Talk Dur	# Ans.	Average Talk Dur	Total Talk Dur	Count	Average Duration	Total Duration	Count	Average Duration	Total Duration
D. Robinson	21:58:53	1313	00:00:16	05:47:54	0	00:00:00	00:00:00	2	03:52:25	07:44:49	0	00:00:00	00:00:00
G. Penn	11:47:09	822	00:00:15	03:31:13	0	00:00:00	00:00:00	1	00:00:02	00:00:02	0	00:00:00	00:00:00
J. Parker	11:35:19	699	00:00:17	03:19:40	0	00:00:00	00:00:00	1	00:00:02	00:00:02	0	00:00:00	00:00:00
P. Morgan	14:13:43	1256	00:00:17	05:46:50	0	00:00:00	00:00:00	1	00:00:02	00:00:02	0	00:00:00	00:00:00
B. King	14:13:37	1293	00:00:16	05:46:31	0	00:00:00	00:00:00	1	00:00:02	00:00:02	0	00:00:00	00:00:00
J. Savell	14:13:29	1254	00:00:17	05:46:56	1	00:00:08	00:00:08	1	00:00:04	00:00:04	0	00:00:00	00:00:00
Summary	**88:02:10**	**6637**	**00:00:16**	**29:59:04**	**1**	**00:00:08**	**00:00:08**	**7**	**01:06:26**	**07:45:01**	**0**	**00:00:00**	**00:00:00**

Agent	Logon Duration	PBX Incoming Calls			PBX Internal Calls			PBX Outgoing Calls		
		# Ans.	Average Talk Dur	Total Talk Dur	# Ans.	Average Talk Dur	Total Talk Dur	# Made	Average Duration	Total Duration
D. Robinson	21:58:53	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00
G. Penn	11:47:09	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00
J. Parker	11:35:19	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00
P. Morgan	14:13:43	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00
B. King	14:13:37	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00
J. Savell	14:13:29	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00
Summary	**88:02:10**	**0**	**00:00:00**	**00:00:00**	**0**	**00:00:00**	**00:00:00**	**0**	**00:00:00**	**00:00:00**

Agent Activity Detail Report

Title: **Agent Activity Detail - (26)**

Subject: Team, Split, Admin Group, Agent

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Date

Description: The Agent Activity Detail Report provides the user with state count and time information. This information is presented on two pages. The first page is ACD Position state information and the second page is PBX Extension state information. The data is presented in a detailed format.

Table 2-27 *Agent Activity Detail Report field descriptions*

Fields	Description
ACD Position	
Split	The name of the split.
Logon Duration	The total logon duration for the agent.
ACD Incoming Calls - # Ans.	The number of ACD incoming calls that were answered by the agent.
ACD Incoming Calls - Average Talk Dur	The ACD incoming call average talk time for the agent.
ACD Incoming Calls - Total Talk Dur	The ACD incoming call total talk time for the agent.
ACD Internal Calls - # Ans.	The number of internal calls on the agent's ACD position. An internal call is a call between two extensions local to the switch.
ACD Incoming Calls - Average Talk Dur	The ACD internal call average talk time for the agent.
ACD Incoming Calls - Total Talk Dur	The ACD internal call total talk time for the agent.
Work - Count	The number of times the agent entered work mode.
Work - Average Duration	The after-call work mode average duration for the agent.
Work - Total Duration	The after-call work mode total duration for the agent.
Break - Count	The number of times the agent entered break mode.
Break - Average Duration	The break mode average duration for the agent.
Break - Total Duration	The break mode total duration for the agent.
PBX Extension	
Split	The name of the split.
Logon Duration	The total logon duration for the agent.

PBX Incoming Calls - # Ans.	The number of Incoming calls that were answered on the PBX extension by the agent.
PBX Incoming Calls - Average Talk Dur	The PBX extension incoming call average talk time for the agent.
PBX Incoming Calls - Total Talk Dur	The PBX extension incoming call total talk time for the agent.
PBX Internal Calls - # Ans.	The number of internal calls on the agent's PBX extension. An internal call is a call between two extensions local to the switch.
PBX Internal Calls - Average Talk Dur	The PBX extension internal call average talk time for the agent.
PBX Internal Calls - Total Talk Dur	The PBX extension internal call total talk time for the agent.
PBX Outgoing Calls - # Made	The number of outgoing calls made by the agent.
PBX Outgoing Calls - Average Talk Duration	The outgoing call average talk time for the agent.
PBX Outgoing Calls - Total Talk Duration	The outgoing call total talk time for the agent.

Figure 2-26 *Agent Activity Detail Report*

Agent Activity Detail

By Split
Daily

Report # 26

Printed: 6/3/2003 10:51:59AM
From: **Monday, 2 June, 2003**
To: **Monday, 2 June, 2003**

User: **tina**
Site:

D. Robinson (ID:101)

Split	Logon Duration	ACD Incoming Calls			ACD Internal Calls			Work			Break		
		# Ans.	Average Talk Dur	Total Talk Dur	# Ans.	Average Talk Dur	Total Talk Dur	Count	Average Duration	Total Duration	Count	Average Duration	Total Duration
Large PBX	21:58:53	1313	00:00:16	05:47:54	0	00:00:00	00:00:00	2	03:52:25	07:44:49	0	00:00:00	00:00:00
Summary	**21:58:53**	**1313**	**00:00:16**	**05:47:54**	**0**	**00:00:00**	**00:00:00**	**2**	**03:52:25**	**07:44:49**	**0**	**00:00:00**	**00:00:00**

Split	Logon Duration	PBX Incoming Calls			PBX Internal Calls			PBX Outgoing Calls		
		# Ans.	Average Talk Dur	Total Talk Dur	# Ans.	Average Talk Dur	Total Talk Dur	# Made	Average Duration	Total Duration
Large PBX	21:58:53	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00
Summary	**21:58:53**	**0**	**00:00:00**	**00:00:00**	**0**	**00:00:00**	**00:00:00**	**0**	**00:00:00**	**00:00:00**

G. Penn (ID:103)

Split	Logon Duration	ACD Incoming Calls			ACD Internal Calls			Work			Break		
		# Ans.	Average Talk Dur	Total Talk Dur	# Ans.	Average Talk Dur	Total Talk Dur	Count	Average Duration	Total Duration	Count	Average Duration	Total Duration
Large PBX	11:47:09	822	00:00:15	03:31:13	0	00:00:00	00:00:00	1	00:00:02	00:00:02	0	00:00:00	00:00:00
Summary	**11:47:09**	**822**	**00:00:15**	**03:31:13**	**0**	**00:00:00**	**00:00:00**	**1**	**00:00:02**	**00:00:02**	**0**	**00:00:00**	**00:00:00**

Split	Logon Duration	PBX Incoming Calls			PBX Internal Calls			PBX Outgoing Calls		
		# Ans.	Average Talk Dur	Total Talk Dur	# Ans.	Average Talk Dur	Total Talk Dur	# Made	Average Duration	Total Duration
Large PBX	11:47:09	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00
Summary	**11:47:09**	**0**	**00:00:00**	**00:00:00**	**0**	**00:00:00**	**00:00:00**	**0**	**00:00:00**	**00:00:00**

Agent Counts Report

Title: **Agent Counts - (27)**

Subject: Team, Split, Admin Group, Agent

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Date

Description: The Agent Counts Report provides the user with count information on the various agent states.

Table 2-28 *Agent Counts Report field descriptions*

Fields	Description
ACD Position	
Logon Duration	The total logon duration for the agent.
ACD State Count - I/C # Ans.	The number of ACD incoming calls that were answered by the agent.
ACD State Count - INT # Ans.	The number of internal calls on the agent's ACD position. An internal call is a call between two extensions local to the switch.
ACD State Count - # Work	The number of times the agent entered work mode.
ACD State Count - # Break	The number of times the agent entered break mode.
ACD State Count - Call Recover #	The number of incoming calls disconnected from an agent’s phone because the agent didn’t answer within the allotted amount of time.
ACD State Count - Ring Aban #	The number of times the calling party hung up before being connected to an agent.
ACD State Count % - I/C % Ans.	The percentage of the total ACD position count for the agent that were ACD incoming calls.
ACD State Count % - INT % Ans.	The percentage of the total ACD position count for the agent that were ACD internal calls.
ACD State Count % - % Work	The percentage of the total ACD position count for the agent that were after-call work mode.
ACD State Count % - % Break	The percentage of the total ACD position count for the agent that were break mode.
PBX Extension	
Logon Duration	The total logon duration for the agent.
PBX State Count - I/C # Ans.	The number of incoming calls that were answered on the PBX extension by the agent.
PBX State Count - INT # Ans.	The number of internal calls on the agent's PBX extension. An internal call is a call between two extensions local to the switch.
PBX State Count - Out # Made	The number of outgoing calls made by the agent.

PBX State Count % - I/C % Ans.	The percentage of the total PBX extension count for the agent that were PBX incoming calls.
PBX State Count % - INT % Ans	The percentage of the total PBX extension count for the agent that were PBX internal calls.
PBX State Count % - OUT % Made	The percentage of the total PBX extension count for the agent that were PBX outgoing calls.

Figure 2-27 *Agent Counts Report*

Agent Counts

By Split
Daily

Report # 27

Printed: 6/3/2003 10:52:32AM
From: **Monday, 2 June, 2003**
To: **Monday, 2 June, 2003**

User: **tina**
Site:

Split: Large PBX

D. Robinson (ID: 101)

Date	Logon Duration	ACD State Count I/C # Ans.	INT # Ans.	# Work	# Break	Call Recover #	Ring Aban #	ACD State Count % I/C % Ans.	INT % Ans.	% Work	% Break
06/02/03	21:58:53	1313	0	2	0	0	21	99.85	0.00	0.15	0.00
Summary	**21:58:53**	**1.313**	**0**	**2**	**0**	**0**	**21**	**99.85**	**0.00**	**0.15**	**0.00**

	Logon Duration	PBX State Count I/C # Ans.	INT # Ans.	OUT # Made	PBX State Count % I/C % Ans.	INT % Ans.	OUT % Made
06/02/03	21:58:53	0	0	0	0.00	0.00	0.00
Summary	**21:58:53**	**0**	**0**	**0**	**0.00**	**0.00**	**0.00**

G. Penn (ID: 103)

Date	Logon Duration	ACD State Count I/C # Ans.	INT # Ans.	# Work	# Break	Call Recover #	Ring Aban #	ACD State Count % I/C % Ans.	INT % Ans.	% Work	% Break
06/02/03	11:47:09	822	0	1	0	0	13	99.88	0.00	0.12	0.00
Summary	**11:47:09**	**822**	**0**	**1**	**0**	**0**	**13**	**99.88**	**0.00**	**0.12**	**0.00**

	Logon Duration	PBX State Count I/C # Ans.	INT # Ans.	OUT # Made	PBX State Count % I/C % Ans.	INT % Ans.	OUT % Made
06/02/03	11:47:09	0	0	0	0.00	0.00	0.00
Summary	**11:47:09**	**0**	**0**	**0**	**0.00**	**0.00**	**0.00**

Agent Counts Summary Report

Title: **Agent Counts Summary - (28)**

Subject: Team, Split, Admin Group

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Date

Description: The Agent Counts Summary Report provides the user with count information on the various agent states, in summary format.

Table 2-29 *Agent Counts Summary Report field descriptions*

Fields	Description
ACD Position	
Agent	The name of the agent.
Logon Duration	The total logon duration for the agent.
ACD State Count - I/C # Ans.	The number of ACD incoming calls that were answered by the agent.
ACD State Count - INT # Ans.	The number of internal calls on the agent's ACD position. An internal call is a call between two extensions local to the switch.
ACD State Count - # Work	The number of times the agent entered work mode.
ACD State Count - # Break	The number of times the agent entered break mode.
ACD State Count - Call Recover #	The number of incoming calls disconnected from an agent's phone because the agent didn't answer within the allotted amount of time.
ACD State Count - Ring Aban #	The number of times the calling party hung up before being connected to an agent.
ACD State Count % - I/C % Ans.	The percentage of the total ACD position count for the agent that were ACD incoming calls.
ACD State Count % - INT % Ans.	The percentage of the total ACD position count for the agent that were ACD internal calls.
ACD State Count % - % Work	The percentage of the total ACD position count for the agent that were after-call work mode.
ACD State Count % - % Break	The percentage of the total ACD position count for the agent that were break mode.
PBX Extension	
Agent	The name of the agent.
Logon Duration	The total logon duration for the agent.
PBX State Count - I/C # Ans.	The number of incoming calls that were answered on the PBX extension by the agent.

PBX State Count - INT # Ans	The number of internal calls on the agent's PBX extension. An internal call is a call between two extensions local to the switch.
PBX State Count - Out # Made	The number of outgoing calls made by the agent.
PBX State Count % - I/C % Ans.	The percentage of the total PBX extension count for the agent that were PBX incoming calls.
PBX State Count % - INT % Ans.	The percentage of the total PBX extension count for the agent that were PBX internal calls.
PBX State Count % - OUT % Made	The percentage of the total PBX extension count for the agent that were PBX outgoing calls.

Figure 2-28 *Agent Counts Summary Report*

Agent Counts Summary

By Split
Daily

Report # 28

Printed: 6/3/2003 10:53:08AM
From: **Monday, 2 June, 2003**
To: **Monday, 2 June, 2003**

User: **tina**
Site:

Split: Large PBX

Agent	Logon Duration	ACD State Count						ACD State Count %			
		I/C # Ans.	INT # Ans.	# Work	# Break	Call Recover #	Ring Aban #	I/C % Ans.	INT % Ans.	% Work	% Break
D. Robinson	21:58:53	1313	0	2	0	0	21	99.85	0.00	0.15	0.00
G. Penn	11:47:09	822	0	1	0	0	13	99.88	0.00	0.12	0.00
J. Parker	11:35:19	699	0	1	0	0	2	99.86	0.00	0.14	0.00
P. Morgan	14:13:43	1256	0	1	0	0	17	99.92	0.00	0.08	0.00
B. King	14:13:37	1293	0	1	0	0	14	99.92	0.00	0.08	0.00
J. Savell	14:13:29	1254	1	1	0	0	6	99.84	0.08	0.08	0.00
Summary	**88:02:10**	**6637**	**1**	**7**	**0**	**0**	**73**	**99.88**	**0.02**	**0.11**	**0.00**

Agent	Logon Duration	PBX State Count			PBX State Count %		
		I/C # Ans.	INT # Ans.	OUT # Made	I/C % Ans.	INT % Ans.	OUT % Made
D. Robinson	21:58:53	0	0	0	0.00	0.00	0.00
G. Penn	11:47:09	0	0	0	0.00	0.00	0.00
J. Parker	11:35:19	0	0	0	0.00	0.00	0.00
P. Morgan	14:13:43	0	0	0	0.00	0.00	0.00
B. King	14:13:37	0	0	0	0.00	0.00	0.00
J. Savell	14:13:29	0	0	0	0.00	0.00	0.00
Summary	**88:02:10**	**0**	**0**	**0**	**0.00**	**0.00**	**0.00**

Agent Counts Detail Report

Title: **Agent Counts Detail - (29)**

Subject: Team, Split, Admin Group, Agent

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Date

Description: The Agent Counts Detail Report provides the user with count information on the various agent states.The data is presented in a detailed format.

Table 2-30 *Agent Counts Detail Report field descriptions*

Fields	Description
ACD Position	
Split	The name of the split.
Logon Duration	The total logon duration for the agent.
ACD State Count - I/C # Ans.	The number of ACD incoming calls that were answered by the agent.
ACD State Count - INT # Ans.	The number of internal calls on the agent's ACD position. An internal call is a call between two extensions local to the switch.
ACD State Count - # Work	The number of times the agent entered work mode.
ACD State Count - # Break	The number of times the agent entered break mode.
ACD State Count - Call Recover #	The number of incoming calls disconnected from an agent's phone because the agent didn't answer within the allotted amount of time.
ACD State Count - Ring Aban #	The number of times the calling party hung up before being connected to an agent.
ACD State Count % - I/C % Ans.	The percentage of the total ACD position count for the agent that were ACD incoming calls.
ACD State Count % - INT % Ans.	The percentage of the total ACD position count for the agent that were ACD internal calls.
ACD State Count % - % Work	The percentage of the total ACD position count for the agent that were after-call work mode.
ACD State Count % - % Break	The percentage of the total ACD position count for the agent that were break mode.
PBX Extension	
Split	The name of the split.
Logon Duration	The total logon duration for the agent.
PBX State Count - I/C # Ans.	The number of incoming calls that were answered on the PBX extension by the agent.

PBX State Count - INT # Ans.	The number of internal calls on the agent's PBX extension. An internal call is a call between two extensions local to the switch.
PBX State Count - Out # Made	The number of outgoing calls made by the agent.
PBX State Count % - I/C % Ans	The percentage of the total PBX extension count for the agent that were PBX incoming calls.
PBX State Count % - INT % Ans	The percentage of the total PBX extension count for the agent that were PBX internal calls.
PBX State Count % - OUT % Made	The percentage of the total PBX extension count for the agent that were PBX outgoing calls.

Figure 2-29 *Agent Counts Detail Report*

Agent Counts Detail

By Split
Daily

Report # 29

Printed: 6/3/2003 10:53:56AM
From: **Monday, 2 June, 2003**
To: **Monday, 2 June, 2003**

User: **tina**
Site:

D. Robinson (ID: 101)

Split	Logon Duration	ACD State Count						ACD State Count %			
		I/C # Ans.	INT # Ans.	# Work	# Break	Call Recover #	Ring Aban #	I/C % Ans.	INT % Ans.	% Work	% Break
Large PBX	21:58:53	1313	0	2	0	0	21	99.85	0.00	0.15	0.00
Summary	**21:58:53**	**1.313**	**0**	**2**	**0**	**0**	**21**	**99.85**	**0.00**	**0.15**	**0.00**

Split	Logon Duration	PBX State Count			PBX State Count %		
		I/C # Ans.	INT # Ans.	OUT # Made	I/C % Ans.	INT % Ans.	OUT % Made
Large PBX	21:58:53	0	0	0	0.00	0.00	0.00
Summary	**21:58:53**	**0**	**0**	**0**	**0.00**	**0.00**	**0.00**

G. Penn (ID: 103)

Split	Logon Duration	ACD State Count						ACD State Count %			
		I/C # Ans.	INT # Ans.	# Work	# Break	Call Recover #	Ring Aban #	I/C % Ans.	INT % Ans.	% Work	% Break
Large PBX	11:47:09	822	0	1	0	0	13	99.88	0.00	0.12	0.00
Summary	**11:47:09**	**822**	**0**	**1**	**0**	**0**	**13**	**99.88**	**0.00**	**0.12**	**0.00**

Split	Logon Duration	PBX State Count			PBX State Count %		
		I/C # Ans.	INT # Ans.	OUT # Made	I/C % Ans.	INT % Ans.	OUT % Made
Large PBX	11:47:09	0	0	0	0.00	0.00	0.00
Summary	**11:47:09**	**0**	**0**	**0**	**0.00**	**0.00**	**0.00**

Agent Times Report

Title: **Agent Times - (30)**

Subject: Team, Split, Admin Group, Agent

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Date

Description: The Agent Times Report provides the user with time information on the various agent states.

Table 2-31 *Agent Times Report field descriptions*

Fields	Description
ACD Position	
Logon Duration	The total logon duration for the agent.
ACD Incoming - Average Talk Dur	The average time spent on ACD incoming calls by the agent.
ACD Incoming - Total Talk Dur	The total time spent on ACD incoming calls by the agent.
ACD Internal - Average Talk Dur	The average time spent on ACD internal calls by the agent. An internal call is a call between two extensions local to the switch.
ACD Internal - Total Talk Dur	The total time spent on ACD internal calls by the agent.
Work- Average Duration	The average time spent in work mode for the agent.
Work - Total Duration	The total time spent in work mode for the agent.
Break - Average Duration	The average time spent in break mode for the agent.
Break Total Time	The total time spent in break mode for the agent.
ACD % Time - % I/C	The percentage of the total logged-on time spent on ACD incoming calls.
ACD % Time - % INT	The percentage of the total logged-on time spent on ACD internal calls.
ACD % Time - % Work	The percentage of the total logged-on time spent in work mode.
ACD % Time - % Break	The percentage of the total logged-on time spent in break mode.
PBX Extension	
Logon Duration	The total logon duration for the agent.
PBX Incoming Calls - Average Talk Dur	The average time spent on PBX extension incoming calls for the agent.
PBX Incoming Calls - Total Talk Dur	The total time spent on PBX extension incoming calls for the agent, in hours

PBX Internal Calls - Average Talk Dur	The average time spent on PBX extension internal calls for the agent. An internal call is a call between two extensions local to the switch.
PBX Internal Calls - Total Talk Dur	The total time spent on PBX extension internal calls for the agent.
PBX Outgoing Calls - Average Duration	The average time spent on PBX extension outgoing calls for the agent.
PBX Outgoing Calls - Total Duration	The total time spent on PBX extension outgoing calls for the agent.
PBX % Time - % I/C	The percentage of the total logged-on time spent on PBX extension incoming calls.
PBX % Time - % INT	The percentage of the total logged-on time spent on PBX extension internal calls.
PBX % Time - % OUT	The percentage of the total logged-on time spent on PBX extension outgoing calls.

Figure 2-30 *Agent Times Report*

Agent Times

By Split
Daily

Report # 30

Printed: 6/3/2003 10:54:33AM
From: **Monday, 2 June, 2003**
To: **Monday, 2 June, 2003**

User: **tina**
Site:

Split: Large PBX

D. Robinson (ID: 101)

Date	Logon Duration	ACD Incoming		ACD Internal		Work		Break		ACD % Time			
		Average Talk Dur	Total Talk Dur	Average Talk Dur	Total Talk Dur	Average Duration	Total Duration	Average Duration	Total Duration	% I/C	% INT	% Work	% Break
06/02/03	21:58:53	00:00:16	05:47:54	00:00:00	00:00:00	03:52:25	07:44:49	00:00:00	00:00:00	26.38	0.00	35.24	0.00
Summary	**21:58:53**	**00:00:16**	**05:47:54**	**00:00:00**	**00:00:00**	**03:52:25**	**07:44:49**	**00:00:00**	**00:00:00**	**26.38**	**0.00**	**35.24**	**0.00**

Date	Logon Duration	PBX Incoming Calls		PBX Internal Calls		PBX Outgoing Calls		PBX % Time		
		Average Talk Dur	Total Talk Dur	Average Talk Dur	Total Talk Dur	Average Duration	Total Duration	% I/C	% INT	% OUT
06/02/03	21:58:53	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0.00	0.00
Summary	**21:58:53**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**0.00**	**0.00**	**0.00**

G. Penn (ID: 103)

Date	Logon Duration	ACD Incoming		ACD Internal		Work		Break		ACD % Time			
		Average Talk Dur	Total Talk Dur	Average Talk Dur	Total Talk Dur	Average Duration	Total Duration	Average Duration	Total Duration	% I/C	% INT	% Work	% Break
06/02/03	11:47:09	00:00:15	03:31:13	00:00:00	00:00:00	00:00:02	00:00:02	00:00:00	00:00:00	29.87	0.00	0.00	0.00
Summary	**11:47:09**	**00:00:15**	**03:31:13**	**00:00:00**	**00:00:00**	**00:00:02**	**00:00:02**	**00:00:00**	**00:00:00**	**29.87**	**0.00**	**0.00**	**0.00**

Date	Logon Duration	PBX Incoming Calls		PBX Internal Calls		PBX Outgoing Calls		PBX % Time		
		Average Talk Dur	Total Talk Dur	Average Talk Dur	Total Talk Dur	Average Duration	Total Duration	% I/C	% INT	% OUT
06/02/03	11:47:09	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0.00	0.00
Summary	**11:47:09**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**0.00**	**0.00**	**0.00**

Agent Times Summary Report

Title: **Agent Times Summary - (31)**

Subject: Team, Split, Admin Group

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Date

Description: The Agent Times Summary Report provides the user with time information on the various agent states, in summary format.

Table 2-32 *Agent Times Summary Report field descriptions*

Fields	Description
ACD Position	
Agent	The name of the agent.
Logon Duration	The total logon duration for the agent.
ACD Incoming - Average Talk Dur	The average time spent on ACD incoming calls for the agent.
ACD Incoming - Total Talk Dur	The total time spent on ACD incoming calls for the agent.
ACD Internal - Average Talk Dur	The average time spent on ACD internal calls for the agent. An internal call is a call between two extensions local to the switch.
ACD Internal - Total Talk Dur	The total time spent on ACD internal calls for the agent.
Work - Average Duration	The average time spent in work mode for the agent.
Work - Total Duration	The total time spent in work mode for the agent.
Break - Average Duration	The average time spent in break mode for the agent.
Break - Total Duration	The total time spent in break mode for the agent.
ACD % Time - % I/C	The percentage of the total logged-on time spent on ACD incoming calls.
ACD % Time - % INT	The percentage of the total logged-on time spent on ACD internal calls.
ACD % Time - % Work	The percentage of the total logged-on time spent in work mode.
ACD % Time - % Break	The percentage of the total logged-on time spent in break mode.
PBX Extension	
Agent	The name of the agent.
Logon Duration	The total logon duration for the agent.
PBX Incoming Calls - Average Talk Dur	The average time spent on PBX extension incoming calls for the agent.

PBX Incoming Calls - Total Talk Dur	The total time spent on PBX extension incoming calls for the agent.
PBX Internal Calls - Average Talk Dur	The average time spent on PBX extension internal calls for the agent. An internal call is a call between two extensions local to the switch.
PBX Internal Calls - Total Talk Dur	The total time spent on PBX extension internal calls for the agent.
PBX Outgoing Calls - Average Talk Dur	The average time spent on PBX extension outgoing calls for the agent.
PBX Outgoing Calls - Total Talk Dur	The total time spent on PBX extension outgoing calls for the agent.
PBX % Time - % I/C	The percentage of the total logged-on time spent on PBX extension incoming calls.
PBX % Time - % INT	The percentage of the total logged-on time spent on PBX extension internal calls.
PBX % Time - % OUT	The percentage of the total logged-on time spent on PBX extension outgoing calls.

Figure 2-31 *Agent Times Summary Report*

Agent Times Summary

By Split
Daily

Report # 31

Printed: 6/3/2003 10:55:11AM
From: **Monday, 2 June, 2003**
To: **Monday, 2 June, 2003**

User: **tina**
Site:

Split: Large PBX

Agent	Logon Duration	ACD Incoming		ACD Internal		Work		Break		ACD % Time			
		Average Talk Dur	Total Talk Dur	Average Talk Dur	Total Talk Dur	Average Duration	Total Duration	Average Duration	Total Duration	% I/C	% INT	% Work	% Break
D. Robinson	21:58:53	00:00:16	05:47:54	00:00:00	00:00:00	03:52:25	07:44:49	00:00:00	00:00:00	26.38	0.00	35.24	0.00
G. Penn	11:47:09	00:00:15	03:31:13	00:00:00	00:00:00	00:00:02	00:00:02	00:00:00	00:00:00	29.87	0.00	0.00	0.00
J. Parker	11:35:19	00:00:17	03:19:40	00:00:00	00:00:00	00:00:02	00:00:02	00:00:00	00:00:00	28.72	0.00	0.00	0.00
P. Morgan	14:13:43	00:00:17	05:46:50	00:00:00	00:00:00	00:00:02	00:00:02	00:00:00	00:00:00	40.63	0.00	0.00	0.00
B. King	14:13:37	00:00:16	05:46:31	00:00:00	00:00:00	00:00:02	00:00:02	00:00:00	00:00:00	40.59	0.00	0.00	0.00
J. Savell	14:13:29	00:00:17	05:46:56	00:00:08	00:00:08	00:00:04	00:00:04	00:00:00	00:00:00	40.65	0.02	0.01	0.00
Summary	**88:02:10**	**00:00:16**	**29:59:04**	**00:00:08**	**00:00:08**	**01:06:26**	**07:45:01**	**00:00:00**	**00:00:00**	**34.06**	**0.00**	**8.80**	**0.00**

Agent	Logon Duration	PBX Incoming Calls		PBX Internal Calls		PBX Outgoing Calls		PBX % Time		
		Average Talk Dur	Total Talk Dur	Average Talk Dur	Total Talk Dur	Average Duration	Total Duration	% I/C	% INT	% OUT
D. Robinson	21:58:53	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0.00	0.00
G. Penn	11:47:09	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0.00	0.00
J. Parker	11:35:19	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0.00	0.00
P. Morgan	14:13:43	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0.00	0.00
B. King	14:13:37	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0.00	0.00
J. Savell	14:13:29	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0.00	0.00
Summary	**88:02:10**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**0.00**	**0.00**	**0.00**

Agent Times Detail Report

Title: **Agent Times Detail - (32)**

Subject: Team, Split, Admin Group, Agent

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Date

Description: The Agent Times Detail Report provides the user with time information on the various agent states. This information is presented in a detailed format.

Table 2-33 *Agent Times Detail Report field descriptions*

Fields	Description
ACD Position	
Split	The name of the split.
Logon Duration	The total logon duration for the agent.
ACD Incoming - Average Talk Dur	The average time spent on ACD incoming calls for the agent, in minutes and seconds.
ACD Incoming - Total Talk Dur	The total time spent on ACD incoming calls for the agent.
ACD Internal - Average Talk Dur	The average time spent on ACD internal calls for the agent, in minutes and seconds. An internal call is a call between two extensions local to the switch.
ACD Internal - Total Talk Dur	The total time spent on ACD internal calls for the agent.
Work - Average Duration	The average time spent in work mode for the agent, in minutes and seconds.
Work - Total Duration	The total time spent in work mode for the agent.
Break - Average Duration	The average time spent in break mode for the agent, in minutes and seconds.
Break - Total Duration	The total time spent in break mode for the agent.
ACD% Time - % I/C	The percentage of the total logged-on time spent on ACD incoming calls.
ACD % Time - % INT	The percentage of the total logged-on time spent on ACD internal calls.
ACD % Time - % Work	The percentage of the total logged-on time spent in work mode.
ACD % Time - % Break	The percentage of the total logged-on time spent in break mode.
PBX Extension	
Split	The name of the split.
Logon Duration	The total logon duration for the agent.

PBX Incoming Calls - Average Talk Dur	The average time spent on PBX extension incoming calls for the agent, in minutes and seconds.
PBX Incoming Calls - Total Talk Dur	The total time spent on PBX extension incoming calls for the agent.
PBX Internal Calls - Average Talk Dur	The average time spent on PBX extension internal calls for the agent, in minutes and seconds. An internal call is a call between two extensions local to the switch.
PBX Internal Calls - Total Talk Dur	The total time spent on PBX extension internal calls for the agent.
PBX Outgoing Calls - Average Duration	The average time spent on PBX extension outgoing calls for the agent, in minutes and seconds.
PBX Outgoing Calls - Total Duration	The total time spent on PBX extension outgoing calls for the agent.
PBX % Time - % I/C	The percentage of the total logged-on time spent on PBX extension incoming calls.
PBX % Time - % INT	The percentage of the total logged-on time spent on PBX extension internal calls.
PBX % Time - % OUT	The percentage of the total logged-on time spent on PBX extension outgoing calls.

Figure 2-32 *Agent Times Detail Report*

Agent Times Detail

By Split
Daily

Report # 32

Printed: 6/3/2003 10:55:47AM
From: **Monday, 2 June, 2003**
To: **Monday, 2 June, 2003**

User: **tina**
Site:

D. Robinson (ID: 101)

Split	Logon Duration	ACD Incoming Average Talk Dur	ACD Incoming Total Talk Dur	ACD Internal Average Talk Dur	ACD Internal Total Talk Dur	Work Average Duration	Work Total Duration	Break Average Duration	Break Total Duration	ACD % Time % I/C	ACD % Time % INT	ACD % Time % Work	ACD % Time % Break
Large PBX	21:58:53	00:00:16	05:47:54	00:00:00	00:00:00	03:52:25	07:44:49	00:00:00	00:00:00	26.38	0.00	35.24	0.00
Summary	**21:58:53**	**00:00:16**	**05:47:54**	**00:00:00**	**00:00:00**	**03:52:25**	**07:44:49**	**00:00:00**	**00:00:00**	**26.38**	**0.00**	**35.24**	**0.00**

Split	Logon Duration	PBX Incoming Calls Average Talk Dur	PBX Incoming Calls Total Talk Dur	PBX Internal Calls Average Talk Dur	PBX Internal Calls Total Talk Dur	PBX Outgoing Calls Average Duration	PBX Outgoing Calls Total Duration	PBX % Time % I/C	PBX % Time % INT	PBX % Time % OUT
Large PBX	21:58:53	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0.00	0.00
Summary	**21:58:53**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**0.00**	**0.00**	**0.00**

G. Penn (ID: 103)

Split	Logon Duration	ACD Incoming Average Talk Dur	ACD Incoming Total Talk Dur	ACD Internal Average Talk Dur	ACD Internal Total Talk Dur	Work Average Duration	Work Total Duration	Break Average Duration	Break Total Duration	ACD % Time % I/C	ACD % Time % INT	ACD % Time % Work	ACD % Time % Break
Large PBX	11:47:09	00:00:15	03:31:13	00:00:00	00:00:00	00:00:02	00:00:02	00:00:00	00:00:00	29.87	0.00	0.00	0.00
Summary	**11:47:09**	**00:00:15**	**03:31:13**	**00:00:00**	**00:00:00**	**00:00:02**	**00:00:02**	**00:00:00**	**00:00:00**	**29.87**	**0.00**	**0.00**	**0.00**

Split	Logon Duration	PBX Incoming Calls Average Talk Dur	PBX Incoming Calls Total Talk Dur	PBX Internal Calls Average Talk Dur	PBX Internal Calls Total Talk Dur	PBX Outgoing Calls Average Duration	PBX Outgoing Calls Total Duration	PBX % Time % I/C	PBX % Time % INT	PBX % Time % OUT
Large PBX	11:47:09	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0.00	0.00
Summary	**11:47:09**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**0.00**	**0.00**	**0.00**

Trunk Group Activity Report

Title: **Trunk Group Activity - (33)**

Subject: Team, Trunk Groups

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Hour, Shift, Date

Description: The Trunk Group Activity Report provides the user with trunk group call activity information.

Table 2-34 *Trunk Group Activity Report field descriptions*

Fields	Description
Total # Trunks	The total number of trunks in the trunk group.
Incoming Calls - Total	The total number of incoming calls for the trunk group.
Incoming Calls - # Ans.	The total number of incoming calls for the trunk group that were answered successfully.
Incoming Calls - Average Talk Dur	The average talk time for an incoming call for the trunk group, in minutes and seconds.
Incoming Calls - Total Talk Dur	The total talk time for incoming calls for the trunk group.
Incoming Calls - Average Wait Time	The average wait time for an incoming call for the trunk group, in minutes and seconds.
Incoming Calls - # Aband.	The total number of incoming calls that were abandoned for the trunk group.
Incoming Calls - % Aband.	The percent of incoming calls that were abandoned for the trunk group.
Incoming Calls - CCS Usage	{[(total incoming call talk time in seconds) + (total incoming call wait time in seconds)] ÷ [(time span in hours) x (quantity of trunks in trunk group)]} ÷ 100
Outgoing Calls - Total	The total number of outgoing calls for the trunk group.
Outgoing Calls - Average Talk Dur	The average talk time for an outgoing call for the trunk group, in minutes and seconds.
Outgoing Calls - Total Talk Dur	The total talk time for outgoing calls for the trunk group.
Outgoing Calls - CCS Usage	{[(total outgoing call talk time in seconds)] ÷ [(time span in hours) x (quantity of trunks in trunk group)]} ÷ 100

Figure 2-33 *Trunk Group Activity Report*

Trunk Group Activity

By Trunk Group
Daily

Report # 33

Printed : 6/3/2003 10:56:34AM
From : **Monday, 2 June, 2003**
To : **Monday, 2 June, 2003**

User: **tina**
Site:

Node:1 Trunk Group: 15

Date	Total # Trunks	Incoming Calls								Outgoing Calls			
		Total	# Ans.	Average Talk Dur	Total Talk Dur	Average Wait Time	# Aband.	% Aband.	CCS Usage	Total	Average Talk Dur	Total Talk Dur	CCS Usage
06/02/03	23	9,337	6,636	00:00:16	29:51:18	00:00:17	2,701	29	4.74	0	00:00:00	00:00:00	0.00
Summary	**23**	**9,337**	**6,636**	**00:00:16**	**29:51:18**	**00:00:17**	**2,701**	**29**	**4.74**	**0**	**00:00:00**	**00:00:00**	**0.00**

Node:1 Trunk Group: 17

Date	Total # Trunks	Incoming Calls								Outgoing Calls			
		Total	# Ans.	Average Talk Dur	Total Talk Dur	Average Wait Time	# Aband.	% Aband.	CCS Usage	Total	Average Talk Dur	Total Talk Dur	CCS Usage
06/02/03	23	10,149	5,662	00:00:15	23:32:03	00:00:14	4,487	44	4.02	0	00:00:00	00:00:00	0.00
Summary	**23**	**10,149**	**5,662**	**00:00:15**	**23:32:03**	**00:00:14**	**4,487**	**44**	**4.02**	**0**	**00:00:00**	**00:00:00**	**0.00**

Node:1 Trunk Group: 19

Date	Total # Trunks	Incoming Calls								Outgoing Calls			
		Total	# Ans.	Average Talk Dur	Total Talk Dur	Average Wait Time	# Aband.	% Aband.	CCS Usage	Total	Average Talk Dur	Total Talk Dur	CCS Usage
06/02/03	23	8,545	7,918	00:00:18	39:09:00	00:00:19	627	7	5.56	0	00:00:00	00:00:00	0.00
Summary	**23**	**8,545**	**7,918**	**00:00:18**	**39:09:00**	**00:00:19**	**627**	**7**	**5.56**	**0**	**00:00:00**	**00:00:00**	**0.00**

Trunk Group Activity Summary Report

Name: **Trunk Group Activity Summary - (34)**

Subject: Team, Trunk Groups

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Shift, Date

Description: The Trunk Group Activity Report provides the user with trunk group call activity information, in a summary format.

Table 2-35 *Trunk Group Activity Summary Report field descriptions*

Fields	Description
Trunk Group	The trunk group number.
Total # Trunks	The total number of trunks in the trunk group.
Incoming Calls - Total	The total number of incoming calls for the trunk group.
Incoming Calls - # Ans.	The total number of incoming calls for the trunk group that were answered successfully.
Incoming Calls - Average Talk Dur	The average talk time for an incoming call for the trunk group, in minutes and seconds.
Incoming Calls - Total Talk Dur	The total talk time for incoming calls for the trunk group.
Incoming Calls - Average Wait Time	The average wait time for an incoming call for the trunk group, in minutes and seconds.
Incoming Calls - # Aband.	The total number of incoming calls that were abandoned for the trunk group.
Incoming Calls - % Aband.	The percent of incoming calls that were abandoned for the trunk group.
Incoming Calls - CCS Usage	{[(total incoming call talk time in *seconds*) + (total incoming call wait time in seconds)] ÷ [(time span in *hours*) x (quantity of trunks in trunk group)]} ÷ 100
Outgoing Calls - Total	The total number of outgoing calls for the trunk group.
Outgoing Calls - Average Talk Dur	The average talk time for an outgoing call for the trunk group, in minutes and seconds.
Outgoing Calls - Total Talk Dur	The total talk time for outgoing calls for the trunk group.
Outgoing Calls - CCS Usage	{[(total outgoing call talk time in *seconds*)] / [(time span in *hours*) x (quantity of trunks in trunk group)]} ? 100

Figure 2-34 *Trunk Group Activity Summary Report*

Trunk Group Activity Summary

By Trunk Group
Daily

Report # 34

Printed: 6/3/2003 10:57:08AM
From: **Monday, 2 June, 2003**
To: **Monday, 2 June, 2003**

User: **tina**
Site:

Node: 1

Trunk Group	Total # Trunks	Incoming Calls								Outgoing Calls			
		Total	# Ans.	Average Talk Dur	Total Talk Dur	Average Wait Time	# Aband.	% Aband.	CCS Usage	Total	Average Talk Dur	Total Talk Dur	CCS Usage
15	23	9,337	6,636	00:00:16	29:51:18	00:00:17	2,701	29	4.74	0	00:00:00	00:00:00	0.00
17	23	10,149	5,662	00:00:15	23:32:03	00:00:14	4,487	44	4.02	0	00:00:00	00:00:00	0.00
19	23	8,545	7,918	00:00:18	39:09:00	00:00:19	627	7	5.56	0	00:00:00	00:00:00	0.00
21	23	9,821	6,479	00:00:16	28:46:35	00:00:15	3,342	34	4.57	0	00:00:00	00:00:00	0.00
Summary	**23**	**37,852**	**26,695**	**00:00:16**	**121:18:56**	**00:00:16**	**11,157**	**29**	**0.01**	**0**	**00:00:00**	**00:00:00**	**0.00**

No Agents Ready Buckets Report

Title: **No Agents Ready Buckets - (35)**

Subject: Team, Split

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Hour (Hourly, Half hourly, Quarterly), Shift, Date

Description: The No Agents Ready Buckets Report provides the user with statistics on times when all agents in a split are in a state other than Ready. A no-agents-ready condition occurs when at least one agent is logged onto the split and no logged-on agents are in the Ready state.

Note: *Buckets, which are measuring categories, are defined for individual splits (refer to Navigator Configuration Guide*).

Table 2-36 *No Agents Ready Buckets Report field descriptions*

Fields	Description
Average No Agents Ready Time Seconds	Bar graph representation of the average no-agents-ready time for the split during the time span.
No Agents Ready - Average Duration	The average no-agents-ready time for the split during the time span, in hours, minutes, and seconds.
No Agents Ready - Total Duration	The total no-agents-ready time for the split during the time span, in hours, minutes, and seconds.
Average No Agents Ready	Breaks down the no-agents-ready counts into five columns based on the total busy time for the count. The columns represent busy time in seconds. At the bottom of each column is the percentage of busy counts for that column. Under the percentage is the accumulative percentage of busy counts from the first column.
Avg. Num Agents	The average number of logged-on agents for the split during the time span.

Figure 2-35 *No Agents Ready Buckets Report*

No Agents Ready Buckets

By Split
Daily

Report # 35

Printed: **6/3/2003 10:57:40AM**
From: **Monday, 2 June, 2003**
To: **Monday, 2 June, 2003**

User: **tina**
Site:

Large PBX

Date	Average No Agents Ready Time Seconds (0..... 7..... 14..... 20..... 27)	No Agents Ready Average Duration	No Agents Ready Total Duration	Average No Agents Ready Counts 20	40	60	80	80 +	Avg. Num Agents
06/02/2003		00:00:27	12:19:21	1,560	59	4	2	2	3.50
Totals		00:00:27	12:19:21	1,560	59	4	2	2	3.50
Percentage				95.88	3.63	0.25	0.12	0.12	
Accumulative Percentage				95.88	99.51	99.75	99.88	100.00	

Small PBX

Date	Average No Agents Ready Time Seconds (0..... 3..... 6..... 10..... 13)	No Agents Ready Average Duration	No Agents Ready Total Duration	Average No Agents Ready Counts 20	40	60	80	80 +	Avg. Num Agents
06/02/2003		00:00:12	05:04:27	1,321	93	14	10	3	3.99
Totals		00:00:12	05:04:27	1,321	93	14	10	3	3.99
Percentage				91.67	6.45	0.97	0.69	0.21	
Accumulative Percentage				91.67	98.13	99.10	99.79	100.00	

Grand Totals		00:00:20	17:23:48	2,881	152	18	12	5	7.49
Percentage				93.90	4.95	0.59	0.39	0.16	
Accumulative Percentage				93.90	98.86	99.45	99.84	100.00	

No Agents Ready Buckets Summary Report

Title: **No Agents Ready Buckets Summary - (36)**

Subject: Team, Teams, Splits

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Date, Shift

Description: The No Agents Ready Buckets Summary Report provides the user with statistics on times when all agents is a split are in a state other then Ready, in a summary format. A no-agents-ready conditions occurs when at least one agent is logged onto the split and no logged-on agents are in a Ready state.

Note: Buckets, which are measuring categories, are defined for individual splits (refer to Navigator Configuration Guide).

Table 2-37 *No Agents Ready Buckets Summary Report field descriptions*

Fields	Description
Average No Agents Ready Time Seconds	Bar graph representation of the average no-agents-ready time for the split during the time span.
No Agents Ready - Average Duration	The average no-agents-ready time for the split during the time span, in hours, minutes, and seconds.
No Agents Ready - Total Duration	The total no-agents-ready time for the trunk group during the time span, in hours, minutes, and seconds.
Average No Agents Ready Counts	Breaks down the no-agents-ready counts into five columns based on the total busy time for the count. The columns represent busy time in seconds. At the bottom of each column is the percentage of busy counts for that column. Under the percentage is the accumulative percentage of busy counts from the first column.
Avg. Num Agents	The average number of logged-on agents for the split during the time span.

Figure 2-36 *No Agents Ready Buckets Summary Report*

No Agents Ready Buckets Summary

Report # 36

By Split
Daily

Printed: **6/3/2003 10:58:10 AM**
From: **Monday, 2 June, 2003**
To: **Monday, 2 June, 2003**

User: tina
Site:

Split	Average No Agents Ready Time Seconds 0..... 5..... 10..... 15..... 20	No Agents Ready Average Duration	No Agents Ready Total Duration	Average No Agents Ready Counts 20	40	60	80	80 +	Avg. Num Agents
Large PBX		00:00:27	12:19:21	1,560	59	4	2	2	3.50
Small PBX		00:00:12	05:04:27	1,321	93	14	10	3	3.99
Totals		00:00:20	17:23:48	2,881	152	18	12	5	7.49
Percentage				93.90	4.95	0.59	0.39	0.16	
Accumulative Percentage				93.90	98.86	99.45	99.84	100.00	

All Trunk Busy Buckets Report

Title: **All Trunk Busy Buckets - (37)**

Subject: Team, Trunk Group

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Hour, Shift, Date

Description: The All Trunk Busy Buckets Report provides the user with statistics on times when all trunks for a trunk group are in a state other then available.

Note: Buckets, which are measuring categories, are defined for trunk groups on a system-wide basis (refer to Navigator Configuration Guide).

Table 2-38 *All Trunk Busy Buckets Report field descriptions*

Fields	Description
Average Busy Time Seconds	Bar graph representation of the average all-trunks-busy time for the trunk group during the time span.
All Busy - Avg Dur HH:MM:SS	The average all-trunks-busy time for the trunk group during the time span in hours, minutes, and seconds.
All Busy - Total Dur HH:MM:SS	The total all-trunks-busy time for the trunk group during the time span, in hours, minutes, and seconds.
All Busy Counts Seconds	Breaks down the all-trunks-busy counts into five columns based on the total busy time for the count. The columns represent busy time in seconds. At the bottom of each column is the percentage of busy counts for that column. Under the percentage is the accumulative percentage of busy counts from the first column.
Average # Trunks	The average quantity of in-service trunks in the trunk group, during the time span.

Figure 2-37 *All Trunk Busy Buckets Report*

All Trunk Busy Buckets

By Trunk Group
Daily

Report # 37

Printed : 6/3/2003 10:58:42AM
From : **Monday, 2 June, 2003**
To : **Monday, 2 June, 2003**

User: **tina**
Site :

Node : 1

Trunk Group: 15

Date	Average Busy Time Seconds (0 ..... 1 ..... 3 ..... 4 ..... 5)	All Busy Avg Dur HH:MM:SS	All Busy Total Dur HH:MM:SS	All Busy Counts Seconds 20	40	60	80	80 +	Average # Trunks
06/02/03		00:00:05	00:02:17	26	0	0	0	0	23
Totals		00:00:05	00:02:17	26	0	0	0	0	23
Percentage				100.00	0.00	0.00	0.00	0.00	
Accumulative Percentage				100.00	100.00	100.00	100.00	100.00	

Trunk Group: 17

Date	Average Busy Time Seconds (0 ..... 2 ..... 3 ..... 5 ..... 6)	All Busy Avg Dur HH:MM:SS	All Busy Total Dur HH:MM:SS	All Busy Counts Seconds 20	40	60	80	80 +	Average # Trunks
06/02/03		00:00:06	00:07:03	67	1	0	0	0	23
Totals		00:00:06	00:07:03	67	1	0	0	0	23
Percentage				98.53	1.47	0.00	0.00	0.00	
Accumulative Percentage				98.53	100.00	100.00	100.00	100.00	

All Trunk Busy Buckets Summary Report

Title: **All Trunk Busy Buckets Summary - (38)**

Subject: Team, Trunk Group

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Shift, Date

Description: The All Trunks Busy Buckets Summary Report provides the user with statistics on times when all trunks for a trunk group are in a state other then available, in a summary format.

Note: *Buckets, which are measuring categories, are defined for trunk groups on a system-wide basis (refer to Navigator Configuration Guide*).

Table 2-39 *All Trunk Busy Buckets Summary Report field descriptions*

Fields	Description
Trunk Group	The trunk group number.
Average Busy Time Seconds	Bar graph representation of the average all-trunks-busy time for the trunk group during the Time span.
All Busy Avg Dur HH:MM:SS	The average all-trunks-busy time for the trunk group during the Time span. The data is presented in hours, minutes and seconds format.
All Busy Total Dur HH:MM:SS	The total all-trunks-busy time for the trunk group during the Time span. The data is presented in hours, minutes and seconds format.
All Busy Counts Seconds	Breaks down the all-trunks-busy counts into five columns based on the total busy time for the count. The columns represent busy time in seconds. At the bottom of each column is the percentage of busy counts for that column. Under the percentage is the accumulative percentage of busy counts from the first column.
Average # Trunks	The average quantity of in-service trunks in the trunk group, during the time span.

Figure 2-38 *All Trunk Busy Buckets Summary Report*

All Trunk Busy Buckets Summary

By Trunk Group
Daily

Report # 38

Printed: 6/3/2003 10:59:17AM
From: **Monday, 2 June, 2003**
To: **Monday, 2 June, 2003**

User: **tina**
Site:

Node: 1

Trunk Group	Average Busy Time Seconds (0..... 2..... 3..... 5..... 6)	All Busy Avg Dur HH:MM:SS	All Busy Total Dur HH:MM:SS	All Busy Counts Seconds 20	40	60	80	80 +	Average # Trunks
15		00:00:05	00:02:17	26	0	0	0	0	23
17		00:00:06	00:07:03	67	1	0	0	0	23
19		00:00:32	00:00:32	0	1	0	0	0	23
21		00:00:06	00:03:18	30	1	0	0	0	23
Grand Totals		00:00:06	00:13:10	123	3	0	0	0	23
Percentage				97.62	2.38	0.00	0.00	0.00	
Accumulative Percentage				97.62	100.00	100.00	100.00	100.00	

Agent Audit Report

Title: **Agent Audit - (39)**

Subject: Team, Split, Admin Group, Agent, State Choices

State Choices: ACD Incoming, ACD Internal, Work Mode, Break Mode, PBX Incoming, Outgoing, PBX Internal, Call Recover, Ring Abandoned

Granularity: Date, Hour

Description: The Agent Audit Report provides the user with a daily audit for the subject based on the selection.

Table 2-40 *Agent Audit Report field descriptions*

Fields	Description
Activity	The agent state activity.
Split	The name of the split to which the agent belongs.
Start Time	The time when the agent entered the activity. This time is expressed in hours and minutes.
Status	The current status of the activity. The status options are: active, complete or transferred.
Duration	The duration of the activity expressed in hours, minutes, and seconds
Destination	Shows the name of the receiving split when a call is transferred to another agent via a pilot. Other transferred calls display as “Unknown”.

Figure 2-39 *Agent Audit Report*

Agent Audit

By Split
Daily

Report # 39

Printed: 8/12/2003 2:22:27PM
From: Monday, 11 August, 2003 0:00
To: Monday, 11 August, 2003 7:00

User: tina
Site:

Split: Large PBX

D. Robinson (ID: 101)

Activity	Split	Start Time	Status	Duration	Destination
Work Mode	Large PBX	0:00:41	Complete	00:00:06	
ACD Incoming	Large PBX	0:00:43	Complete	00:00:07	
ACD Incoming	Large PBX	0:01:31	Transferred	00:00:06	4700
Outgoing	Large PBX	0:01:43	Complete	00:00:47	
ACD Internal 4300	Large PBX	0:02:34	Complete	00:00:48	
ACD Incoming	Large PBX	0:03:22	Complete	00:00:07	
ACD Incoming	Large PBX	0:03:34	Complete	00:00:40	
ACD Incoming	Large PBX	0:04:26	Complete	00:00:07	
Log Off	Large PBX	0:05:13	Complete	00:00:00	
Log On 1	Large PBX	0:05:25	Active	##:##:##	
Work Mode	Large PBX	0:06:17	Complete	00:00:03	

Agent Transfer Report

Title: **Agent Transfer - (40)**

Subject: Team, Split, Admin Group, Agent

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

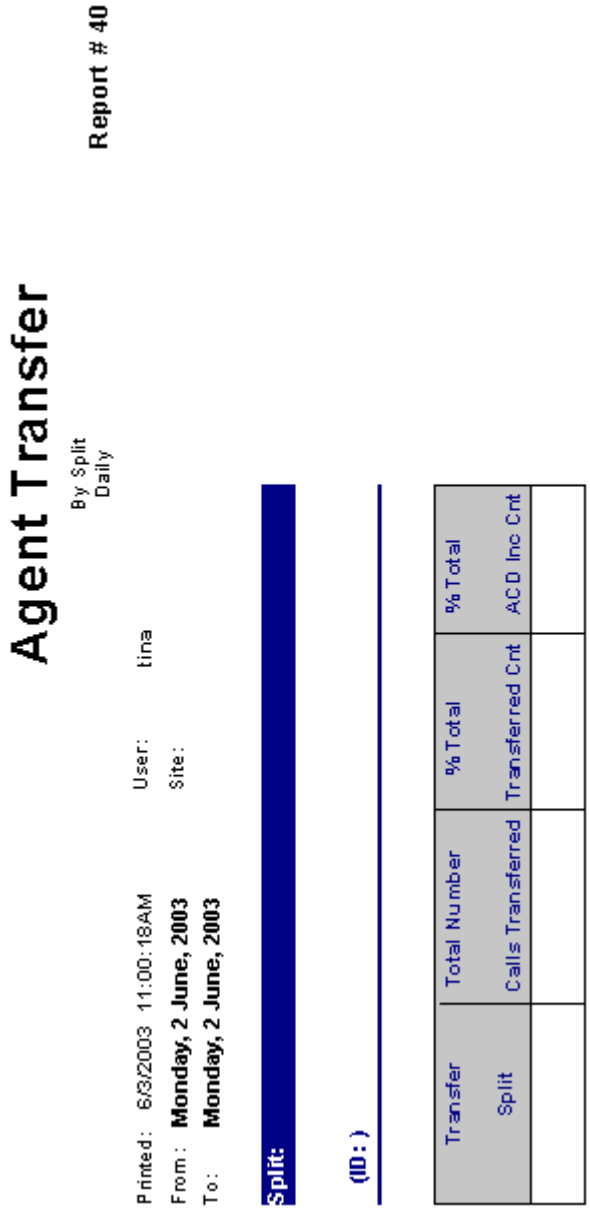
Granularity: Date

Description: The Agent Transfer Report provides the user with call transfer information for agents.

Table 2-41 *Agent Transfer Report field descriptions*

Fields	Description
Transfer Split	The name of the transfer destination split. “Unknown” represents transferred outside of the ACD.
Total Number Calls Transferred	The number of calls transferred.
% Total Transferred Cnt	The percentage of the total calls transferred by this agent that were transferred to this split.
% Total ACD Inc Cnt	The percentage of the total ACD incoming calls answered by this agent that were transferred.

Figure 2-40 *Agent Transfer Report*



Agent Transfer

By Split
Daily

Report # 40

Printed: 6/3/2003 11:00:18AM User: tina
From: **Monday, 2 June, 2003** Site:
To: **Monday, 2 June, 2003**

Split:

(ID:)

Transfer Split	Total Number Calls Transferred	% Total Transferred Cnt	% Total ACD Inc Cnt

State Charts Report

Title: **State Charts - (41)**

Subject: Team, Split, State Choices

State Choices: ACD Incoming, ACD Internal, Work Mode, Break Mode, PBX Incoming, Outgoing, PBX Internal, Call Recover, Ring Abandoned

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Shift, Date

Description: The State Charts Report provides the user with agent state count and time information presented in a bar graph chart form.

Table 2-42 *State Charts Report field descriptions*

Fields	Description
State	The agent state.
Total Count	Bar graph representation of the number of times the state was entered.
Total Count	The number of times the state was entered.
% Total Count	The percentage of the total ACD position or PBX extension counts the state represents.
Total Time Hours	Bar graph representation of the total time spent in the state.
Average Time HH:MM:SS	The average time spent in the state, in hours, minutes, and seconds.
Total Time HH:MM:SS	The total time spent in the state, in hours, minutes, and seconds.
% Total Time	The percentage of the total logged-on time spent in the state.
% Count	Bar graph representation of the percentage of the total ACD position or PBX extension state count the state represents.
% Time	Bar graph representation of the percentage of the logged-on time the state represents.

Figure 2-41 *State Charts Report*

State Charts

By Split
Daily

Report # 41

Printed: 6/3/2003 11:00:51AM
From: **Monday, 2 June, 2003**
To: **Monday, 2 June, 2003**

User: **tina**
Site:

Split: Large PBX

For Date : 06/02/03

State	Total Count 0..... 1,659..... 3,319..... 4,978..... 6,637	Total Count	% Total Count	Total Time Hours 0..... 12:29..... 24:58..... 37:27..... 49:56	Average Time HH:MM:SS	Total Time HH:MM:SS	% Total Time
ACD Incoming		6,637	99.88		00:00:16	29:59:04	34.20
ACD Internal		1	0.02		00:00:08	00:00:08	0.00
Work Mode		7	0.11		01:06:26	07:45:01	8.84
Break Mode		0	0.00		00:00:00	00:00:00	0.00
Ready	**********	**********	**********		49:56:12	49:56:12	56.96
PBX Incoming		0	0.00		00:00:00	00:00:00	0.00
PBX Outgoing		0	0.00		00:00:00	00:00:00	0.00
PBX Internal		0	0.00		00:00:00	00:00:00	0.00
IDLE	**********	**********	**********				

State Charts Summary Report

Title: **State Charts Summary - (42)**

Subject: Team, Split, State Choices

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

State Choices: ACD Incoming, ACD Internal, Work Mode, Break Mode, PBX Incoming, Outgoing, PBX Internal, Call Recover, Ring Abandoned

Granularity: Shift, Date

Description: The State Charts Summary Report provides the user with agent state count and time information presented in a bar graph chart form for the selection, in a summary format.

Table 2-43 *State Charts Summary Report field descriptions*

Fields	Description
Split	The split to which the agent belongs.
State Chosen	The agent state.
Total Count	Bar graph representation of the number of times the state was entered.
Total Count	The number of times the state was entered.
% Total Count	The percentage of the total ACD position or PBX extension counts represented by this state.
Total Time HH:MM	Bar graph representation of the total time spent in the state.
Average Time HH:MM:SS	The average time spent in the state, in hours, minutes, and seconds.
Total Time HH:MM:SS	The total time spent in the state, in hours, minutes, and seconds.
% Total Time	The percentage of the total logged-on time spent in the state.

State Charts Summary

By Split
Daily

Report # 42

Printed: 6/3/2003 11:01:40AM
From: **Monday, 2 June, 2003**
To: **Monday, 2 June, 2003**

User: **tina**
Site:

Option Chosen: All

Split	State Chosen	Total Count 0..... 4,876..... 9,752..... 14,628..... 19,504	Total Count	% Total Count	Total Time Hours HH:MM 0..... 31:03..... 62:07..... 93:11..... 124:14	Average Time HH:MM:SS	Total Time HH:MM:SS	% Total Time
Large PBX	ACD Incoming		6,637	53.96		00:00:16	29:59:04	55.92
Large PBX	ACD Internal		1	50.00		00:00:08	00:00:08	44.44
Large PBX	Work Mode		7	50.00		01:06:26	07:45:01	99.32
Large PBX	Break Mode		0	0.00		00:00:00	00:00:00	0.00
Large PBX	PBX Incoming		0	0.00		00:00:00	00:00:00	0.00
Large PBX	OutGoing		0	0.00		00:00:00	00:00:00	0.00
Large PBX	PBX Internal		0	0.00		00:00:00	00:00:00	0.00
Large PBX	Call Recover		2,628	37.29		00:00:33	23:48:40	37.91
Large PBX	Ring Aband		73	51.77		00:00:00	00:00:05	16.13
Small PBX	ACD Incoming		5,663	46.04		00:00:15	23:38:02	44.08
Small PBX	ACD Internal		1	50.00		00:00:10	00:00:10	55.56
Small PBX	Work Mode		7	50.00		00:00:27	00:03:11	0.68
Small PBX	Break Mode		0	0.00		00:00:00	00:00:00	0.00
Small PBX	PBX Incoming		0	0.00		00:00:00	00:00:00	0.00
Small PBX	OutGoing		0	0.00		00:00:00	00:00:00	0.00
Small PBX	PBX Internal		0	0.00		00:00:00	00:00:00	0.00
Small PBX	Call Recover		4,419	62.71		00:00:32	39:00:00	62.09

Figure 2-42 *State Charts Summary Report*

Agent State Charts Report

Title: **Agent State Charts - (43)**

Subject: Team, Split, Admin Group, Agent, State Choices

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Selection: ACD Incoming, ACD Internal, Work Mode, Break Mode, PBX Incoming, Outgoing, PBX Internal, Call Recover, Ring Abandoned

Granularity: Date, Shift

Description: The Agent State Charts Report provides the user with agent state count and time information presented in a bar graph chart form.

Table 2-44 *Agent State Charts Report field descriptions*

Fields	Description
State	The agent state.
Total Count	Bar graph representation of the number of times the state was entered.
Total Count	The number of times the state was entered.
% Total Count	The percentage of the total ACD position or PBX extension counts represented by this state.
Total Time Hours	Bar graph representation of the total time spent in the state.
Average Time HH:MM:SS	The average time spent in the state, in hours, minutes, and seconds.
Total Time HH:MM:SS	The total time spent in the state, in hours, minutes, and seconds.
% Total Time	The percentage of the total logged-on time spent in the state.
% Count	Bar graph representation of the percentage of the total ACD position or PBX extension state count represented by this state.
% Total Count	The percentage of the total ACD position or PBX extension counts represented by this state.
Total Count	The number of times the state was entered.
% Time	Bar graph representation of the percentage of the logged-on time represented by this state.
% Total Time	The percentage of the total logged-on time spent in the state.
Average Time HH:MM:SS	The average time spent in the state, in hours, minutes, and seconds.
Total Time HH:MM:SS	The total time spent in the state, in hours, minutes, and seconds.

Figure 2-43 *Agent State Charts Report*

Agent State Charts

By Split
Daily

Report # 43

Printed : 6/3/2003 11:03:25AM
From : **Monday, 2 June, 2003**
To: **Monday, 2 June, 2003**

User: **tina**
Site:

Split: Large PBX

D. Robinson, ID : 101

For Date: 06/02/03

State	Total Count 0 362 724 1,086 1,448	Total Count	% Total Count	Total Time Hours 0 01:56 03:52 05:48 07:44	Average Time HH:MM:SS	Total Time HH:MM:SS	% Total Time
ACD Incoming		1,313	99.85		00:00:16	05:47:54	26.38
ACD Internal		0	0.00		00:00:00	0.00	0.00
Work Mode		2	0.15		03:52:25	07:44:49	35.24
Break Mode		0	0.00		00:00:00	00:00:00	0.00
Ready	**********	**********	**********		**********	08:26:10	38.38
PBX Incoming		0	0.00		00:00:00	00:00:00	0.00
PBX Outgoing		0	0.00		00:00:00	00:00:00	0.00
PBX Internal		0	0.00		00:00:00	00:00:00	0.00
IDLE	**********	**********	**********		**********	21:58:53	100.00

State	% Count 0 25 50 75 100	% Total Count	Total Count	% Time 0 25 50 75 100	% Total Time	Average Time HH:MM:SS	Total Time HH:MM:SS
ACD Incoming		99.85	1,313		26.38	00:00:16	05:47:54
ACD Internal		0.00	0		0.00	00:00:00	00:00:00
Work Mode		0.15	2		35.24	03:52:25	07:44:49
Break Mode		0.00	0		0.00	00:00:00	00:00:00
Ready	**********	**********	**********		38.38	**********	08:26:10
PBX Incoming		0.00	0		0.00	00:00:00	00:00:00
PBX Outgoing		0.00	0		0.00	00:00:00	00:00:00

Agent Charts Summary Report

Title: **Agent Charts Summary - (44)**

Subject: Team, Split, Admin Group, State Choices

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Selection: ACD Incoming, ACD Internal, Work Mode, Break Mode, PBX Incoming, Outgoing, PBX Internal, Call Recover, Ring Abandoned

Granularity: Date, Shift

Description: The Agent Charts Summary Report provides the user with agent state count and time information presented in a bar graph chart form for the selection. This information is presented in a summary format.

Table 2-45 *Agent Charts Summary Report field descriptions*

Fields	Description
Agent	The name of the agent.
State Chosen	The agent state selected.
Total Count	Bar graph representation of the number of times the state was entered.
Total Count	The number of times the state was entered.
% Total Count	The percentage of the total ACD position or PBX extension counts represented by this state.
Total Time Hours HH:MM	Bar graph representation of the total time spent in the state.
Average Time HH:MM:SS	The average time spent in the state, in hours, minutes, and seconds.
Total Time HH:MM:SS	The total time spent in the state, in hours, minutes, and seconds.
% Total Time	The percentage of the total logged-on time spent in the state.

Figure 2-44 *Agent Charts Summary Report*

Agent Charts Summary

By Split
Daily

Report # 44

Printed: 6/3/2003 11:04:35AM
From: **Monday, 2 June, 2003**
To: **Monday, 2 June, 2003**

User: **tina**
Site:

Split: Large PBX

Agent	State Chosen	Total Count (0..... 328..... 657..... 985..... 1,313)	Total Count	% Total Count	Total Time Hours HH:MM (0..... 01:56..... 03:52..... 05:48..... 07:44)	Average Time HH:MM:SS	Total Time HH:MM:SS	% Total Time
D. Robinson	ACD Incoming		1,313	19.78		00:00:16	05:47:54	19.34
D. Robinson	ACD Internal		0	0.00		00:00:00	00:00:00	0.00
D. Robinson	Work Mode		2	28.57		03:52:25	07:44:49	99.96
D. Robinson	Break Mode		0	0.00		00:00:00	00:00:00	0.00
D. Robinson	PBX Incoming		0	0.00		00:00:00	00:00:00	0.00
D. Robinson	PBX Outgoing		0	0.00		00:00:00	00:00:00	0.00
D. Robinson	PBX Internal		0	0.00		00:00:00	00:00:00	0.00
D. Robinson	Call Recover		0	0		00:00:00	00:00:00	0.00
D. Robinson	Ring Aband		21	14		00:00:00	00:00:00	0.00

Trunk Group Charts Report

Title: **Trunk Group Charts - (45)**

Subject: Team, Trunk Group, State Choices

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Selection: Total Incoming, Answered Internal, Abandoned, Total Outgoing

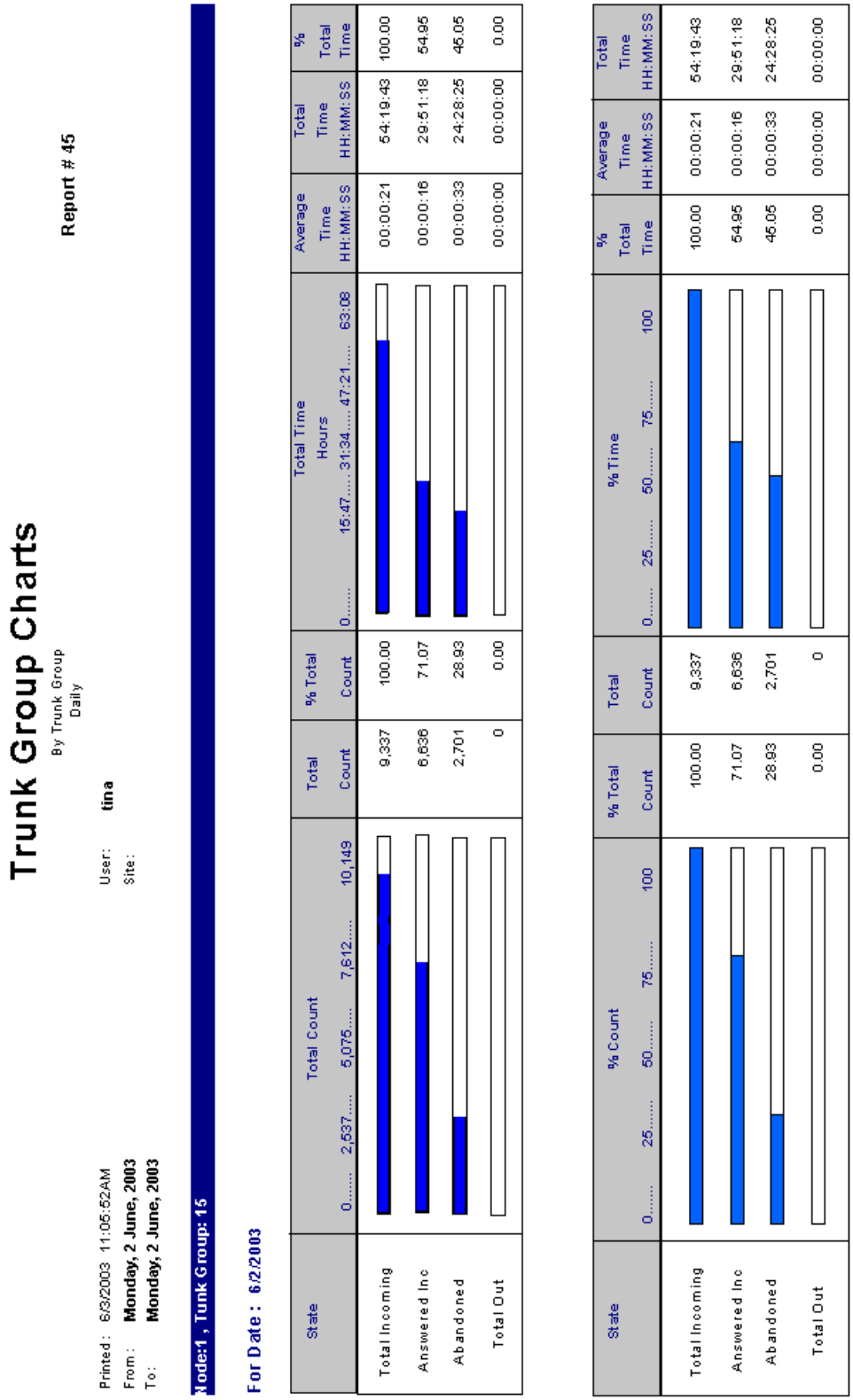
Granularity: Shift, Date

Description: The Trunk Group Charts Report provides the user with trunk group activity information presented in a bar graph chart form.

Table 2-46 *Trunk Group Charts Report field descriptions*

Fields	Description
State	The trunk group state.
Total Count	Bar graph representation of the number of times the trunk group entered the activity.
Total Count	The number of times the trunk group entered the activity.
% Total Count	The percentage of the total activity counts this activity represents for the trunk group.
Total Time Hours	Bar graph representation of the total time the trunk group spent in the activity.
Average Time HH:MM:SS	The average time the trunk group spent in the activity, in hours, minutes, and seconds.
Total Time HH:MM:SS	The total time the trunk group spent in the activity, in hours, minutes, and seconds.
% Total Time	The percentage of the total time the trunk group spent in the activity.
% Count	Bar graph representation of the percentage of the total activity count for this activity for the trunk group.
% Time	Bar graph representation of the percentage of the time spent in this activity.
% Total Count	The percentage of the total activity counts this activity represents for the trunk group.
Total Count	The number of times the trunk group entered the activity.
% Total Time	The percentage of the total time the trunk group spent in the activity.
Average Time HH:MM:SS	The average time the trunk group spent in the activity, in hours, minutes, and seconds.
Total Time HH:MM:SS	The total time the trunk group spent in the activity, in hours, minutes, and seconds.

Figure 2-45 *Trunk Group Charts Report*



Trunk Group Charts

By Trunk Group
Daily

Report # 45

Printed: 6/3/2003 11:05:52AM
From: **Monday, 2 June, 2003**
To: **Monday, 2 June, 2003**

User: **tina**
Site:

Node:1 , Tunk Group: 15

For Date : 6/2/2003

State	Total Count (0 ..... 2,537 ..... 5,075 ..... 7,612 ..... 10,149)	Total Count	% Total Count	Total Time Hours (0 ..... 15:47 ..... 31:34 ..... 47:21 ..... 63:08)	Average Time HH:MM:SS	Total Time HH:MM:SS	% Total Time
Total Incoming		9,337	100.00		00:00:21	54:19:43	100.00
Answered Inc		6,636	71.07		00:00:16	29:51:18	54.95
Abandoned		2,701	28.93		00:00:33	24:28:25	45.05
Total Out		0	0.00		00:00:00	00:00:00	0.00

State	% Count (0 ..... 25 ..... 50 ..... 75 ..... 100)	% Total Count	Total Count	% Time (0 ..... 25 ..... 50 ..... 75 ..... 100)	% Total Time	Average Time HH:MM:SS	Total Time HH:MM:SS
Total Incoming		100.00	9,337		100.00	00:00:21	54:19:43
Answered Inc		71.07	6,636		54.95	00:00:16	29:51:18
Abandoned		28.93	2,701		45.05	00:00:33	24:28:25
Total Out		0.00	0		0.00	00:00:00	00:00:00

Trunk Group Charts Summary Report

Title: **Trunk Group Charts Summary - (46)**

Subject: Team, Trunk Group, State Choices

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Selection: Total Incoming, Answered Internal, Abandoned, Total Outgoing

Granularity: Shift, Date

Description: The Trunk Group Charts Summary Report provides the user with trunk group activity information presented in a bar graph chart form for the selection. This information is presented in a summary format.

Table 2-47 *Trunk Group Charts Summary Report field descriptions*

Fields	Description
Trunk Group	The name of the trunk group.
State Chosen	TBA
Total Count	Bar graph representation of the number of times the trunk group entered the activity.
Total Count	The number of times the trunk group entered the activity.
% Total Count	The percentage of the total activity counts for this activity for the trunk group.
Total Time Hours HH:MM	Bar graph representation of the total time the trunk group spent in the activity.
Average Time HH:MM:SS	The average time the trunk group spent in the activity, in hours, minutes, and seconds.
Total Time HH:MM:SS	The total time the trunk group spent in the activity, in hours, minutes, and seconds.
% Total Time	The percentage of the total time the trunk group spent in the activity.

Trunk Group Charts Summary

By Trunk Group
Daily

Report # 46

Printed: 6/3/2003 11:06:29AM
From: **Monday, 2 June, 2003**
To: **Monday, 2 June, 2003**

User: **tina**
Site:

Node: 1

Trunk Group	State Chosen	Total Count 0..... 9,463..... 18,926..... 28,389..... 37,852	Total Count	% Total Count	Total Time Hours HH:MM 0..... 55:26..... 110:53..... 166:20..... 221:4	Average Time HH:MM:SS	Total Time HH:MM:SS	% Total Time
15	Total Incoming		9,337	24.67		00:00:21	54:19:43	24.50
15	Answered Inc		6,636	24.86		00:00:16	29:51:18	24.61
15	Abandoned		2,701	24.21		00:00:33	24:28:25	24.36
15	Total Out		0	0.00		00:00:00	00:00:00	0.00
17	Total Incoming		10,149	26.81		00:00:22	63:08:49	28.47
17	Answered Inc		5,662	21.21		00:00:15	23:32:03	19.40
17	Abandoned		4,487	40.22		00:00:32	39:36:46	39.42
17	Total Out		0	0.00		00:00:00	00:00:00	0.00
19	Total Incoming		8,545	22.57		00:00:19	44:46:45	20.19
19	Answered Inc		7,918	29.66		00:00:18	39:09:00	32.27
19	Abandoned		627	5.62		00:00:32	05:37:45	5.60
19	Total Out		0	0.00		00:00:00	00:00:00	0.00
21	Total Incoming		9,821	25.95		00:00:22	59:32:23	26.84
21	Answered Inc		6,479	24.27		00:00:16	28:46:35	23.72
21	Abandoned		3,342	29.95		00:00:33	30:45:48	30.62
21	Total Out		0	0.00		00:00:00	00:00:00	0.00
Totals			75,704	100.00		00:00:21	443:35:20	100.00

Figure 2-46 *Trunk Group Charts Summary Report*

State % Charts Summary Report

Title: **State % Charts Summary - (47)**

Subject: Team, Split, State Choices

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Selection: ACD Incoming, ACD Internal, Work Mode, Break Mode, PBX Incoming, Outgoing, PBX Internal, Call Recover, Ring Abandoned

Granularity: Shift, Date

Description: The State % Charts Summary Report provides the user with agent state count and time information presented in a bar graph chart form for the selection. This information is presented in a summary format.

Table 2-48 *State % Charts Summary Report field descriptions*

Fields	Description
% Count	Bar graph representation of the percentage of the total state count.
% Total Count	The percentage of the total state count.
Total Count	The number of times the subject entered the state.
% Time	Bar graph representation of the total state time
% Total Time	The percentage of the total state time.
Average Time HH:MM:SS	The average time the subject spent in the state, in hours, minutes, and seconds.
Total Time HH:MM:SS	The total time spent in the state, in hours, minutes, and seconds.

State % Charts Summary

By Split
Daily

Report # 47

Printed: 6/3/2003 11:07:28AM
From: **Monday, 2 June, 2003**
To: **Monday, 2 June, 2003**

User: tina
Site:

Option Chosen: All

Split	State Chosen	% Count 0..... 25.... 50.. 75.. 100	% Total Count	Total Count	% Time 0..... 25..... 50..... 75..... 100	% Total Time	Average Time HH:MM:SS	Total Time HH:MM:SS
Large PBX	ACD Incoming		53.96	6,637		55.92	00:00:16	29:59:04
Large PBX	ACD Internal		50.00	1		44.44	00:00:08	00:00:08
Large PBX	Work Mode		50.00	7		99.32	01:06:26	07:45:01
Large PBX	Break Mode		0.00	0		0.00	00:00:00	00:00:00
Large PBX	PBX Incoming		0.00	0		0.00	00:00:00	00:00:00
Large PBX	OutGoing		0.00	0		0.00	00:00:00	00:00:00
Large PBX	PBX Internal		0.00	0		0.00	00:00:00	00:00:00
Large PBX	Call Recover		37.29	2,628		37.91	00:00:33	23:48:40
Large PBX	Ring Aband		51.77	73		16.13	00:00:00	00:00:05
Small PBX	ACD Incoming		46.04	5,663		44.08	00:00:15	23:38:02
Small PBX	ACD Internal		50.00	1		55.56	00:00:10	00:00:10
Small PBX	Work Mode		50.00	7		0.68	00:00:27	00:03:11
Small PBX	Break Mode		0.00	0		0.00	00:00:00	00:00:00
Small PBX	PBX Incoming		0.00	0		0.00	00:00:00	00:00:00
Small PBX	OutGoing		0.00	0		0.00	00:00:00	00:00:00
Small PBX	PBX Internal		0.00	0		0.00	00:00:00	00:00:00
Small PBX	Call Recover		62.71	4,419		62.09	00:00:32	39:00:00

Figure 2-47 *State % Charts Summary Report*

Agent % Charts Summary Report

Title: **Agent % Charts Summary - (48)**

Subject: Team, Split, Admin Group, State Choices

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Selection: ACD Incoming, ACD Internal, Work Mode, Break Mode, PBX Incoming, Outgoing, PBX Internal, Call Recover, Ring Abandoned

Granularity: Date

Description: The Agent % Charts Summary Report provides the user with agent state count and time information presented in a bar graph chart form for the selection. This information is presented in a summary format.

Table 2-49 *Agent % Charts Summary Report field descriptions*

Fields	Description
Agent	The name of the agent.
State Chosen	The agent state selected.
% Count	Bar graph representation of the percentage of the total state count.
% Total Count	The percentage of the total state count.
Total Count	The number of times the state was entered.
% Time	Bar graph representation of the total state time.
% Total Time	The percentage of the total state time.
Average Time HH:MM:SS	The average time spent in the state, in hours, minutes, and seconds.
Total Time HH:MM:SS	The total time the subject spent in the state, in hours, minutes, and seconds.

Agent % Charts Summary

By Split
Daily

Report # 48

Printed: 6/3/2003 11:08:03AM
From: **Monday, 2 June, 2003**
To: **Monday, 2 June, 2003**

User: **tina**
Site:

Split: Large PBX

Agent	State Chosen	% Count 0..... 25.... 50..... 75..... 100	% Total Count	Total Count	% Time 0..... 25..... 50..... 75..... 100	% Total Time	Average Time HH:MM:SS	Total Time HH:MM:SS
D. Robinson	ACD Incoming		19.76	1,313		6.59	00:00:16	05:47:54
D. Robinson	ACD Internal		0.00	0		0.00	00:00:00	00:00:00
D. Robinson	Work Mode		0.03	2		35.24	03:52:25	07:44:49
D. Robinson	Break Mode		0.00	0		0.00	00:00:00	00:00:00
D. Robinson	PBX Incoming		0.00	0		0.00	00:00:00	00:00:00
D. Robinson	PBX Outgoing		0.00	0		0.00	00:00:00	00:00:00
D. Robinson	PBX Internal		0.00	0		0.00	00:00:00	00:00:00
D. Robinson	Call Recover		0.00	0		0.00	00:00:00	00:00:00
D. Robinson	Ring Aband		14.48	21		0.00	00:00:00	00:00:00
G. Penn	ACD Incoming		12.37	822		4.00	00:00:15	03:31:13
G. Penn	ACD Internal		0.00	0		0.00	00:00:00	00:00:00
G. Penn	Work Mode		0.02	1		0.00	00:00:02	00:00:02
G. Penn	Break Mode		0.00	0		0.00	00:00:00	00:00:00
G. Penn	PBX Incoming		0.00	0		0.00	00:00:00	00:00:00
G. Penn	PBX Outgoing		0.00	0		0.00	00:00:00	00:00:00
G. Penn	PBX Internal		0.00	0		0.00	00:00:00	00:00:00
G. Penn	Call Recover		0.00	0		0.00	00:00:00	00:00:00

Figure 2-48 *Agent % Charts Summary Report*

Trunk Group % Charts Summary Report

Title: **Trunk Group % Charts Summary - (49)**

Subject: Team, Trunk Group, State Choices

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Selection: Total Incoming, Answered Internal, Abandoned, Total Outgoing

Granularity: Shift, Date

Description: The Trunk Group % Charts Summary Report provides the user with trunk group activity information presented in a bar graph chart form for the selection. This information is presented in a summary format.

Table 2-50 *Trunk Group % Charts Summary Report field descriptions*

Fields	Description
Trunk Group	The trunk group number.
State Chosen	TBA
% Count	Bar graph representation of the percentage of the total activity count.
% Total Count	The percentage of the total activity counts for this activity for the trunk group.
Total Count	The number of times the trunk group entered the activity.
% Time	Bar graph representation of the percentage of the total activity time.
% Total Time	The percentage of the total time the trunk group spent in the activity.
Average Time HH:MM:SS	The average time the trunk group spent in the activity, in hours, minutes, and seconds.
Total Time HH:MM:SS	The total time the trunk group spent in the activity, in hours, minutes, and seconds.

Figure 2-49 *Trunk Group % Charts Summary Report*

Trunk Group % Charts Summary

By Trunk Group
Daily

Report # 49

Printed : 6/3/2003 11:08:49AM
From : **Monday, 2 June, 2003**
To: **Monday, 2 June, 2003**

User: **tina**
Site:

Node : 1

0

Trunk Group	State Chosen	% Count 0..... 25.... 50..... 75..... 100	% Total Count	Total Count	% Time 0..... 25..... 50..... 75..... 100	% Total Time	Average Time HH:MM:SS	Total Time HH:MM:SS
15	Total Incoming		24.67	9,337		24.50	00:00:21	54:19:43
15	Answered Inc		24.86	6,636		24.61	00:00:16	29:51:18
15	Abandoned		24.21	2,701		24.36	00:00:33	24:28:25
15	Total Out		0.00	0		0.00	00:00:00	00:00:00
17	Total Incoming		26.81	10,149		28.47	00:00:22	63:08:49
17	Answered Inc		21.21	5,662		19.40	00:00:15	23:32:03
17	Abandoned		40.22	4,487		39.42	00:00:32	39:36:46
17	Total Out		0.00	0		0.00	00:00:00	00:00:00
19	Total Incoming		22.57	8,545		20.19	00:00:19	44:46:45
19	Answered Inc		29.66	7,918		32.27	00:00:18	39:09:00
19	Abandoned		5.62	627		5.60	00:00:32	05:37:45
19	Total Out		0.00	0		0.00	00:00:00	00:00:00
21	Total Incoming		25.95	9,821		26.84	00:00:22	59:32:23
21	Answered Inc		24.27	6,479		23.72	00:00:16	28:46:35
21	Abandoned		29.95	3,342		30.62	00:00:33	30:45:48
21	Total Out		0.00	0		0.00	00:00:00	00:00:00

State Count/Time Charts Report

Title: **State Count/Time Charts - (50)**

Subject: Team, Split, State Choices

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Selection: ACD Incoming, ACD Internal, Work Mode, Break Mode, PBX Incoming, Outgoing, PBX Internal, Abandoned before announcement, Ring Abandoned

Granularity: Shift, Date

Description: The State Count/Time Charts Report provides the user with split state count and time information presented in a bar graph chart form for the selection.

Table 2-51 *State Count/Time Charts Report field descriptions*

Fields	Description
Total Count	Bar graph representation of the total state.
Total Count	The number of times the state was entered.
% Total Count	The percentage of the total state count.
Total Time Hours	Bar graph representation of the total state time.
Average Time HH:MM:SS	The average time spent in the state, in hours, minutes, and seconds.
Total Time HH:MM:SS	The total time spent in the state, in hours, minutes and seconds.
% Total Time	The percentage of the total state time.

Figure 2-50 *State Count/Time Charts Report*

State Count/Time Charts

By Split
Daily

Report # 50

Printed: 6/3/2003 11:10:35AM
From: **Monday, 2 June, 2003**
To: **Monday, 2 June, 2003**

User: tima
Site:

Split: Large PBX

ACD Incoming	Total Count 0..... 1,659..... 3,319..... 4,978..... 6,637	Total Count	% Total Count	Total Time Hours 0..... 07:29..... 14:59..... 22:29..... 29:59	Average Time HH:MM:SS	Total Time HH:MM:SS	% Total Time
6/2/2003		6,637	100.00		00:00:16	29:59:04	100.00
Totals		6,637	100.00		00:00:16	29:59:04	100.00

ACD Internal	Total Count 0..... 0..... 1..... 1..... 1	Total Count	% Total Count	Total Time Hours 0..... 00:00..... 00:00..... 00:00..... 00:00	Average Time HH:MM:SS	Total Time HH:MM:SS	% Total Time
6/2/2003		1	100.00		00:00:08	00:00:08	100.00
Totals		1	100.00		00:00:08	00:00:08	100.00

Work Mode	Total Count 0..... 2..... 4..... 5..... 7	Total Count	% Total Count	Total Time Hours 0..... 01:56..... 03:52..... 05:48..... 07:45	Average Time HH:MM:SS	Total Time HH:MM:SS	% Total Time
6/2/2003		7	100.00		01:06:26	07:45:01	100.00
Totals		7	100.00		01:06:26	07:45:01	100.00

Agent Count/Time Charts Report

Title: **Agent Count/Time Charts - (51)**

Subject: Team, Split, Agent, State Choices

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Selection: ACD Incoming, ACD Internal, Work Mode, Break Mode, PBX Incoming, Outgoing, PBX Internal, Call Recover, Ring Abandoned

Granularity: Date

Description: The Agent Count/Time Charts Report provides the user with agent state count and time information presented in a bar graph chart form for the selection.

Table 2-52 *Agent Count/Time Charts Report field descriptions*

Fields	Description
State Choice	TBA
Total Count	Bar graph representation of the total state.
Total Count	The number of times the state was entered.
% Total Count	The percentage of the total state count.
Total Time Hours	Bar graph representation of the total state time.
Average Time HH:MM:SS	The average time spent in the state, in hours, minutes, and seconds.
Total Time HH:MM:SS	The total time spent in the state, in hours, minutes, and seconds.
% Total Time	The percentage of the total state time.

Figure 2-51 *Agent Count/Time Charts Report*

Agent Count / Time Charts

By Split
Daily

Report # 51

Printed: 6/4/2003 7:37:46AM
From: **Monday, 2 June, 2003**
To: **Monday, 2 June, 2003**

User: tina
Site:

Split : Large PBX

D. Robinson ID : 101

ACD Incoming	Total Count 0..... 328..... 657..... 985..... 1,313	Total Count	% Total Count	Total Time Hours 0..... 01:56..... 03:52..... 05:48..... 07:44	Average Time HH:MM:SS	Total Time HH:MM:SS	% Total Time
6/2/2003		1,313	100.00		00:00:16	05:47:54	100.00
Totals		1,313	100.00		00:00:16	05:47:54	100.00

G. Penn ID : 103

ACD Incoming	Total Count 0..... 328..... 657..... 985..... 1,313	Total Count	% Total Count	Total Time Hours 0..... 01:56..... 03:52..... 05:48..... 07:44	Average Time HH:MM:SS	Total Time HH:MM:SS	% Total Time
6/2/2003		822	100.00		00:00:15	03:31:13	100.00
Totals		822	100.00		00:00:15	03:31:13	100.00

J. Parker ID : 104

ACD Incoming	Total Count 0..... 328..... 657..... 985..... 1,313	Total Count	% Total Count	Total Time Hours 0..... 01:56..... 03:52..... 05:48..... 07:44	Average Time HH:MM:SS	Total Time HH:MM:SS	% Total Time
6/2/2003		699	100.00		00:00:17	03:19:40	100.00
Totals		699	100.00		00:00:17	03:19:40	100.00

Trunk Group Count/Time Chart Report

Title: **Trunk Group Count/Time Chart - (52)**

Subject: Team, Trunk Group, State Choices

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Selection: Total Incoming, Answered Internal, Abandoned, Total Outgoing

Granularity: Shift, Date

Description: The Trunk Group Count/Time Chart Report provides the user with trunk group count and time information presented in a bar graph chart form for the selection.

Table 2-53 *Trunk Group Count/Time Chart Report field descriptions*

Fields	Description
Total Count	Bar graph representation of the total state.
Total Count	The number of times the state was entered.
% Total Count	The percentage of the total state count.
Total Time Hours	Bar graph representation of the total state time.
Avg Time HH:MM:SS	The average time spent in the state, in hours, minutes, and seconds.
Total Time HH:MM:SS	The total time spent in the state, in hours, minutes, and seconds.
% Total Time	The percentage of the total state time.

Figure 2-52 *Trunk Group Count/Time Chart Report*

Trunk Group Count / Time Charts

By Trunk Group
Daily

Report # 52

Printed: 6/4/2003 7:38:39AM
From: **Monday, 2 June, 2003**
To: **Monday, 2 June, 2003**

User: tina
Site:

Node: 1

Trunk Group: 15

Total Incoming	Total Count 0..... 2,537..... 5,075..... 7,612..... 10,149	Total Count	% Total Count	Total Time Hours 0..... 15:47..... 31:34..... 47:21..... 63:08	Average Time HH:MM:SS	Total Time HH:MM:SS	% Total Time
06/02/03		9,337	100.00		00:00:21	54:19:43	100.00
Totals		9,337	100.00		00:00:21	54:19:43	100.00

Trunk Group: 17

Total Incoming	Total Count 0..... 2,537..... 5,075..... 7,612..... 10,149	Total Count	% Total Count	Total Time Hours 0..... 15:47..... 31:34..... 47:21..... 63:08	Average Time HH:MM:SS	Total Time HH:MM:SS	% Total Time
06/02/03		10,149	100.00		00:00:22	63:08:49	100.00
Totals		10,149	100.00		00:00:22	63:08:49	100.00

Standard Deviation Report

Title: **Standard Deviation - (53)**

Subject: Team, Split, Admin Group, Agent

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Date

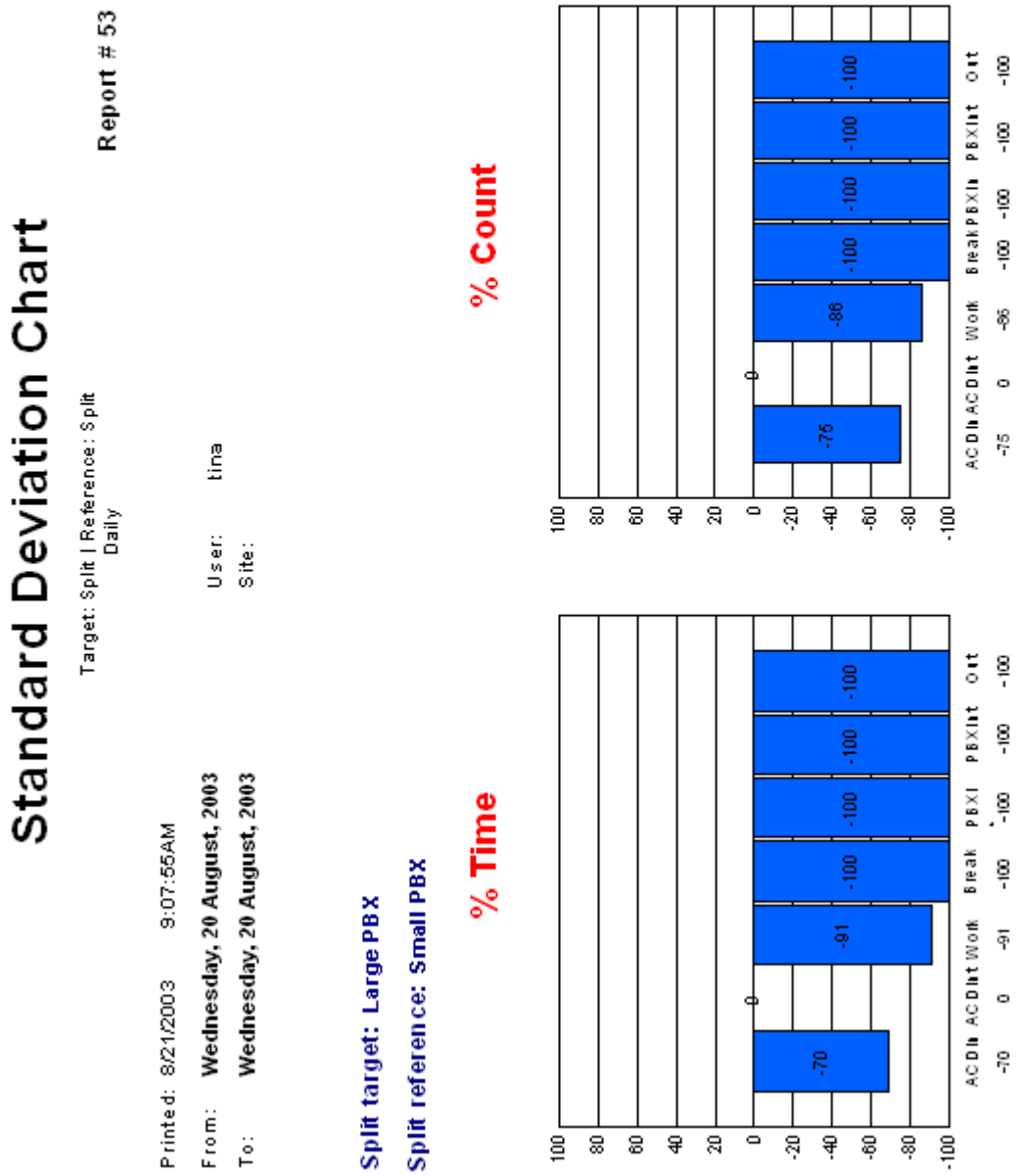
Description: The Standard Deviation Report provides the user with a comparison between a target subject and a reference subject. The target is compared to the reference and the deviation (+100% to -100%) is displayed in bar graph form. The following algorithm is used: [(target - reference) / (greater of the two)] (100).

Table 2-54 *Standard Deviation Report field descriptions*

Fields	Description
% Time	
ACD In	The percentage of the difference of time spent on ACD incoming calls between the target and the reference.
ACD In	The percentage of the difference of time spent on ACD internal calls between the target and the reference.
Work	The percentage of the difference of time spent in Work mode between the target and the reference.
Break	The percentage of the difference of time spent in Break mode between the target and the reference.
PBX In	The percentage of the difference of time spent on PBX incoming calls between the target and the reference.
PBX In	The percentage of the difference of time spent on PBX internal calls between the target and the reference.
OUT	The percentage of the difference of time spent on PBX outgoing calls between the target and the reference.
% Count	
ACD In	The percentage of the difference in the number of ACD incoming calls between the target and the reference.
ACD In	The percentage of the difference in the number of ACD internal calls between the target and the reference.
Work Mode	The percentage of the difference in the number of Work mode events between the target and the reference.
Break	The percentage of the difference in the number of Break mode events between the target and the reference.
PBX In	The percentage of the difference in the number of PBX incoming calls between the target and the reference.

PBX In	The percentage of the difference in the number of PBX internal calls between the target and the reference.
OUT	The percentage of the difference in the number of PBX outgoing calls between the target and the reference.

Figure 2-53 *Standard Deviation Chart Report*



Calls Waiting Report

Title: **Calls Waiting - (54)**

Subject: Team, Split

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Hour (Hourly, Half hourly, Quarterly), Shift, Date

Description: The Calls Waiting Report provides the user with wait time information for total calls, answered calls, and abandoned calls.

Table 2-55 *Calls Waiting Report field descriptions*

Fields	Description
ACD Incoming Calls - Total	The total number of ACD Incoming calls.
ACD Incoming Calls - Avg. Wait	The average wait time of an ACD incoming call, in hours, minutes and seconds.
ACD Incoming Calls - Tot. Wait	The total wait time for all ACD incoming calls, in hours, minutes, and seconds.
ACD Incoming Calls - # Ans.	The total number of ACD incoming calls that were successfully answered.
ACD Incoming Calls - Avg Wait	The average wait time of an answered ACD incoming call, in hours, minutes, and seconds.
ACD Incoming Calls - Tot. Wait	The total wait time for all answered ACD incoming calls, in hours, minutes, and seconds.
ACD Incoming Calls - # Aband.	The total number of ACD incoming calls that were abandoned.
ACD Incoming Calls - Avg. Wait	The average wait time of an abandoned ACD incoming call, in hours, minutes and seconds.
ACD Incoming Calls - Tot. Wait	The total wait time for all abandoned ACD incoming calls, in hours, minutes, and seconds.

Calls Waiting

By Split
Daily

Report # 54

Printed: 6/4/2003 7:40:58AM
From: **Monday, 2 June, 2003**
To: **Tuesday, 3 June, 2003**

User: **tina**
Site:

Large PBX

Date	ACD Incoming Calls								
	Total	Avg. Wait	Tot. Wait	# Ans.	Avg. Wait	Tot. Wait	# Aband.	Avg. Wait	Tot. Wait
06/02/03	9,338	00:00:26	66:40:36	6637	00:00:23	42:51:51	2,701	00:00:32	23:48:45
06/03/03	15,279	00:00:26	111:47:32	10920	00:00:24	73:31:09	4,359	00:00:32	38:16:23
Summary	**24,617**	**00:00:26**	**178:28:08**	**17,557**	**00:00:24**	**116:23:00**	**7,060**	**00:00:32**	**62:05:08**

Small PBX

Date	ACD Incoming Calls								
	Total	Avg. Wait	Tot. Wait	# Ans.	Avg. Wait	Tot. Wait	# Aband.	Avg. Wait	Tot. Wait
06/02/03	10,150	00:00:27	77:10:05	5663	00:00:24	38:09:39	4,487	00:00:31	39:00:26
06/03/03	16,540	00:00:29	135:17:40	7397	00:00:26	54:03:48	9,143	00:00:32	81:13:52
Summary	**26,690**	**00:00:29**	**212:27:45**	**13,060**	**00:00:25**	**92:13:27**	**13,630**	**00:00:32**	**120:14:18**

Report Summary	ACD Incoming Calls								
	Total	Avg. Wait	Tot. Wait	# Ans.	Avg. Wait	Tot. Wait	# Aband.	Avg. Wait	Tot. Wait
	51,307	**00:00:27**	**390:55:53**	**30617**	**00:00:25**	**208:36:27**	**20,690**	**00:00:32**	**182:19:26**

Calls Waiting Summary Report

Title: **Calls Waiting Summary - (55)**

Subject: Team, Teams, Splits

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Shift, Date

Description: The Calls Waiting Summary Report provides the user with wait time information for total calls, answered calls, and abandoned calls, in a summary format.

Table 2-56 *Calls Waiting Summary Report field descriptions*

Fields	Description
ACD Incoming Calls - Total	The total number of ACD incoming calls.
ACD Incoming Calls - Avg. Wait	The average wait time of an ACD incoming call, in hours, minutes and seconds.
ACD Incoming Calls - Tot. Wait	The total wait time for all ACD incoming calls, in hours, minutes, and seconds.
ACD Incoming Calls - # Ans.	The total number of ACD incoming calls that were successfully answered.
ACD Incoming Calls - Avg. Wait	The average wait time of an answered ACD incoming call, in hours, minutes and seconds.
ACD Incoming Calls -Tot. Wait	The total wait time for all answered ACD incoming calls, in hours, minutes, and seconds.
ACD Incoming Calls - # Aband.	The total number of ACD incoming calls that were abandoned.
ACD Incoming Calls - Avg. Wait	The average wait time of an abandoned ACD incoming call, in hours, minutes, and seconds.
ACD Incoming Calls - Tot. Wait	The total wait time for all abandoned ACD incoming calls, in hours, minutes, and seconds.

Figure 2-54 *Call Waiting Summary Report*

Calls Waiting Summary

By Split
Daily

Report # 55

User: **tina**
Site:

Printed: 6/4/2003 7:41:29AM
From: **Monday, 2 June, 2003**
To: **Tuesday, 3 June, 2003**

	ACD Incoming Calls								
Split	Total	Avg. Wait	Tot. Wait	# Ans.	Avg. Wait	Tot. Wait	# Aband.	Avg. Wait	Tot. Wait
Large PBX	24,617	00:00:26	178:28:08	17,557	00:00:24	116:23:00	7,060	00:00:32	62:05:08
Small PBX	26,690	00:00:29	212:27:45	13,060	00:00:25	92:13:27	13,630	00:00:32	120:14:18
Summary	**51,307**	**00:00:27**	**390:55:53**	**30,617**	**00:00:25**	**208:36:27**	**20,690**	**00:00:32**	**182:19:26**

Trunk Group Detail Report

Title: **Trunk Group Detail - (56)**

Subject: Team, Trunk Group

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Date

Description: The Trunk Group Detail Report provides the user with a breakdown of the trunk groups' incoming call activity by split.

Table 2-57 *Trunk Group Detail Report field descriptions*

Fields	Description
Split	The name of the split.
Incoming Calls - Total	The total number of incoming calls for the split on the trunk group, including abandoned calls.
Incoming Calls - Average Talk Dur	The average time for an ACD incoming call for the split including wait time. The data is presented in minutes and seconds.
Incoming Calls - Total Talk Dur	The total time for an ACD incoming call for the split including wait time. The data is presented in hours and minutes.
Incoming Calls -% Calls	The percentage of the total incoming calls for the trunk group that were assigned to the split.
Incoming Calls -% Time	The percentage of the total time spent on incoming calls for the trunk group credited to the split.

Figure 2-55 *Trunk Group Detail Report*

Node: 1, Trunk Group: 36

Split	Incoming Calls				
	Total	Average Talk Dur	Total Talk Dur	% Calls	% Time
60539	19	00:03:47	00:07:35	100.00	100.00
Totals	19	00:00:09	00:07:35	100.00	100.00

Node: 1, Trunk Group: 4

Trunk Activity Report

Title: **Trunk Activity - (57)**

Subject: Team, Trunk Group

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Date

Description: The Trunk Activity Report provides the user with a trunk-by-trunk breakdown of call activity information for the selected trunk group.

Note: The starting and ending times for measuring trunk occupancy, which affects four of the fields in this report, are specified in the System Thresholds working screen (refer to Navigator Configuration Guide).

Table 2-58 *Trunk Activity Report field descriptions*

Fields	Description
Trunk	The individual trunk number.
Total I/C Ans.	The total number of incoming calls for the trunk group that were answered successfully on this trunk.
% Group Ans.	The percentage of the total answered incoming calls for the trunk group that were answered on this trunk.
Total I/CTime	The total time for incoming calls, including wait time, for the trunk. The data is presented in hours and minutes, and seconds.
I/C Trunk % Occ	The percentage of time the trunk was occupied with incoming calls. This percentage is based on the user-programmable start and end occupancy time thresholds.
Total Aban Calls	The total number of abandoned calls for the trunk.
% Group Aban	The percentage of the total abandoned calls for the trunk group.
Total Aban Time	The total wait time for abandoned calls for the trunk. The data is presented in hours, minutes, and seconds.
Aban Trunk % Occ	The percentage of time the trunk was occupied with abandoned calls. This percentage is based on the user-programmable start and end occupancy time thresholds.
Total O/C Calls	The total number of outgoing calls on the trunk.
% Group O/C	The percentage of the total outgoing calls on the trunk group.
Total O/CTime	The total time for outgoing calls for the trunk during the time span. The data is presented in hours, minutes, and seconds.
O/C Trunk % Occ	The percentage of time the trunk was occupied with outgoing calls. This percentage is based on the user-programmable start and end occupancy time thresholds.

Total Trunk % Occ	The percentage of time the trunk was occupied with call activity. This percentage is based on the user-programmable start and end occupancy time thresholds.
# Trunk Trouble	The number of trunk trouble alarms received for the trunk.

Figure 2-56 *Trunk Activity Report*

Trunk Activity

By Trunk Group
Daily

Report # 57

Printed : 6/4/2003 7:44:26AM

From : **Monday, 2 June, 2003**
To: **Tuesday, 3 June, 2003**

User: **tina**
Site:

Node: 1 Trunk Group : 15

Trunk	Total I/C Ans.	% Group Ans.	Total I/C Time	I/C Trunk % Occ	Total Aban Calls	% Group Aban	Total Aban Time	Aban Trunk % Occ	Total O/C Calls	% Group O/C	Total O/C Time	O/C Trunk % Occ	Total Trunk % Occ	# Trunk Trouble
1	808	4.60	08:41:17	36.20	244	3.46	02:19:27	9.68	0	0.00	00:00:00	0.00	36.48	0
2	796	4.53	08:40:06	36.12	263	3.73	02:22:32	9.90	0	0.00	00:00:00	0.00	36.42	0
3	811	4.62	08:46:48	36.58	250	3.54	02:15:26	9.41	0	0.00	00:00:00	0.00	36.87	0
4	789	4.49	08:34:08	35.70	282	3.99	02:31:52	10.55	0	0.00	00:00:00	0.00	36.03	0
5	789	4.49	08:35:01	35.77	271	3.84	02:26:33	10.18	0	0.00	00:00:00	0.00	36.08	0
6	772	4.40	08:34:38	35.74	284	4.02	02:32:55	10.62	0	0.00	00:00:00	0.00	36.07	0
7	758	4.32	08:22:01	34.86	311	4.41	02:48:11	11.68	0	0.00	00:00:00	0.00	35.22	0
8	777	4.43	08:31:16	35.50	294	4.16	02:38:15	10.99	0	0.00	00:00:00	0.00	35.84	0
9	771	4.39	08:24:34	35.04	309	4.38	02:45:55	11.52	0	0.00	00:00:00	0.00	35.40	0
10	767	4.37	08:21:29	34.83	305	4.32	02:44:02	11.39	0	0.00	00:00:00	0.00	35.18	0
11	751	4.28	08:14:24	34.33	324	4.59	02:54:51	12.14	0	0.00	00:00:00	0.00	34.71	0
12	748	4.26	08:22:36	34.90	325	4.60	02:54:42	12.13	0	0.00	00:00:00	0.00	35.28	0
13	742	4.23	08:08:43	33.94	336	4.76	03:01:54	12.63	0	0.00	00:00:00	0.00	34.33	0
14	758	4.32	08:21:53	34.85	310	4.39	02:46:31	11.56	0	0.00	00:00:00	0.00	35.21	0
15	779	4.44	08:32:40	35.60	278	3.94	02:29:40	10.39	0	0.00	00:00:00	0.00	35.92	0
16	773	4.40	08:31:28	35.52	294	4.16	02:38:18	10.99	0	0.00	00:00:00	0.00	35.86	0
17	733	4.18	08:00:43	33.38	346	4.90	03:06:51	12.98	0	0.00	00:00:00	0.00	33.78	0
18	750	4.27	08:25:06	35.08	324	4.59	02:54:13	12.10	0	0.00	00:00:00	0.00	35.45	0
19	748	4.26	08:10:55	34.09	330	4.67	02:58:20	12.38	0	0.00	00:00:00	0.00	34.47	0
20	753	4.29	08:20:04	34.73	327	4.63	02:55:56	12.22	0	0.00	00:00:00	0.00	35.11	0
21	736	4.19	08:05:27	33.71	340	4.82	03:03:37	12.75	0	0.00	00:00:00	0.00	34.11	0
22	715	4.07	08:04:35	33.65	354	5.01	03:10:36	13.24	0	0.00	00:00:00	0.00	34.06	0
23	729	4.15	07:58:45	33.25	358	5.07	03:13:16	13.42	0	0.00	00:00:00	0.00	33.66	0
Summary	**17,553**	**100.00**	**192:48:37**	**803.38**	**7,059**	**100.00**	**63:33:53**	**264.85**	**0**	**0.00**	**00:00:00**	**0.00**	**811.55**	**0**

Agent Hour Report

Title: **Agent Hour - (58)**

Subject: Team, Split, Admin Group, Agent

Recurrence: Daily, Date, Weekly, Monthly, Yearly

Granularity: Hour, Shift

Description: The Agent Hour report provides the user with agent activity in hourly increments.

Table 2-59 *Agent Hour Report field descriptions*

Fields	Description
ACD Position Page	
Time	The hour of the day.
ACD Incoming # Answered	The number of incoming calls answered on the agent's ACD position.
Average Talk Time per call	The average talk time for an incoming call on the agent's ACD position, in hours, minutes, and seconds.
ACD Internal Calls # Answered	The number of internal calls on the agent's ACD position.
Average Talk Time per INT	The average talk time for an internal call on the agent's ACD position, in hours, minutes, and seconds.
Work Mode Count	The number of times the agent entered after-call work mode.
Work Average Time	The average time the agent spent in after-call work mode, in hours, minutes, and seconds.
Break Mode Count	The number of times the agent entered break mode.
Break Mode Avg Time	The average time the agent spent in break mode, in hours, minutes, and seconds.
ACD Percent Time - Inc.	The percentage of the total logged-on time the agent spent on incoming calls on their ACD position.
ACD Percent Time - INT	The percentage of the total logged-on time the agent spent on internal calls on their ACD position.
ACD Percent Time - Work	The percentage of the total logged-on time the agent spent in after-call work mode.
ACD Percent Time - Break	The percentage of the total logged-on time the agent spent in break mode.
PBX Extension Page	
Time	The hour of the day.
PBX Incoming # Answered	The number of incoming calls answered on the agent's PBX extension.

PBX Inc Talk Avg Time	The average talk time for an incoming call on the agent's PBX extension, in hours, minutes, and seconds.
PBX INT. # Answered	The number of internal calls on the agent's PBX extension.
PBX INT Talk Avg	The average talk time for an internal call on the agent's PBX extension, in hours, minutes, and seconds.
Out Calls Made	The number of outgoing calls made by the agent.
Out Calls Talk Avg	The average time for an outgoing call made by the agent, in minutes and seconds.
PBX Percent Time - Incoming	The percentage of the total logged-on time the agent spent on incoming calls on their PBX extension.
PBX Percent Time - INT	The percentage of the total logged-on time the agent spent on internal calls on their PBX extension.
PBX Percent Time - OUT	The percentage of the total logged-on time the agent spent on outgoing calls.

Figure 2-57 *Agent Hour Report*

Agent By Hour

By Split
Daily by Hour

Report # 58

Printed: 6/4/2003 7:42:54AM User: tina
From: **Monday, 2 June, 2003** 0:00 Site:
To: **Tuesday, 3 June, 2003** 24:00

Split: Large PBX

D. Robinson (ID: 101)

06/02/03 - 06/03/03

Time	ACD Incomming # Answered	Average Talk Time per call	ACD Internal Calls # Answered	Average Talk Time per INT	Work Mode Count	Work Mode Average Time	Break Mode Count	Break Mode Avg Time	ACD Percent Time Inc.	INT	Work	Break
00:00 - 01:00	0	00:00:00	0	00:00:00	0	00:00:00	0	00:00:00	0.00	0.00	50.01	0.00
01:00 - 02:00	0	00:00:00	0	00:00:00	0	00:00:00	0	00:00:00	0.00	0.00	49.99	0.00
02:00 - 03:00	0	00:00:00	0	00:00:00	0	00:00:00	0	00:00:00	0.00	0.00	50.00	0.00
03:00 - 04:00	0	00:00:00	0	00:00:00	0	00:00:00	0	00:00:00	0.00	0.00	49.99	0.00
04:00 - 05:00	0	00:00:00	0	00:00:00	0	00:00:00	0	00:00:00	0.00	0.00	50.01	0.00
05:00 - 06:00	0	00:00:00	0	00:00:00	0	00:00:00	0	00:00:00	0.00	0.00	49.99	0.00
06:00 - 07:00	0	00:00:00	0	00:00:00	0	00:00:00	0	00:00:00	0.00	0.00	50.00	0.00
07:00 - 08:00	0	00:00:00	0	00:00:00	1	00:44:48	0	00:00:00	0.00	0.00	42.75	0.00
08:00 - 09:00	0	00:00:00	0	00:00:00	0	00:00:00	0	00:00:00	0.00	0.00	0.00	0.00
09:00 - 10:00	0	00:00:00	0	00:00:00	1	00:00:03	0	00:00:00	0.00	0.00	0.04	0.00
10:00 - 11:00	11	00:01:02	0	00:00:00	1	01:00:00	0	00:00:00	9.51	0.00	50.00	0.00
11:00 - 12:00	151	00:00:16	0	00:00:00	0	00:00:00	0	00:00:00	33.18	0.00	0.00	0.00
12:00 - 13:00	210	00:00:16	0	00:00:00	0	00:00:00	0	00:00:00	45.35	0.00	0.00	0.00
13:00 - 14:00	126	00:00:15	0	00:00:00	0	00:00:00	0	00:00:00	26.61	0.00	0.00	0.00
14:00 - 15:00	212	00:00:15	0	00:00:00	0	00:00:00	0	00:00:00	45.32	0.00	0.00	0.00
15:00 - 16:00	395	00:00:16	0	00:00:00	0	00:00:00	0	00:00:00	85.46	0.00	0.00	0.00
16:00 - 17:00	433	00:00:15	0	00:00:00	0	00:00:00	0	00:00:00	90.57	0.00	0.00	0.00
17:00 - 18:00	428	00:00:15	0	00:00:00	0	00:00:00	0	00:00:00	90.51	0.00	0.00	0.00
18:00 - 19:00	425	00:00:15	0	00:00:00	0	00:00:00	0	00:00:00	90.71	0.00	0.00	0.00
19:00 - 20:00	294	00:00:15	0	00:00:00	0	00:00:00	0	00:00:00	59.29	0.00	0.00	0.00
20:00 - 21:00	214	00:00:15	0	00:00:00	0	00:00:00	0	00:00:00	45.16	0.00	0.00	0.00
21:00 - 22:00	207	00:00:16	0	00:00:00	0	00:00:00	0	00:00:00	45.46	0.00	0.00	0.00
22:00 - 23:00	205	00:00:16	0	00:00:00	0	00:00:00	0	00:00:00	45.54	0.00	0.00	0.00
23:00 - 24:00	220	00:00:15	0	00:00:00	0	00:00:00	0	00:00:00	45.37	0.00	0.00	0.00
Totals	3,531	00:00:15	0	00:00:00	3	02:54:55	0	00:00:00	32.45	0.00	18.73	0.00

Outgoing Duration Buckets Report

Title: **Outgoing Duration Buckets - (59)**

Subject: Team, Split

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Hour (Hourly, Half hourly, Quarterly), Shift, Date

Description: The Outgoing Duration Buckets Report allows the user to see a bar graph of the average outgoing duration along with a bucket breakdown of outgoing durations.

Note: Buckets, which are measuring categories, are defined separately for the system and for individual splits (refer to Navigator Configuration Guide). Buckets are not defined for teams. Teams, which are a collection of splits, cumulatively apply the buckets defined for their member splits.

Table 2-60 *Outgoing Duration Buckets Report field descriptions*

Fields	Description
Average Outgoing Duration Seconds	A bar graph representing the average outgoing call duration, in seconds.
PBX Outgoing - Average Talk Dur	The average duration of an outgoing call, in hours, minutes and seconds.
PBX Outgoing - # Made	The total number of outgoing calls made.
Average Outgoing Duration Seconds	The bucket counts for average outgoing call times, in seconds.
Percentage	The percentage of the total number of outgoing calls for the bucket.
Accumulative Percentage	The accumulative percentage of the total number of outgoing calls for the buckets.

Figure 2-58 *Outgoing Duration Buckets Report*

Outgoing Duration Buckets

By Split
Daily

Report # 59

User: **tina**
Site:

Printed: 6/4/2003 7:45:06AM
From: **Monday, 2 June, 2003**
To: **Tuesday, 3 June, 2003**

Large PBX

Date	Average Outgoing Duration Seconds 0	0	0	0	0	PBX Outgoing Average Talk Dur	# Made.	20	40	60	80	80 +
06/02/03						00:00:00	0	0	0	0	0	0
06/03/03						00:00:00	0	0	0	0	0	0
Totals						00:00:00	0	0	0	0	0	0
Percentage					0.00	0.00		0.00	0.00	0.00	0.00	0.00
Accumulative Percentage								0.00	0.00	0.00	0.00	100.00

Small PBX

Date	Average Outgoing Duration Seconds 0	0	0	0	0	PBX Outgoing Average Talk Dur	# Made.	20	40	60	80	80 +
06/02/03						00:00:00	0	0	0	0	0	0
06/03/03						00:00:21	2	1	1	0	0	0
Totals						00:00:21	2	1	1	0	0	0
Percentage					21.00	21.00		50.00	50.00	0.00	0.00	0.00
Accumulative Percentage								50.00	100.00	100.00	100.00	100.00

Grand Totals						00:00:21	2	1	1	0	0	0
Percentage						21.00		50.00	50.00	0.00	0.00	0.00
Accumulative Percentage								50.00	100.00	100.00	100.00	100.00

Outgoing Duration Buckets Summary Report

Title: **Outgoing Duration Buckets Summary - (60)**

Subject: Team, Teams, Splits

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Shift, Date

Description: The Outgoing Duration Buckets Summary Report allows the user to see a bar graph of the average outgoing duration along with a bucket breakdown of outgoing durations. The report is printed in a summary format.

Note: Buckets, which are measuring categories, are defined separately for the system and for individual splits (refer to Navigator Configuration Guide). Buckets are not defined for teams. Teams, which are a collection of splits, cumulatively apply the buckets defined for their member splits.

Table 2-61 *Outgoing Duration Buckets Summary Report field descriptions*

Fields	Description
Split Name	The subject.
Average Outgoing Duration Seconds	A bar graph representing the average outgoing call duration, in seconds.
PBX Outgoing - Average Talk Dur	The average duration of an outgoing call, in hours, minutes and seconds.
PBX Outgoing - # Made	The total number of outgoing calls made.
Average Outgoing Duration Seconds	The bucket counts for average outgoing call times in seconds.
Percentage	The percentage of the total number of outgoing calls for the bucket.
Accumulative Percentage	The accumulative percentage of the total number of outgoing calls for the buckets.

Figure 2-59 *Output Duration Buckets Summary Report*

Output Duration Buckets Summary

By Split
Daily

Report # 60

Printed: 6/4/2003 7:45:47AM
From: **Monday, 2 June, 2003**
To: **Tuesday, 3 June, 2003**

User: tina
Site:

Split Name	Average Outgoing Duration Seconds 0..... 5..... 11..... 16..... 21	PBX Outgoing Average Talk Dur	# Made	Average Outgoing Duration Seconds 20	40	60	80	80 +
Large PBX		00:00:00	0	0	0	0	0	0
Small PBX		00:00:21	2	1	1	0	0	0
Totals		00:00:21	2	1	1	0	0	0
Percentage				50.00	50.00	0.00	0.00	0.00
Accumulative Percentage				50.00	100.00	100.00	100.00	100.00

Trend Charts Report

Title: **Trend Charts - (61)**

Subject: Team, Split, State Choices

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Selection: Total ACD Incoming, Total Work Mode, Total Break Mode, Avg Incoming Talk Time, Avg Work Time, Avg Break Time, Outgoing Duration

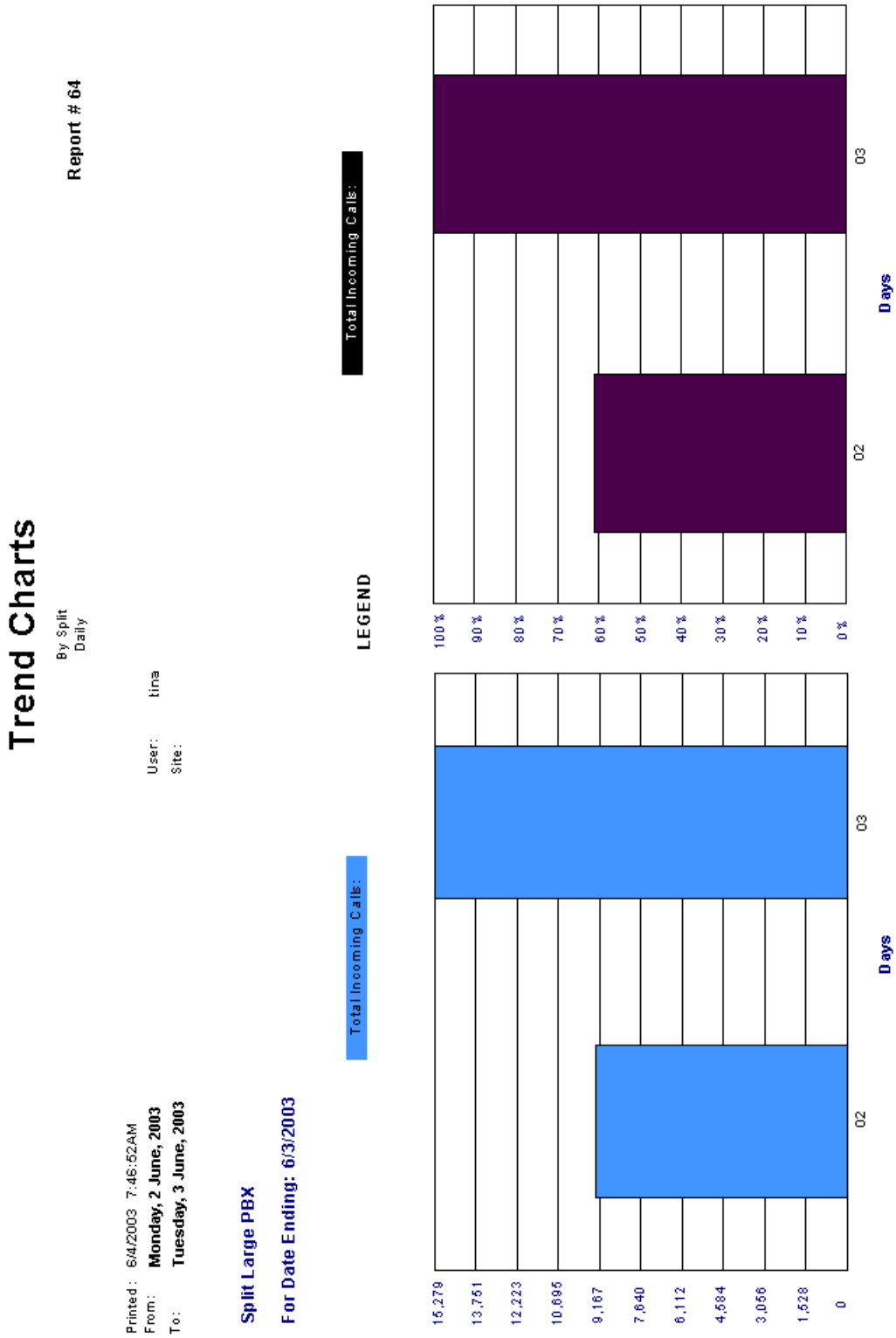
Granularity: Hour, Shift, Date

Description: The Trend Charts Report provides the user with split activity via a bar chart segmented by the time span or the granularity.

Table 2-62 *Trend Charts Report field descriptions*

Fields	Description
State	TBA
Total Count	Bar graph representation of the number of times the state was entered.
% Total Count	The percentage of the total counts represented by the selected state

Figure 2-60 *Trend Charts Report*



Agent Trend Charts Report

Title: **Agent Trend Charts - (62)**

Subject: Team, Split, Admin Group, Agent, State Choices

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Selection: Total ACD In, Total Work Mode, Total Break Mode, Total Out, Avg Incoming Talk Time, Avg Work Time, Avg Break Time, Outgoing Duration

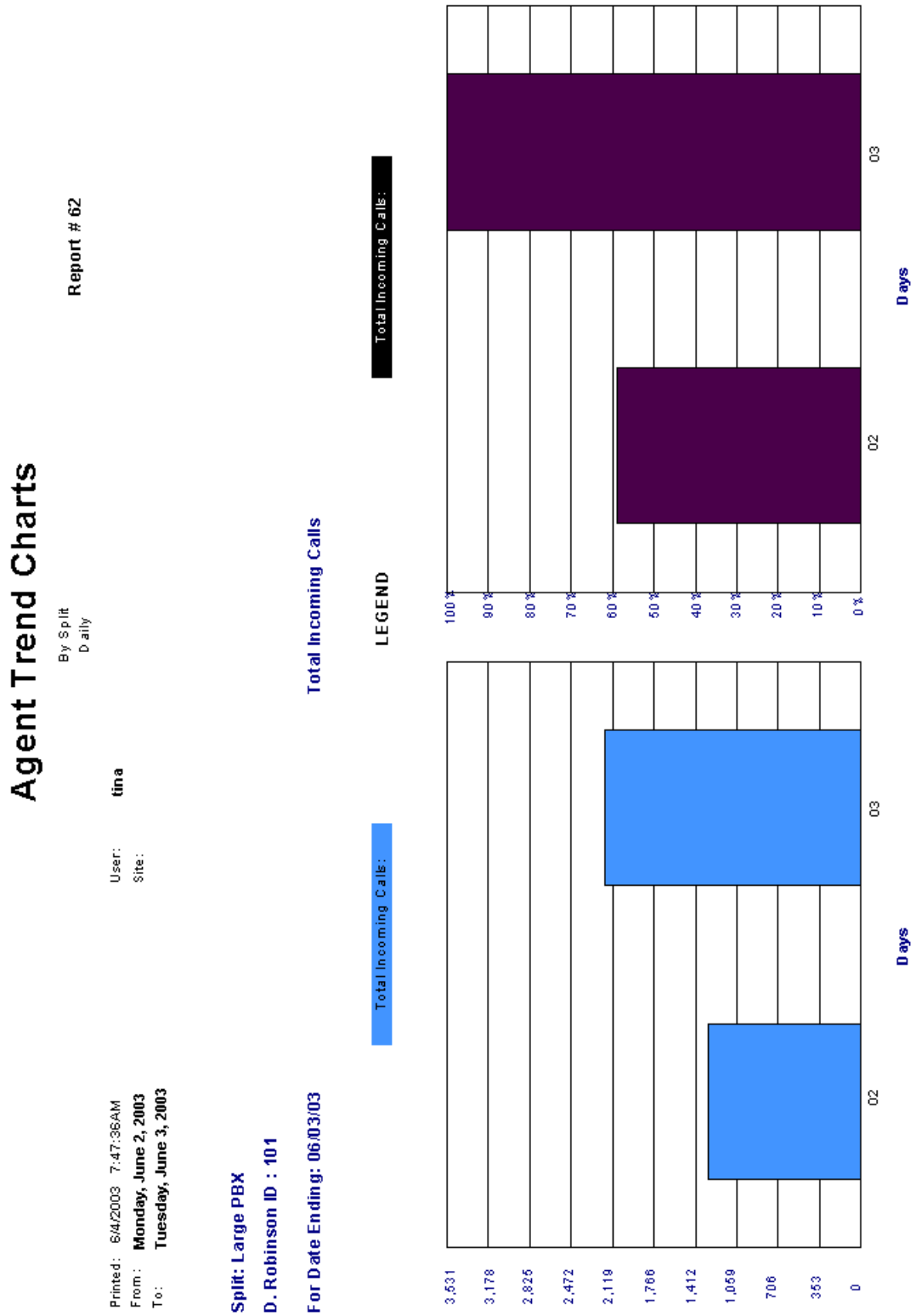
Granularity: Date

Description: The Agent Trend Charts Report provides the user with agent activity via a bar chart segmented by the time span.

Table 2-63 *Agent Trend Charts Report field descriptions*

Fields	Description
State	The agent state.
Total Count	Bar graph representation of the number of times the state was entered.
% Total Count	The percentage of the total counts represented by the selected state.

Figure 2-61 *Agent Trend Charts Report*



Trunk Group Trend Charts Report

Title: **Trunk Group Trend Charts - (63)**

Subject: Team, Trunk group, State Choices

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Selection: Total In, Answered In, Abandoned In, Total Out, Avg Speed to Answer, Avg In Talk Time, Avg Wait to Abandon, Outgoing Duration

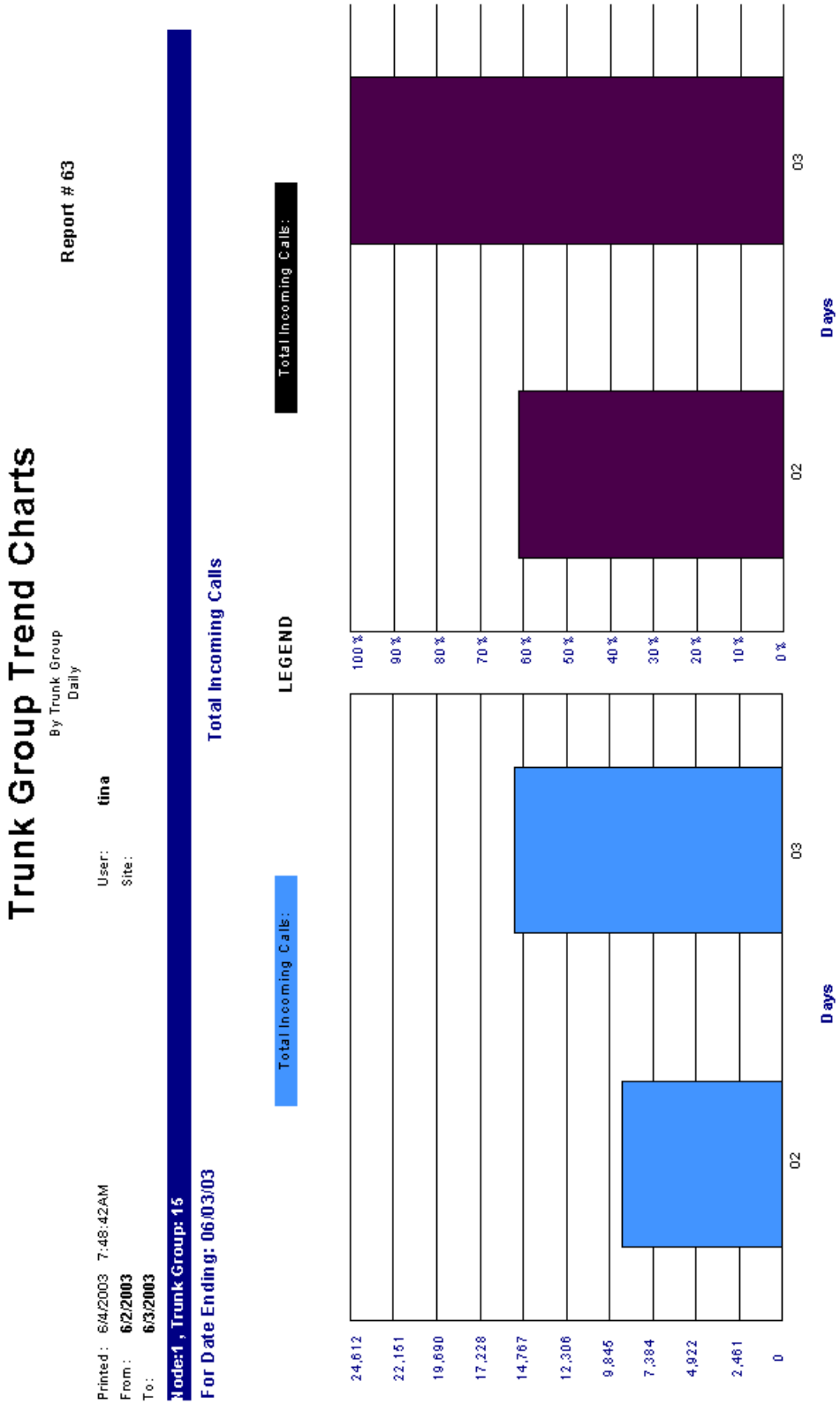
Granularity: Hour, Shift, Date

Description: The Trunk Group Trend Charts Report provides the user with trunk group activity via a bar chart segmented by the time span or the granularity.

Table 2-64 *Trunk Group Trend Charts Report field descriptions*

Fields	Description
State	The trunk group state.
Total Count	Bar graph representation of the number of times the state was entered.
% Total Count	The percentage of the total counts represented by the selected state.

Figure 2-62 *Trunk Group Trend Charts Report*



ACD Incoming Trend Chart Report

Title: **ACD Incoming Trend Chart - (64)**

Subject: Team, Split

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

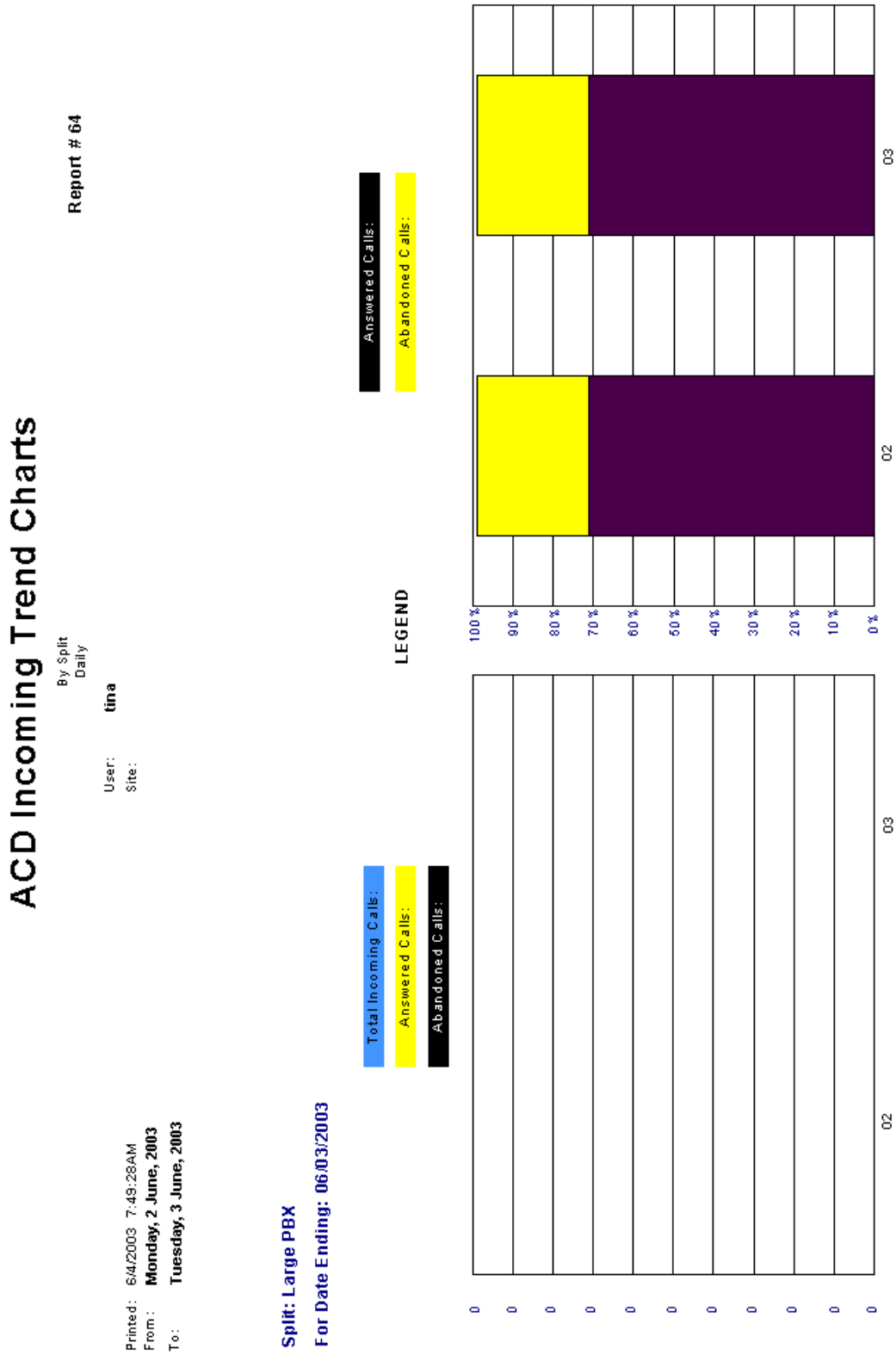
Granularity: Hour, Shift, Date

Description: The ACD Incoming Trend Chart Report provides the user with ACD incoming call split activity via a bar chart segmented by the time span or the granularity.

Table 2-65 *ACD Incoming Trend Chart Report field descriptions*

Fields	Description
Total Calls	A graph representation of the total number of ACD incoming calls offered to the split, including abandoned calls.
Answered Calls	A graph representation of the total number of ACD incoming calls successfully answered by the split.
Abandon Calls	A graph representation of the total number of ACD incoming calls that were abandoned for the split.
Answered Calls	A graph representation of the percentage of the total number of ACD incoming calls successfully answered by the split.
Abandon Calls	A graph representation of the percentage of the total number of ACD incoming calls that were abandoned for the split.

Figure 2-63 *ACD Incoming Trend Chart Report*



Abandon Call Trend Chart Report

Title: **Abandon Call Trend Chart - (65)**

Subject: Team, Split

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

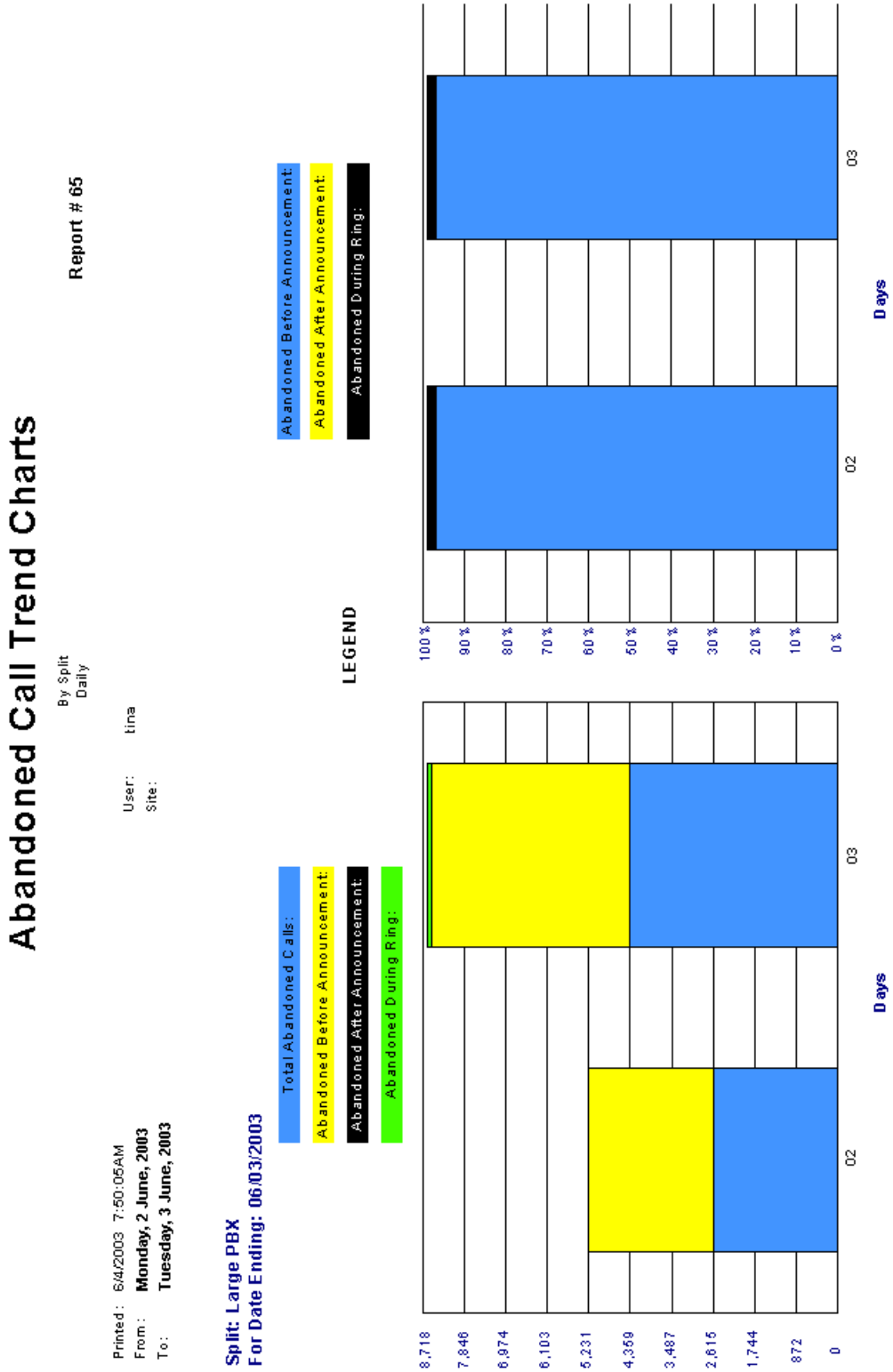
Granularity: Hour, Shift, Date

Description: The Abandon Call Trend Chart Report provides the user with abandon call split activity via a bar chart segmented by the time span or the granularity.

Table 2-66 *Abandon Call Trend Chart Report field descriptions*

Fields	Description
Total Abandoned Calls	A graph representation of the total number of abandoned calls for the split.
Abandoned Before Announce	A graph representation of the total number of calls abandoned before hearing a recorded announcement for the split.
Abandoned After Announce	A graph representation of the total number of calls abandoned after hearing a recorded announcement for the split.
Abandoned During Ring	A graph representation of the total number of calls abandoned while ringing at an agent's position for the split.
Abandoned Before Announce	A graph representation of the percentage of the abandoned calls that were abandoned before hearing a recorded announcement for the split.
Abandoned After Announce	A graph representation of the percentage of the abandoned calls that were abandoned after hearing a recorded announcement for the split.
Abandoned During Ring	A graph representation of the percentage of the abandoned calls that were abandoned while ringing at an agent's position for the split.

Figure 2-64 *Abandon Call Trend Chart Report*



State % Trend Chart Report

Title:	**State % Trend Chart - (66)**
Subject:	Team, Split
Recurrence:	Daily, Weekly, Monthly, Yearly, Days of Week
Granularity:	Hour, Shift, Date
Description:	The State % Trend Chart Report provides the user with activity for a split via a bar chart segmented by the time span or the granularity. This activity includes incoming call, work mode and ready mode, as well as PBX incoming, outgoing and idle.

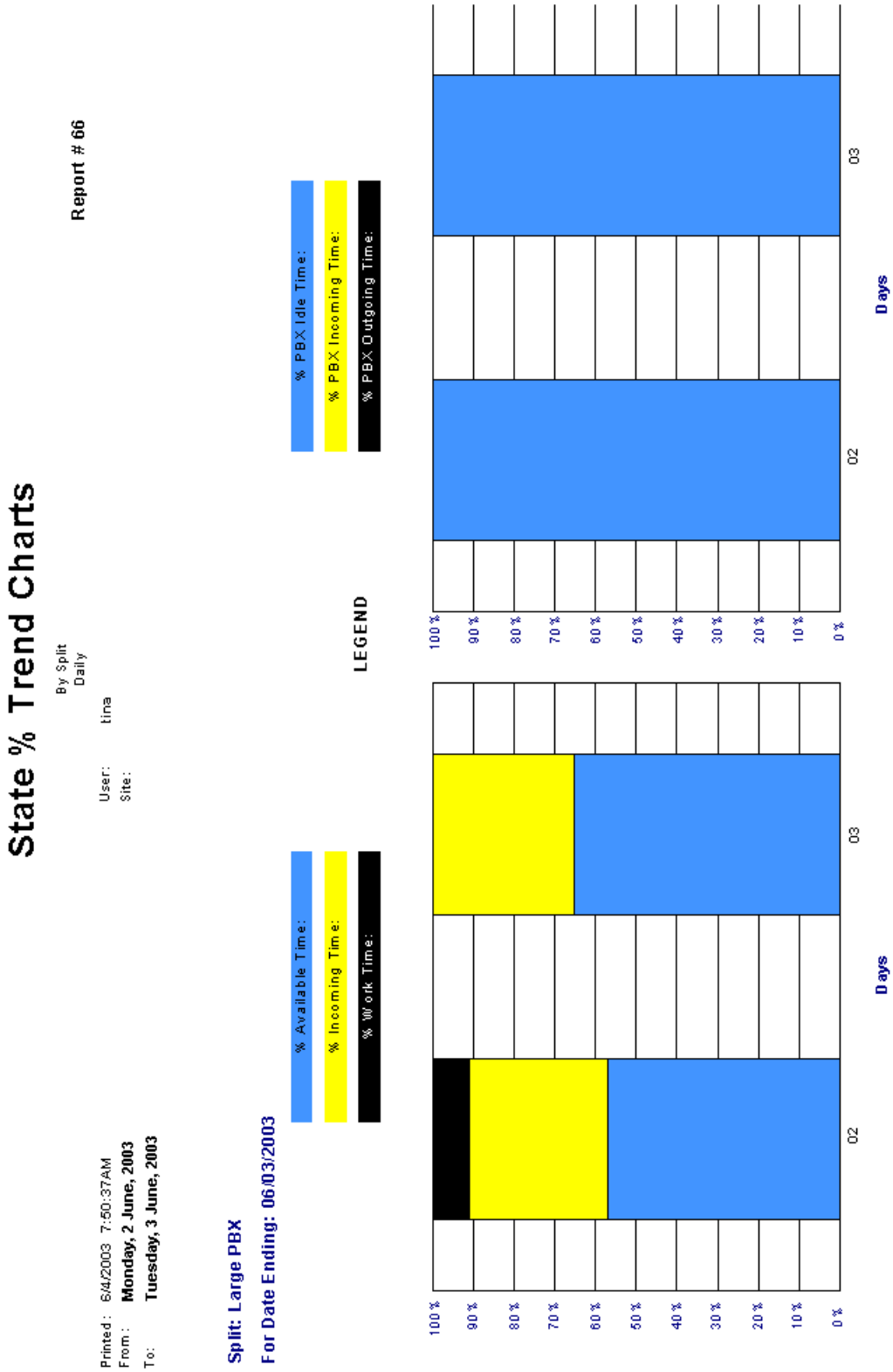
NOTE

This report does not show a range with the start and end time of the interval as other reports generated on an hourly basis do. If no record exists in the database, this time period will not be output to the report.

Figure 2-65 *State % Trend Chart Report field descriptions*

Fields	Description
% Available Time	A graph representation of the percentage of logged-on time agents were available to take ACD incoming calls.
% Incoming Time	A graph representation of the percentage of logged-on time agents spent on ACD incoming calls.
% Work Time	A graph representation of the percentage of logged-on time agents spent in after-call work mode.
% PBX Idle Time	A graph representation of the percentage of logged-on time agents' PBX extensions were idle.
% PBX Incoming Time	A graph representation of the percentage of logged-on time agents spent on PBX incoming calls.
% PBX Outgoing Time	A graph representation of the percentage of logged-on time agents spent on outgoing calls.

Figure 2-66 *State % Trend Chart Report*



Agent State % Trend Chart Report

Title: **Agent State % Trend Chart - (67)**

Subject: Team, Split, Admin Group, Agent

Recurrence: Daily, Monthly, Weekly, Yearly

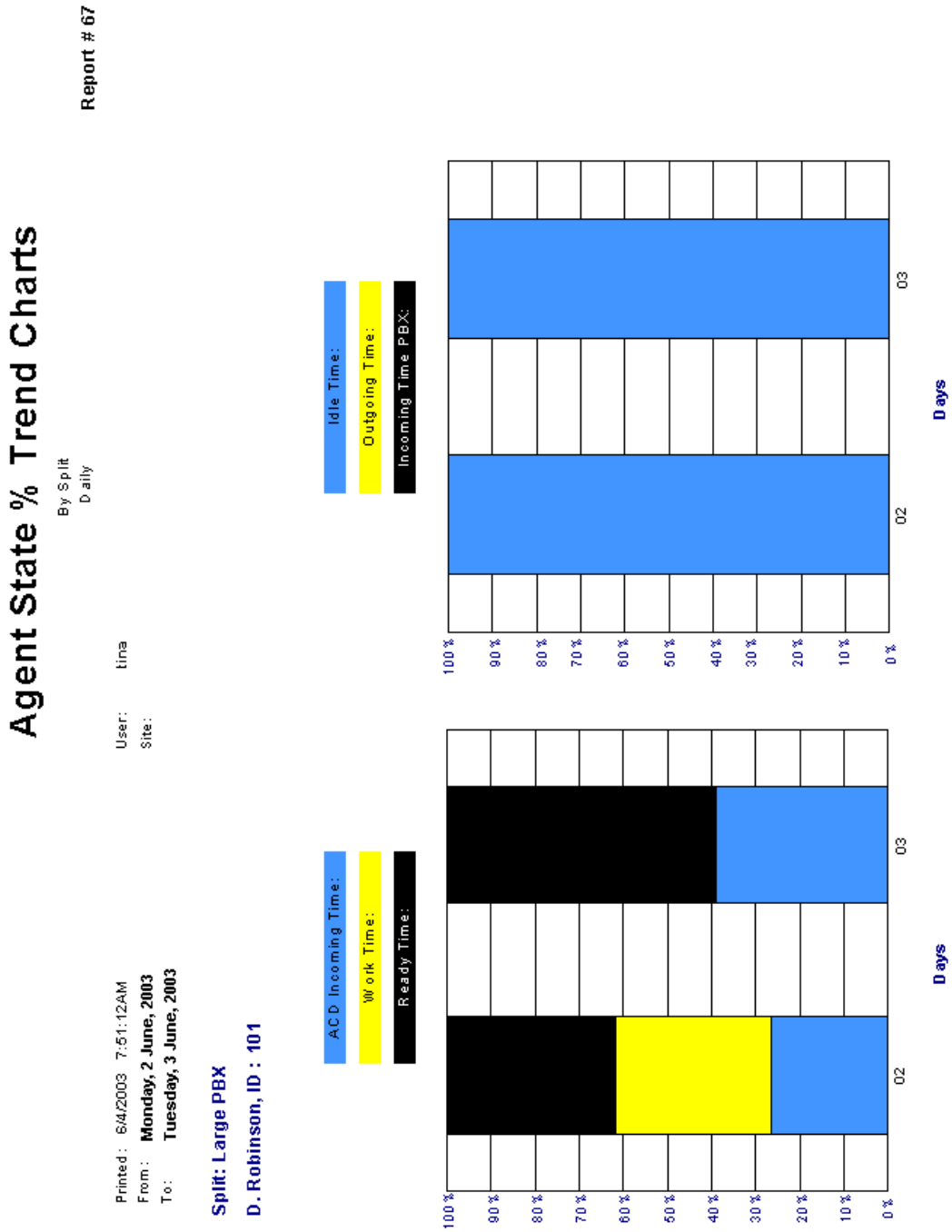
Granularity: Date

Description: The Agent State % Trend Chart Report provides the user with activity for an agent via a bar chart segmented by granularity. This activity includes incoming call, work mode and ready mode, as well as PBX incoming, outgoing and idle.

Table 2-67 *Agent State % Trend Chart Report field descriptions*

Fields	Description
Ready Time	A graph representation of the percentage of logged-on time the agent was available to take ACD incoming calls.
ACD Incoming TIme	A graph representation of the percentage of logged-on time the agent spent on ACD incoming calls.
Work Time	A graph representation of the percentage of logged-on time the agent spent in after-call work mode.
Idle Time	A graph representation of the percentage of logged-on time the agent's PBX extension was idle.
Incoming Time PBX	A graph representation of the percentage of logged-on time the agent spent on PBX incoming calls.
Outgoing Time	A graph representation of the percentage of logged-on time the agent spent on outgoing calls.

Figure 2-67 *Agent State % Trend Chart Report*



Agent Hourly Trend Chart Report

Title: **Agent Hourly Trend Chart - (68)**

Subject: Team, Split, Admin Group, Agent, State Choices

Recurrence Daily, Weekly, Monthly, Yearly

Selection: Total ACD In, Total Work Mode, Total Break Mode, Total Out, Avg In Talk Time, Avg Work Time, Avg Break Time, Outgoing Duration

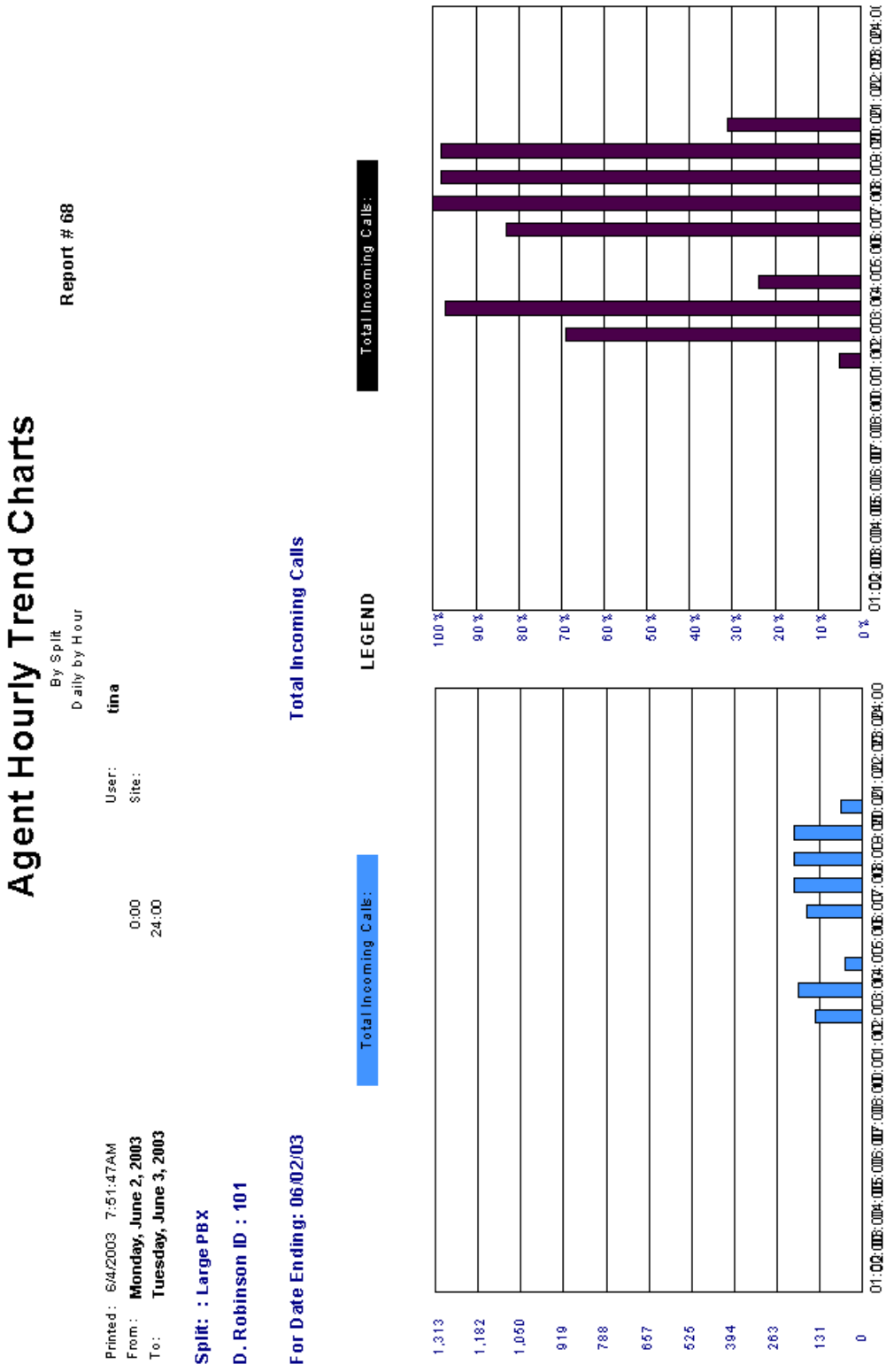
Granularity: Hour, Shift, Date

Description: The Agent Hourly Trend Chart Report provides the user with a comparison, for a particular agent measurement, between the busiest hour of the day and each individual hour of the day. The report consists of two bar charts, one reflecting a count or duration, and the other representing a percentage. The “ceiling” for each bar chart is the highest hourly count or duration for the day.

Table 2-68 *Agent Hourly Trend Chart Report field descriptions*

Fields	Description
Total Incoming Calls	The quantity of ACD incoming calls.
Total Work Mode	The quantity of times that Work mode was entered.
Break Mode	The quantity of times that Break mode was entered.
Total Outgoing Calls	The quantity of outgoing calls.
Average Incoming Talk Time	The average connection time between a caller and an ACD agent.
Average Work Time	The average time spent in Work mode.
Average Break Time	The average time spent in Break mode.
Outgoing Duration	The average duration of an outgoing call.

Figure 2-68 *Agent Hourly Trend Chart Report*



Agent Hourly State % Trend Chart Report

Title: **Agent Hourly State % Trend Chart - (69)**

Subject: Team, Split, Admin Group, Agent

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Hour, Shift, Date

Description: The Agent Hourly State % Trend Chart Report provides the user with activity for an agent via a bar chart segmented by the time span. This activity includes incoming call, work mode and ready mode, as well as PBX incoming, outgoing and idle.

Table 2-69 *Agent Hourly State % Trend Chart Report field descriptions*

Fields	Description
Ready Time	A graph representation of the percentage of logged-on time the agent was available to take ACD incoming calls.
ACD Incoming Time	A graph representation of the percentage of logged-on time the agent spent on ACD incoming calls.
Work Time	A graph representation of the percentage of logged-on time the agent spent in after-call work mode.
Idle Time	A graph representation of the percentage of logged-on time the agent's PBX extension was idle.
Incoming Time PBX	A graph representation of the percentage of logged-on time the agent spent on PBX incoming calls.
Outgoing Time	A graph representation of the percentage of logged-on time the agent spent on outgoing calls.

Figure 2-69 *Agent Hourly State % Trend Charts Report*

Trunk Group Call Trend Chart Report

Title: **Trunk Group Call Trend Chart - (70)**

Subject: Team, Trunk Group

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

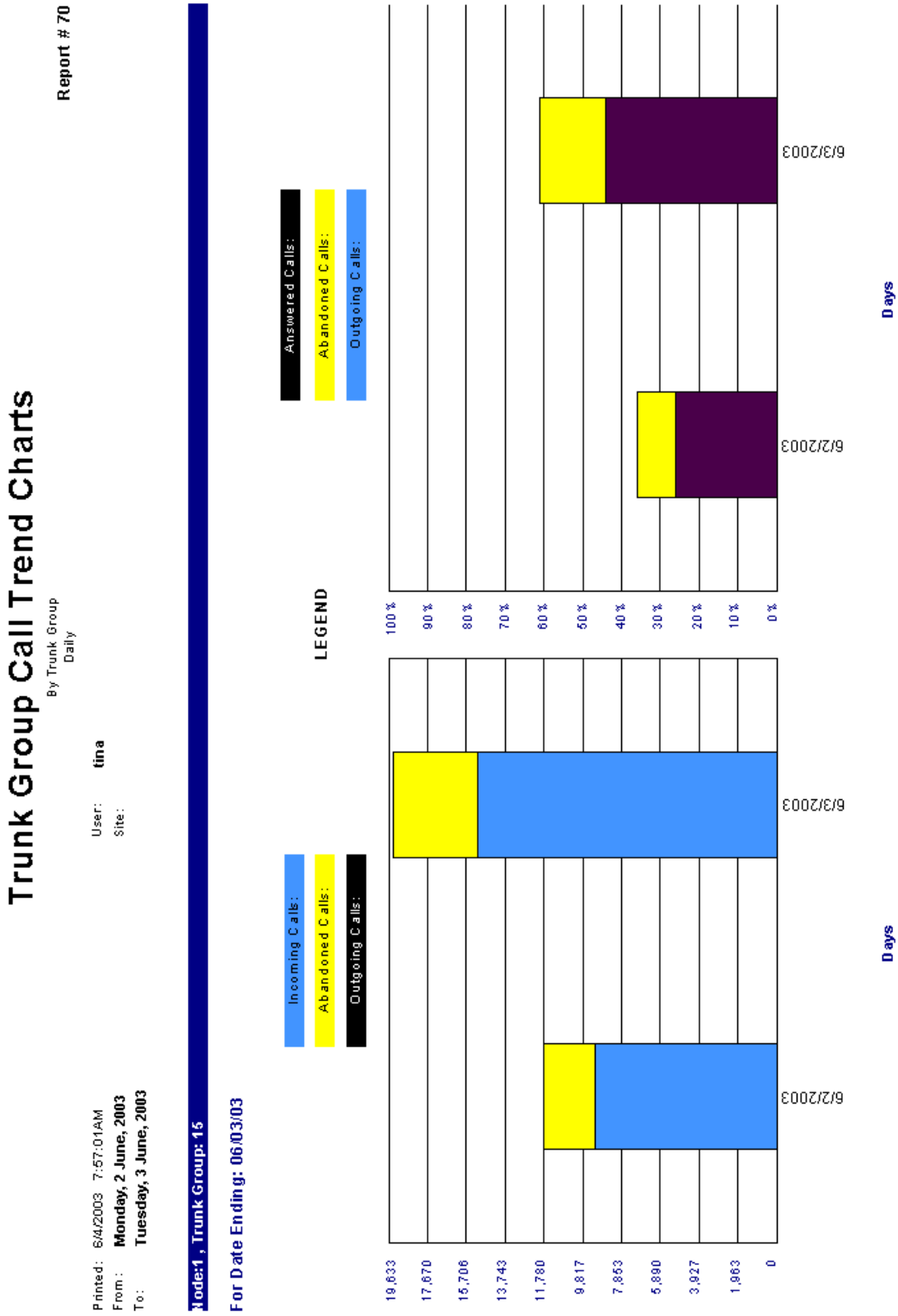
Granularity: Hour, Shift, Date

Description: The Trunk Group Call Trend Chart Report provides the user with trunk group activity via a bar chart segmented by the time span or the granularity. This activity includes incoming calls, outgoing calls and abandoned calls.

Table 2-70 *Trunk Group Call Trend Chart Report field descriptions*

Fields	Description
Incoming Calls	A graph representation of the total number of incoming calls offered to the trunk group, including abandoned calls.
Abandoned Calls	A graph representation of the total number of incoming calls that were abandoned for the trunk group.
Outgoing Calls	A graph representation of the total number of outgoing calls for the trunk group.
Answered Calls	A graph representation of the percentage of the total number of incoming calls successfully answered on the trunk group.
Abandoned Calls	A graph representation of the percentage of the total number of incoming calls that were abandoned for the trunk group.
Outgoing Calls	A graph representation of the percentage of the total number of outgoing calls made on the trunk group.

Figure 2-70 *Trunk Group Call Trend Chart Report*



Agent Total Times Report

Title: **Agent Total Times - (71)**

Subject: Team, Split, Admin Group, Agent

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Date

Description: The Agent Total Times Report provides the user with time information on the various agent states. This information is split over two pages. The first page is ACD Position states and the second page is PBX Extension states.

Table 2-71 *Agent Total Times Report field descriptions*

Fields	Description
ACD Position Page	
Logon Duration	The total logon duration for the agent, in hours and minutes.
ACD Ready Total Time	The total time spent ready to receive an ACD Incoming call, in hours and minutes.
ACD Inc. AHT	Incoming Average Handle Time - the incoming time, plus work time, divided by the number of calls answered.
ACD Inc. Total Time	The total time spent on ACD incoming calls by the agent, in hours and minutes.
ACD INT Total Time	The total time spent on ACD internal calls, in hours and minutes.
Work Total Time	The total time spent in work mode by the agent, in hours and minutes.
Break Total Time	The total time spent in break mode by the agent, in hours and minutes.
ACD Percent Time - Rdy	The percentage of the total logged-on time the agent spent available to receive an ACD incoming call.
ACD Percent Time - Inc.	The percentage of the total logged-on time the agent spent on ACD incoming calls.
ACD Percent Time - INT	The percentage of the total logged-on time the agent spent on ACD internal calls.
ACD Percent Time - Work	The percentage of the total logged-on time the agent spent in after-call work mode.
ACD Percent Time - Break	The percentage of the total logged-on time the agent spent in break mode.
PBX Extension Page	
Logon Duration	The total logon duration for the agent, in hours and minutes.
PBX Idle Total Time	The total time the PBX line was idle.
PBX Inc. Total Time	The total time spent on PBX extension incoming calls for the agent, in hours, minutes, and seconds.

PBX INT Total Time	The total time spent on PBX extension Internal calls for the agent, in hours, minutes, and seconds.
PBX Out Total Time	The total time spent on PBX extension outgoing calls for the agent, in hours, minutes, and seconds.
PBX Percent Time - Idle	The percentage of the total logged-on time that the PBX line was idle.
PBX Percent Time - Inc.	The percentage of the total logged-on time spent on PBX extension incoming calls.
PBX Percent Time - INT	The percentage of the total logged-on time spent on PBX extension internal calls.
PBX Percent Time - OUT	The percentage of the total logged-on time spent on PBX extension outgoing calls.

Figure 2-71 *Agent Total Times Report*

Agent Total Times

By Split
Daily

Report # 71

Printed: 6/4/2003 7:57:59AM
From: **Monday, 2 June, 2003**
To: **Tuesday, 3 June, 2003**

User: **tina**
Site:

Split: Large PBX

D. Robinson (ID: 101)

Date	Logon Duration	ACD Ready Total Time	ACD Inc. AHT	ACD Inc. Total Time	ACD INT Total Time	Work Total Time	Break Total Time	ACD Percent Time				
								Rdy	Inc.	INT	Work	Break
06/02/03	21:58:53	08:26:10	00:00:37	05:47:54	00:00:00	07:44:49	00:00:00	38.38	26.38	0.00	35.24	0.00
06/03/03	24:00:00	14:38:23	00:00:15	09:21:37	00:00:00	00:00:00	00:00:00	61.00	39.00	0.00	0.00	0.00
Summary	**45:58:53**	**23:04:33**	**00:00:23**	**15:09:31**	**00:00:00**	**07:44:49**	**00:00:00**	**50.19**	**32.97**	**0.00**	**16.85**	**0.00**

Date	Logon Duration	PBX Idle Total Time	PBX Inc. Total Time	PBX INT Total Time	PBX Out Total Time	PBX Percent Time			
						Idle	Inc.	INT	OUT
06/02/03	21:58:53	21:58:53	00:00:00	00:00:00	00:00:00	100.00	0.00	0.00	0.00
06/03/03	24:00:00	24:00:00	00:00:00	00:00:00	00:00:00	100.00	0.00	0.00	0.00
Summary	**45:58:53**	**45:58:53**	**00:00:00**	**00:00:00**	**00:00:00**	**100.00**	**0.00**	**0.00**	**0.00**

G. Penn (ID: 103)

Date	Logon Duration	ACD Ready Total Time	ACD Inc. AHT	ACD Inc. Total Time	ACD INT Total Time	Work Total Time	Break Total Time	ACD Percent Time				
								Rdy	Inc.	INT	Work	Break
06/02/03	11:47:09	08:15:54	00:00:15	03:31:13	00:00:00	00:00:02	00:00:00	70.13	29.87	0.00	0.00	0.00
06/03/03	19:22:45	14:42:13	00:00:14	04:40:32	00:00:00	00:00:00	00:00:00	75.87	24.13	0.00	0.00	0.00
Summary	**31:09:54**	**22:58:07**	**00:00:14**	**08:11:45**	**00:00:00**	**00:00:02**	**00:00:00**	**73.70**	**26.30**	**0.00**	**0.00**	**0.00**

Date	Logon Duration	PBX Idle Total Time	PBX Inc. Total Time	PBX INT Total Time	PBX Out Total Time	PBX Percent Time			
						Idle	Inc.	INT	OUT
06/02/03	11:47:09	11:47:09	00:00:00	00:00:00	00:00:00	100.00	0.00	0.00	0.00
06/03/03	19:22:45	19:22:45	00:00:00	00:00:00	00:00:00	100.00	0.00	0.00	0.00

Agent Total Times Summary Report

Title: **Agent Total Times Summary - (72)**

Subject: Team, Split, Admin Group

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Date

Description: The Agent Total Times Sum Report provides the user with time information on the various agent states. This information is presented in a summary format.

Table 2-72 *Agent Total Times Summary Report field descriptions*

Fields	Description
ACD Position	
Agent	The name of the agent.
Logon Duration	The total logon duration for the agent.
ACD Ready Total Time	The total time spent ready to receive an ACD incoming call.
ACD Inc. AHT	TBA
ACD Inc. Total Time	The total time spent on ACD incoming calls for the agent.
ACD INT Total Time	The total time spent on ACD internal calls for the agent.
Work Total Time	The total time spent in work mode for the agent.
Break Total Time	The total time spent in break mode for the agent.
ACD Percent Time Rdy	The percentage of the total logged-on time the agent spent available to receive an ACD incoming call.
ACD Percent Time Inc	The percentage of the total logged-on time the agent spent on ACD incoming calls.
ACD Percent Time INT	The percentage of the total logged-on time the agent spent on ACD internal calls.
ACD Percent Time Work	The percentage of the total logged-on time the agent spent in after-call work mode.
ACD Percent Time Break	The percentage of the total logged-on time the agent spent in break mode.
PBX Extension	
Agent	The name of the agent.
Logon Duration	The total logon duration for the agent.
PBX Idle Total Time	The total time the PBX line was idle.
PBX Inc Total Time	The total time spent on PBX extension incoming calls for the agent.
PBX INT Total Time	The total time spent on PBX extension internal calls for the agent.

PBX OUT Total Time	The total time spent on PBX extension outgoing calls for the agent.
PBX Percent Time - Idle	The percentage of the total logged-on time that the PBX line was idle.
PBX Percent Time - Inc	The percentage of the total logged-on time spent on PBX extension incoming calls.
PBX Percent Time - INT	The percentage of the total logged-on time spent on PBX extension internal calls.
PBX Percent Time - OUT	The percentage of the total logged-on time spent on PBX extension outgoing calls.

Figure 2-72 *Agent Total Times Summary Report*

Agent Total Times Summary

By Split
Daily

Report # 72

Printed: 6/4/2003 7:58:49AM
From: **Monday, 2 June, 2003**
To: **Tuesday, 3 June, 2003**

User: **tina**
Site:

Split: Large PBX

Agent	Logon Duration	ACD Ready Total Time	ACD Inc. AHT	ACD Inc. Total Time	ACD INT Total Time	Work Total Time	Break Total Time	ACD Percent Time				
								Rdy	Inc.	INT	Work	Break
D. Robinson	45:58:53	23:04:33	00:00:23	15:09:31	00:00:00	07:44:49	00:00:00	50.19	32.97	0.00	16.85	0.00
G. Penn	31:09:54	22:58:07	00:00:14	08:11:45	00:00:00	00:00:02	00:00:00	73.70	26.30	0.00	0.00	0.00
J. Parker	30:56:08	22:57:56	00:00:16	07:58:10	00:00:00	00:00:02	00:00:00	74.24	25.76	0.00	0.00	0.00
P. Morgan	38:13:43	23:05:02	00:00:16	15:08:39	00:00:00	00:00:02	00:00:00	60.38	39.61	0.00	0.00	0.00
B. King	38:13:37	23:05:30	00:00:15	15:08:05	00:00:00	00:00:02	00:00:00	60.41	39.59	0.00	0.00	0.00
J. Savell	38:13:29	23:03:29	00:00:16	15:09:48	00:00:08	00:00:04	00:00:00	60.32	39.67	0.01	0.00	0.00
Summary	**222:45:44**	**138:14:37**	**00:00:17**	**76:45:58**	**00:00:08**	**07:45:01**	**00:00:00**	**62.06**	**34.46**	**0.00**	**3.48**	**0.00**

Agent	Logon Duration	PBX Idle Total Time	PBX Inc. Total Time	PBX INT Total Time	PBX Out Total Time	PBX Percent Time			
						Idle	Inc.	INT	OUT
D. Robinson	45:58:53	45:58:53	00:00:00	00:00:00	00:00:00	100.00	0.00	0.00	0.00
G. Penn	31:09:54	31:09:54	00:00:00	00:00:00	00:00:00	100.00	0.00	0.00	0.00
J. Parker	30:56:08	30:56:08	00:00:00	00:00:00	00:00:00	100.00	0.00	0.00	0.00
P. Morgan	38:13:43	38:13:43	00:00:00	00:00:00	00:00:00	100.00	0.00	0.00	0.00
B. King	38:13:37	38:13:37	00:00:00	00:00:00	00:00:00	100.00	0.00	0.00	0.00
J. Savell	38:13:29	38:13:29	00:00:00	00:00:00	00:00:00	100.00	0.00	0.00	0.00
Summary	**222:45:44**	**222:45:44**	**00:00:00**	**00:00:00**	**00:00:00**	**100.00**	**0.00**	**0.00**	**0.00**

Agent Total Times Detail Report

Title: **Agent Total Times Detail - (73)**

Subject: Team, Split, Admin Group, Agent

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Date

Description: The Agent Total Times Detail Report provides the user with time information on the various agent states. This information is split over two pages. The first page is ACD Position states and the second page is PBX Extension states. This information is presented in a detailed (split-by-split) format.

Table 2-73 *Agent Total Times Detail Report field descriptions*

Fields	Description
ACD Position	
Splits	The name of the split.
Logon Duration	The total logon duration for the agent.
ACD Ready Total Time	The total time spent available to receive an ACD incoming call for the agent.
ACD Inc. AHT	The total time spent on ACD incoming calls for the agents.
ACD INT Total Time	The total time spent on ACD internal calls for the agent.
Work Total Time	The total time spent in work mode for the agent.
Break Total Time	The total time spent in break mode for the agent.
ACD Percent Time - Rdy	The percentage of the total logged-on time the agent spent ready to receive an ACD incoming call.
ACD Percent Time - Inc	The percentage of the total logged-on time the agent spent on ACD incoming calls.
ACD Percent Time - INT	The percentage of the total logged-on time the agent spent on ACD internal calls.
ACD Percent Time - Work	The percentage of the total logged-on time the agent spent in after-call work mode.
ACD Percent Time - Break	The percentage of the total logged-on time the agent spent in break mode.
PBX Extension	
Split	The name of the split.
Logon Duration	The total logon duration for the agent.
PBX Idle Total Time	The total time the PBX line was idle.
PBX Inc Total Time	The total time spent on PBX extension incoming calls for the agent.
PBX INT Total Time	The total time spent on PBX extension internal calls for the agent.

PBX OUT Total Time	The total time spent on PBX extension outgoing calls for the agent.
PBX Percent Time - Idle	The percentage of the total logged-on time that the PBX line was idle.
PBX Percent Time - Inc.	The percentage of the total logged-on time spent on PBX extension incoming calls.
PBX Percent Time - INT	The percentage of the total logged-on time spent on PBX extension internal calls.
PBX Percent Time - OUT	The percentage of the total logged-on time spent on PBX extension outgoing calls.

Figure 2-73 *Agent Total Times Detail Report*

Agent Total Times Detail

By Split
Daily

Report # 73

Printed: 6/4/2003 7:59:20AM
From: **Monday, 2 June, 2003**
To: **Tuesday, 3 June, 2003**

User: tina
Site:

D. Robinson (ID: 101)

Split	Logon Duration	ACD Ready Total Time	ACD Inc. AHT	ACD Inc. Total Time	ACD INT Total Time	Work Total Time	Break Total Time	ACD Percent Time				
								Rdy	Inc.	INT	Work	Break
Large PBX	45:58:53	23:04:33	00:00:23	15:09:31	00:00:00	07:44:49	00:00:00	50.19	32.97	0.00	16.85	0.00
Summary	**45:58:53**	**23:04:33**	**00:00:23**	**15:09:31**	**00:00:00**	**07:44:49**	**00:00:00**	**50.19**	**32.97**	**0.00**	**16.85**	**0.00**

Split	Logon Duration	PBX Idle Total Time	PBX Inc. Total Time	PBX INT Total Time	PBX Out Total Time	PBX Percent Time			
						Idle	Inc.	INT	OUT
Large PBX	45:58:53	45:58:53	00:00:00	00:00:00	00:00:00	100.00	0.00	0.00	0.00
Telephones	01:27:19	01:27:19	00:00:00	00:00:00	00:00:00	100.00	0.00	0.00	0.00
Summary	**47:26:12**	**47:26:12**	**00:00:00**	**00:00:00**	**00:00:00**	**100.00**	**0.00**	**0.00**	**0.00**

G. Penn (ID: 103)

Split	Logon Duration	ACD Ready Total Time	ACD Inc. AHT	ACD Inc. Total Time	ACD INT Total Time	Work Total Time	Break Total Time	ACD Percent Time				
								Rdy	Inc.	INT	Work	Break
Large PBX	31:09:54	22:58:07	00:00:14	08:11:45	00:00:00	00:00:02	00:00:00	73.70	26.30	0.00	0.00	0.00
Summary	**31:09:54**	**22:58:07**	**00:00:14**	**08:11:45**	**00:00:00**	**00:00:02**	**00:00:00**	**73.70**	**26.30**	**0.00**	**0.00**	**0.00**

Split	Logon Duration	PBX Idle Total Time	PBX Inc. Total Time	PBX INT Total Time	PBX Out Total Time	PBX Percent Time			
						Idle	Inc.	INT	OUT
Large PBX	31:09:54	31:09:54	00:00:00	00:00:00	00:00:00	100.00	0.00	0.00	0.00
Key System	07:04:06	07:04:06	00:00:00	00:00:00	00:00:00	100.00	0.00	0.00	0.00
Summary	**38:14:00**	**38:14:00**	**00:00:00**	**00:00:00**	**00:00:00**	**100.00**	**0.00**	**0.00**	**0.00**

Agent Exceptions Report

Title: **Agent Exceptions - (74)**

Subject: Team, Split, Admin Group

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Date

Description: The Agent Exceptions report provides the user with the names and stats for agents who are the lowest and highest for various agent states. This information is split over two pages. The first page is high exceptions and the second page is low exceptions.

Table 2-74 *Agent Exceptions Report field descriptions*

Fields	Description
High Exception Page	
High Exceptions	The name of the exception.
Agent Name	The name of the agent with the highest totals for the exception.
Exception Data	The high totals for the agent in exception.
Avg Per Agent	The average per agent for the exception (does not include exception agent data).
Difference	The difference between the average for the subject and the agent in exceptions data.
Low Exception Page	
Low Exceptions	The name of the exception.
Agent Name	The name of the agent with the lowest totals for the exception.
Exception Data	The low totals for the agent in exception.
Avg Per Agent	The average per agent for the exception (does not include exception agent data).
Difference	The difference between the average for the subject and the agent in exception data.

Figure 2-74 *Agent Exceptions Report*

Agent Exceptions

By Split
Daily

Report # 74

Printed: 6/4/2003 7:59:59AM
From: **Monday, 2 June, 2003**
To: **Tuesday, 3 June, 2003**

User: tina
Site:

Split: Large PBX

High Exceptions	Agent Name	Exception Data	Avg Per Agent	Difference
Avail TotTime	B. King	23:05	04:25	18:39
ACD In Count	D. Robinson	3,531	539.46	2991.54
ACD In AvgTime	4 Agents Tied	00:16	00:01	00:15
ACD In TotTime	J. Savell	15:09	02:22	12:47
ACD Internal Count	J. Savell	1	0.00	1.00
ACD Int AvgTime	J. Savell	00:08	00:00	00:08
ACD Int TotTime	J. Savell	00:00	00:00	00:00
Work Count	D. Robinson	2	0.00	2.00
Work AvgTime	D. Robinson	52:25	00:00	52:25
Work TotTime	D. Robinson	07:44	00:00	07:44
Break Count	6 Agents Tied	0	0.00	0.00
Break AvgTime	6 Agents Tied	00:00	00:00	00:00
Break TotTime	6 Agents Tied	00:00	00:00	00:00
PBX In Count	6 Agents Tied	0	0.00	0.00
PBX In AvgTime	6 Agents Tied	00:00	00:00	00:00
PBX In TotTime	6 Agents Tied	00:00	00:00	00:00
PBX Int Count	6 Agents Tied	0	0.00	0.00
PBX Int AvgTime	6 Agents Tied	00:00	00:00	00:00
PBX Int TotTime	6 Agents Tied	00:00	00:00	00:00
Out Count	6 Agents Tied	0	0.00	0.00
Out AvgTime	6 Agents Tied	00:00	00:00	00:00
Out TotTime	6 Agents Tied	00:00	00:00	00:00

Tally Code Hour Report

Title: **Tally Code Hour - (75)**

Subject: Team, Split

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Hour, Shift, Date

Description: The Tally Code Hour Report provides the user with the quantity of times each Tally Code was recorded for each hour of the day.

Table 2-75 *Tally Code Hour Report field descriptions*

Fields	Description
Tally Code Number	The number defined for the Tally Code.
Tally Code Name	The name defined for the Tally Code.
00-01 to 23-24	The quantity of times the Tally Code was recorded during the given hour of the day.

Figure 2-75 *Tally Code Hour Report*

Tally Code By Hour

By Split
by Hour

Report # 75

Printed: 8/21/2003 2:24:29PM
From: **Wednesday, 1 January, 2003**
To: **Wednesday, 31 December, 2003**

User: tina
Site:

Large PBX

Tally Code Number	Tally Code Name	00 - 01	01 - 02	02 - 03	03 - 04	04 - 05	05 - 06	06 - 07	07 - 08	08 - 09	09 - 10	10 - 11	11 - 12
3233	**SPANISH**	0	0	0	0	0	0	0	0	0	0	0	0
Summary		0	0	0	0	0	0	0	0	0	0	0	0

Tally Code Number	Tally Code Name	12 - 13	13 - 14	14 - 15	15 - 16	16 - 17	17 - 18	18 - 19	19 - 20	20 - 21	21 - 22	22 - 23	23 - 24
3233	**SPANISH**	0	0	0	0	1	0	0	0	0	0	0	1
Summary		0	0	0	0	1	0	0	0	0	0	0	1

Agent Tally Code Stats Report

Title: **Agent Tally Code Stats - (76)**

Subject: Split, Agent

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Date

Description: The Agent Tally Code Stats Report provides the user with count and percentage information for each Tally Code recorded.

Table 2-76 *Agent Tally Code Stats Report field descriptions*

Fields	Description
Tally Code Number	The number defined for the Tally Code.
Tally Code Name	The name defined for the Tally Code.
Tally Total Count	The quantity of times the Tally Code was recorded.
Tally % Count	The percentage of the total Tally Code Count recorded for this individual Tally Code.
Tally Avg Dur	The average talk time for a call associated with this Tally Code, for the report subject, in hours, minutes, and seconds.
Tally Total Dur	The total talk time associated with this Tally Code, for the report subject, in hours, minutes, and seconds.
Tally % Time	The percentage of the total Tally time, for this Tally Code, for the report subject.

Figure 2-76 *Agent Tally Code Stats Report*

Agent Tally Code Stats

Report # 76

By Split
Yearly

Printed: 8/21/2003 2:32:38PM
From: **Wednesday, 1 January, 2003**
To: **Wednesday, 31 December, 2003**

User: **tina**
Site:

Small PBX

Agent: D. Robinson

Tally Code Number	Tally Code Name	Tally Total Count	Tally Avg. Dur	Tally Total Dur	Tally % Count	Tally % Time
1	**UPGRADE**	1	00:33:24	00:33:24	100.00	100.00
Summary		**1**	**00:33:24**	**00:33:24**	**100.00**	**100.00**

Pilot Number Stats Report

Title: **Pilot Number Stats - (77)**

Subject: Team, Pilot

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Date

Description: The Pilot Number Stats Report provides the user with call statistics and response times for an individual pilot number or for each pilot number within the system.

Table 2-77 *Pilot Number Stats Report field descriptions*

Fields	Description
Total Calls	The quantity of calls entering the system via the pilot number(s).
Answered Calls	The quantity of calls that were successfully answered.
Abandoned Calls	The quantity of calls that were abandoned.
LWC	The longest period of time required to answer a call.
ASA	The average period of time required to answer a call.
Average Talk Time	The average connection time.
Total Talk Time	The total connection time.

Figure 2-77 *Pilot Number Stats Report*

Pilot Number Stats

By Pilot
Daily

Report # 77

Printed: 6/4/2003 8:02:56AM
From: **Monday, 2 June, 2003**
To: **Tuesday, 3 June, 2003**

User: tina
Site:

LARGE PBX

Date	Total Calls	Answered Calls	Abandoned Calls	LWC	ASA	Average Talk Time	Total Talk Time
06/02/2003	9,338	6,637	2,701	00:08:30	00:00:23	00:00:16	29:59:04
06/03/2003	15,279	10,920	4,359	00:00:38	00:00:24	00:00:15	46:46:27
Summary	**24,617**	**17,557**	**7,060**	**00:08:30**	**00:00:24**	**00:00:15**	**76:45:31**

SMALL PBX

Date	Total Calls	Answered Calls	Abandoned Calls	LWC	ASA	Average Talk Time	Total Talk Time
06/02/2003	10,150	5,663	4,487	00:00:38	00:00:24	00:00:15	23:38:02
06/03/2003	16,540	7,397	9,143	00:00:41	00:00:26	00:00:13	28:10:41
Summary	**26,690**	**13,060**	**13,630**	**00:00:41**	**00:00:25**	**00:00:14**	**51:48:43**

TELEPHONE

Date	Total Calls	Answered Calls	Abandoned Calls	LWC	ASA	Average Talk Time	Total Talk Time
06/02/2003	8,543	7,918	625	00:00:33	00:00:21	00:00:17	39:17:03
06/03/2003	14,991	12,131	2,860	00:01:05	00:00:22	00:00:16	57:06:38
Summary	**23,534**	**20,049**	**3,485**	**00:01:05**	**00:00:21**	**00:00:17**	**96:23:41**

Pilot Number Stats Summary Report

Title: **Pilot Number Stats Summary - (78)**

Subject: Team, Pilot

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Date

Description: The Pilot Number Summary Report provides the user with call statistics and response times for an individual pilot number or for each pilot number within the Team, in a summary fashion.

Table 2-78 *Pilot Number Stats Summary Report field descriptions*

Fields	Description
Pilot	The name associated with the pilot number.
Total Calls	The quantity of calls entering the system via the pilot number.
Answered Calls	The quantity of calls that were successfully answered.
Abandoned Calls	The quantity of calls that were abandoned.
LWC	The longest period of time required to answer a call.
ASA	The average period of time required to answer a call.
Average Talk Time	The average connection time.
Total Talk Time	The total connection time.

Figure 2-78 *Pilot Number Stats Summary Report*

Pilot Number Summary

By Pilot

Report # 78

Printed: 6/4/2003 8:03:45AM
From: Monday, 2 June, 2003
To: Tuesday, 3 June, 2003

User: tina
Site:

Pilot	Total Calls	Answered Calls	Abandoned Calls	LWC	ASA	Average Talk Time	Total Talk Time
LARGE PBX	24,617	17,557	7,060	00:08:30	00:00:24	00:00:15	76:45:31
SMALL PBX	26,690	13,060	13,630	00:00:41	00:00:25	00:00:14	51:48:43
KEY SYSTEM	25,728	15,784	9,944	00:04:31	00:00:24	00:00:15	66:42:56
TELEPHONES	23,534	20,049	3,485	00:01:05	00:00:21	00:00:17	96:23:41
Summary	100,569	**66,450**	**34,119**	**00:08:30**	**00:00:24**	**00:00:15**	**291:40:51**

Pilot Number Hourly Report

Title: **Pilot Number Stats Hourly - (79)**

Subject: Pilot

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Hour, Shift, Date

Description: The Pilot Number Hourly Report provides the user with call statistics and response times for an individual pilot number or for each pilot number, for a specific range of hours or for a shift or all shifts.

Table 2-79 *Pilot Number Hourly Report field descriptions*

Fields	Description
Total Calls	The quantity of calls entering the system via the pilot number(s).
Answered Calls	The quantity of calls that were successfully answered.
Abandoned Calls	The quantity of calls that were abandoned.
LWC	The longest period of time required to answer a call.
ASA	The average period of time required to answer a call.
Average Talk Time	The average connection time.
Total Talk Time	The total connection time.
Transfer Count	The number of calls transferred
Grade of Service %	The percentage of Grade of Service ACD incoming calls

Figure 2-79 *Pilot Number Hourly Report*

Pilot Number Hourly

By Pilot
By Hour

Report # 79

Printed: **5/15/2008 11:59:01AM**
From: **Wednesday, 14 May, 2008** **07:00**
To: **Wednesday, 14 May, 2008** **20:00**

User: **admin**
Site:

N-2000 Basic 510

Time Range	Total Calls	Answered Calls	Abandoned Calls	LWC HH:MM:SS	ASA HH:MM:SS	Average Talk Time	Total Talk Time	Transferred Calls	Grade Of Service %
07:00-08:00	2	2	0	00:02:11	00:01:12	00:09:03	00:18:07	0	50.00
08:00-09:00	5	5	0	00:08:16	00:03:45	00:05:57	00:29:45	0	40.00
09:00-10:00	3	3	0	00:01:04	00:00:28	00:18:53	00:56:39	0	66.67
10:00-11:00	3	3	0	00:00:14	00:00:11	00:07:06	00:21:18	0	100.00
11:00-12:00	3	3	0	00:00:12	00:00:09	00:03:49	00:11:27	0	100.00
12:00-13:00	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00
13:00-14:00	3	1	2	00:06:45	00:29:47	00:03:21	00:03:21	0	33.33
14:00-15:00	6	6	0	00:17:21	00:02:32	00:06:21	00:38:10	0	16.67
15:00-16:00	6	5	1	00:00:31	00:00:08	00:13:59	01:09:55	0	100.00
16:00-17:00	1	1	0	00:00:30	00:00:30	00:06:43	00:06:43	0	100.00
17:00-18:00	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00
18:00-19:00	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00
19:00-20:00	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00
Summary	**32**	**29**	**3**	**00:17:21**	**00:02:24**	**00:08:48**	**04:15:25**	**0**	**62.50**

Agent Break Times Report

Title: **Agent Break Times - (80)**

Subject: Team, Split, Admin Group, Agent

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Date

Description: Provides a breakdown of the different break types and associated statistics for each of the break types.

Table 2-80 *Agent Break Times Report field descriptions*

Fields	Description
Break Type	Presents the name associated with the break type.
Break Entered	The number of times the agent entered break mode of this type.
Break Average Duration	The calculation of the average duration the agent spent in break mode of this type.
Break Total Duration	The total duration the agent spent in break mode of this type.

Figure 2-80 *Agent Break Times Report*

Agent Break Times

By Split
Daily

Report # 80

Printed: 6/4/2003 8:10:31AM

From: **Tuesday, 3 June, 2003**
To: **Tuesday, 3 June, 2003**

User: **tina**
Site:

Split: Telephones

Break Type	Break Entered	Break Average Duration	Break Total Duration
BRK 1	3	03:15:37	09:46:53
BRK 2	3	03:15:37	09:46:53
BRK 3	3	03:15:37	09:46:53
BRK 4	3	03:15:37	09:46:53
BRK 5	3	03:15:37	09:46:53
BRK 6	3	03:15:37	09:46:53
BRK 7	3	03:15:37	09:46:53
BRK 8	3	03:15:37	09:46:53
BRK 9	3	03:15:37	09:46:53
Totals	**27**	**03:15:37**	**88:01:57**

Agent Averages Summary Report

Title: **Agent Averages Summary - (81)**

Subject: Team, Split, Team, Admin Group

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Date

Description: The Agent Averages Summary report provides the user statistics on an agent summary basis, but includes a line indicating the average value for the statistic in relation to the agent's output on the report.

Table 2-81 *Agent Averages Summary Report field descriptions*

Fields	Description
Agent	The Agent's name.
Logon Duration	The total logon duration for the agent.
ACD Incoming # Answer	The number of ACD incoming calls that were answered by the agent.
Average Talk Time per call	The ACD incoming call average talk time for the agent.
ACD Ready Total Time	The ready mode total duration for the agent.
Work Mode Count	The number of times the agent entered work mode.
Work Mode Total Time	The after-call work mode total duration for the agent.
Break Mode Count	The number of times the agent entered break mode.
Break Mode Total Time	The break mode total duration for the agent.
Call Recover #	The number of incoming calls disconnected from an agent's phone because the agent didn't answer within the allotted amount of time.
PBX Out # Made	The number of outgoing calls made by the agent.
Average Ring Time per Call	Average Ring Time per Call

Figure 2-81 *Agent Averages Summary Report*

Agent Averages Summary

By Split
Daily

Report # 81

Printed: **5/15/2008 12:14:25PM**
From: **05/14/2008**
To: **05/14/2008**

User: **admin**
Site:

Split: N-2000 Basic

Agent	Logon Duration	ACD Incoming # Answer	Average Talk Time per call	ACD Ready Total Time	Work Mode Count	Work Mode Total Time	Break Mode Count	Break Mode Total Time	Call Recover Count	PBX OUT # Made	Average Ring Time per call
Ken Lindsay	06:26:33	8	00:10:33	02:40:46	13	01:46:29	2	00:34:51	0	1	00:00:00
Steve Johnson	05:52:04	8	00:06:58	02:16:47	17	01:36:47	1	01:02:48	0	1	00:00:00
Callan Turnage	01:08:29	7	00:04:24	00:00:00	7	00:37:41	0	00:00:00	0	0	00:00:00
Michael Brown	06:05:05	8	00:10:20	00:54:24	16	02:57:11	4	00:50:29	0	6	00:00:00
Josh Burk	05:52:56	4	00:12:14	02:25:47	9	01:38:02	1	01:00:10	0	0	00:00:00
Average Totals	05:05:01	7	00:08:39	01:39:32	12	01:43:14	2	00:41:39	0	1.60	00:00:00

Agent Hold Detail Report

Title: **Agent Hold Detail - (82)**

Subject: Team, Split, Team, Admin Group, Agent

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Date

Description: The Agent Hold Detail report provides the user with state count and time information.

Table 2-82 *Agent Hold Detail Report field descriptions*

Fields	Description
Split Name	The name of the split.
ACD I/C # Ans	The number of ACD incoming calls that were answered by the agent.
ACD Hold	The average period of time on hold.
Total Hold Duration	The total time on hold.
Hold Abandon	The number of calls abandoned while on hold.
% Hold to ACD	The percentage of ACD calls on hold to answered.

Figure 2-82 *Agent Hold Detail Report*

Agent Hold Detail

By Split
Daily

Report # 82

Printed: 11/15/2006 4:50:23PM
From: **11/13/2006**
To: **11/15/2006**

User: **admin**
Site:

Test 60539 (ID: 9900)

Split	ACD I/C # Ans	ACD Hold	Avg. Hold Duration	Total Hold Duration	Hold Abondon	% Hold to ACD
60539	21	24	00:00:10	00:03:54	13	114.29
Summary	**21**	**24**	**00:00:10**	**00:03:54**	**13**	**114.29**

Report Summary	ACD I/C # Ans	ACD Hold	Avg. Hold Duration	Total Hold Duration	Hold Abondon	% Hold to ACD
	21	**24**	**00:00:10**	**00:03:54**	**13**	**114.29**

Agent Hold Summary Report

Title: **Agent Hold Summary - (83)**

Subject: Team, Split, Team, Admin Group

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Date

Description: The Agent Hold Summary report provides the user with state count and time information in a summary format.

Table 2-83 *Agent Hold Summary Report field descriptions*

Fields	Description
Agent Name	The name of the agent.
ACD I/C # Ans	The number of ACD incoming calls that were answered by the agent.
ACD Hold	The number of ACD calls placed on hold.
Avg Hold Duration	The average period of time on hold.
Total Hold Duration	The total time on hold.
Hold Abandon	The number of calls abandoned while on hold.
% Hold to ACD	The percentage of ACD calls on hold to answered.

Figure 2-83 *Agent Hold Summary Report*

Agent Hold Summary

By Split
Daily

Report # 83

Printed: 6/4/2003 8:13:36AM
From: **Tuesday, June 3, 2003**
To: **Tuesday, June 3, 2003**

User: **tina**
Site:

Split: Large PBX

Agent Name	ACD I/C # Ans.	ACD Hold	Avg Hold Duration	Total Hold Duration	Hold Abandon	% Hold to ACD
D. Robinson	2218	0	00:00:00	00:00:00	0	0.00
G. Penn	1163	0	00:00:00	00:00:00	0	0.00
J. Parker	1091	0	00:00:00	00:00:00	0	0.00
P. Morgan	2140	0	00:00:00	00:00:00	0	0.00
B. King	2186	0	00:00:00	00:00:00	0	0.00
J. Savell	2122	0	00:00:00	00:00:00	0	0.00
Summary	**10920**	**0**	**00:00:00**	**00:00:00**	**0**	**0.00**

Split: Small PBX

Agent Name	ACD I/C # Ans.	ACD Hold	Avg Hold Duration	Total Hold Duration	Hold Abandon	% Hold to ACD
L. Pride	2391	0	00:00:00	00:00:00	0	0.00
D. Value	77	0	00:00:00	00:00:00	0	0.00
F. Dunnick	2494	2	00:00:06	00:00:11	1	0.08
D. Brown	2435	0	00:00:00	00:00:00	0	0.00
Summary	**7397**	**2**	**00:00:06**	**00:00:11**	**1**	**0.03**

Pilot Hold Summary Report

Title: **Pilot Hold Summary - (84)**

Subject: Team, Pilot

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Date

Description: The Pilot Hold Summary report provides a summary of user hold statistics for an individual pilot number, or for each pilot number within the system.

Table 2-84 *Pilot Hold Summary Report field descriptions*

Fields	Description
Pilot	The name associated with the pilot number.
Total Calls	The number of calls entering the system via the pilot number.
Answered Calls	The number of calls that were successfully answered.
# of Hold	The number of calls that were on hold.
Avg Hold Duration	The average time spent on hold.
Total Hold Duration	The total of time on hold.
% Hold to ACD	The percentage of ACD calls on hold that were answered.

Figure 2-84 *Pilot Hold Summary Report*

Pilot Hold Summary

Report # 84

By Pilot

Printed: 6/4/2003 8:14:26AM
From: Tuesday, 3 June, 2003
To: Tuesday, 3 June, 2003

User: tina
Site:

Pilot	Total Calls	Answered Calls	# of Hold	Avg Hold Duration	Total Hold Duration	% Hold to ACD
LARGE PBX	15,279	10,920	0	00:00:00	00:00:00	0.00
SMALL PBX	16,540	7,397	2	00:00:05	00:00:11	0.03
KEY SYSTEM	15,903	9,303	0	00:00:00	00:00:00	0.00
TELEPHONES	14,991	12,131	1	00:00:07	00:00:07	0.01
Summary	**62,713**	**39,751**	**3**	**00:00:06**	**00:00:18**	**0.01**

Abandoned Calls Detail Report

Title: **Abandoned Calls Detail - (85)**

Subject: Team, Split

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Date

Description: The Abandoned Call Activity Report provides the user with Abandoned Call information for calls that are released while in queue to a split, ringing to an agent, and while on hold when connected to an agent's ACD line.

Table 2-85 *Abandoned Calls Detail Report field descriptions*

Fields	Description
Agent	The name of the agent.
Wait Time	The wait time for each abandoned calls.
Abandon Type	This field displays the state in which the call was released (queue to a split, ringing to an agent, or while on hold.
Calling Party	The trunk group information for each call.
Pilot Number	The pilot number dialed.
ANI	Automatic Number Identification information about the calling party.

Figure 2-85 Abandoned Calls Detail Report

Abandoned Call Detail

Report # 85

By Split
Daily

Printed: 4/5/2004 12:46:52PM
From: **Monday, 22 March, 2004**
To: **Monday, 22 March, 2004**

User: **admin**
Site:

Large PBX

Date	Wait Time (hh:mm:ss)	Abandon Type	Calling Party	Pilot Number	ANI
3/22/04 14:48	00:20	Queue Abandon: After First Announcement	TG 15 / Trk 013	Pilot: LARG	2142625012
3/22/04 14:48	00:21	Queue Abandon: After First Announcement	TG 15 / Trk 016	Pilot: LARG	2142625015
3/22/04 14:48	00:21	Queue Abandon: After First Announcement	TG 15 / Trk 007	Pilot: LARG	2142625006
3/22/04 14:48	00:21	Queue Abandon: After First Announcement	TG 15 / Trk 019	Pilot: LARG	2142625018
3/22/04 14:48	00:20	Queue Abandon: After Second Announcement	TG 15 / Trk 010	Pilot: LARG	2142625009
3/22/04 14:49	00:20	Queue Abandon: After First Announcement	TG 15 / Trk 001	Pilot: LARG	2142625000
3/22/04 14:49	00:20	Queue Abandon: After First Announcement	TG 15 / Trk 004	Pilot: LARG	2142625003
3/22/04 14:49	00:20	Queue Abandon: After First Announcement	TG 15 / Trk 016	Pilot: LARG	2142625015
3/22/04 14:49	00:20	Queue Abandon: After First Announcement	TG 15 / Trk 007	Pilot: LARG	2142625006
3/22/04 14:49	00:20	Queue Abandon: After First Announcement	TG 15 / Trk 019	Pilot: LARG	2142625018
3/22/04 14:49	00:20	Queue Abandon: After Second Announcement	TG 15 / Trk 010	Pilot: LARG	2142625009
3/22/04 14:50	00:20	Queue Abandon: After Second Announcement	TG 15 / Trk 001	Pilot: LARG	2142625000
3/22/04 14:50	00:28	Queue Abandon: After Second Announcement	TG 15 / Trk 004	Pilot: LARG	2142625003
3/22/04 14:50	00:25	Queue Abandon: After Second Announcement	TG 15 / Trk 019	Pilot: LARG	2142625018
3/22/04 14:50	00:20	Queue Abandon: After Second Announcement	TG 15 / Trk 010	Pilot: LARG	2142625009
3/22/04 14:51	00:21	Queue Abandon: After Second Announcement	TG 15 / Trk 001	Pilot: LARG	2142625000
3/22/04 14:51	00:20	Queue Abandon: After Second Announcement	TG 15 / Trk 004	Pilot: LARG	2142625003
3/22/04 14:51	00:21	Queue Abandon: After Second Announcement	TG 15 / Trk 007	Pilot: LARG	2142625006
3/22/04 14:51	00:20	Queue Abandon: After Second Announcement	TG 15 / Trk 010	Pilot: LARG	2142625009
3/22/04 14:52	00:20	Queue Abandon: After Second Announcement	TG 15 / Trk 001	Pilot: LARG	2142625000
3/22/04 14:52	00:20	Queue Abandon: After Second Announcement	TG 15 / Trk 004	Pilot: LARG	2142625003
3/22/04 14:52	00:21	Queue Abandon: After Second Announcement	TG 15 / Trk 019	Pilot: LARG	2142625018
3/22/04 14:52	00:20	Queue Abandon: After Second Announcement	TG 15 / Trk 010	Pilot: LARG	2142625009

Title: **Multimedia Contact History - (86)**

Subject: Team, Split

Recurrence: Daily, Weekly, Monthly, Yearly, Days of Week

Granularity: Date

Description: The Multimedia Contact History Report provides multimedia contact information.

Table 2-86 *Multimedia Contact History Report field descriptions*

Fields	Description
Contact Type	Displays the contact type number in the database.
Sequence ID	Unique number to identify this contact.
Time Start / Time End	The initial time of this contact.
Origin	ANI for voice contact. Email address for Email and Chat contacts.
Pilot ID	The pilot number dialed.
Node ID	The ACD node id.
Time	Contact event date and time.
Event	Contact event description.
Extension	This can be left empty.
Agent ID	The name of the agent.
Info	Extra contact event information.

Figure 2-86 *Multimedia Contact History Report*

Multimedia Contact History

By Split
Daily

Report #86

Printed: 11/8/2006 10:05:53 AM User: admin
From: Monday, 6 November, 2006 0:00 Site:
To: Wednesday, 8 November, 2006 23:59

Contact Type: Voice Sequence ID: 00005
Start Time: 11/6/2006 1:20:53PM
Origin: 2999 Node ID: 1

Time	Event	Position	Agent ID	Info
11/6/06 13:20:53	Incoming Contact			D. Robinson
11/6/06 13:21:19	Queued			Large PBX
11/6/06 13:21:19	Ringing	5035	2200	Maxine
11/6/06 13:21:41	Ring Abandoned	5035	2200	Maxine

Contact Type: Voice Sequence ID: 00006
Start Time: 11/6/2006 1:21:51PM
Origin: 2999 Node ID: 1

Time	Event	Position	Agent ID	Info
11/6/06 13:21:51	Incoming Contact			D. Robinson
11/6/06 13:22:19	Queued			Large PBX
11/6/06 13:22:19	Ringing	5036	2203	Maxine
11/6/06 13:22:44	Connected	5036	2203	Maxine

Contact Type: Voice Sequence ID: 00007
Start Time: 11/6/2006 1:23:02PM
Origin: 2999 Node ID: 1

Time	Event	Position	Agent ID	Info
11/6/06 13:23:02	Incoming Contact			D. Robinson
11/6/06 13:23:31	Queued			Large PBX
11/6/06 13:23:31	Ringing	5035	2200	Maxine

Agent Work Times Report

Title: **Agent Work Times - (87)**

Subject: Team, Split, Admin Group, Agent

Recurrence: Daily, Weekly, Monthly, Yearly

Granularity: Date

Description: Provides a breakdown of the different Work types and associated statistics for each of the Work types.

Table 2-87 *Agent Work Times Report field descriptions*

Fields	Description
Contact Type	Displays the contact type number in the database.
Sequence ID	Unique number to identify this contact.
Time Start / Time End	The initial time of this contact.
Origin	ANI for voice contact. Email address for Email and Chat contacts.
Pilot ID	The pilot number dialed.
Node ID	The ACD node id.
Time	Contact event date and time.
Event	Contact event description.
Extension	This can be left empty.
Agent ID	The name of the agent.

Figure 2-87 *Agent Work Times Report*

Agent Work Times

By Split
Daily

Report # 87

Printed : 11/15/2006 9:08:44AM

From : **Monday, 13 November, 2006**

To : **Wednesday, 15 November, 2006**

User : **admin**

Site :

Split: 60539

Work Type	Work Entered	Work Average Duration	Work Total Duration
Work	14	00:17:04	03:59:01
WRK 1	3	00:06:24	00:19:12
Totals	**17**	**00:15:11**	**04:18:13**

Day and Night Report

Title: **Day and Night - (88))**

Subject: Split

Recurrence: Daily, Weekly, Monthly, Yearly

Granularity: Date

Description: Provides Split Day/Night mode activity

Table 2-88 *Day and Night Report field descriptions*

Fields	Description
Date	The date when split changes the day/night mode.
Time	The time when split changes the day/night mode.
Activity	The mode changing activity. It can be “Changed to Day“ or “Changed to Night “.

Figure 2-88 *Day and Night Report*

Day Night Report

By Split
Daily

Report # 88

Printed: 11/15/2006 2:02:05PM User: admin
From: Wednesday, 15 November, 2006 0:00 Site:
To: Wednesday, 15 November, 2006 0:00

Robinson

Date	Time	Activity
11/15/06	13:55:57	Changed to Day

Penn

Date	Time	Activity
11/15/06	13:56:32	Changed to Night

ACD Call Stats Report

Title: **ACD Call Stats - (89))**

Subject: Split

Recurrence: Daily, Weekly, Monthly, Yearly

Granularity: Hour (Hourly, Half hourly, Quarterly), Date

Description: The ACD Call Stats provides the user with combined ACD call activities and overflow activities.

Table 2-89 *ACD Call Stats Report field descriptions*

Fields	Description
Total Calls Received	The total number of calls received by the ACD (broken out by split).
Calls Handled/Answered	The number of calls answered by the split.
Total Calls Overflowed	The total number of calls which overflowed to and were answered in another split after being queued to this split.
Total Calls Abandoned	The total number of calls abandoned by the caller after being queued to the split.
% Calls Abandoned	The percentage of calls abandoned in relation to the number of calls received.
Average Abandon Time	The average amount of time calls abandoned by the caller after being queued to the split.
Average Speed of Answer (ASA)	The average amount of time before a call is answered after being queued.
Longest Waiting Call (LWC)	The longest amount of time any call spent in queue or ringing to this split before it was answered or abandoned.
Average Handle Time (AHT) / Talk Time	The time an agent spent talking on calls.
% Agent Utilization	This figure is derived from the formula (Talk Time + Work Time)/Staff Time and expressed in a percentage.
% Agent Wrap/Work Time	This figure is derived from the formula (Work Time/Staff Time) and expressed in a percentage.
Service Level / Grade of Service	The percentage of calls answered in this split within a specified amount of time (80/20) in relation to the total number of calls.

Figure 2-89 *ACD Call Stats Report*

ACD Call Stats

By Split
Daily

Report # 89

Printed: 10/2/2007 9:59:11AM
From: 10/01/2007
To: 10/02/2007

User: admin
Site:

nacd.s80

Date	Calls Received	# Ans.	# Overflow	# Aband.	% Aband.	Avg. time Abandon	ASA	LWC	Avg. Talk	% Agent Utilization	% Agent Work	GOS
10/01/07	0	0	0	0	0.00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0.00	0.00
10/02/07	0	0	0	0	0.00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0.00	0.00
Summary	0	0	0	0	0.00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0.00	0.00

nacd.s81

Date	Calls Received	# Ans.	# Overflow	# Aband.	% Aband.	Avg. time Abandon	ASA	LWC	Avg. Talk	% Agent Utilization	% Agent Work	GOS
10/01/07	0	0	0	0	0.00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0.00	0.00
10/02/07	0	0	0	0	0.00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0.00	0.00
Summary	0	0	0	0	0.00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0.00	0.00

Report Summary	Calls Received	# Ans.	# Overflow	# Aband.	% Aband.	Avg. time Abandon	ASA	LWC	Avg. Talk	% Agent Utilization	% Agent Work	GOS
	0	0	0	0	0.00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0.00	0.00

Agent Detail Report

Title: **Agent Detail (90)**

Subject: Team, Split, Admin Group, Agent

Recurrence: Granularity: Date

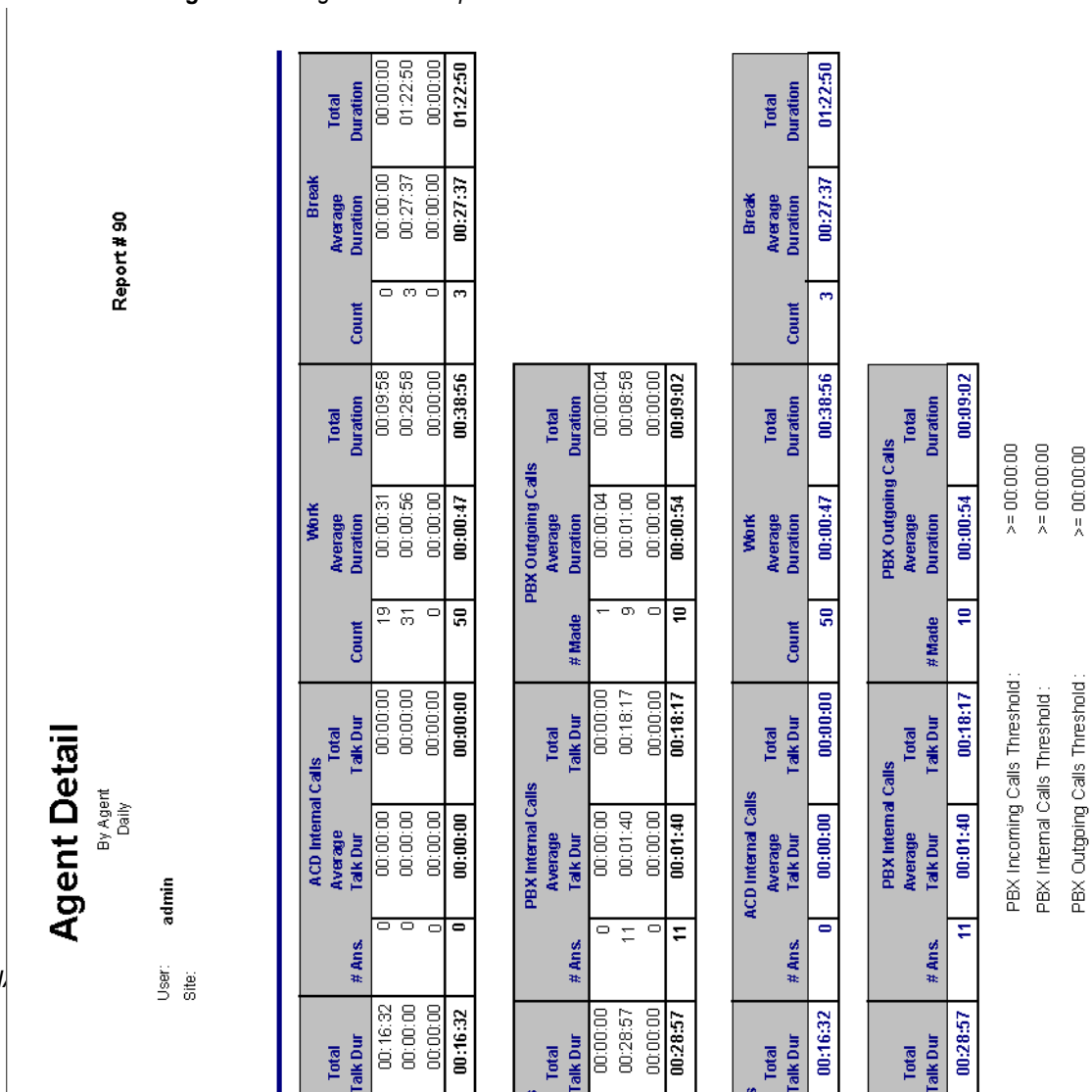
Description: The Agent Detail Report provides the user with state count and time information. The data is presented in a detailed format with thresholds of ACD Incoming, ACD Internal, PBX Incoming, PBX Internal, PBX Outgoing, Work, and Break. User can configure the threshold when enter the report parameters and run the report for the data above or below the thresholds. Agent personal queue is also added.

Table 2-90 *Agent Detail Report field descriptions*

Fields	Description
Split	The name of the split.
Transfer Count	Number of calls transferred.
ACD Incoming Calls - # Ans.	The number of ACD incoming calls that were answered by the agent. ***Note:*** *ACD internal calls are not included in this count even if the server side option to count internal calls as incoming calls is selected.*
ACD Incoming Calls - Average Talk Dur	The ACD incoming call average talk time for the agent.
ACD Incoming Calls - Total Talk Dur	The ACD incoming call total talk time for the agent.
ACD Internal Calls - # Ans.	The number of internal calls on the agent's ACD position. An internal call is a call between two extensions local to the switch.
ACD Incoming Calls - Average Talk Dur	The ACD internal call average talk time for the agent.
ACD Incoming Calls - Total Talk Dur	The ACD internal call total talk time for the agent.
Work - Count	The number of times the agent entered work mode.
Work - Average Duration	The after-call work mode average duration for the agent.
Work - Total Duration	The after-call work mode total duration for the agent.
Break - Count	The number of times the agent entered break mode.
Break - Average Duration	The break mode average duration for the agent.
Break - Total Duration	The break mode total duration for the agent.
Hold Duration	The hold duration for the agent.
PBX Incoming Calls - # Ans.	The number of Incoming calls that were answered on the PBX extension by the agent.

PBX Incoming Calls - Average Talk Dur	The PBX extension incoming call average talk time for the agent.
PBX Incoming Calls - Total Talk Dur	The PBX extension incoming call total talk time for the agent.
PBX Internal Calls - # Ans.	The number of internal calls on the agent's PBX extension. An internal call is a call between two extensions local to the switch.
PBX Internal Calls - Average Talk Dur	The PBX extension internal call average talk time for the agent.
PBX Internal Calls - Total Talk Dur	The PBX extension internal call total talk time for the agent.
PBX Outgoing Calls - # Made	The number of outgoing calls made by the agent.
PBX Outgoing Calls - Average Talk Duration	The outgoing call average talk time for the agent
PBX Outgoing Calls - Total Talk Duration	The outgoing call total talk time for the agent.

Figure 2-90 *Agent Detail Report*



Agent Detail

By Agent
Daily

User: admin
Site:

Report # 90

Total Talk Dur	ACD Internal Calls # Ans.	ACD Internal Calls Average Talk Dur	ACD Internal Calls Total Talk Dur	Work Count	Work Average Duration	Work Total Duration	Break Count	Break Average Duration	Break Total Duration
00:16:32	0	00:00:00	00:00:00	19	00:00:31	00:09:58	0	00:00:00	00:00:00
00:00:00	0	00:00:00	00:00:00	31	00:00:56	00:28:58	3	00:27:37	01:22:50
00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00
00:16:32	**0**	**00:00:00**	**00:00:00**	**50**	**00:00:47**	**00:38:56**	**3**	**00:27:37**	**01:22:50**

Total Talk Dur	PBX Internal Calls # Ans.	PBX Internal Calls Average Talk Dur	PBX Internal Calls Total Talk Dur	PBX Outgoing Calls # Made	PBX Outgoing Calls Average Duration	PBX Outgoing Calls Total Duration
00:00:00	0	00:00:00	00:00:00	1	00:00:04	00:00:04
00:28:57	11	00:01:40	00:18:17	9	00:01:00	00:08:58
00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00
00:28:57	**11**	**00:01:40**	**00:18:17**	**10**	**00:00:54**	**00:09:02**

Total Talk Dur	ACD Internal Calls # Ans.	ACD Internal Calls Average Talk Dur	ACD Internal Calls Total Talk Dur	Work Count	Work Average Duration	Work Total Duration	Break Count	Break Average Duration	Break Total Duration
00:16:32	**0**	**00:00:00**	**00:00:00**	**50**	**00:00:47**	**00:38:56**	**3**	**00:27:37**	**01:22:50**

Total Talk Dur	PBX Internal Calls # Ans.	PBX Internal Calls Average Talk Dur	PBX Internal Calls Total Talk Dur	PBX Outgoing Calls # Made	PBX Outgoing Calls Average Duration	PBX Outgoing Calls Total Duration
00:28:57	**11**	**00:01:40**	**00:18:17**	**10**	**00:00:54**	**00:09:02**

PBX Incoming Calls Threshold : >= 00:00:00
PBX Internal Calls Threshold : >= 00:00:00
PBX Outgoing Calls Threshold : >= 00:00:00

3

Custom Reports

With GNAV Pro you create custom reports beyond the default reports with the built-in Report Designer.

NOTE

Report Designer is not accessible from the GNAV. Only the GNAV Pro can access Report Designer.

NOTE

If you create a custom report graph with more than 30 data points, the resulting graph will only show 30 data points on the X-Axis.

NOTE

NEC does not support the exporting of the report data with Crystal Reports. This is a feature of Crystal Reports. The various output formats available are provided by Crystal Reports and if used, are to be used entirely at the user's discretion. Also, the export of Crystal Reports may result in format and/or alignment inconsistencies when compared to the report as viewed using GNAV Pro's interface. Additionally, some formats are not capable of expressing the richness of features provided in the report presented with the GNAV Pro interface.

NOTE

For detailed instructions on generating reports, refer to the GNAV Pro online Help system.

Report Designer Features

With Report Designer, accessible from GNAV Pro, you create your own customized report templates. You can later generate reports and also modify your saved report templates.

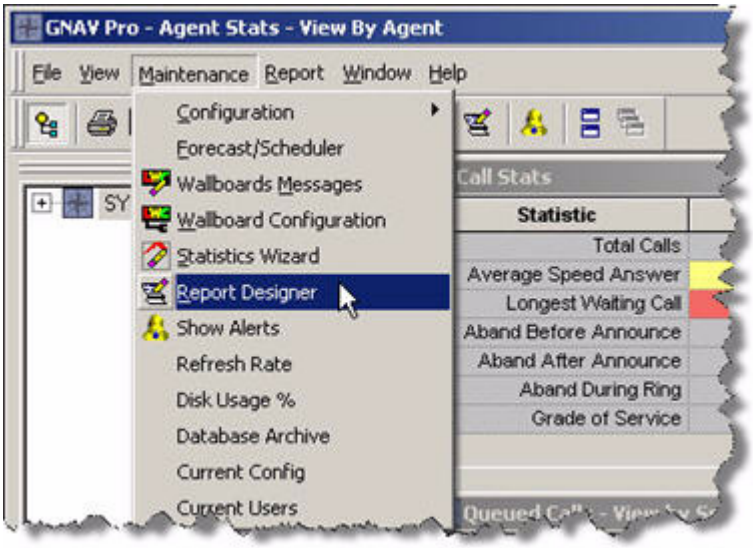
You customize in Report Designer, which fields GNAV Pro uses to create a report. You can also create and customize formulas which Gnav Pro uses to display report fields, and add a customized graph to present report data visually.

You create a custom report by modifying an existing report template, or by creating a new template. Once you create or modify a report template, it becomes available in GNAV Pro.

Do the following to access Report Designer.

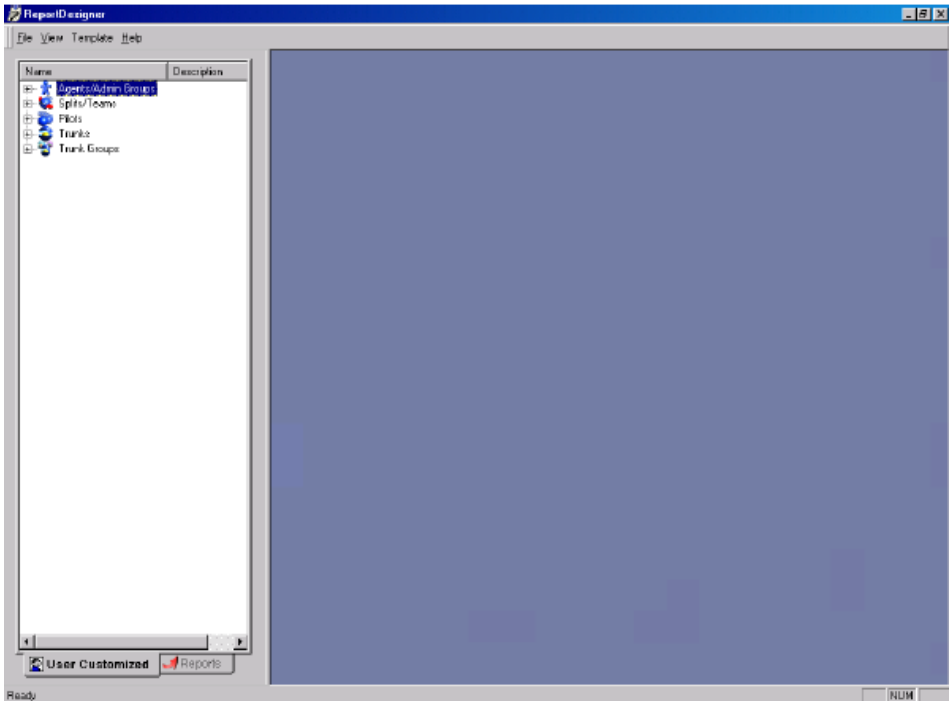
Step From the GNAV Pro main window, select **Maintenance > Report Designer**.

Figure 3-1 *Report Designer access*



The Report Designer main window displays (Figure 3-2). Notice that the left pane contains two tabs at the bottom — **User Customized** and **Reports**.

Figure 3-2 *Report Designer*



—OR—

Click Report Designer icon in the menu bar (Figure 3-3).

Figure 3-3 *Report Designer Icon*

NOTE

For detailed instructions on generating reports, refer to the GNAV Pro online Help system.

Sample Report

Figure 3-4 is a sample report generated using a custom template.

Figure 3-4 *Custom Report Sample*

GnavPro sample report

Daily

By Split

Printed: 04/05/2004 12:36:08

From: Monday, 5 April, 2004

To: Monday, 5 April, 2004

User: **admin**

Site: **PDED for the ACD L 6.0**

Split: Large PBX

04/05/04

Agent	Logon Duration	Time on Hold	Count of ACD Incoming Answered	Count of ACD Internal Answered	Duration of ACD Incoming Answered	Duration of ACD Internal Answered	Count of Recovered Calls	Count of Held Abandoned
G. Penn (ID:103)	12:28:45	00:00:00	1,069	0	05:25:39	00:00:00	1	0
J. Parker (ID:104)	12:28:45	00:00:00	1,504	0	07:13:17	00:00:00	0	0
B. King (ID:105)	12:28:45	00:00:00	1,474	0	07:13:34	00:00:00	0	0
J. Savell (ID:107)	12:28:45	00:00:00	1,459	0	07:09:22	00:00:00	0	0
Mo (ID:2)	08:15:14	00:00:00	929	0	04:29:14	00:00:00	0	0
Curly (ID:3)	08:52:48	00:00:00	1,046	0	05:00:19	00:00:00	0	0
Yousri (ID:4)	08:35:42	00:00:00	998	0	04:46:53	00:00:00	0	0
	75:38:44	00:00:00	8,479	0	41:18:18	00:00:00	1	0

Split Summary	Logon Duration	Time on Hold	Count of ACD Incoming Answered	Count of ACD Internal Answered	Duration of ACD Incoming Answered	Duration of ACD Internal Answered	Count of Recovered Calls	Count of Held Abandoned
	75:38:44	00:00:00	8,479	0	41:18:18	00:00:00	1	0

Report Summary	Logon Duration	Time on Hold	Count of ACD Incoming Answered	Count of ACD Internal Answered	Duration of ACD Incoming Answered	Duration of ACD Internal Answered	Count of Recovered Calls	Count of Held Abandoned
	75:38:44	00:00:00	8,479	0	41:18:18	00:00:00	1	0

A

Algorithms

The GNAV Pro application provides the user with a vast array of data, via the real-time screen and printed reports.

The data is based on algorithms, which are a series of mathematical processes.

This appendix presents the algorithms in a series of tables.

ASA=	Total Wait Time of Answered ACD Calls / Quantity of Answered ACD Calls
% AbndBefAnn=	Quantity of ACD Calls Abandoned, before Announcement(s) / Quantity of Presented ACD Calls, including Abandoned Calls
% AbndAftAnn=	Quantity of ACD Calls Abandoned, after Announcement(s) / Quantity of Presented ACD Calls, including Abandoned Calls
% AbndRing=	Quantity of ACD Calls Abandoned, ringing at Agent Position / Quantity of Presented ACD Calls, including Abandoned Calls
% GOS in Sec=	Quantity of ACD Calls Answered within a Threshold Specified by the Customer / Quantity of Presented ACD Calls, including Abandoned Calls
Avg Time, ACD IN=	Total Talk Time for ACD Incoming Calls / Quantity of Answered ACD Incoming Calls
Avg Time, ACD INT=	Total Talk Time for ACD Internal Calls / Quantity of Answered ACD Internal Calls
Avg Time, ACD BREAK=	Total Time in Break Mode / Quantity of Times Break Mode was Entered
Avg Time, ACD READY=	Total Time in Ready Mode / Quantity of Times Ready Mode was Entered

Avg Time, PBX IN=	Total Talk Time for PBX Incoming Calls / Quantity of Answered PBX Incoming Calls
Avg Time, PBX INT=	Total Talk Time for PBX Internal Calls / Quantity of PBX Internal Calls (Originated or Received)
Avg Time, PBX OUT=	Total Talk Time for PBX Outgoing Calls / Quantity of PBX Outgoing Calls (Originated)

Avg Num Agent=	Quantity of Logged-On Agents / Quantity of Times Calculated*
* *The value of the variable is calculated every three seconds. The calculation of the Avg Num Agent summary value shows the average of the number of agents for the range of time intervals requested for the report, not just the average of the values displayed. For example, when a report is run on a weekly basis, the individual daily records (not the weekly summarized totals) are used in the calculation of the summary.*	
% Aban=	Quantity of ACD Calls Abandoned (before Announcements, after Announcements, or while Ringing at an Agent Position) / Total ACD Calls Presented (including Abandoned Calls)

ACD I/C per Agent=	Quantity of Answered ACD Incoming Calls / Average Number of Logged-On Agents
ACD INT per Agent=	Quantity of ACD Internal Calls (Originated or Received) / Average Number of Logged-On Agents
Work per Agent=	Quantity of Times Work Mode was Entered / Average Number of Logged-On Agents
Break per Agent=	Quantity of Times Break Mode was Entered / Average Number of Logged-On Agents
ACD I/C % Count=	Quantity of Answered ACD Incoming Calls / Quantity of Times ACD Incoming, ACD Internal, ACD Work, and ACD Break Modes were Entered
ACD INT % Count=	Quantity of ACD Internal Calls / Quantity of Times ACD Incoming, ACD Internal, ACD Work, and ACD Break Modes were Entered

Work % Count=	$\frac{\text{Quantity of Times Work Mode was Entered}}{\text{Quantity of Times ACD Incoming, ACD Internal, ACD Work, and ACD Break Modes were Entered}}$
Break % Count=	$\frac{\text{Quantity of Times Break Mode was Entered}}{\text{Quantity of Times ACD Incoming, ACD Internal, ACD Work, and ACD Break Modes were Entered}}$
PBX I/C per Agent=	$\frac{\text{Quantity of Answered PBX Incoming Calls}}{\text{Average Number of Logged-On Agents}}$
PBX INT per Agent=	$\frac{\text{Quantity of PBX Internal Calls (Originated or Received)}}{\text{Average Number of Logged-On Agents}}$
PBX OUT per Agent=	$\frac{\text{Quantity of PBX Outgoing Calls (Originated)}}{\text{Average Number of Logged-On Agents}}$
PBX I/C % Count=	$\frac{\text{Quantity of Answered PBX Incoming Calls}}{\text{Quantity of Times that PBX Incoming, PBX Internal, and PBX Outgoing Modes were Entered}}$
PBX INT % Count=	$\frac{\text{Quantity of PBX Internal Calls (Originated or Received)}}{\text{Quantity of Times that PBX Incoming, PBX Internal, and PBX Outgoing Modes were Entered}}$
PBX OUT % Count=	$\frac{\text{Quantity of PBX Outgoing Calls (Originated)}}{\text{Quantity of Times that PBX Incoming, PBX Internal, and PBX Outgoing Modes were Entered}}$

ACD I/C Avg Time=	$\frac{\text{Total Talk Time of ACD Incoming Calls}}{\text{Average Number of Logged-On Agents}}$
ACD INT Avg Time=	$\frac{\text{Total Talk Time of ACD Internal Calls}}{\text{Average Number of Logged-On Agents}}$
Work Avg Time=	$\frac{\text{Total Time in Work Mode}}{\text{Average Number of Logged-On Agents}}$
Break Avg Time=	$\frac{\text{Total Time in Break Mode}}{\text{Average Number of Logged-On Agents}}$
ACD I/C % Time=	$\frac{\text{Total Talk Time of ACD Incoming Calls}}{\text{Total Time Spent in ACD Incoming Talk, ACD Internal Talk, ACD Work, and ACD Break Modes}}$
ACD INT % Time=	$\frac{\text{Total Talk Time of ACD Internal Calls}}{\text{Total Time Spent in ACD Incoming Talk, ACD Internal Talk, ACD Work, and ACD Break Modes}}$

Work % Time=	Total Time in Work Mode / Total Time Spent in ACD Incoming Talk, ACD Internal Talk, ACD Work, and ACD Break Modes
Break % Time=	Total Time in Break Mode / Total Time Spent in ACD Incoming Talk, ACD Internal Talk, ACD Work, and ACD Break Modes
PBX I/C Avg Time=	Total Talk Time of PBX Incoming Calls / Average Number of Logged-On Agents
PBX INT Avg Time=	Total Talk Time of PBX Internal Calls / Average Number of Logged-On Agents
PBX OUT Avg Time=	Total Talk Time of PBX Outgoing Calls / Average Number of Logged-On Agents
PBX I/C % Time=	Total Talk Time of PBX Incoming Calls / Total Talk Time for PBX Incoming, PBX Internal, and PBX Outgoing Calls
PBX INT % Time=	Total Talk Time of PBX Internal Calls / Total Talk Time for PBX Incoming, PBX Internal, and PBX Outgoing Calls
PBX OUT % Time=	Total Talk Time of PBX Outgoing Calls / Total Talk Time for PBX Incoming, PBX Internal, and PBX Outgoing Calls

ACD I/C % No Ann=	Quantity of ACD Calls Answered without an Announcement / Quantity of ACD Calls Presented, including Abandoned Calls
ACD I/C % 1st Ann=	Quantity of ACD Calls Answered after the First Announcement / Quantity of ACD Calls Presented, including Abandoned Calls
ACD I/C % 2nd Ann=	Quantity of ACD Calls Answered after the Second Announcement / Quantity of ACD Calls Presented, including Abandoned Calls

ACD I/C AvgAbnd=	Total Wait Time for Abandoned Calls / Quantity of Abandoned Calls

ACD I/C % Overflow=	Quantity of Calls Overflowed from the Split to a Specific Split / Quantity of Calls Overflowed from the Split to All Splits
ACD I/C % Total Calls=	Quantity of Calls Overflowed from the Split to a Specific Split / Quantity of ACD Incoming Calls Presented to the Split

ACD I/C % Inflow=	Quantity of Calls Inflowed to the Split from a Specific Split / Quantity of Calls Inflowed to the Split from All Splits
ACD I/C % Total Calls=	Quantity of Calls Inflowed to the Split from a Specific Split / Quantity of ACD Incoming Calls Presented to the Split

Tally AvgDur=	Total Time Spent on Calls Related to a Specific Tally Code / Quantity of Calls Related to a Specific Tally Code
Tally % Count=	Quantity of Events for an Individual Tally Code / Quantity of Events for All Tally Codes
Tally % Time=	Total Time Spent on Calls Related to a Specific Tally Code / Total Time Spent on Calls Related to All Tally Codes

ACD I/C % Count=	Quantity of ACD Incoming Calls / Quantity of Times ACD Incoming ACD Internal, ACD Work, and ACD Break Modes were Entered
ACD INT % Count=	Quantity of ACD Internal Calls / Quantity of Times ACD Incoming ACD Internal, ACD Work, and ACD Break Modes were Entered
Work % Count=	Quantity of Times Work Mode was Entered / Quantity of Times ACD Incoming ACD Internal, ACD Work, and ACD Break Modes were Entered
Break % Count=	Quantity of Times Break Mode was Entered / Quantity of Times ACD Incoming ACD Internal, ACD Work, and ACD Break Modes were Entered
PBX I/C % Count=	Quantity of PBX Incoming Calls / Quantity of PBX Incoming, PBX Internal, and PBX Outgoing Calls

PBX INT % Count=	Quantity of PBX Internal Calls / Quantity of PBX Incoming, PBX Internal, and PBX Outgoing Calls
PBX OUT % Count=	Quantity of PBX Outgoing Calls / Quantity of PBX Incoming, PBX Internal, and PBX Outgoing Calls

ACD I/C % Time=	Total Talk Time of ACD Incoming Calls / Total Logged-On Time
ACD INT % Time=	Total Talk Time of ACD Internal Calls / Total Logged-On Time
Work % Time=	Total Time in Work Mode / Total Logged-On Time
Break % Time=	Total Time in Break Mode / Total Logged-On Time
PBX I/C % Time=	Total Talk Time of PBX Incoming Calls / Total Logged-On Time
PBX INT % Time=	Total Talk Time of PBX Internal Calls / Total Logged-On Time
PBX OUT % Time=	Total Talk Time of PBX Outgoing Calls / Total Logged-On Time

I/C CCS Usage=	Incoming Wait Time in Seconds + Incoming Talk Time in Seconds / (Hours in the Reporting Period) (Quantity of Trunks) (100) *
O/C CCS Usage=	Outgoing Talk Time in Seconds / (Hours in the Reporting Period) (Quantity of Trunks) (100) *

* *"Hours in the Reporting Period" is dependent upon the parameters which are specified when the report is requested. For example, if the user requested the report to encompass an eight-hour shift for three days, the "Hours in the Reporting Period" would equal 24 (eight hours a day, for three days).*

All Busy AvgDur=	$\frac{\text{Total Time when all Positions/Trunks were Busy}}{\text{Quantity of Times all Positions/Trunks were Busy}}$

% Total XFER Count=	$\frac{\text{Quantity of Calls Transferred to a Specific Split by the Agent}}{\text{Quantity of Calls Transferred to All Splits by the Agent}}$
% Total ACD I/C Count=	$\frac{\text{Quantity of Calls Transferred by the Agent}}{\text{Quantity of Calls Answered by the Agent}}$

% Time=	$\frac{\text{Total Target Time - Total Reference Time}}{\text{Total Target Time or Total Reference Time (whichever is larger)}}$
% Count=	$\frac{\text{Total Target Count - Total Reference Count}}{\text{Total Target Time or Total Reference Time (whichever is larger)}}$

* *The resultant value will compare, on a percentage basis, the difference between the target and the reference, with the target or reference (whichever is larger).*

Example: *Target:Agent A, who has received 60 ACD incoming calls in the reporting period. Reference:Agent B, who has received 80 ACD incoming calls in the reporting period.*

Example: *Target:Agent B, who has received 80 ACD incoming calls in the reporting period. Reference: Agent A, who has received 60 ACD incoming calls in the reporting period. Calculation: 80 - 60 / 80 = +20%*

% I/C Calls=	$\frac{\text{Quantity of Incoming Calls for the Splits}}{\text{Quantity of Incoming Calls for the Trunk Group}}$
% I/C Time=	$\frac{\text{Total Incoming Wait Time and Talk Time for the Split}}{\text{Total Incoming Wait Time and Talk Time for the Trunk Group}}$

% Group Ans=	$\frac{\text{Quantity of Answered Incoming Calls for the Trunk}}{\text{Quantity of Answered Incoming Calls for the Trunk Group}}$
I/C Trunk % Occ=	$\frac{\text{Total Answered Incoming Wait Time and Talk Time for the Trunk}}{\text{Maximum Occupancy Time for the Reporting Period *}}$
% Group Aban=	$\frac{\text{Quantity of Abandoned Calls for the Trunk}}{\text{Quantity of Abandoned Calls for the Trunk Group}}$
Aban Trunk % Occ=	$\frac{\text{Total Abandoned Wait Time for the Trunk}}{\text{Maximum Occupancy Time for the Reporting Period *}}$
% Group O/G=	$\frac{\text{Quantity of Outgoing Calls for the Trunk}}{\text{Maximum Occupancy Time for the Reporting Period *}}$

* *This value is based on the customer-specified trunk occupancy starting and ending times. These times are defined within the "System Thresholds" working screen (refer to the Navigator Configuration Guide.*

Example: *If the customer specified the trunk occupancy starting and ending times to be "08:00" and "17:00", respectively, and the report covered a period of three days, then this value would equal 27 hours, which is nine hours per day (08:00 to 17:00) for three days.*

B

Metadata

The tables in this appendix contain the Metadata for the Global Navigator database. Global Navigator uses a column data type to determine the variable type to bind to columns. The byte length of a character column is used to determine how much space it needs to display data from that column. This information is provided for advanced users who may need to access particular data specifications.

NOTE

NEC Unified Solutions, Inc. does not support the independent use of this meta-data information by any user of the Global Navigator application. NEC Unified Solutions, Inc. does not warrant or make any representations regarding the use, or the results of the use, of the reporting in terms of their correctness, accuracy, timeliness, reliability, or otherwise. You, the user (and not NEC Unified Solutions, Inc.) assume the entire cost of all necessary maintenance, repair, or correction of the meta-data if altered from its original state.

Table B-1 *ACCESS_USER_ACTION*

Column	Description	Type	Length
USER_ID	Client user logon ID	int	4 bytes
ACTION_ID	Action identifier	int	4 bytes
ACCESS	Access permission	tinyint	1 byte

Table B-2 *ACCESS_USER_ADMIN_GROUP*

Column	Description	Type	Length
USER_ID	Client user logon ID	int	4 bytes
ADMIN_GROUP_ID	Identifier of Admin Group	int	4 bytes
ACCESS	Access permission	tinyint	1 byte

Table B-3 *ACCESS_USER_DEFAULT_REPORT*

Column	Description	Type	Length
USER_ID	Client user logon ID	int	4 bytes
DEFAULT_REPORT_ID	Identifier of default report	int	4 bytes
ACCESS	Access permission	tinyint	1 byte

Table B-4 *ACCESS_USER_VIEW*

Column	Description	Type	Length
USER_ID	Client user logon ID	int	4 bytes
VIEW_ID	Identifier of view	int	4 bytes
ACCESS	Access permission	tinyint	1 byte

Table B-5 *ACCESS_USER_MENU*

Column	Description	Type	Length
USER_ID	Client user logon ID	int	4 bytes
MENU _ID	Identifier of menu	int	4 bytes
ACCESS	Access permission	tinyint	1 byte

Table B-6 *ACCESS_USER_REPORT*

Column	Description	Type	Length
USER_ID	Client user logon ID	int	4 bytes
REPORT_ID	Identifier of user report	int	4 bytes
ACCESS	Access permission	tinyint	1 byte

Table B-7 *ACCESS_USER_SPLIT*

Column	Description	Type	Length
USER_ID	Client user logon ID	int	4 bytes
SPLIT_ID	Identifier of split	int	4 bytes
NODE	Identifier of the ACD node	tinyint	1 byte
ACCESS	Access permission	tinyint	1 byte
DISP_ORDER	Store the display order of the Splits	int	4 bytes

Table B-8 *ACCESS_USER_TEAM*

Columns	Descriptions	Types	Lengths
USER_ID	Client user logon ID	int	4 bytes
TEAM_NO	Identifier of team	int	4 bytes
ACCESS	Access permission	tinyint	1 byte

Table B-9 *ACCESS_USER_WALLDISPLAY*

Column	Description	Type	Length
USER_ID	Client user logon ID	int	4 bytes
WALLDISPLAY	Identifier of wallboard	int	4 bytes
ACCESS	Access permission	tinyint	1 byte

Table B-10 *ACTION*

Column	Description	Type	Length
ACTION_ID	Action ID	int	4 bytes
ACTION_NAME	Action name	varchar	100 chars

Table B-11 *Admin_Agent_Correspondence*

Column	Description	Type	Length
ID_number	Agent Logon ID	int	4 bytes
Node	Number identifier of ACD node	tinyint	1 byte
Admin_Group_Id	Number of the Admin Group	int	4 bytes

Table B-12 *Admin_Groups*

Column	Description	Type	Length
Admin_Group_Id	Admin Group number	int	4 bytes
Admin_Group_Name	Name of the Admin Group	varchar	25 chars

Table B-13 *Agent*

Column	Description	Type	Length
ID_number	Agent Login ID	int	4 bytes
Name	Name of the Agent	varchar	21 chars
Node	Number identifier of the ACD node	tinyint	1 byte
Split_Id	Primary split of the agent	int	4 bytes
Inits	Abbrevited name / Initials	varchar	6 chars
Flag	Unused	tinyint	1 byte

Table B-14 *agent_audit_prev*

Column	Description	Type	Length
id	Primary key	bigint	8 bytes
first_digit	Break type number	bigint	8 bytes
xfer_dest	The destination identifier of transferred calls	bigint	8 bytes
dur_sec	The number of seconds for the event	int	4 bytes
activity	Identifier of the event	int	4 bytes
Split_Id	Identifier of the split	int	4 bytes
status	Condition of the event (e.g.:Completed)	tinyint	4 bytes
ID_number	Agent Login ID	int	4 bytes
Node	Number identifier of the ACD node	tinyint	1 byte
day	Date the record was stored	timestamp	4 bytes
xfer_num	Screen transferred destination number	varchar	22 chars
carryover	Flag to indicate active calls that passed midnight	int	4 bytes
que_priority	Priority of the split Queue	int	4 bytes

Table B-15 *agent_audit*

Columns	Descriptions	Types	Lengths
id	Primary key	bigint	8 bytes
first_digit	Break type number	bigint	8 bytes
xfer_dest	The destination identifier of transferred calls	bigint	8 bytes
dur_sec	The number of seconds for the event	int	4 bytes
activity	Identifier of the event	int	4 bytes
Split_Id	Identifier of the split	int	4 bytes
status	Condition of the event (e.g.:Completed)	tinyint	4 bytes
ID_number	Agent Login ID	int	4 bytes
Node	Number identifier of the ACD node	tinyint	1 byte
day	Date the record was stored	timestamp	4 bytes
xfer_num	Screen transferred destination number	varchar	22 chars
carryover	Flag to indicate active calls that passed midnight	int	4 bytes
que_priority	Priority of the split Queue	int	4 bytes

Table B-16 *agent_daily_history*

Columns	Descriptions	Types	Lengths
time_in_hold	Duration of call from answer through Hold	bigint	8 bytes
hold_abandon	Count of the ACD calls abandoned on Hold	int	4 bytes
hold_count	Count to the ACD calls placed on Hold	int	4 bytes
hold_duration	Duration when ACD calls were on Hold	bigint	8 bytes
hold_duration	Duration when ACD calls were on Hold	bigint	8 bytes
dur_acd_income	Duration on ACD Incoming calls	bigint	8 bytes
dur_acd_intern	Duration on ACD Internal calls	bigint	8 bytes
dur_call_after	Duration in Work mode	bigint	8 bytes
dur_break	Duration in Break mode	bigint	8 bytes
dur_pbx_in	Duration on PBX Incoming calls	bigint	8 bytes
dur_outgoing	Duration on PBX Outgoing calls	bigint	8 bytes
dur_pbx_internal	Duration on PBX Internal calls	bigint	8 bytes
first_logon_time	Time of first logon for the day	int	4 bytes
logon_duration	Duration logged on	int	4 bytes
ID_number	Agent Login ID	int	4 bytes
status_acd_income	Count of the number of ACD Incoming calls	int	4 bytes
status_acd_intern	Count of the number of ACD Internal calls	int	4 bytes
status_call_after	Count of the number of entries into Work	int	4 bytes
status_break	Count of the number of entries into Break	int	4 bytes
status_pbx_in	Count of the number of PBX Incoming calls	int	4 bytes
status_outgoing	Count of the number of PBX Outgoing calls	int	4 bytes
status_pbx_internal	Count of the number of PBX Internal calls	int	4 bytes
Split_Id	Identifier of the serviced split	int	4 bytes
Node	Number identifier of the ACD node	tinyint	1 byte
call_recover	Count of the number of calls recovered	int	4 bytes
ring_aban	Count of the calls abandoned during ringing	int	4 bytes
day	Date the record was stored	timestamp	4 bytes
id	Primary key	bigint	8 bytes
transfer_count	Number of calls transferred	int	4 bytes
total_ring_time	Total ring duration	bigint	8 bytes

Table B-17 *agent_time*

Columns	Descriptions	Types	Lengths
logon_duration	Duration logged on	int	4 bytes
id	Primary key	bigint	8 bytes
dur_acd_incoming	Duration on ACD Incoming calls	bigint	8 bytes
dur_acd_internal	Duration on ACD Internal calls	bigint	8 bytes
dur_work	Duration in Work mode	bigint	8 bytes
dur_break	Duration in Break mode	bigint	8 bytes
dur_pbx_incoming	Duration on PBX Incoming calls	bigint	8 bytes
dur_outgoing	Duration on PBX Outgoing calls	bigint	8 bytes
dur_pbx_internal	Duration on PBX Internal calls	bigint	8 bytes
count_acd_incoming	Count of the number of ACD Incoming calls	int	4 bytes
count_acd_internal	Count of the number of ACD Internal calls	int	4 bytes
count_work	Count of the number of entries into Work	int	4 bytes
count_break	Count of the number of entries into Break	int	4 bytes
count_pbx_incoming	Count of the number of PBX Incoming calls	int	4 bytes
count_outgoing	Count of the number of PBX Outgoing calls	int	4 bytes
count_pbx_internal	Count of the number of PBX Internal calls	int	4 bytes
ID_number	Agent Login ID	int	4 bytes
Split_Id	Identifier of the split	int	4 bytes
Node	Number identifier of the ACD node	tinyint	1 byte
hour	Hour the record was stored (1-24)	int	4 bytes
day	Date the record was stored	timestamp	4 bytes
carryover	Agent states that pass hour boundary	int	4 bytes
transfer_count	Number of calls transferred	int	4 bytes
total_ring_time	Total ring duration	bigint	8 bytes
hold_abandon	Number of calls abandoned while on hold	int	4 bytes
hold_count	Number of calls on hold	int	4 bytes
hold_duration	Duration of calls on hold	bigint	8 bytes

***Table B-18** ag_tally*

Columns	Descriptions	Types	Lengths
tally_code	Tally code number	bigint	8 bytes
time	Time the event occurred	int	4 bytes
Split_Id	Identifier of the associated split	int	4 bytes
cnt	Count of times tally code was entered	int	4 bytes
Node	Number identifier of the ACD node	tinyint	1 byte
ID_number	Agent Login ID	int	4 bytes
Pilot_No	Pilot number	int	4 bytes
day	Date the record was stored	timestamp	4 bytes
id	Primary key	bigint	8 bytes

***Table B-19** ALERT_MAIL_INDEXES*

Columns	Descriptions	Types	Lengths
MAIL_ADDRESS_LINK	Link ID to MAIL_ADDRESSES table	bigint	8 bytes
MAIL_INDEX	Index to the alert mail	int	4 bytes
ALERT_TYPE	Type of alert	tinyint	1 byte

***Table B-20** audit_activity*

Column	Description	Type	Length
activity	Activity type	int	4 bytes
name	Name of the activity type	varchar	255 chars

***Table B-21** break_type*

Column	Description	Type	Length
break_type	Number of the Break type	tinyint	1 byte
break_name	Name of the Break type	varchar	21 chars
Node	Number identifier of the ACD node	tinyint	1 byte

***Table B-22** Call_Event*

Column	Description	Type	Length
Call_Event_Id	Call event ID	int	4 bytes
Call_Event_Desc	Call event description	char	32 chars

Table B-23 *Call_Event_Subtype*

Column	Description	Type	Length
Call_Event_Subtype_Id	Call event subtype ID	int	4 bytes
Call_Event_Subtype_Desc	Call event subtype description	char	32 chars

Table B-24 *Call_Log*

Column	Description	Type	Length
Calling_Party_Type	Calling party type	tinyint	1 byte
Calling_Party_Id	Calling party ID	int	4 bytes
Call_Event_Id	Call event ID	int	4 bytes
Call_Event_Subtype_Id	Call event subtype ID	int	4 bytes
Split_Id	Service split ID	int	4 bytes
Pilot_No	Pilot number	int	4 bytes
Agent_Id	Agent ID	int	4 bytes
Extn_Id	Extension number	int	4 bytes
ANI	Automatic number identification	char	16 chars
Duration	Call duration	int	4 bytes
Node	ACD node number	tinyint	1 byte
day	Date the record was stored	timestamp	4 bytes
Column	**Description**	**Type**	**Length**
id	Primary key	bigint	8 bytes

Table B-25 *Contact*

Columns	Descriptions	Types	Lengths
GNAVID	Auto-number	bigint	20 bytes
Ts	When the contact arrived	datetime	
Type	Contact type (0=email, 1=char, 2=voice…)	int	4 bytes
Active	Status of the contact. (active/inactive/etc.)	tinyint	1 byte
Abandon	Abandon type.	tinyint	1 byte
Node	ACD node number	tinyint	1 byte
PILOTID	Originating pilot number	int	4 bytes
MISID	MIS ID (calling party ID – trunk/circuit, etc.)	varchar	7 chars
ILID	InfoLink Call ID (CID, QueWorX “Transaction ID)	varchar	6 chars
CWRXID	ContactWorX handle for the contact	bigint	8bytes

Columns	Descriptions	Types	Lengths
MXID	ContactWorX MX associated with this contact	bigint	8 bytes
CBID	Call back ID	varchar	20 chars
CUSTID	ContactWorX customer handle for the contact	bigint	8 bytes
ANI	Automatic number identification	varchar	16 chars
Email	Email from address	varchar	128 chars
Subject	Subject (email, chat, call note…)	varchar	128 chars
ContactPhone	User-supplied phone number for the contact	varchar	16 chars
IpAddr	IP Address for the contact	varchar	15 chars
AccountNum	Account number for the contact	varchar	100 chars

Table B-26 *Contact_Agent*

Column	Description	Type	Length
ID	Auto-number ID for this contact agent	bigint	8 bytes
GNAVID	GNAV unique identifier for the contact	bigint	8 bytes
Node	Number identifier of the ACD node	tinyint	1 byte
LOGINID	Agent Logon ID associated with this contact	int	4 bytes

Table B-27 *Contact_Events*

Columns	Descriptions	Types	Lengths
EID	Auto-number GNAVID for this event	bigint	20 bytes
Ts	When the event occurred	timestamp	4 bytes
Type	Event type	int	4 bytes
Subtype	Event subtype	int	4 bytes
GNAVID	GNAV unique dentifier for the contact	bigint	8 bytes
LOGINID	Agent logon ID	int	4 bytes
PILOTID	Pilot associated with event	int	4 bytes
SPLITID	Tenant/Split associated with event	Int	4 bytes
Extn	Extension associated with event	int	4 bytes
DurSec	Completion time in seconds	int	4 bytes
Info	Information	varchar	255 chars

Table B-28 *Contact_Events_Subtype*

Column	Description	Type	Length
EventSubtype	Event subtype	int	4 bytes
Desc	Event subtype description	char	32 chars

Table B-29 *Contact_Events_Type*

Column	Description	Type	Length
EventType	Event type	int	4 bytes
Desc	Event type description	char	32 chars

Table B-30 *Contact_Pilot*

Column	Description	Type	Length
ID	Auto-number ID for this contact pilot	bigint	8 bytes
GNAVID	GNAV unique identifier for the contact	bigint	8 bytes
Node	Number identifier of the ACD node	tinyint	1 bytes
PILOTID	Pilot associated with this contact	int	4 bytes

Table B-31 *Contact_Split*

Column	Description	Type	Length
ID	Auto-number ID for this contact split	bigint	8 bytes
GNAVID	GNAV unique identifier for the contact	bigint	8 bytes
Node	Number identifier of the ACD node	tinyint	1 byte
SPLITID	Tenant and Split associated with this contact	int	4 bytes

Table B-32 *day_night*

Column	Description	Type	Length
ID	Auto-number ID for this table	bigint	8 bytes
Node	Number identifier of the ACD node	tinyint	1 byte
Split_Id	Tenant and Split ID	int	4 bytes
status	1 means the Split changes from Day to Night mode and vice versa	tinyint	1 byte
day	The time that the Split changes from day to night or vice versa	timestamp	20 chars

Table B-33 *DBArchive_Config*

Column	Description	Type	Length
server_ip	IP Address of the server where mysql server is running	varchar	15 chars
user	Username to access mysql server	varchar	64 chars
passwd	Password to access mysql server	varchar	24 chars
dbname	Database name in the mysql server	varchar	64 chars
start_date	Date of the oldest historical data in mysql server	date	10 chars
end_date	Date of the latest historical data in mysql server	date	10 chars

Table B-34 *DB_Sizes*

Columns	Descriptions	Types	Lengths
max_que	Maximum number of queue	int	4 bytes
Site_Name	Site name	varchar	25 chars
Splits_cus	Number of splits customer configured	int	4 bytes
Splits_max	Maximum number of splits allowed	int	4 bytes
Trunk_Group_cus	Number of trunk group customer configured	int	4 bytes
Trunk_Group_max	Maximum number of trunk group allowed	int	4 bytes
Pilots_cus	Number of pilots customer configured	int	4 bytes
Pilots_max	Maximum number of pilots allowed	int	4 bytes
Positions_cus	Number of positions customer configured	int	4 bytes
Positions_max	Maximum number of positions allowed	int	4 bytes
Trunks_cus	Number of trunks customer configured	int	4 bytes
Trunks_max	Maximum number of trunks allowed	int	4 bytes
Agent_IDs_cus	Number of agent IDs customer configured	int	4 bytes
Agent_IDs_max	Maximum number of agent IDs allowed	int	4 bytes
Tally_cus	Number of tally codes customer configured	tinyint	1 byte
Tally_max	Maximum number of tally codes allowed	tinyint	1 byte
Serial_No	Serial number	varchar	255 chars
Software_Version	Software version	varchar	25 chars
Terminal_cus	Number of customer configured	int	4 bytes
Terminal_max	Maximum number of allowed	int	4 bytes
Message_Queue_cus	Number of customer configured	int	4 bytes
ACD_Release	ACD release version	int	4 bytes

Table B-35 *DEFAULT_REPORT*

Column	Description	Type	Length
DEFAULT_REPORT_ID	Default report identifier	int	4 bytes
DEFAULT_REPORT_NAME	Default report name	varchar	255 chars

Table B-36 *Fcast_IEX*

Column	Description	Type	Length
FTP_Dest	FTP destination	varchar	15 chars
Historical_Out	Historical output	tinyint	1 byte
RealTime_Data	Real time data	tinyint	1 byte

Table B-37 *Fcast_TCS*

Column	Description	Type	Length
TTY_Port	TTY port number	varchar	15 chars
Baud_Rate	Baud rate	int	4 bytes
Parity	Parity (ODD, EVEN, NONE)	tinyint	1 byte
Data_Bits	Number of data bits	tinyint	1 byte
Stop_Bits	Number of stop bits	tinyint	1 byte
Fcast_Sched	Forecast scheduled	tinyint	1 byte
Column	**Description**	**Type**	**Length**
Agents_Productivity	Agents productivity	tinyint	1 byte

Table B-38 *MAIL_ADDRESSES*

Column	Description	Type	Length
MAIL_ADDRESS	Email address	varchar	255 chars
MAIL_ADDRESS_LINK	Auto number ID for this table	bigint	8 bytes

Table B-39 *MENU*

Column	Description	Type	Length
MENU_ID	Menu identifier	int	4 bytes
MENU_NAME	Menu name	varchar	255 chars

Table B-40 *net_acd_daily*

Column	Description	Type	Length
net_attempt	Count of the number of attempted reroutes	int	4 bytes
net_blocked	Count of the number of blocked attempts	int	4 bytes
net_abandon	Count of the number of rerouted abandons	int	4 bytes
net_complete	Count of the number of complete reroutes	int	4 bytes
Team_No	Team number	int	4 bytes
day	Date the record was stored	timestamp	4 bytes
id	Primary key	bigint	8 bytes

Table B-41 *Net_Split_Config*

Column	Description	Type	Length
Split_Id	Tenant and Split ID	int	4 bytes
Node	ACD node number	tinyint	1 byte
Team_No	Network team number	int	4 bytes
Proprietary_Pilot	Proprietary pilot number	int	4 bytes
Split_Type	Split type	tinyint	1 byte
1st_Restricted_Pilot	First restricted pilot	int	4 bytes
2nd_Restricted_Pilot	Second restricted pilot	int	4 bytes
3rd_Restricted_Pilot	Third restricted pilot	int	4 bytes

Table B-42 *Net_Split_Routing*

Column	Description	Type	Length
Team_No	Network team number	int	4 bytes
Origination_Split	Origination tenant and split number	int	4 bytes
Origination_Node	Origination node number	tinyint	1 byte
Destination_Split	Destination tenant and split number	int	4 bytes
Destination_Node	Destination node number	tinyint	1 byte
Destination_Number	Destination number	bigint	8 bytes
Proprietary_Pilot	Proprietary pilot number	int	4 bytes

Table B-43 *Net_Team_Config*

Column	Description	Type	Length
Team_No	Network team number	int	4 bytes
Network_Team	If the team is configured as network team	tinyint	1 byte
Eligible_After_Sec	Eligible to transfer after seconds	tinyint	1 byte
Queue_Disparity_Sec	Queue disparity seconds	tinyint	1 byte
Queue_Disparity_Percentage	Queue disparity percentage	tinyint	1 byte
Reroute_Timeout_Sec	Reroute timeout seconds	tinyint	1 byte
Available_Agents	Minimum available agents the destination split	tinyint	1 byte
Enable_Disable	Enable/disable network team	tinyint	1 byte

Table B-44 *over_inflow*

Column	Description	Type	Length
count	Count of the number of overflows	int	4 bytes
dest	Identifier of the overflow destination	int	4 bytes
Split_Id	Identifier of the origination split	int	4 bytes
Node	Number identifier of the ACD node	tinyint	1 byte
day	Date the record was stored	timestamp	4 bytes
id	Primary key	bigint	8 bytes
store_time	Number for each 15 minutes interval, such as, 1 indicates 00:15, 2 indicates 00:30, etc	int	4 bytes

Table B-45 *pilot Table*

Column	Description	Type	Length
Pilot_No	Pilot number	int	4 bytes
Pilot_Name	Name of the Pilot	varchar	20 chars
Node	Number identifier of the ACD node	tinyint	1 byte

Table B-46 *pilot_time*

Columns	Descriptions	Types	Lengths
Node	Number identifier of the ACD node	tinyint	1 byte
Pilot_No	Pilot number	int	4 bytes
incoming_time	Duration of ACD Incoming calls	bigint	8 bytes
wait_time	Duration that calls waited	bigint	8 bytes
answer_count	Count of calls that were answered	int	4 bytes

Columns	Descriptions	Types	Lengths
aban_wait_time	Wait time before the call is abandoned	bigint	8 bytes
abandon_count	Count of calls that were abandoned	int	4 bytes
lwc_time	Duration of Longest Waiting Call	int	8 bytes
hour	Hour the record was stored (1-24)	int	4 bytes
day	Date the record was stored	timestamp	4 bytes
id	Primary key	bigint	8 bytes
transfer_count	Number of calls transferred	int	4 bytes
ans_under_serv	Number of calls answered under grad of service threshold	int	4 bytes
overflow_count	Number of calls overflowed	int	4 bytes

Table B-47 *Printer_Config*

Column	Description	Type	Length
Printer_Name	Printer name	varchar	15 chars
Printer_Alias	Printer alias	varchar	15 chars

Table B-48 *Set_Switch*

Columns	Descriptions	Types	Lengths
Switch_No	Switch number (ACD Node)	tinyint	1 byte
Host	Host IP address	varchar	15 chars
TTY_PORT	TTY port name	varchar	15 chars
Tcp_Serial	TCP or serial connection	tinyint	1 byte
Logging	Logging	tinyint	1 byte
Baud_Rate	Baud rate	int	4 bytes
Parity	Parity	tinyint	1 byte
Data_Bits	Number of data bits	tinyint	1 byte
Stop_Bits	Number of stop bits	tinyint	1 byte

Table B-49 *split_daily_bucket*

Columns	Descriptions	Types	Lengths
abandon_bucket1	Abandoned call threshold for Bucket 1	int	4 bytes
abandon_bucket2	Abandoned call threshold for Bucket 2	int	4 bytes
abandon_bucket3	Abandoned call threshold for Bucket 3	int	4 bytes
abandon_bucket4	Abandoned call threshold for Bucket 4	int	4 bytes
answer_bucket1	Answered call threshold for Bucket 1	int	4 bytes

Columns	Descriptions	Types	Lengths
answer_bucket2	Answered call threshold for Bucket 2	int	4 bytes
answer_bucket3	Answered call threshold for Bucket 3	int	4 bytes
answer_bucket4	Answered call threshold for Bucket 4	int	4 bytes
duration_bucket1	Incoming call duration threshold for Bucket 1	int	4 bytes
duration_bucket2	Incoming call duration threshold for Bucket 2	int	4 bytes
duration_bucket3	Incoming call duration threshold for Bucket 3	int	4 bytes
duration_bucket4	Incoming call duration threshold for Bucket 4	int	4 bytes
outgoing_bucket1	Outgoing call duration threshold for Bucket 1	int	4 bytes
outgoing_bucket2	Outgoing call duration threshold for Bucket 2	int	4 bytes
outgoing_bucket3	Outgoing call duration threshold for Bucket 3	int	4 bytes
outgoing_bucket4	Outgoing call duration threshold for Bucket 4	int	4 bytes
allp_bucket1	All positions busy threshold for Bucket 1	int	4 bytes
allp_bucket2	All positions busy threshold for Bucket 2	int	4 bytes
allp_bucket3	All positions busy threshold for Bucket 3	int	4 bytes
allp_bucket4	All positions busy threshold for Bucket 4	int	4 bytes
Split_Id	Identifier of the split	int	4 bytes
Node	Number identifier of the ACD node	tinyint	1 byte
day	Date the record was stored	timestamp	4 bytes
id	Primary key	bigint	8 bytes

Table B-50 *splits_daily_history*

Columns	Descriptions	Types	Lengths
dur_acd_incoming	Duration of ACD Incoming calls	bigint	8 bytes
dur_acd_internal	Duration of ACD Internal calls	bigint	8 bytes
dur_work	Duration of Work mode	bigint	8 bytes
dur_break	Duration of Break mode	bigint	8 bytes
dur_pbx_outgoing	Duration of PBX Outgoing calls	bigint	8 bytes
dur_pbx_internal	Duration of PBX Internal calls	bigint	8 bytes
dur_aban_before	Duration abandoned calls waited that were not connected to an announcement	bigint	8 bytes
dur_aban_after	Duration abandoned calls waited that were connected to an announcement	bigint	8 bytes
dur_aban_from_ring	Duration calls waited that abandoned during ringing	bigint	8 bytes
dur_available_calls	Duration of Ready mode	bigint	8 bytes
no_announcement_time	Unused	bigint	8 bytes

Columns	Descriptions	Types	Lengths
st_announcement_time	Unused	bigint	8 bytes
nd_announcement_time	Unused	bigint	8 bytes
total_duration_count	Duration answered calls waited	bigint	8 bytes
all_pos_busy	Duration all positions busy (none in Ready)	bigint	8 bytes
count_acd_incoming	Count of the number of ACD Incoming calls	bigint	8 bytes
count_acd_internal	Count of the number of ACD Internal calls	bigint	8 bytes
count_work	Count of the number of entries into Work	bigint	8 bytes
count_break	Count of the number of entries into Break	bigint	8 bytes
count_pbx_incoming	Count of the number of PBX Incoming calls	bigint	8 bytes
count_pbx_outgoing	Count of the number of PBX Outgoing calls	bigint	8 bytes
count_pbx_internal	Count of the number of PBX Internal calls	bigint	8 bytes
count_aban_before	Count of abandoned calls that were not connected to an announcement	bigint	8 bytes
count_aban_after	Count of abandoned calls that were connected to an announcement	bigint	8 bytes
count_aban_from_ring	Count of calls that abandoned during ringing	bigint	8 bytes
count_available_calls	Count of the number of entries into Ready	bigint	8 bytes
count_no_announcement	Unused	bigint	8 bytes
count_st_announcement	Unused	bigint	8 bytes
count_nd_announcement	Unused	bigint	8 bytes
acdin_dur_time	Duration of longest talk time for this period	int	4 bytes
acdin_dur_day	Duration of longest talk time for the day	int	4 bytes
long_aban_wait_time	Duration of longest abandoned wait time	int	4 bytes
long_aban_wait_day	Duration of longest abandoned wait for day	int	4 bytes
long_queue_time	Duration of longest queue time for this period	int	4 bytes
long_queue_day	Duration of longest queue time for the day	int	4 bytes
long_wait_ans_time	Duration of longest answered wait time	int	4 bytes
long_wait_ans_day	Duration of longest answered wait for day	int	4 bytes
no_ag_int	Average number of agents (integer value)	int	4 bytes
no_ag_frac	Average number of agent (fractional value)	int	4 bytes
ans_under_serv	Count of calls answered within GOS level	bigint	8 bytes
ans_before_ann	Count of calls answered before annc.	bigint	8 bytes
ans_after_ann1	Count of calls answered after 1st annc.	bigint	8 bytes
ans_after_ann2	Count of calls answered after 2nd annc.	bigint	8 bytes
aban_call_buck1	Abandoned call count for Bucket 1	bigint	8 bytes

Columns	Descriptions	Types	Lengths
aban_call_buck2	Abandoned call count for Bucket 2	bigint	8 bytes
aban_call_buck3	Abandoned call count for Bucket 3	bigint	8 bytes
aban_call_buck4	Abandoned call count for Bucket 4	bigint	8 bytes
aban_call_buck_other	Abandoned call count for last Bucket	bigint	8 bytes
ans_call_buck1	Answered call count for Bucket 1	bigint	8 bytes
ans_call_buck2	Answered call count for Bucket 2	bigint	8 bytes
ans_call_buck4	Answered call count for Bucket 4	bigint	8 bytes
ans_call_buck_other	Answered call count for last Bucket	bigint	8 bytes
call_dur_buck1	Incoming call count threshold for Bucket 1	bigint	8 bytes
call_dur_buck2	Incoming call count threshold for Bucket 2	bigint	8 bytes
call_dur_buck3	Incoming call count threshold for Bucket 3	bigint	8 bytes
call_dur_buck4	Incoming call count threshold for Bucket 4	bigint	8 bytes
call_dur_buck_other	Incoming call count threshold for last Bucket	bigint	8 bytes
out_call_buck1	Outgoing call count threshold for Bucket 1	bigint	8 bytes
out_call_buck2	Outgoing call count threshold for Bucket 2	bigint	8 bytes
out_call_buck3	Outgoing call count threshold for Bucket 3	bigint	8 bytes
out_call_buck4	Outgoing call count threshold for Bucket 4	bigint	8 bytes
out_call_buck_other	Outgoing call count threshold for last Bucket	bigint	8 bytes
all_busy_buck1	All positions busy count for Bucket 1	bigint	8 bytes
all_busy_buck2	All positions busy count for Bucket 2	bigint	8 bytes
all_busy_buck3	All positions busy count for Bucket 3	bigint	8 bytes
all_busy_buck4	All positions busy count for Bucket 4	bigint	8 bytes
all_busy_buck_other	All positions busy count for last Bucket	bigint	8 bytes
store_time	Number of quarter hours since midnight	int	4 bytes
night_call	Count of dequeues	int	4 bytes
Split_Id	Identifier of the split	int	4 bytes
day	Date the record was stored	timestamp	4 bytes
Node	Number identifier of the ACD node	tinyint	1 byte
id	Primary key	bigint	8 bytes
transfer_count	Number of calls transferred	int	4 bytes
overflow_count	Number of calls overflowed	int	4 bytes

Table B-51 *splitTable*

Column	Description	Type	Length
Split_Id	Identifier of the split	int	4 bytes
Split_Name	Name of the split	varchar	20 chars
Split_Inits	Split initials	varchar	6 chars
Node	Number identifier of the ACD node	tinyint	1 byte
Tenant	Tenant number	int	4 bytes
Pilot_No	Pilot number associated with the split	int	4 bytes
ain	Flag to indicate if the ACD Internal calls should be included in the ACD Incoming call count (0 means ACD Internal call count is not included in ACD Incoming count, 1 means otherwise)	int	4 bytes

Table B-52 *tally_code*

Column	Description	Type	Length
tally_code	Tally code number	bigint	8 bytes
tally_code_name	Name of the tally code	varchar	25 chars
Split_Id	Identifier of the split	int	4 bytes
Node	Number identifier of the ACD node	tinyint	1 byte
type	Tally code type (ANY, IN, OUT)	tinyint	1 byte

Table B-53 *tally_code_daily*

Column	Description	Type	Length
Pilot_No	Pilot number	int	4 bytes
tally_code	Tally code number	int	4 bytes
Split_Id	Identifier of the split	int	4 bytes
Node	Number identifier of the ACD node	tinyint	1 byte
id	Primary key	bigint	8 bytes
total_time	Duration of calls when tally code entered	bigint	8 bytes
total_count	Count of times tally code was entered	int	4 bytes
day	Date the record was stored	timestamp	4 bytes

Table B-54 *TeamTable*

Column	Description	Type	Length
Team_No	Team number	int	4 bytes
Team_Name	Name of the Team	varchar	11 chars

Table B-55 *Team_Split_Correspondence*

Column	Description	Type	Length
Team_No	Team number	int	4 bytes
Split_Id	Identifier of the member split	int	4 bytes
Node	Number identifier of the ACD node	tinyint	1 byte

Table B-56 *threshold*

Column	Description	Type	Length
Node	Number identifier of the ACD node	tinyint	1 byte
Split_Id	Tenant and Split ID	int	4 bytes
Work_Time	Work duration threshold	int	4 bytes
Break_Time	Break duration threshold	int	4 bytes
Ready_Time	Available duration threshold	int	4 bytes
Work_Enable	Flag to identify if Work threshold is enabled/disabled	tinyint	1 byte
Break_Enable	Flag to identify if Break threshold is enabled/disabled	tinyint	1 byte
Ready_Enable	Flag to identify if Ready threshold is enabled/disabled	tinyint	1 byte

Table B-57 *trunkTable*

Column	Description	Type	Length
trunk_group_no	Trunk Group number (Route number)	int	4 bytes
Trunk_No	Trunk number (circuit number)	int	4 bytes
Node	Number identifier of the ACD node	tinyint	1 byte

Table B-58 *trunk_day*

Column	Description	Type	Length
Node	Number identifier of the ACD node	tinyint	1 byte
time_answer_calls	Duration of answered calls on this trunk	bigint	8 bytes
time_abandon_calls	Duration of wait time for abandoned calls	bigint	8 bytes
time_outgoing_calls	Duration on PBX Outgoing calls on this trunk	bigint	8 bytes
time_trunk_trouble	Duration of call(s) when trunk trouble key was pressed during a call on this trunk	bigint	8 bytes
count_answer_calls	Count of answered calls involving this trunk	int	4 bytes
count_abandon_calls	Count of abandoned calls involving this trunk	int	4 bytes
count_outgoing_calls	Count of the number of PBX Outgoing calls on this trunk	int	4 bytes
count_trunk_trouble	Count of the number of times trunk trouble key was pressed during a call on this trunk	int	4 bytes

Column	Description	Type	Length
trunk_no	Trunk number (circuit number)	int	4 bytes
day	Date the record was stored	timestamp	4 bytes
trunk_group_no	Trunk Group number (Route number)	int	4 bytes

Table B-59 *trunk_group_daily_history*

Columns	Descriptions	Types	Lengths
no_trunks	Number of trunks (circuits) in the trunk group	int	4 bytes
total_incoming_answ	Count of answered calls	bigint	8 bytes
total_outgoing	Count of PBX Outgoing calls	bigint	8 bytes
total_time_incoming	Duration of answered calls	bigint	8 bytes
total_time_outgoing	Duration of PBX Outgoing calls	bigint	8 bytes
total_time_aban	Duration of wait time for abandoned calls	bigint	8 bytes
total_wait_to_answ	Duration of wait time for answered calls	bigint	8 bytes
time_all_trunk_busy	Duration of all trunks busy condition	bigint	8 bytes
all_trunk_cnt_busy1	Count of all trunks busy for Bucket 1	int	4 bytes
all_trunk_cnt_busy2	Count of all trunks busy for Bucket 2	int	4 bytes
all_trunk_cnt_busy3	Count of all trunks busy for Bucket 3	int	4 bytes
all_trunk_cnt_busy4	Count of all trunks busy for Bucket 4	int	4 bytes
all_trunk_cnt_busy_other	Count of all trunks busy for last Bucket	int	4 bytes
store_time	Time the record was stored	int	4 bytes
total_aban_calls	Count of abandoned calls	int	4 bytes
trunk_group_no	Trunk Group number (Route number)	int	4 bytes
Node	Number identifier of the ACD node	tinyint	1 byte
day	Date the record was stored	timestamp	4 bytes
id	Primary key	bigint	8 bytes

Table B-60 *trunk_group_split_daily_history*

Column	Description	Type	Length
in_time	Duration of ACD incoming calls	int	4 bytes
in_call	Count of ACD incoming calls	bigint	8 bytes
trunk_group_no	Trunk Group number (Route number)	int	4 bytes
Split_Id	Identifier of the split	int	4 bytes
Node	Number identifier of the ACD node	tinyint	1 byte
day	Date the record was stored	timestamp	4 bytes
id	Primary key	bigint	8 bytes

Table B-61 *ty_time*

Column	Description	Type	Length
hour	Hour the record was stored (1-24)	int	4 bytes
Split_Id	Identifier of the split	int	4 bytes
Node	Number identifier of the ACD node	tinyint	1 byte
tally_code	Tally code number	bigint	8 bytes
time	Duration of calls when tally code entered	int	4 bytes
count	Count of times tally code was entered	int	4 bytes
day	Date the record was stored	timestamp	4 bytes
id	Primary key	bigint	8 bytes

Table B-62 *USER*

Column	Description	Type	Length
USER_ID	User ID	int	4 bytes
USER_NAME	User name	varchar	255 chars
DESCRIPTION	User description	varchar	255 chars
PHOTO	User's photo	blob	
PASSWORD	Login password	varchar	255 chars
LOGIN_NAME	Login name	varchar	255 chars
SCREEN_SETTINGS	User's screen settings	blob	
MANAGER_ID	Manager ID	int	4 bytes

Table B-63 *VAC_IGN_EXT*

Column	Description	Type	Length
Node	ACD node number	tinyint	1 byte
Extension	Extension number	varchar	16 chars
Vac_Ign	Extension status (normal, tracked, ignored)	tinyint	1 byte

Table B-64 *VIEW*

Column	Description	Type	Length
VIEW_ID	Identifier of the view	int	4 bytes
VIEW_NAME	Name of the view	varchar	255 chars
PUBLIC	If the view is open to public	tinyint	1 byte
VIEW_OWNER_ID	Owner ID of the view	int	4 bytes
VIEW_DATA	Data of the view	longtext	
VIEW_ICON	Icon of the view	mediumblob	
VIEW_PROPERTIES	View properties	blob	
VIEW_STYLE	View style	blob	

Table B-65 *WallDisplay_Config*

Column	Description	Type	Length
WallDisplay	Wall display ID	int	4 bytes
Host_Name	Host name	varchar	15 chars
Connection_Type	Connection type (TCP/IP, serial, etc.)	tinyint	1 byte
TTY_Port	TTY port number	varchar	15 chars
Serial_No	Wall display serial number	varchar	10 chars
Baud_Rate	Baud rate	int	4 bytes
Parity	Parity	tinyint	1 byte
Data_Bits	Number of data bits	int	4 bytes
Stop_Bits	Number of stop bits	int	4 bytes
Version	Version	int	4 bytes
Msg_Delay	Seconds of message delay	int	4 bytes

Table B-66 *Wallboard_Network*

Column	Description	Type	Length
NetId	Wallboard network ID	int	4 bytes
WallDisplay	Wallboard ID	int	4 bytes

Table B-67 *Work_Calc*

Column	Description	Type	Length
Method	Work time calculation method	int	4 bytes
day	Date of the change method	timestamp	4 bytes

Table B-68 *work_type*

Column	Description	Type	Length
work_type	Number of the work type	tinyint	1 byte
work_name	Name of the work type	varchar	21 chars
Node	Number identifier of the ACD node	tinyint	1 byte

Table B-69 *tableModificationTime*

Column	Description	Type	Length
Table_Name	Table name	varchar	255 chars
Date_Time	Modification date and time	datetime	

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