GNAV Pro

Client Reports Manual

NEC Unified Solutions, Inc.

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1

Introduction

The *GNAV Pro Client Reports Manual* explains the basics of the reporting capabilities of the Global Navigator Pro (GNAV Pro) Client application. In-depth procedural information is located in the online Help system. If you need instructions for performing a procedure not explained in this document, refer to the *GNAV Pro Client online Help system* or the *GNAV Pro Quick Reference Guide*.

How This Guide Is Organized

The *GNAV Pro Client Reports Manual* is divided into the following chapters:

Chapter 1 Introduction — This chapter provides an overview of the contents of this manual, the document conventions used, and also an overview of the *GNAV Pro Client online Help system*.

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

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

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

Appendix B Metadata — This appendix presents the Metadata for the Global Navigator database. This Metadata provides information about data managed within the Global Navigator database.

Using This Guide

This guide is designed 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 the following document conventions listed in Table 1-1.

Table 1-1 *Document Conventions*

When you see	It means	Example
Boldfaced	• Field names	Enter the ID in the **Name** field.
	• Button names	Click **Save**.
	• Drop-down list names	Select the names from the **Employees** drop-down list.
	• Commands, keywords, or other user input	Enter **login admin** at the command prompt.
Capitalized	• Menu names	From the File menu, choose **Save**.
	• Window names	From the Directory window, select **Edit > Modify**.
	• Dialog box names	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	• Click the left mouse button	Click **OK** to save your changes.
Right-click	• Click the right mouse button	Right-click and select **Delete** from the shortcut menu.

Procedures

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

Sometimes in step-by-step instructions, you will have more than one option to complete the task. These options are presented as shown 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**.

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

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

Keyboard Conventions

The keys that may be used 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 contained on the GNAV Pro CD and is automatically installed during the installation of the GNAV Pro program. To access the GNAV Pro Client 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.

Printing Help Topics

GNAV Pro online Help topics can be printed from within the browser you are using to view the Help file. 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 presents the following information:

- A description of each report.
- The available 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, 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.

NOTE

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 Client online Help system.

Title:	**Call Activity - (1)**
Subject:	System, Team, Split
Time Span:	Daily, Weekly, Monthly, Yearly
Granularity:	Hour, Shift, Date, Days of Week
Description:	The Call Activity Report provides the user with ACD incoming call handling and outgoing call information for the selected subject.

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.
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.

Call Activity

By Split
Daily

Report # 01

Printed: 6/3/2003 9:44:07AM
From: **Monday, 2 June, 2003**
To: **Monday, 2 June, 2003**

User: **tina**
Site:

Large PBX

Date	Avg. Num Agents	ACD Incoming Calls									Outgoing Calls		
		Total	# Ans.	ASA	LWC	Avg. Talk Dur	Tot. Talk Dur	**Avg. Handle**	# Aband.	% Aband.	Total	Avg. Talk Dur	Tot. Talk Dur
06/02/03	3.50	9,338	6637	00:00:23	00:08:29	00:00:16	29:59:04	00:00:20	2,701	28.92	0	00:00:00	00:00:00
Summary	**3.50**	**9,338**	**6637**	**00:00:23**	**00:08:29**	**00:00:16**	**29:59:04**	**00:00:20**	**2,701**	**28.92**	**0**	**00:00:00**	**00:00:00**

Small PBX

Date	Avg. Num Agents	ACD Incoming Calls									Outgoing Calls		
		Total	# Ans.	ASA	LWC	Avg. Talk Dur	Tot. Talk Dur	**Avg. Handle**	# Aband.	% Aband.	Total	Avg. Talk Dur	Tot. Talk Dur
06/02/03	3.99	10,150	5663	00:00:24	00:00:38	00:00:15	23:38:02	00:00:15	4,487	44.21	0	00:00:00	00:00:00
Summary	**3.99**	**10,150**	**5663**	**00:00:24**	**00:00:38**	**00:00:15**	**23:38:02**	**00:00:15**	**4,487**	**44.21**	**0**	**00:00:00**	**00:00:00**

Key System

Date	Avg. Num Agents	ACD Incoming Calls									Outgoing Calls		
		Total	# Ans.	ASA	LWC	Avg. Talk Dur	Tot. Talk Dur	**Avg. Handle**	# Aband.	% Aband.	Total	Avg. Talk Dur	Tot. Talk Dur
06/02/03	4.66	9,825	6481	00:00:23	00:04:30	00:00:16	28:54:24	00:00:16	3,344	34.04	0	00:00:00	00:00:00
Summary	**4.66**	**9,825**	**6481**	**00:00:23**	**00:04:30**	**00:00:16**	**28:54:24**	**00:00:16**	**3,344**	**34.04**	**0**	**00:00:00**	**00:00:00**

Telephones

Date	Avg. Num Agents	ACD Incoming Calls									Outgoing Calls		
		Total	# Ans.	ASA	LWC	Avg. Talk Dur	Tot. Talk Dur	**Avg. Handle**	# Aband.	% Aband.	Total	Avg. Talk Dur	Tot. Talk Dur
06/02/03	6.35	8,543	7918	00:00:21	00:00:33	00:00:18	39:17:03	00:00:18	625	7.32	0	00:00:00	00:00:00
Summary	**6.35**	**8,543**	**7918**	**00:00:21**	**00:00:33**	**00:00:18**	**39:17:03**	**00:00:18**	**625**	**7.32**	**0**	**00:00:00**	**00:00:00**

Report Summary	Avg. Num Agents	ACD Incoming Calls									Outgoing Calls		
		Total	# Ans.	ASA	LWC	Avg. Talk Dur	Tot. Talk Dur	**Avg. Handle**	# Aband.	% Aband.	Total	Avg. Talk Dur	Tot. Talk Dur
	18.50	**37,856**	**26699**	**00:00:23**	**00:14:10**	**00:00:16**	**121:48:33**	**00:00:17**	**11,157**	**29.47**	**0**	**00:00:00**	**00:00:00**

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

Subject: System, Team, Split

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Shift, Date, Days of Week

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.

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.
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 - # 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.

Call Activity Summary

By Split
Daily

Report # 02

Printed: 6/3/2003 10:36:47AM
From: **Monday, 2 June, 2003**
To: **Monday, 2 June, 2003**

User: **tina**
Site:

Split	Avg. Num Agents	ACD Incoming Calls									Outgoing Calls		
		Per Day	Total	# Ans.	ASA	LWC	Avg. Talk Dur	Tot. Talk Dur	%Aband	# Aband.	Total	Avg. Talk Dur	Tot. Talk Dur
Large PBX	3.50	9,338	9,338	6,637	00:00:23	00:08:29	00:00:16	29:59:04	28.92	2,701	0	00:00:00	00:00:00
Small PBX	3.99	10,150	10,150	5,663	00:00:24	00:00:38	00:00:15	23:38:02	44.21	4,487	0	00:00:00	00:00:00
Summary	**7.49**	**19,488**	**19,488**	**12,300**	**00:00:24**	**00:08:29**	**00:00:16**	**53:37:06**	**36.88**	**7,188**	**0**	**00:00:00**	**00:00:00**

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

Subject: System, Team, Split

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Hour, Shift, Date, Days of Week

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

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.

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**

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

Subject: System, Team, Split

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Shift, Date, Days of Week

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

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.

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**

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

Subject: System, Team, Split

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Hour, Shift, Date, Days of Week

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.

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.

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**

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

Subject: System, Team, Split

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Shift, Date, Days of Week

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.

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.

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		ACD Internal		Work Mode		Break Mode		ACD I/C % Count	ACD INT % Count	Work % Count	Break % Count
		Avg. # Ans/Agnt	Total # Ansd	Avg # / Agent	Total # Calls	Avg # / Agent	Total Work #	Avg # / Agent	Total Break #				
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		PBX Internal		PBX OUT		PBX I/C % Count	PBX INT % Count	PBX OUT % Count
		Avg. # Ans/Agnt	Total # Ansd	Avg # / Agent	Total # Calls	Avg # / Agent	Total # Calls			
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**

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

Subject: System, Team, Split

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Hour, Shift, Date, Days of Week

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.

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.

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**

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

Subject: System, Team, Split

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Shift, Date, Days of Week

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

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.

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**

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

Subject: System, Team, Split

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Hour, Shift, Date, Days of Week

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

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.

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**

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

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.

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**

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

Subject: System, Team, Split

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Hour, Shift, Date, Days of Week

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

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.

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**

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

Subject: System, Team, Split

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Shift, Date, Days of Week

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

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.

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**

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

Subject: System, Team, Split

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Hour, Shift, Date, Days of Week

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

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.

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**

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

Subject: System, Team, Split

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Shift, Date, Days of Week

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

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.

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**

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

Subject: System, Team, Split

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Hour, Shift, Date, Days of Week

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.

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.

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	

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

Subject: System, Team, Split

Time Spans: Daily, Weekly, Monthly, Yearly

Granularity: Shift, Date, Days of Week

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.

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.

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	ACD Incoming Calls Average # 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	

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

Subject: System, Team, Split

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Hour, Shift, Date, Days of Week

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.

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.

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	

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

Subject: System, Team, Split

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Shift, Date, Days of Week

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.

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.

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		ACD Incoming Answer Speed Seconds					Longest Ans Speed
		Avg Wait	# Ans.	20	40	60	80	80 +	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	

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

Subject: System, Team, Split

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Hour, Shift, Date, Days of Week

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.

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.

Abandoned Wait Time Buckets

By Split
Daily

Report # 19

Printed: 6/3/2003 10:47:37AM
From: **Monday, 2 June, 2003**
To: **Monday, 2 June, 2003**

User: **tina**
Site:

Large PBX

Date	Average ACD Aband Wait Time Seconds 0..... 8..... 16..... 24..... 32	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
06/02/03		00:00:32	2,701	6	2,684	0	7	4	00:08:30
Totals		00:00:32	2,701	6	2,684	0	7	4	00:08:30
Percentage				0.22	99.37	0.00	0.26	0.15	
Accumulative Percentage				0.22	99.59	99.59	99.85	100.00	

Small PBX

Date	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
06/02/03		00:00:31	4,487	7	4,480	0	0	0	00:00:38
Totals		00:00:31	4,487	7	4,480	0	0	0	00:00:38
Percentage				0.16	99.84	0.00	0.00	0.00	
Accumulative Percentage				0.16	100.00	100.00	100.00	100.00	

Grand 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	

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

Subject: System, Team, Split

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Shift, Date, Days of Week

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.

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.

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	

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

Subject: System, Split

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Date

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

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.

Overflow Call Activity

By Split
Daily

Report # 21

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**

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

Subject: System, Split

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Date

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

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.

Inflow Call Activity

By Split
Daily

Report # 22

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

User: tina
Site:

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**

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

Subject: System, Team, Split

Time Span: Daily, Weekly, Monthly, Yearly, Day of Week

Granularity: Date, Days of Week

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

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.

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**

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

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

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Date

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

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**

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

Subject: System, Team, Split, Admin Group

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Date

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

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.

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**

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

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

Time Span: Daily, Weekly, Monthly, Yearly

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.

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.

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**

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

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

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Date

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

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.

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						ACD State Count %			
		I/C # Ans.	INT # Ans.	# Work	# Break	Call Recover #	Ring Aban #	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			PBX State Count %		
		I/C # Ans.	INT # Ans.	OUT # Made	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						ACD State Count %			
		I/C # Ans.	INT # Ans.	# Work	# Break	Call Recover #	Ring Aban #	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			PBX State Count %		
		I/C # Ans.	INT # Ans.	OUT # Made	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**

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

Subject: System, Team, Split, Admin Group

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Date

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

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.

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**

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

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

Time Span: Daily, Weekly, Monthly, Yearly

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.

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 5 - OUT % Made	The percentage of the total PBX extension count for the agent that were PBX outgoing calls.

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**

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

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

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Date

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

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 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.

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**

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

Subject: System, Team, Split, Admin Group

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Date

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

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.

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**

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

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

Time Span: Daily, Weekly, Monthly, Yearly

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.

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.

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	% INT	% Work	% 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	% INT	% 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	% INT	% Work	% 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	% INT	% 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**

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

Subject: System, Trunk Groups

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Hour, Shift, Date, Days of Week

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

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

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**

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

Subject: System, Trunk Groups

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Shift, Date, Days of Week

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

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

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**

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

Subject: System, Split

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Hour, Shift, Date, Days of Week

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*).

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.

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	

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

Subject: System, Teams, Splits

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Date, Shift, Days of Week

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).

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.

No Agents Ready Buckets Summary

By Split
Daily

Report # 36

Printed: **6/3/2003 10:58:10AM**
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	

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

Subject: System, Trunk Group

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Hour, Shift, Date, Days of Week

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).

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.

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	

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

Subject: System, Trunk Group

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Shift, Date, Days of Week

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*).

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.

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	

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

Subject: System, 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.

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”.

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	

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

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

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Date

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

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.

Agent Transfer

By Split
Daily

Report # 40

Printed: 8/11/2003 3:08:15PM User: tina
From: **Monday, 11 August, 2003** Site:
To: **Monday, 11 August, 2003**

SPLIT: SMALL PBX

B. JONES (ID: 124)

Transfer Split	Total Number Calls Transferred	% Total Transferred Cnt	% Total ACD Inc Cnt
Unknown	1	100.00	8.33

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

Subject: System, Team, Split, State Choices

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

Time Span: Daily, Weekly, Monthly, Yearly

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.

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.

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	**********	**********	**********				

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

Subject: System, Team, Split, State Choices

Time Span: Daily, Weekly, Monthly, Yearly

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

Granularity: Shift, Date, Days of Week

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.

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

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

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

Time Span: Daily, Weekly, Monthly, Yearly

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.

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.

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

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

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

Time Span: Daily, Weekly, Monthly, Yearly

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.

Fields	Description
Agent	The name of the agent.
State Chosen	The agnet 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.

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

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

Subject: System, Trunk Group, State Choices

Time Span: Daily, Weekly, Monthly, Yearly

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

Granularity: Shift, Date, Days of Week

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

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.

Trunk Group Charts

By Trunk Group
Daily

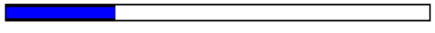
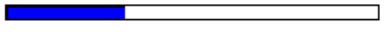
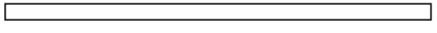
Report # 45

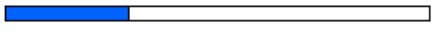
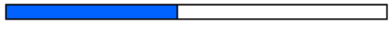
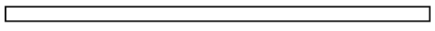
Printed: 6/3/2003 11:05:52AM
From: **Monday, 2 June, 2003**
To: **Monday, 2 June, 2003**

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

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

Subject: System, Trunk Group, State Choices

Time Span: Daily, Weekly, Monthly, Yearly

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

Granularity: Shift, Date, Days of Week

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.

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

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

Subject: System, Team, Split, State Choices

Time Span: Daily, Weekly, Monthly, Yearly

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

Granularity: Shift, Date, Days of Week

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.

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

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

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

Time Span: Daily, Weekly, Monthly, Yearly

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.

Fields	Description
Agent	The name of the agent.
State Chosen	The agnet 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

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

Subject: System, Trunk Group, State Choices

Time Span: Daily, Weekly, Monthly, Yearly

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

Granularity: Shift, Date, Days of Week

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.

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.

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

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

Subject: System, Team, Split, State Choices

Time Span: Daily, Weekly, Monthly, Yearly

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

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.

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: tina
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

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

Subject: System, Team, Split, Agent, State Choices

Time Span: Daily, Weekly, Monthly, Yearly

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.

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.

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

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

Subject: System, Trunk Group, State Choices

Time Span: Daily, Weekly, Monthly, Yearly

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.

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.

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

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

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

Time Span: Daily, Weekly, Monthly, Yearly

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).

Fields	Description
% Time	
ACD In	The percentage of the difference of time spent on ACD incoming calls between the target and the reference.
ACD Int	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 Int	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 Int	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 Int	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.

Standard Deviation Chart

Target: Split | Reference: Split
Daily

Report # 53

Printed: 8/21/2003 9:07:55AM

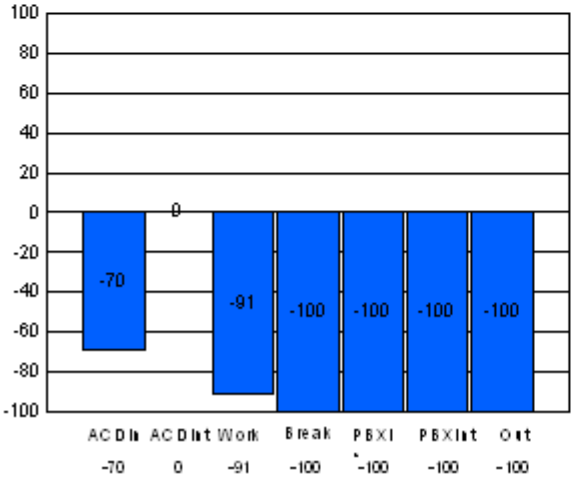
From: **Wednesday, 20 August, 2003**
To: **Wednesday, 20 August, 2003**

User: tina
Site:

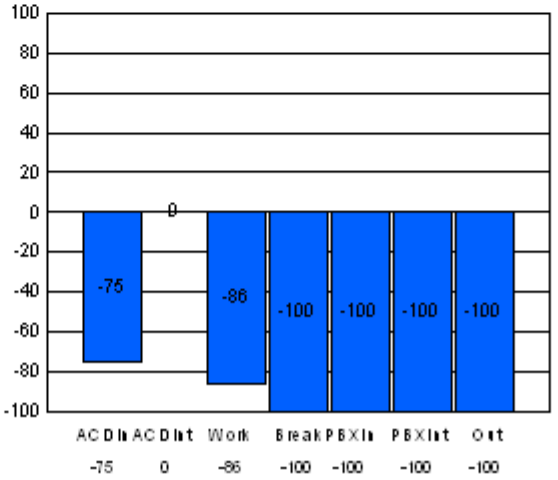
Split target: Large PBX

Split reference: Small PBX

% Time



% Count



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

Subject: System, Team, Split

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Hour, Shift, Date, Days of Week

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

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**

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

Subject: System, Teams, Splits

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Shift, Date, Days of Week

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.

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 Summary

By Split
Daily

Report # 55

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

User: **tina**
Site:

Split	ACD Incoming Calls								
	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**

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

Subject: System, Trunk Group

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Date, Days of Week

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

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.

Trunk Group Detail

By Trunk Group
Daily

Report # 56

Printed: 6/4/2003 7:42:06AM
From: **Monday, June 2, 2003**
To: **Tuesday, June 3, 2003**

User: tina
Site:

Node:1 , Tunk Group: 15

For Date : 6/2/2003

State	Total Count 0..... 4,134..... 8,268..... 12,402..... 16,536	Total Count	% Total Count	Total Time Hours 0..... 27:30..... 55:01..... 82:32..... 110:03	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

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

Subject: System, Trunk Group

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Date, Days of Week

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).

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.

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**

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

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

Time Span: Daily, Date, Weekly, Monthly, Yearly

Granularity: Hour, Shift

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

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.

Agent By Hour

By Split
Daily by Hour

Report # 58

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

User: tina
Site:

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

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

Subject: System, Team, Split

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Hour, Shift, Date, Days of Week

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.

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.

Outgoing Duration Buckets

By Split
Daily

Report # 59

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

User: **tina**
Site:

Large PBX

Date	Average Outgoing Duration Seconds 0..... 0..... 0..... 0..... 0	PBX Outgoing Average Talk Dur	# Made.	Average Outgoing Duration Seconds 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.	Average Outgoing Duration Seconds 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

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

Subject: System, Teams, Splits

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Shift, Date, Days of Week

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.

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.

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	PBX Outgoing # 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

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

Subject: System, Team, Split, State Choices

Time Span: Daily, Weekly, Monthly, Yearly

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, Days of Week

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

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

Trend Charts

By Split
Daily

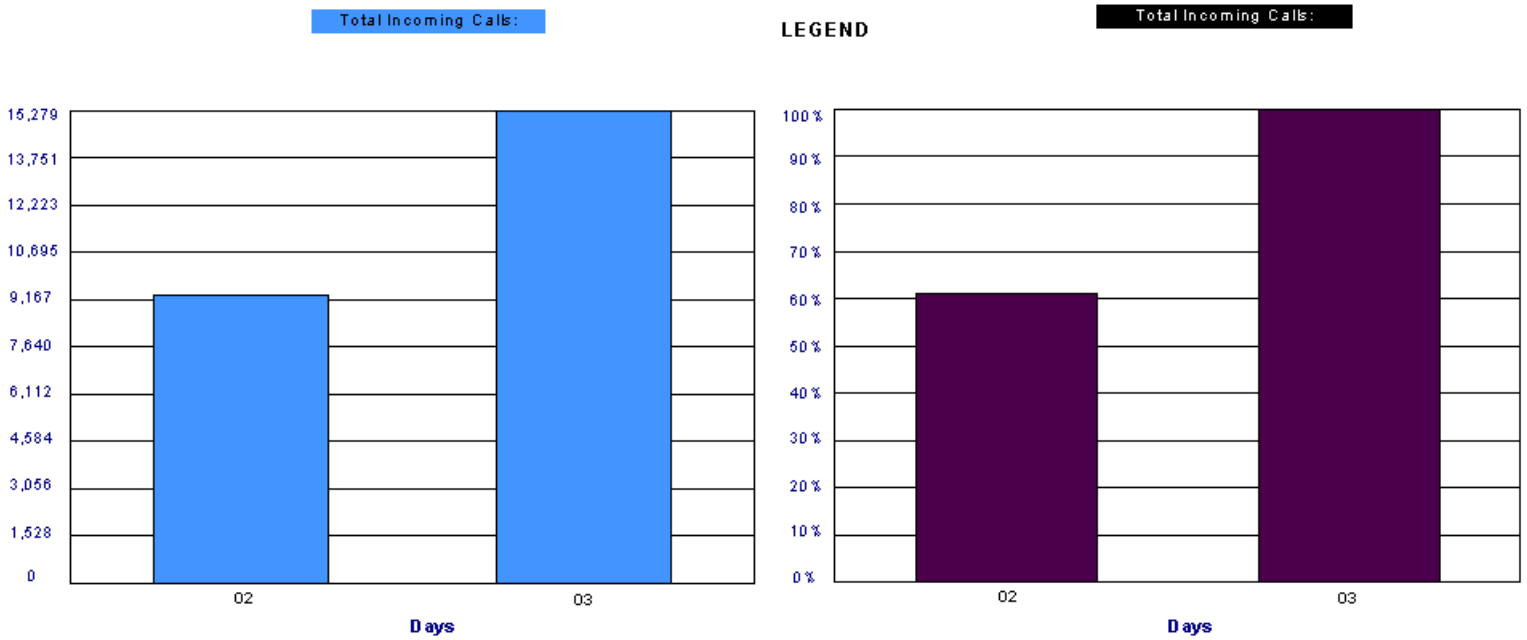
Report # 64

Printed: 6/4/2003 7:46:52AM
From: **Monday, 2 June, 2003**
To: **Tuesday, 3 June, 2003**

User: tina
Site:

Split Large PBX

For Date Ending: 6/3/2003



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

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

Time Span: Daily, Weekly, Monthly, Yearly

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.

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.

Agent Trend Charts

By Split
Daily

Report # 62

Printed: 6/4/2003 7:47:36AM
From: **Monday, June 2, 2003**
To: **Tuesday, June 3, 2003**

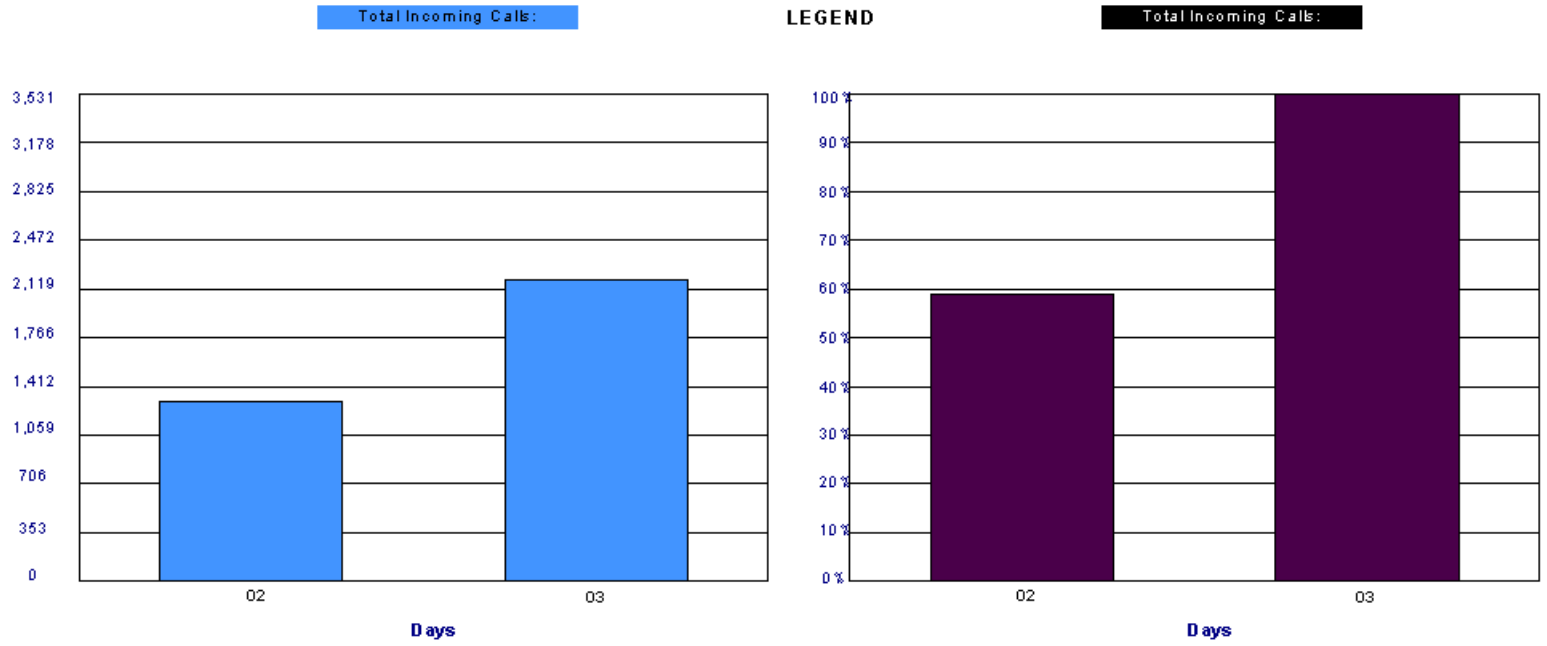
User: **tina**
Site:

Split: Large PBX

D. Robinson ID : 101

For Date Ending: 06/03/03

Total Incoming Calls



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

Subject: System, Trunk group, State Choices

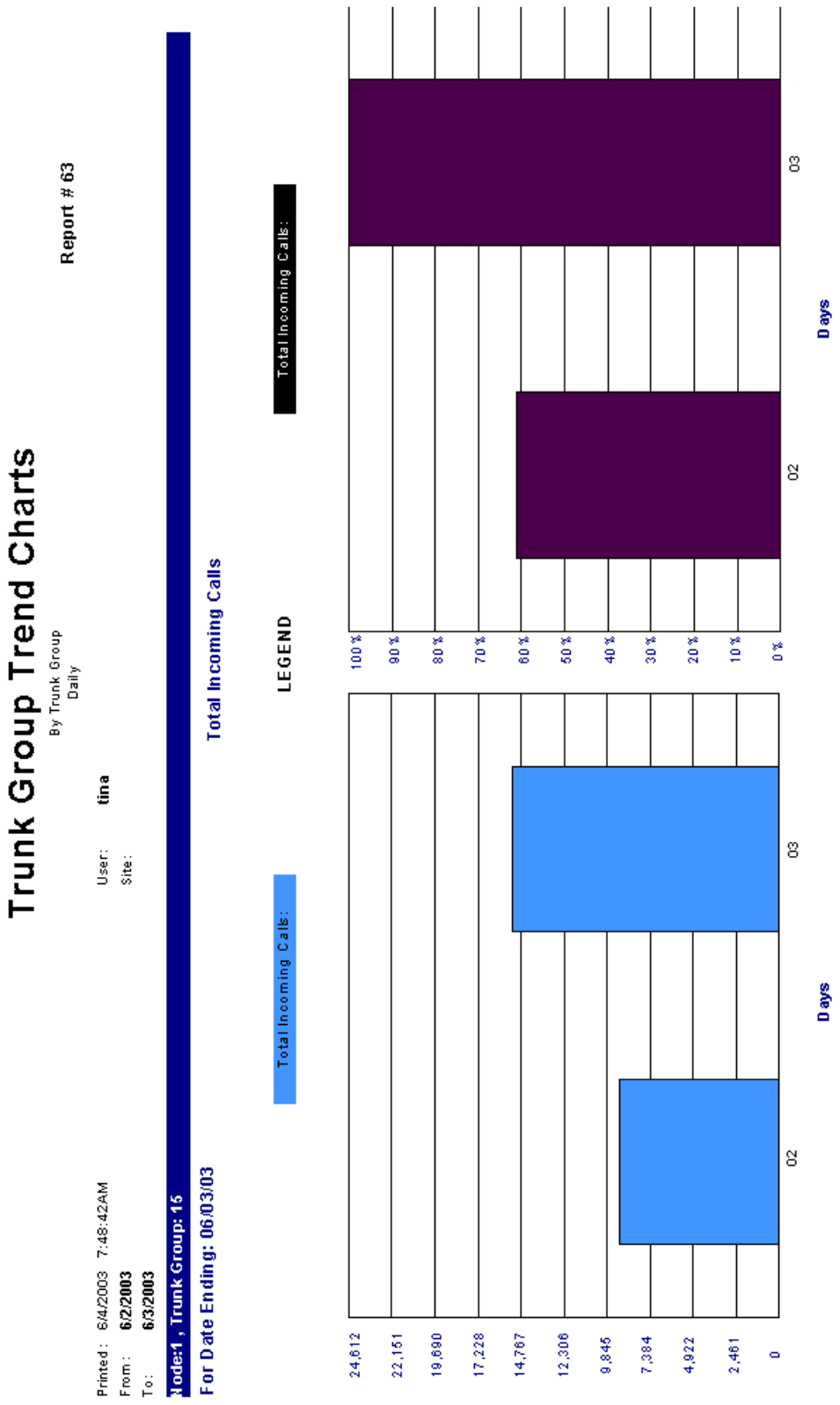
Time Span: Daily, Weekly, Monthly, Yearly

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, Days of Week

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.

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.


Trunk Group Trend Charts
By Trunk Group
Daily
Report # 63
User: tina
Site:
Printed: 6/4/2003 7:48:42AM
From: 6/2/2003
To: 6/3/2003
Node:1 , Trunk Group: 15
For Date Ending: 06/03/03
Total Incoming Calls
LEGEND
Total Incoming Calls:
Total Incoming Calls:
24,612
22,151
19,690
17,228
14,767
12,306
9,845
7,384
4,922
2,461
0
02
03
Days
100 %
90 %
80 %
70 %
60 %
50 %
40 %
30 %
20 %
10 %
0 %
02
03
Days

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

Subject: System, Team, Split

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Hour, Shift, Date, Days of Week

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.

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.

ACD Incoming Trend Charts

By Split
Daily

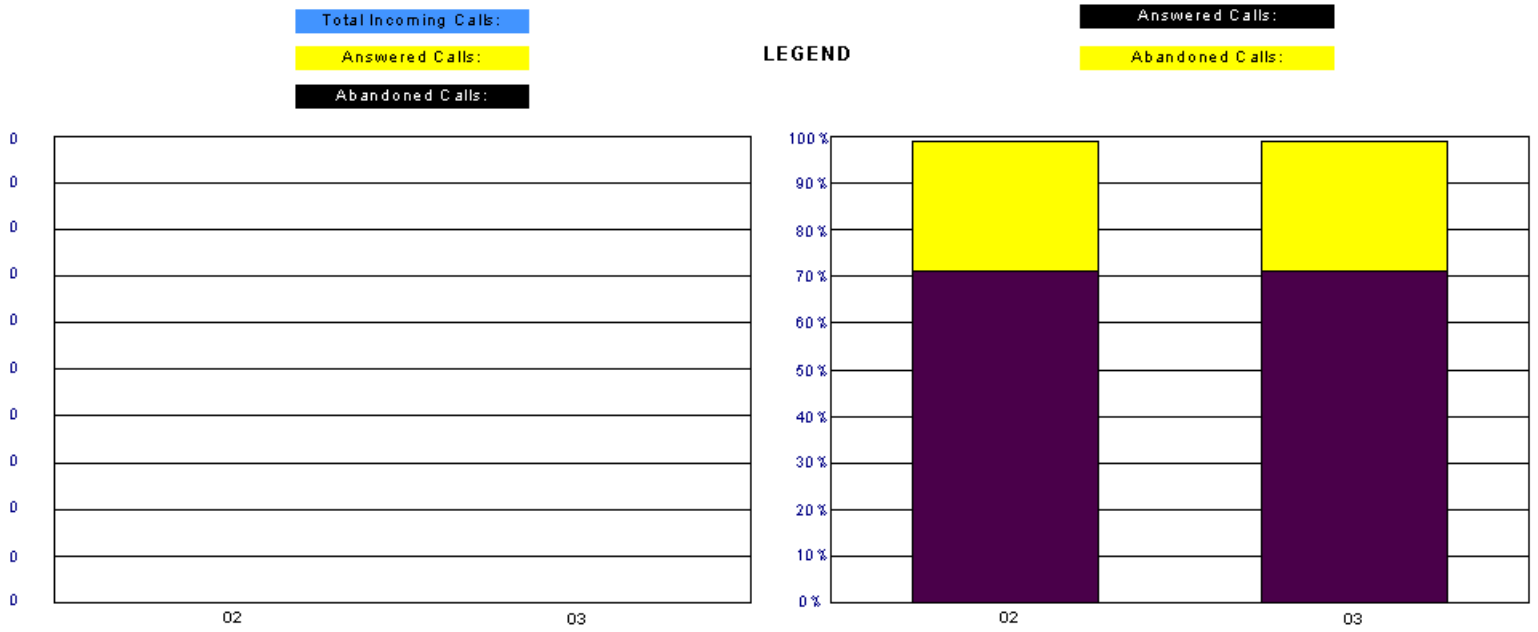
Report # 64

User: **tina**
Site:

Printed: 6/4/2003 7:49:28AM
From: **Monday, 2 June, 2003**
To: **Tuesday, 3 June, 2003**

Split: Large PBX

For Date Ending: 06/03/2003



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

Subject: System, Team, Split

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Hour, Shift, Date, Days of Week

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.

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.

Abandoned Call Trend Charts

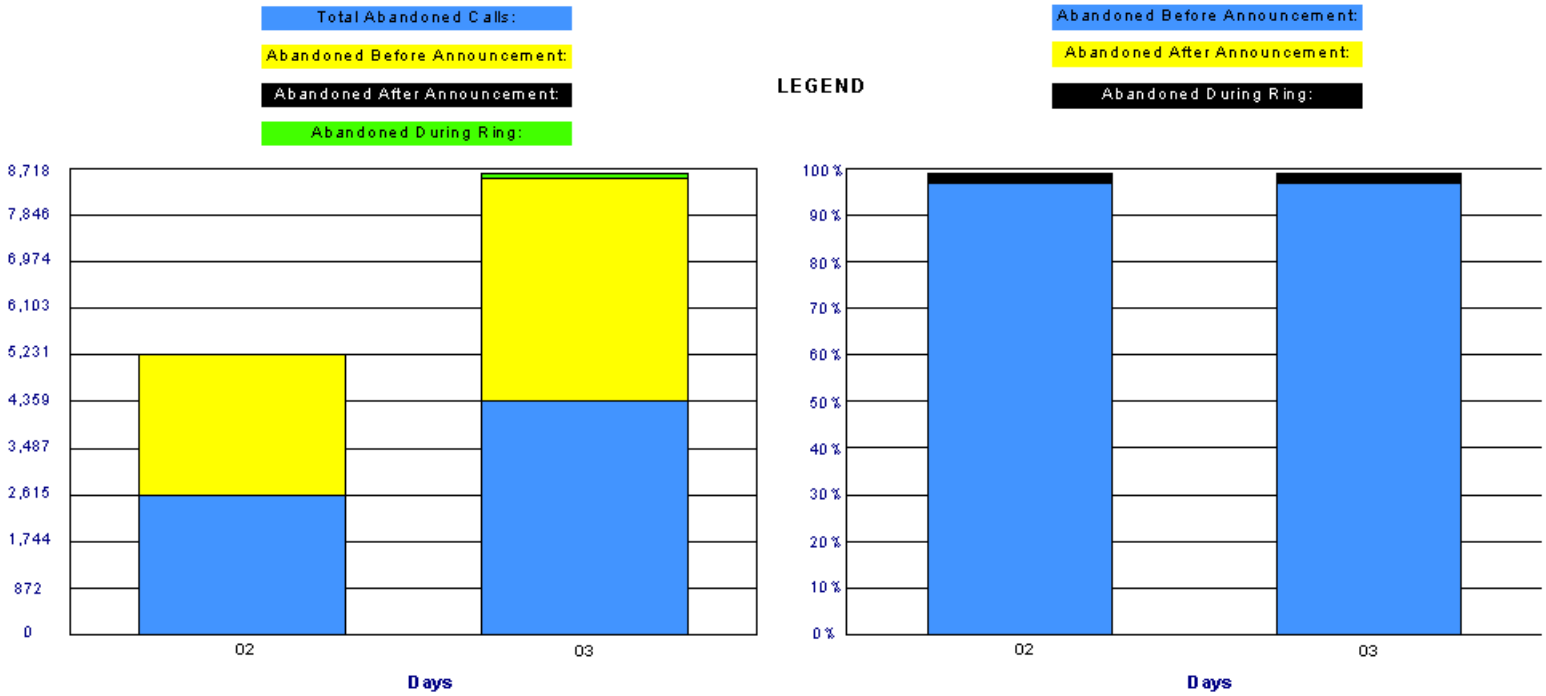
By Split
Daily

Report # 65

Printed : 6/4/2003 7:50:05AM
From : **Monday, 2 June, 2003**
To: **Tuesday, 3 June, 2003**

User: tina
Site:

Split: Large PBX
For Date Ending: 06/03/2003



Title: **State % Trend Chart - (66)**

Subject: System, Team, Split

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Hour, Shift, Date, Days of Week

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.

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.

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.

State % Trend Charts

By Split
Daily

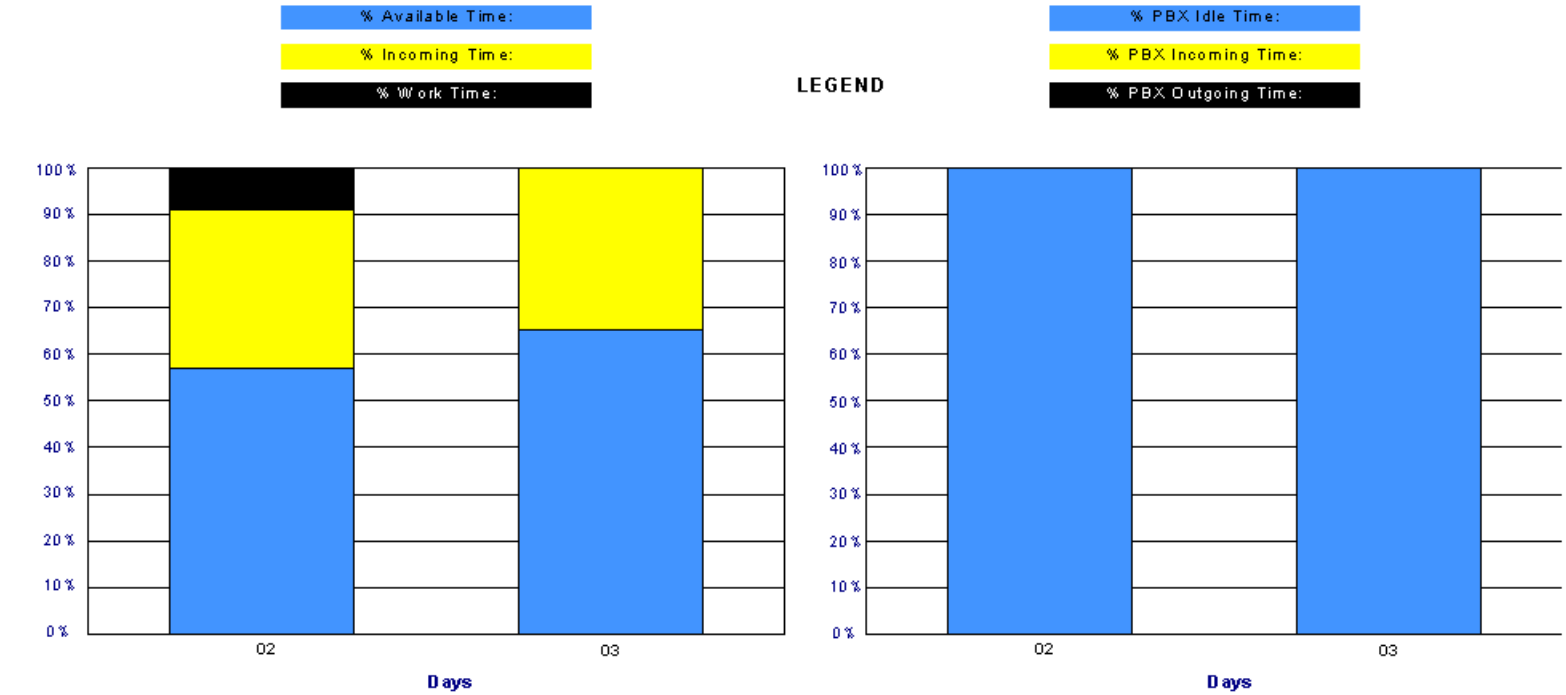
Report # 66

Printed: 6/4/2003 7:50:37AM
From: **Monday, 2 June, 2003**
To: **Tuesday, 3 June, 2003**

User: tina
Site:

Split: Large PBX

For Date Ending: 06/03/2003



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

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

Time Span: 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.

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.

Agent State % Trend Charts

By Split
Daily

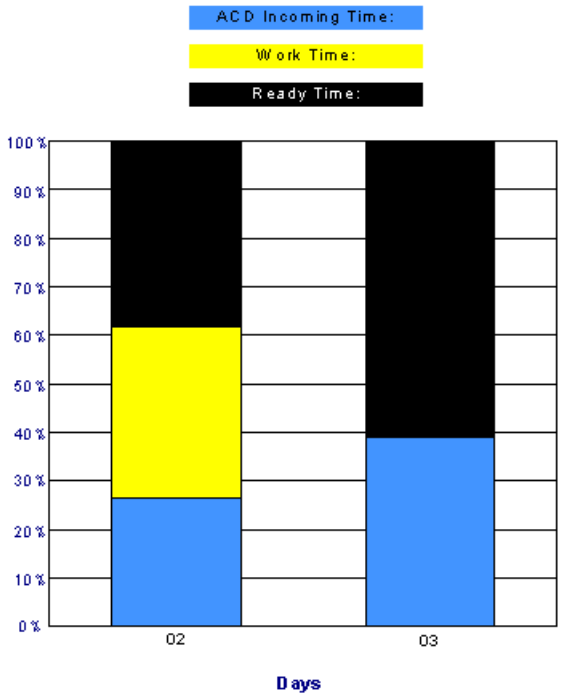
Report # 67

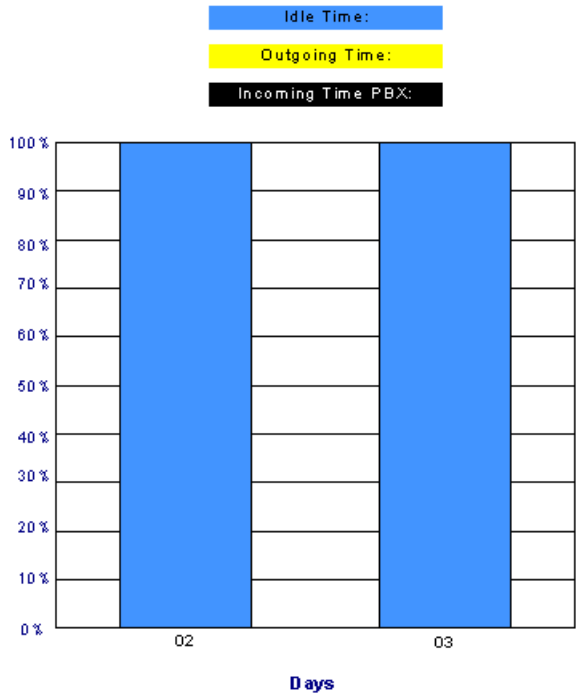
Printed: 6/4/2003 7:51:12AM
From: **Monday, 2 June, 2003**
To: **Tuesday, 3 June, 2003**

User: tina
Site:

Split: Large PBX

D. Robinson, ID : 101





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

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

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.

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.

Agent Hourly Trend Charts

By Split
Daily by Hour

Report # 68

Printed: 6/4/2003 7:51:47AM
From: **Monday, June 2, 2003** 0:00
To: **Tuesday, June 3, 2003** 24:00

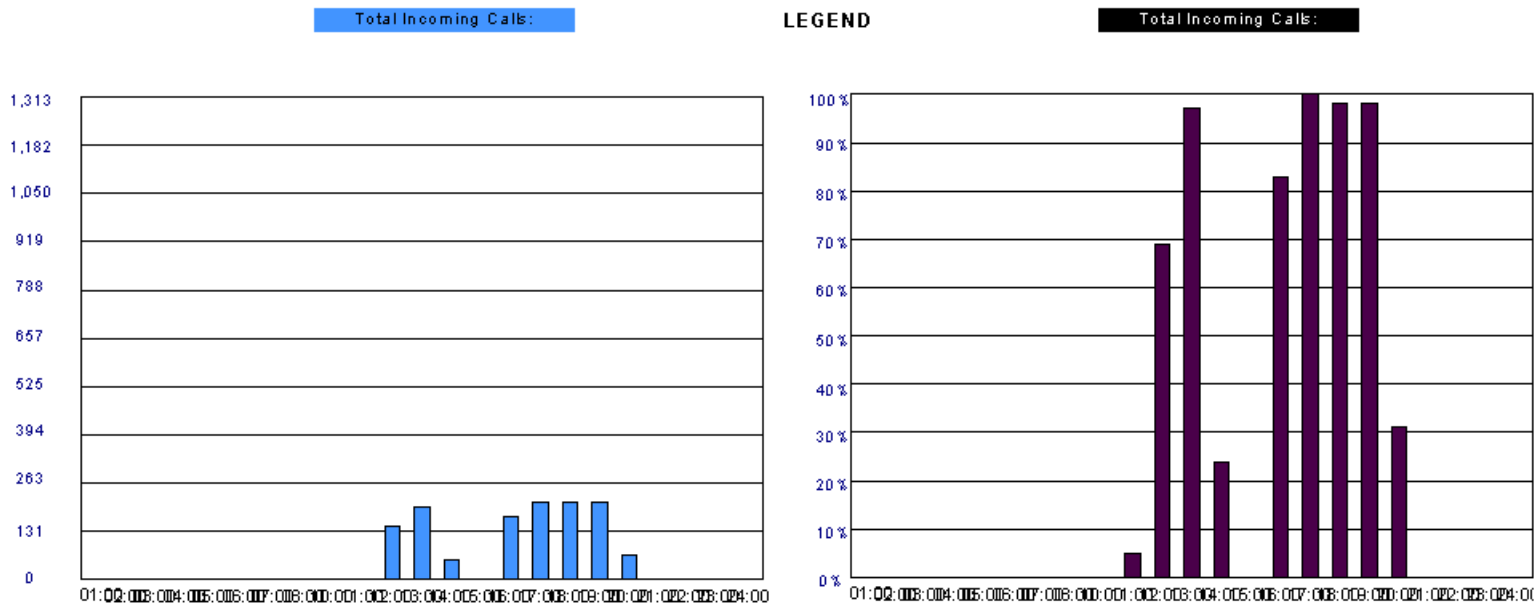
User: **tina**
Site:

Split: : Large PBX

D. Robinson ID : 101

For Date Ending: 06/02/03

Total Incoming Calls



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

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

Time Span: Daily, Weekly, Monthly, Yearly

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.

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.

Agent Hourly State % Trend Charts

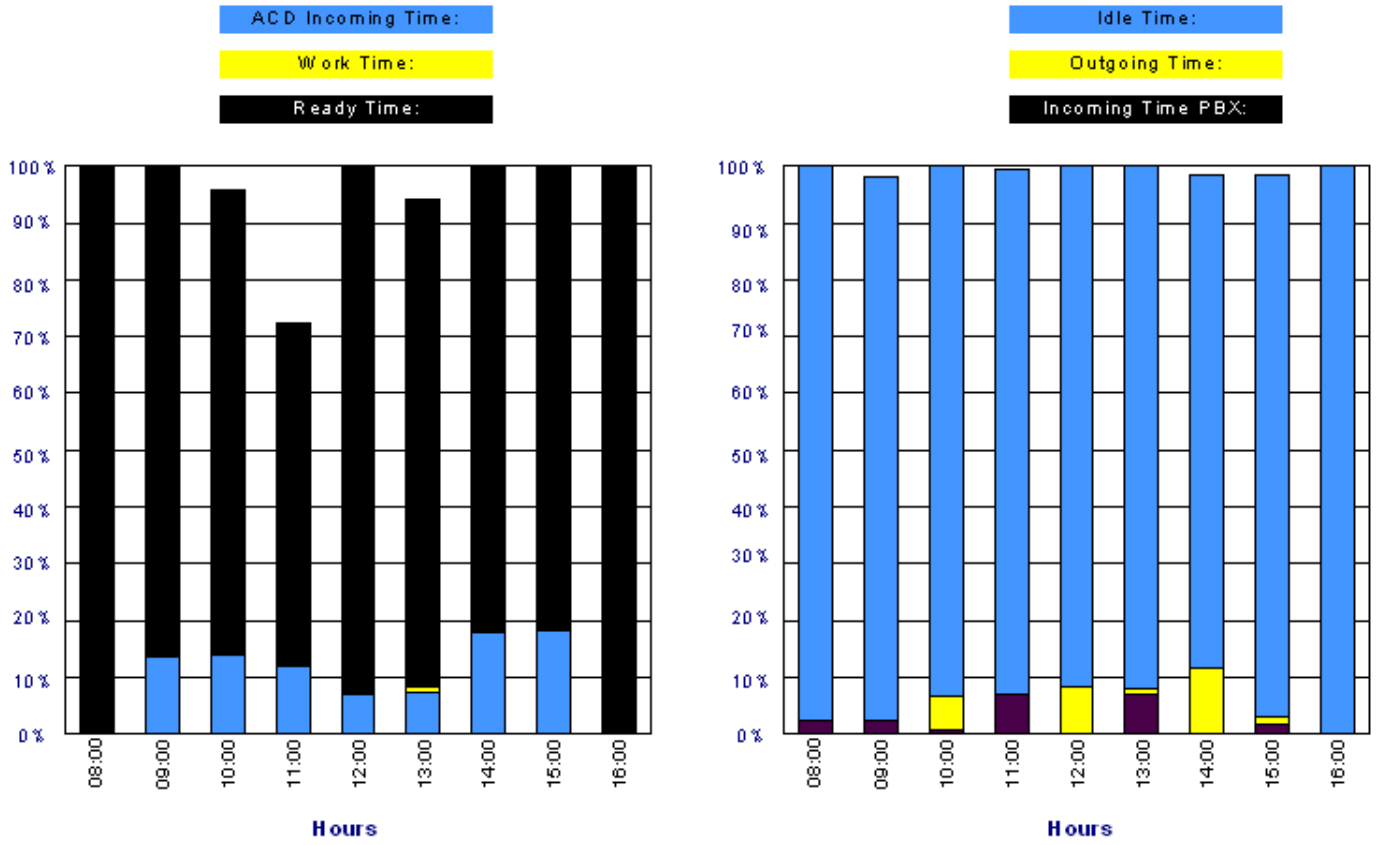
By Agent
Daily by Hour

Report # 69

Printed: 8/21/2003 12:52:54PM User: tina
From: **Wednesday, 20 August, 2003** 0:00 Site:
To: **Wednesday, 20 August, 2003** 24:00

V. MITCHELL ID:102

For Date Ending: 8/20/2003



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

Subject: System, Trunk Group

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Hour, Shift, Date, Days of Week

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.

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.

Trunk Group Call Trend Charts

By Trunk Group
Daily

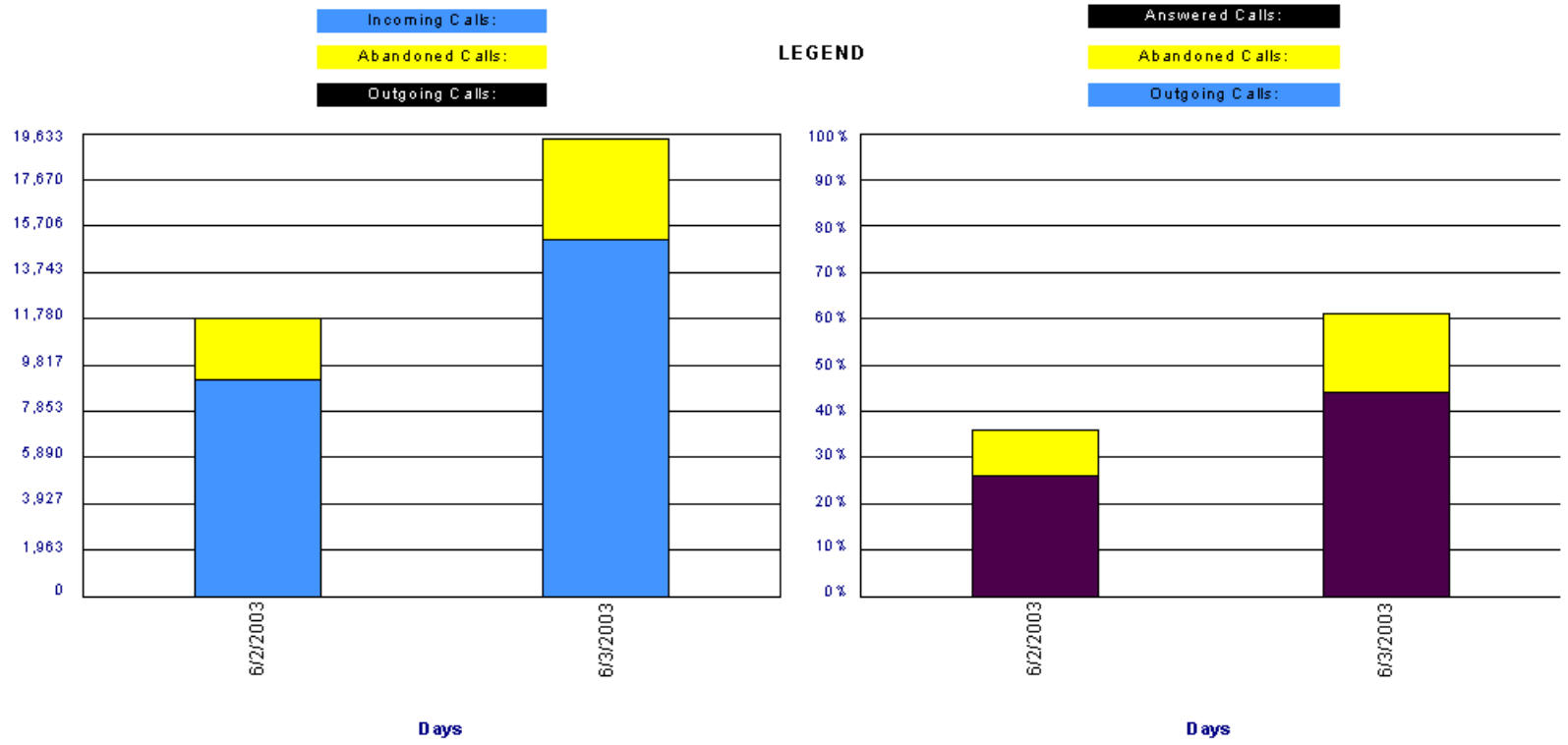
Report # 70

Printed: 6/4/2003 7:57:01AM
From: **Monday, 2 June, 2003**
To: **Tuesday, 3 June, 2003**

User: **tina**
Site:

Node:1 , Trunk Group: 15

For Date Ending: 06/03/03



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

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

Time Span: Daily, Weekly, Monthly, Yearly

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.

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.

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

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

Subject: System, Team, Split, Admin Group

Time Span: Daily, Weekly, Monthly, Yearly

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.

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.

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**

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

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

Time Span: Daily, Weekly, Monthly, Yearly

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.

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.

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**

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

Subject: System, Team, Split, Admin Group

Time Span: Daily, Weekly, Monthly, Yearly

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.

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.

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

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

Subject: System, Team, Split

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: 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.

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.

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

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

Subject: Split, Agent

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Date

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

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.

Agent Tally Code Stats

By Split
Yearly

Report # 76

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**

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

Subject: System, Pilot

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Date, Days of Week

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.

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.

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**

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

Subject: System, Pilot

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Date, Days of Week

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 system, in a summary fashion.

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.

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**

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

Subject: Pilot

Time Span: Daily, Weekly, Monthly, Yearly

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.

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.

Pilot Number Hourly

By Pilot
By Hour

Report # 79

Printed: 6/4/2003 8:04:37AM
From: Monday, 2 June, 2003 00:00
To: Tuesday, 3 June, 2003 24:00
User: **tina**
Site:

LARGE PBX

Time	Total Calls	Answered Calls	Abandoned Calls	LWC HH:MM:SS	ASA HH:MM:SS	Average Talk Time	Total Talk Time
0:00 - 01:00	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
1:00 - 02:00	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
2:00 - 03:00	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
3:00 - 04:00	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
4:00 - 05:00	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
5:00 - 06:00	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
6:00 - 07:00	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
7:00 - 08:00	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
8:00 - 09:00	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
9:00 - 10:00	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
10:00 - 11:00	186	56	130	00:08:30	00:00:23	00:01:09	01:04:31
11:00 - 12:00	1,050	788	262	00:00:33	00:00:23	00:00:15	03:28:23
12:00 - 13:00	1,498	1041	457	00:00:34	00:00:23	00:00:15	04:37:29
13:00 - 14:00	863	640	223	00:00:38	00:00:24	00:00:15	02:47:08
14:00 - 15:00	1,476	1060	416	00:00:34	00:00:24	00:00:15	04:35:19
15:00 - 16:00	2,814	1991	823	00:00:34	00:00:23	00:00:15	08:32:22
16:00 - 17:00	2,970	2140	830	00:00:38	00:00:24	00:00:15	09:13:00
17:00 - 18:00	2,965	2107	858	00:00:34	00:00:24	00:00:15	09:06:47
18:00 - 19:00	2,949	2110	839	00:00:34	00:00:24	00:00:15	09:10:47
19:00 - 20:00	1,939	1407	532	00:00:33	00:00:24	00:00:15	06:03:14
20:00 - 21:00	1,485	1052	433	00:00:35	00:00:24	00:00:15	04:33:49
21:00 - 22:00	1,462	1066	396	00:00:33	00:00:24	00:00:15	04:37:37
22:00 - 23:00	1,482	1052	430	00:00:34	00:00:25	00:00:15	04:24:42
23:00 - 24:00	1,478	1047	431	00:00:34	00:00:24	00:00:15	04:30:23
Summary	**24,617**	**17,557**	**7,060**	**00:08:30**	**00:00:24**	**00:00:15**	**76:45:31**

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

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

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Date

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

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 calculataion 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.

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**

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

Subject: System, Split, Team, Admin Group

Time Span: Daily, Weekly, Monthly, Yearly

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.

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.

Agent Averages Summary

By Split
Daily

Report # 81

Printed: 6/4/2003 8:11:34AM
From: **Tuesday, 3 June, 2003**
To: **Tuesday, 3 June, 2003**

User: **tina**
Site:

Split: Large PBX

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 #	PBX OUT # Made
D. Robinson	24:00:00	2,218	00:00:15	14:38:23	0	00:00:00	0	00:00:00	0	0
G. Penn	19:22:45	1,163	00:00:14	14:42:13	0	00:00:00	0	00:00:00	0	0
J. Parker	19:20:49	1,091	00:00:15	14:42:19	0	00:00:00	0	00:00:00	0	0
P. Morgan	24:00:00	2,140	00:00:16	14:38:11	0	00:00:00	0	00:00:00	0	0
B. King	24:00:00	2,186	00:00:15	14:38:26	0	00:00:00	0	00:00:00	0	0
J. Savell	24:00:00	2,122	00:00:16	14:37:08	0	00:00:00	0	00:00:00	0	0
Average Totals	22:27:15	1820	00:00:15	14:39:26	0	00:00:00	0	00:00:00	0	0

Split: Small PBX

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 #	PBX OUT # Made
L. Pride	24:00:00	2,391	00:00:14	14:41:54	0	00:00:00	0	00:00:00	0	0
D. Value	24:00:00	77	00:00:14	13:41:58	1	10:59:46	0	00:00:00	0	2
F. Dunnick	24:00:00	2,494	00:00:13	14:42:26	0	00:00:00	0	00:00:00	0	0
D. Brown	24:00:00	2,435	00:00:14	14:42:48	0	00:00:00	0	00:00:00	0	0
Average Totals	24:00:00	1849	00:00:14	14:27:16	0	02:29:56	0	00:00:00	0	0.50

Split: Key System

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 #	PBX OUT # Made
G. Penn	04:37:15	1,271	00:00:13	00:00:00	0	00:00:00	0	00:00:00	0	0
J. Parker	04:39:11	1,196	00:00:14	00:00:00	0	00:00:00	0	00:00:00	0	0
V. Ford	24:00:00	2,243	00:00:15	14:39:20	0	00:00:00	0	00:00:00	0	0
K. Conway	24:00:00	2,203	00:00:15	14:38:26	0	00:00:00	0	00:00:00	0	0
A. Nowden	24:00:00	2,274	00:00:15	14:40:02	0	00:00:00	0	00:00:00	0	0
C. Roberts	24:00:00	118	00:00:16	13:43:04	2	09:46:17	0	00:00:00	0	0

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

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

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Date

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

Fields	Description
Split	The name of the split.
Hold Duration	The length of time spent on hold.
Hold Abandon	The number of calls abandoned while on hold.
ACD I/C # Ans	The number of ACD incoming calls answered by the agent.
% Hold to ACD	The percentage of ACD calls on hold to answered.

Agent Hold Detail

By Split
Daily

Report # 82

Printed: 6/4/2003 8:12:56AM
From: **Tuesday, 3 June, 2003**
To: **Tuesday, 3 June, 2003**

User: **tina**
Site:

D. Robinson (ID: 101)

Split	Hold Duration	Hold Abandon	ACD I/C # Ans	% Hold to ACD
Large PBX	00:00:00	0	2218	0.00
Summary	**00:00:00**	**0**	**2218**	**0.00**

G. Penn (ID: 103)

Split	Hold Duration	Hold Abandon	ACD I/C # Ans	% Hold to ACD
Large PBX	00:00:00	0	1163	0.00
Key System	00:00:00	0	1271	0.00
Summary	**00:00:00**	**0**	**2434**	**0.00**

J. Parker (ID: 104)

Split	Hold Duration	Hold Abandon	ACD I/C # Ans	% Hold to ACD
Large PBX	00:00:00	0	1091	0.00
Key System	00:00:00	0	1196	0.00
Summary	**00:00:00**	**0**	**2287**	**0.00**

P. Morgan (ID: 105)

Split	Hold Duration	Hold Abandon	ACD I/C # Ans	% Hold to ACD
Large PBX	00:00:00	0	2140	0.00
Summary	**00:00:00**	**0**	**2140**	**0.00**

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

Subject: System, Split, Team, Admin Group

Time Span: Daily, Weekly, Monthly, Yearly

Granularity: Date

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

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.

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**

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

Subject: System, Pilot

Time Span: Daily, Weekly, Monthly, Yearly

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.

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.

Pilot Hold Summary

By Pilot

Report # 84

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**

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

Subject: System, Team, Split

Time Span: Daily, Weekly, Monthly, Yearly

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.

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	Automantic Number Identification information about the calling party.

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

3

Custom Reports

GNAV Pro allows you to create custom reports beyond the default reports by using the built-in Report Designer.

NOTE

Report Designer is not accesible from the GNAV Client. Only the GNAV Pro Client 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 Client online Help system.

Report Designer Features

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

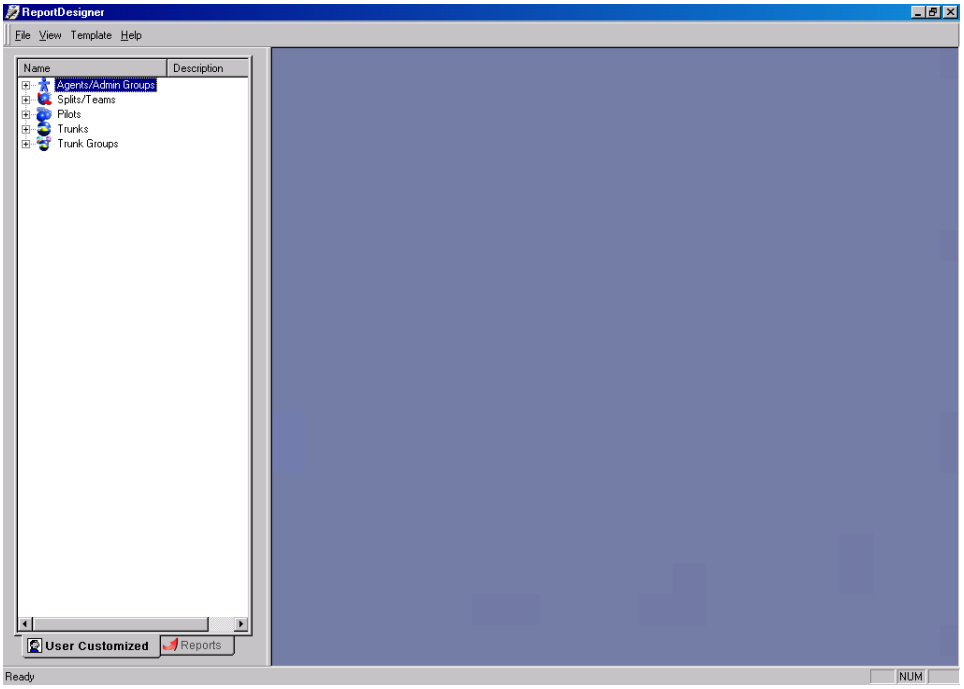
Report Designer lets you customize which fields Gnav Pro uses to create a report. You can also create and customize formulas which Gnav Pro will use to display report fields, and add a customized graph to present report data visually.

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 the Gnav Pro Client.

Do the following to access Report Designer.

Step From the GNAV Pro main window, select **Maintentance > Report Designer**.
The Report Designer main window displays (Figure 3-1). Notice that the left pane contains two tabs — **User Customized** and **Reports**.

Figure 3-1 *Report Designer*

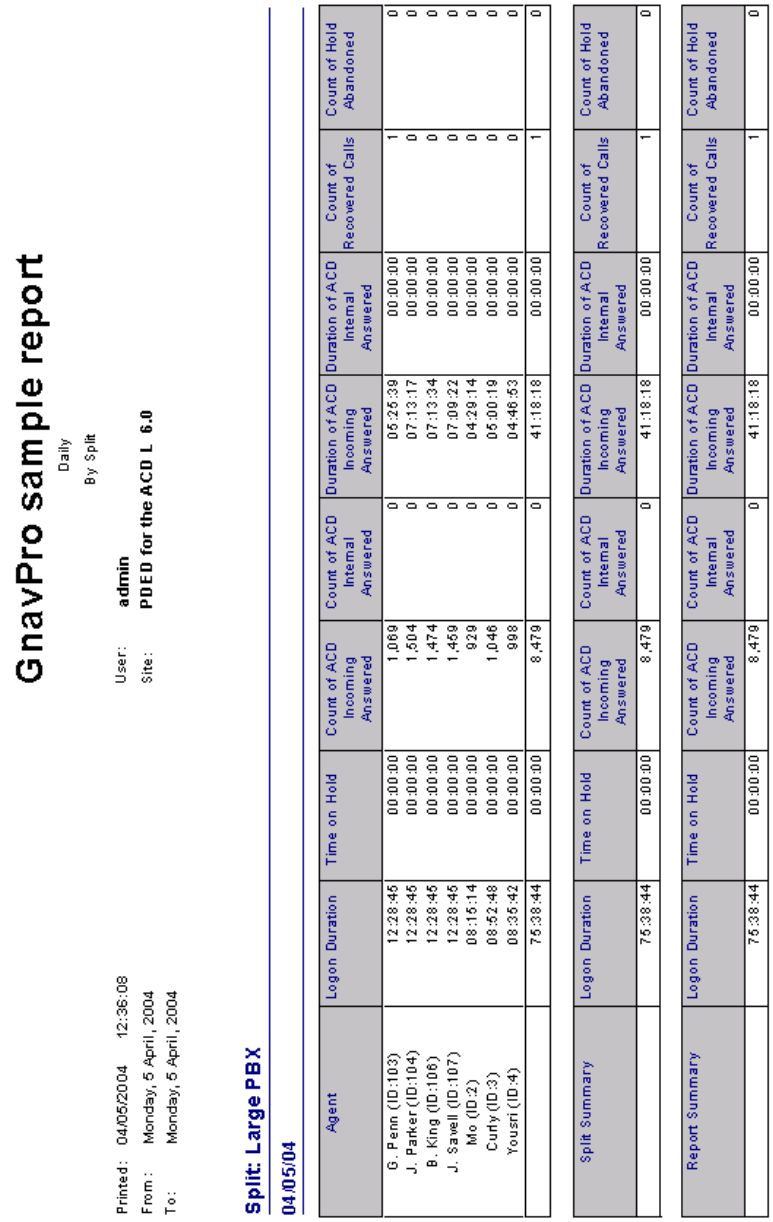


NOTE *For detailed instructions on generating reports, refer to the GNAV Pro Client online Help system.*

Sample Report

Figure 3-2 is a sample report generated using a custom template.

Figure 3-2 *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 Hold 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:106)	12:28:45	00:00:00	1,474	0	07:13:34	00:00:00	0	0
J. Sawell (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 Hold 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 Hold Abandoned
	75:38:44	00:00:00	8,479	0	41:18:18	00:00:00	1	0

A

Algorithms

The GNAV Pro Client 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=	$\frac{\text{Total Wait Time of Answered ACD Calls}}{\text{Quantity of Answered ACD Calls}}$
% AbndBefAnn=	$\frac{\text{Quantity of ACD Calls Abandoned, before Announcement(s)}}{\text{Quantity of Presented ACD Calls, including Abandoned Calls}}$
% AbndAftAnn=	$\frac{\text{Quantity of ACD Calls Abandoned, after Announcement(s)}}{\text{Quantity of Presented ACD Calls, including Abandoned Calls}}$
% AbndRing=	$\frac{\text{Quantity of ACD Calls Abandoned, ringing at Agent Position}}{\text{Quantity of Presented ACD Calls, including Abandoned Calls}}$
% GOS in Sec=	$\frac{\text{Quantity of ACD Calls Answered within a Threshold Specified by the Customer}}{\text{Quantity of Presented ACD Calls, including Abandoned Calls}}$
Avg Time, ACD IN=	$\frac{\text{Total Talk Time for ACD Incoming Calls}}{\text{Quantity of Answered ACD Incoming Calls}}$
Avg Time, ACD INT=	$\frac{\text{Total Talk Time for ACD Internal Calls}}{\text{Quantity of Answered ACD Internal Calls}}$
Avg Time, ACD BREAK=	$\frac{\text{Total Time in Break Mode}}{\text{Quantity of Times Break Mode was Entered}}$
Avg Time, ACD READY=	$\frac{\text{Total Time in Ready Mode}}{\text{Quantity of Times Ready Mode was Entered}}$

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=	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 per Agent=	Quantity of Answered PBX Incoming Calls / Average Number of Logged-On Agents
PBX INT per Agent=	Quantity of PBX Internal Calls (Originated or Received) / Average Number of Logged-On Agents
PBX OUT per Agent=	Quantity of PBX Outgoing Calls (Originated) / Average Number of Logged-On Agents
PBX I/C % Count=	Quantity of Answered PBX Incoming Calls / Quantity of Times that PBX Incoming, PBX Internal, and PBX Outgoing Modes were Entered
PBX INT % Count=	Quantity of PBX Internal Calls (Originated or Received) / Quantity of Times that PBX Incoming, PBX Internal, and PBX Outgoing Modes were Entered
PBX OUT % Count=	Quantity of PBX Outgoing Calls (Originated) / Quantity of Times that PBX Incoming, PBX Internal, and PBX Outgoing Modes were Entered

ACD I/C Avg Time=	Total Talk Time of ACD Incoming Calls / Average Number of Logged-On Agents
ACD INT Avg Time=	Total Talk Time of ACD Internal Calls / Average Number of Logged-On Agents
Work Avg Time=	Total Time in Work Mode / Average Number of Logged-On Agents
Break Avg Time=	Total Time in Break Mode / Average Number of Logged-On Agents
ACD I/C % Time=	Total Talk Time of ACD Incoming Calls / Total Time Spent in ACD Incoming Talk, ACD Internal Talk, ACD Work, and ACD Break Modes
ACD INT % Time=	Total Talk Time of ACD Internal Calls / 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=	$\frac{\text{Quantity of Calls Inflowed to the Split from a Specific Split}}{\text{Quantity of Calls Inflowed to the Split from All Splits}}$
ACD I/C % Total Calls=	$\frac{\text{Quantity of Calls Inflowed to the Split from a Specific Split}}{\text{Quantity of ACD Incoming Calls Presented to the Split}}$

Tally AvgDur=	$\frac{\text{Total Time Spent on Calls Related to a Specific Tally Code}}{\text{Quantity of Calls Related to a Specific Tally Code}}$
Tally % Count=	$\frac{\text{Quantity of Events for an Individual Tally Code}}{\text{Quantity of Events for All Tally Codes}}$
Tally % Time=	$\frac{\text{Total Time Spent on Calls Related to a Specific Tally Code}}{\text{Total Time Spent on Calls Related to All Tally Codes}}$

ACD I/C % Count=	$\frac{\text{Quantity of ACD Incoming Calls}}{\text{Quantity of Times ACD Incoming ACD Internal, ACD Work, and ACD Break Modes were Entered}}$
ACD INT % Count=	$\frac{\text{Quantity of ACD Internal Calls}}{\text{Quantity of Times ACD Incoming ACD Internal, ACD Work, and ACD Break Modes were Entered}}$
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 % Count=	$\frac{\text{Quantity of PBX Incoming Calls}}{\text{Quantity of PBX Incoming, PBX Internal, and PBX Outgoing Calls}}$
PBX INT % Count=	$\frac{\text{Quantity of PBX Internal Calls}}{\text{Quantity of PBX Incoming, PBX Internal, and PBX Outgoing Calls}}$
PBX OUT % Count=	$\frac{\text{Quantity of PBX Outgoing Calls}}{\text{Quantity of PBX Incoming, PBX Internal, and PBX Outgoing Calls}}$

ACD I/C % Time=	$\frac{\text{Total Talk Time of ACD Incoming Calls}}{\text{Total Logged-On Time}}$

ACD INT % Time=	$\frac{\text{Total Talk Time of ACD Internal Calls}}{\text{Total Logged-On Time}}$
Work % Time=	$\frac{\text{Total Time in Work Mode}}{\text{Total Logged-On Time}}$
Break % Time=	$\frac{\text{Total Time in Break Mode}}{\text{Total Logged-On Time}}$
PBX I/C % Time=	$\frac{\text{Total Talk Time of PBX Incoming Calls}}{\text{Total Logged-On Time}}$
PBX INT % Time=	$\frac{\text{Total Talk Time of PBX Internal Calls}}{\text{Total Logged-On Time}}$
PBX OUT % Time=	$\frac{\text{Total Talk Time of PBX Outgoing Calls}}{\text{Total Logged-On Time}}$

I/C CCS Usage=	$\frac{\text{Incoming Wait Time in Seconds + Incoming Talk Time in Seconds}}{\text{(Hours in the Reporting Period) (Quantity of Trunks) (100) *}}$
O/C CCS Usage=	$\frac{\text{Outgoing Talk Time in Seconds}}{\text{(Hours in the Reporting Period) (Quantity of Trunks) (100) *}}$

* *"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 the data type of a column to determine what kind of variable to bind to that column. It uses the byte length of a character column to determine how much space it needs to display data from that column.

This information is provided for advanced users who may need access to particular data specifications.

NOTE

NEC America, Inc. (NECAM) does not support the independent use of this meta-data information by any user of the Global Navigator application. NECAM 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 NECAM) assume the entire cost of all necessary maintenance, repair, or correction of the meta-data if altered from its original state.

Figure 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

Figure 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

Figure 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

Figure B-4 *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

Figure B-5 *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

Figure B-6 *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

Figure B-7 *ACCESS_USER_TEAM*

Column	Description	Type	Length
USER_ID	Client user logon ID	int	4 bytes
TEAM_NO	Identifier of team	int	4 bytes
ACCESS	Access permission	tinyint	1 byte

Figure B-8 *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

Figure 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

Figure B-10 *ACTION*

Column	Description	Type	Length
ACTION_ID	Action ID	int	4 bytes
ACTION_NAME	Action name	varchar	100 chars

Figure 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

Figure 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

Figure 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	int	1 byte
Split_Id	Primary split of the agent	int	4 bytes
Inits	Abbrevited name / Initials	varchar	6 chars
Flag	Unused	tinyint	1 byte

Figure B-14 *agent_audit*

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

Figure B-15 *agent_daily_history*

Column	Description	Type	Length
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
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

Figure B-16 *agentInSplit*

Column	Description	Type	Length
Split_Id	Identifier of the split	int	4 bytes
Node	Number identifier of the ACD node	tinyint	1 byte
ID_number	Agent Login ID	int	4 bytes
day	Date the record was stored	timestamp	4 bytes
id	Primary key	bigint	8 bytes

Figure B-17 *agent_time*

Column	Description	Type	Length
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

Figure B-18 *ag_tally*

Column	Description	Type	Length
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

Figure B-19 *break_type*

Column	Description	Type	Length
break_type	Number of the Break type	tinyint	1 byte
break_name	Name of the Break type	varchar	6 chars
Node	Number identifier of the ACD node	tinyint	1 byte

Figure B-20 *Call_Event*

Column	Description	Type	Length
Call_Event_Id	Call event ID	int	4 bytes
Call_Event_Desc	Call event description	char	32 chars

Figure B-21 *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

Figure B-22 *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
id	Primary key	bigint	8 bytes

Figure B-23 *Contact*

Column	Description	Type	Length
GNAVID	Auto-number	bigint	20 bytes
Ts	When the contact arrived	datetime	
Te	When most recent event arrived for this contact	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
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

Figure B-24 *Contact_Events*

Column	Description	Type	Length
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
Firstdigit	Break type	bigint	8 bytes
DurSec	Completion time in seconds	int	4 bytes
Status	Completed=1, otherwise 0	tinyint	1 byte
xferDest	Split or -1	bigint	8 bytes
xferNum	Phone number of transfer	biginy	8 bytes
Info	Information	varchar	255 chars

Figure B-25 *Contact_Events_Subtype*

Column	Description	Type	Length
EventSubtype	Event subtype	int	4 bytes
Desc	Event subtype description	char	32 chars

Figure B-26 *Contact_Events_Type*

Column	Description	Type	Length
EventType	Event type	int	4 bytes
Desc	Event type description	char	32 chars

Figure B-27 *DB_Sizes*

Column	Description	Type	Length
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

Figure B-28 *DEFAULT_REPORT*

Column	Description	Type	Length
DEFAULT_REPORT_ID	Default report identifier	int	4 bytes
DEFAULT_REPORT_NAME	Default report name	varchar	255 chars

Figure B-29 *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

Figure B-30 *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
Agents_Productivity	Agents productivity	tinyint	1 byte

Figure B-31 *MENU*

Column	Description	Type	Length
MENU_ID	Menu identifier	int	4 bytes
MENU_NAME	Menu name	varchar	255 chars

Figure B-32 *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

Figure B-33 *Net_Split_Config*

Column	Description	Type	Length
Split_Id	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

Figure B-34 *Net_Split_Routing*

Column	Description	Type	Length
Team_No	Network team number	int	4 bytes
Origination_Split	Origination split number	int	4 bytes
Origination_Node	Origination node number	tinyint	1 byte
Destination_Split	Destination 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

Figure B-35 *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

Figure B-36 *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

Figure B-37 *pilotTable*

Column	Description	Type	Length
Pilot_No	Pilot number	int	4 bytes
Pilot_Name	Name of the Pilot	varchar	10 chars
Node	Number identifier of the ACD node	tinyint	1 byte

Figure B-38 *pilot_daily_history*

Column	Description	Type	Length
hold_duration	Duration calls on Hold	int	4 bytes
hold_count	Count of the number of calls placed on Hold	int	4 bytes
Pilot_No	Pilot number	int	4 bytes
time_incoming_calls	Duration of answered calls	bigint	8 bytes
wait_incoming_calls	Duration of wait time	bigint	8 bytes
total_incoming_answ	Count of calls answered	bigint	8 bytes
total_incoming_aban	Count of calls abandoned	bigint	8 bytes
long_wait_day_call	Duration of Longest Waiting Call	int	4 bytes
Node	Number identifier of the ACD node	tinyint	1 byte
day	Date the event occurred	timestamp	4 bytes
id	Primary key	bigint	8 bytes

Figure B-39 *pilot_time*

Column	Description	Type	Length
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	big	8 bytes
abandon_count	Count of calls that were abandoned	big	8 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

Figure B-40 *Printer_Config*

Column	Description	Type	Length
Printer_Name	Printer name	varchar	15 chars
Printer_Alias	Printer alias	varchar	15 chars

Figure B-41 *Set_Switch*

Column	Description	Type	Length
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

Figure B-42 *split_daily_bucket*

Column	Description	Type	Length
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
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

Figure B-43 *splits_daily_history*

Column	Description	Type	Length
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_incoming	Duration of PBX Incoming calls	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
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
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_buck3	Answered call count for Bucket 3	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

Figure B-44 *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

Figure B-45 *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

Figure B-46 *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

Figure B-47 *TeamTable*

Column	Description	Type	Length
Team_No	Team number	int	4 bytes
Team_Name	Name of the Team	varchar	11 chars

Figure B-48 *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

Figure B-49 *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

Figure B-50 *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

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

Figure B-51 *trunk_group_daily_history*

Column	Description	Type	Length
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_abandon	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

Figure B-52 *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

Figure B-53 *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

Figure B-54 *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

Figure B-55 *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

***Figure B-56** 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	

***Figure B-57** 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

***Figure B-58** Wallboard_Network*

Column	Description	Type	Length
NetId	Wallboard network ID	int	4 bytes
WallDisplay	Wallboard ID	int	4 bytes

Figure B-59 *Work_Calc*

Column	Description	Type	Length
Method	Work time calculation method	int	4 bytes
day	Date of the change method	timestamp	4 bytes

Figure B-60 *tableModificationTime*

Column	Description	Type	Length
Table_Name	Table name	varchar	255 chars
Date_Time	Modification date and time	datetime	

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