



AltiReport™

Manual

12/2004 4510-0001-5.0A

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AltiReport

Introduction

Call detail records (CDR) are an important source of information for call centers running PBX systems. Previously, AltiGen relied on third party applications for advanced CDR reporting. In OE 5.0, the CDR database is re-designed with more information that can be accessed with AltiGen's own reporting application, AltiReport.

AltiReport is a web-based reporting application that can generate up to 40 detailed CDR reports, including personalized reports according to agent, workgroup, and DNIS. A report summary and analysis is also available for each report.

Requirements

AltiReport can be set up on a Microsoft Windows Operating System. There is no particular requirements for Client machine. Any computer with proper web browser can be used as client machine; please verify the client system has a suitable web browser (Microsoft Internet Explorer 6.0 or above) prior to installation of AltiReport.

Requirements

- System must have OE/ACC or ACM 5.0A installed
- Installation must have External Logger 5.0A with Update1 (or above) and external CDR DB (Microsoft SQL Server 2000) setup.
- Separate server for AltiReport—do not install on to OE or ACM system. Minimum system requirement:
 - Pentium 2G with 512 MB RAM (1G of memory recommended)
 - 40G HD
 - Windows 2000/2003/XP
- AltiReport License— needs to be added to OE/ACC or ACM 5.0A system and registered.
- Java 2, Standard Edition (J2SE) SDK 1.4.2
- Tomcat 4.1.31

Installation

(The installation instructions are for Microsoft Windows OS only)

Important: If upgrading your system from 5.0 to 5.0A, whenever External Logger Service is installed, External Logger Service needs to be upgraded to the latest version (5.0A or above).

Installation

AltiReport requires the installation of Java 2, Standard Edition (J2SE) SDK 1.4.2, and Tomcat, before AltiReport can be installed. To begin installation of these applications, put the AltiReport CD into the CD-ROM, which will start the installation automatically. Or run the **AltiReport Installation** program (setup\AltiReportInstallation.exe) from the AltiReport CD.

1. Click the **Install J2SE 1.4.2_06** button to install Java 2, Standard Edition (J2SE) SDK 1.4.2.

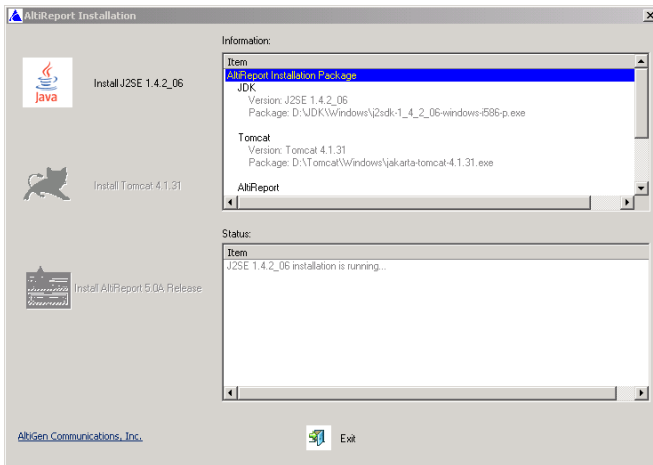


Figure 1. AltiReport Installation Wizard - J2SE Installation

After successful installation of J2SE , the Tomcat installation is enabled.

- Click the **Install Tomcat 4.1.31** button to install Tomcat 4.1.31.

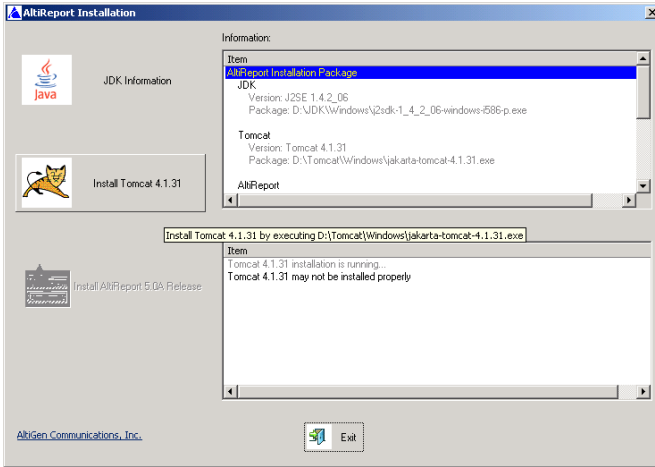


Figure 2. AltiReport Installation Wizard

- Before installing begins, the Tomcat License Agreement dialog box appears. Click **I Agree** to continue.

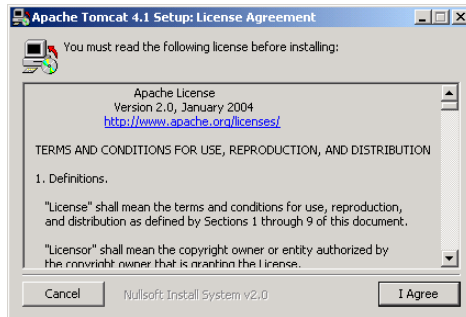


Figure 3. Tomcat License Agreement

- In the **Tomcat Setup Installation Options** dialog box, enable the checkboxes for:
 - *Tomcat*
 - *NT Service*
 - *JSP Development Shell Extensions*
 - *Tomcat Start Menu*
 - *Documentation and Examples*

Then click **Next**.

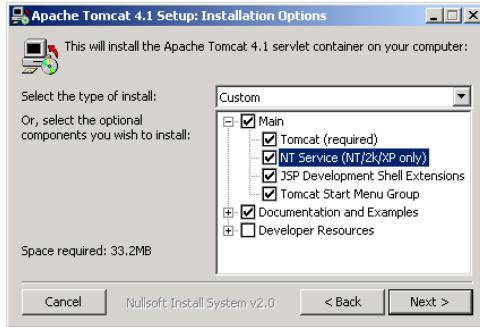


Figure 4. Tomcat Setup Installation Options

5. In the **Tomcat Setup Basic Settings** dialog box, enter the **HTTP/1.1 Connector Port**, and Administrator login **User Name** and **Password**, then click **Finish**.

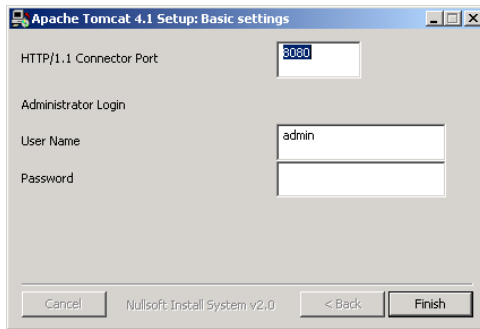


Figure 5. Tomcat Setup Basic Settings

The HTTP Port defaults to 8080. If Port 8080 is not available, it can be changed to a different port, such as 80.

The **User Name** and **Password** are for Tomcat administration.

After successful installation of Tomcat 4.1.31, the AltiReport installation is enabled.

- Click the **Install AltiReport 5.0A** icon to install AltiReport.

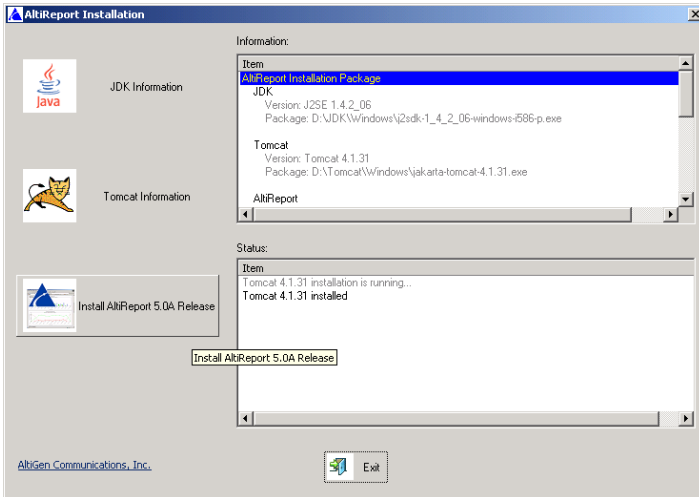


Figure 6. AltiReport Installation

- After successful installation of AltiReport 5.0A, reboot the system. You are now ready to set up AltiReport.

Accessing AltiReports Remotely

If AltiReport must be accessed from outside of the company, TCP port (Default 8080) of the machine must be opened at firewall and NAT

AltiReport can be accessed by URL:

- `http://<ip_address>:8080/altireport` or
- `http://<computer_name>:8080/altireport`

Overview

When logging into AltiReport, you can login as an **Admin** role to access AltiReport administrative and configuration or as a **User** to access reports or settings.

Important: For security purposes, if the AltiReport window is idle for 15 minutes or longer, the application will timeout and you will need to re-login.

Administrator Login

The AltiReport Administration screen is only available for users with administrative rights. The administrative may perform the following functions: change and existing user profile, add a new user, delete a user, view server connection parameters and AltiReport registration settings.

To login as an admin user, in the AltiReport Login screen, select the role as **Admin** and enter the administrator **Login Name** and **Password**, then click the **Login** button.

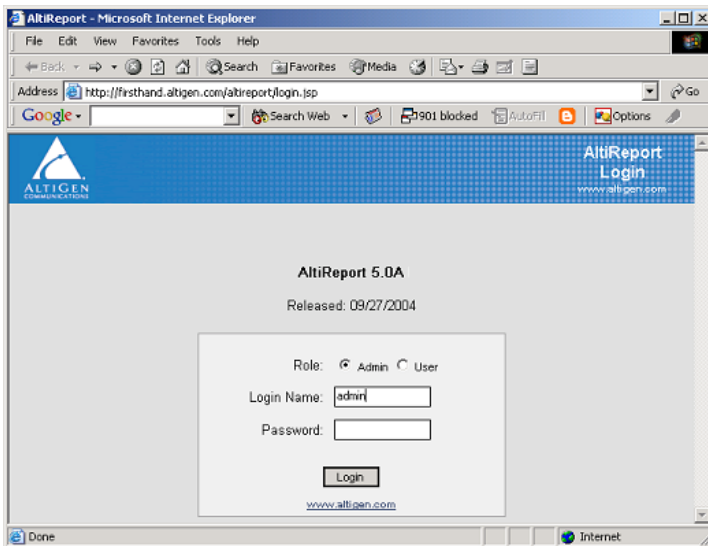


Figure 1. AltiReport Admin Login

The administrative main menu includes the following configuration functions:

- **Administrator Profile**
- **CDR Database Registration**
- **AltiWare Registration**
- **User Management**
- **Mail Server Configuration**
- **Backup and Restore**
- **Log Configuration**

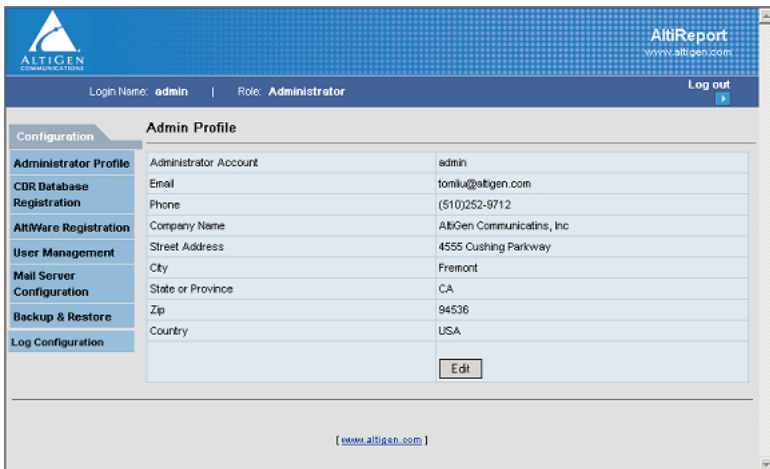


Figure 2. AltiReport Administration Menu Options

Administrator Profile

To enter or modify information for the administrator, click the **Edit** button to open the **Update Admin Profile** window.

Configuration	Update Admin Profile
Administrator Profile	Administrator Account: admin
CDR Database Registration	Old password: <input type="text"/>
AltWare Registration	New password: <input type="text"/>
User Management	Confirm new Password: <input type="text"/>
Mail Server Configuration	Email: tomku@aligen.com
Backup & Restore	Phone: (610)252-9712
Log Configuration	Company Name: Aligen Communicalns, Inc
	Street Address: 4555 Cushing Parkway
	City: Fremont
	State or Province: CA
	Zip: 94536
	Country: USA
	<input type="button" value="Update"/>

Figure 3. Update Admin Profile Window

Note: The **Administrator Account** field is not editable.

When the necessary information has been entered, click the **Update** button to save the changes.

CDR Database Registration

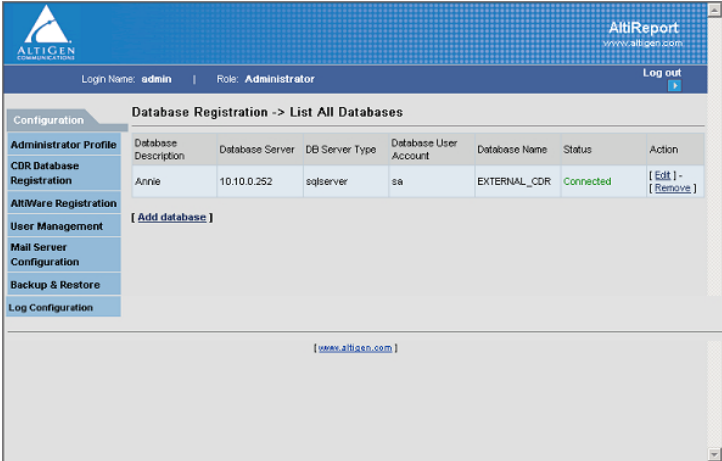


Figure 4. CDR Database Registration

In order for AltiReport to access the external CDR database, the administrator must register a CDR database. To add a database, click the **Add Database** link in the CDR Database Registration window.

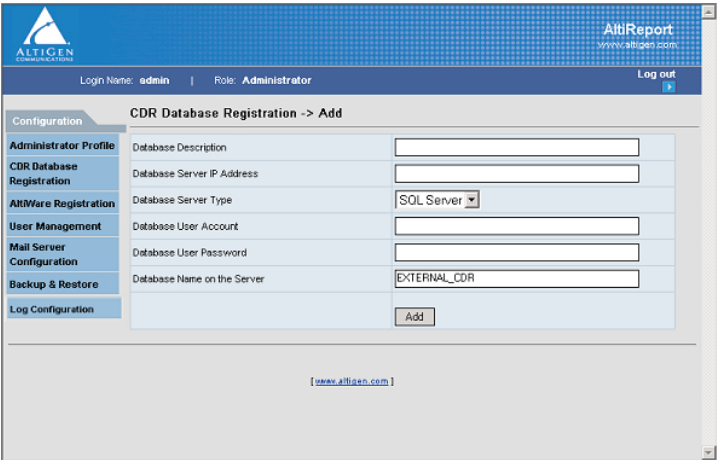


Figure 5. Add CDR Database Registration

In the **Add Database Registration** window, enter the necessary information in the blank fields for **Database Description**, **Database Server IP Address**, **Database Server Type** (SQL Server), **Database User Account**, **Database User Password**, and **Database Name on the Server**. Click the **Add** button when finished.

The status should show “*Connected.*” If not, use “*Edit*” in the Action column to change the DB setting.

To edit or remove an existing CDR Database, use the “*Edit*” or “*Remove*” link in the Action column.

AltiWare Registration



Figure 6. AltiWare Registration Window

AltiReport will use information entered in the AltiWare Registration window to check if AltiGen server has AltiReport license entered and registered. Each AltiGen server needs to have one license.

To add an AltiWare, click the **Add AltiWare** link in the AltiWare Registration window.

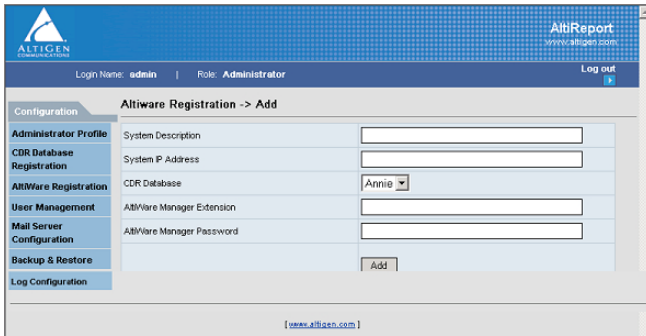


Figure 7. Add AltiWare Window

Administrator Login

In the **Add AltiWare** window, enter the necessary information in the blank fields for **System Description**, **System IP Address**, select **CDR Database**, **AltiWare Manager Extension**, and **AltiWare Manager Password**. Click the **Add** button when finished.

To edit or remove an existing AltiWare, use the “Edit” or “Remove” link in the Action column.

User Management

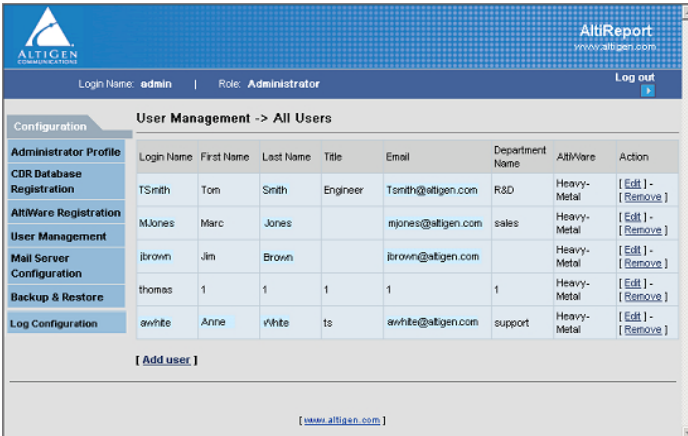


Figure 8. User Management

The administrator can add users to AltiReport using the **User Management** window.

To add an AltiReport user, click the **Add User** link at the bottom of the page. Enter the **Login Name**, **Password**, **First Name**, **Last Name**, **Title** (optional), **Email**, and **Department Name** (Optional) for the user. In the **Permission** field, use the check box to select at least one AltiWare system that the user will be able to access for AltiReport. Then click the **Add** button.

Configuration	User Management -> Add	
Administrator Profile	Login Name	awhite
CDR Database Registration	Password	*****
AltiWare Registration	First Name	Anne
User Management	Last Name	White
Mail Server Configuration	Title	
Backup & Restore	Email	awhite@altigen.com
Log Configuration	Department Name	support
	Permission	<input type="checkbox"/> Heavy-Metal
		Add

Figure 9. Add User - User Management Window

Mail Server Configuration

The administrator can configure an email server in Mail Server Configuration. AltiReport will use this email information for auto delivery of reports.

Configuration	MailServer Config	
Administrator Profile	AltiReport Web Server Name (DNS name or IP address)	firsthand.altigen.com
CDR Database Registration	AltiReport Web Server or Tomcat TCP Port	80
AltiWare Registration	Sender Email Address	toniku@altigen.com
User Management	Outgoing Mail (SMTP) Server	mail.altigen.com
Mail Server Configuration	SMTP Server Requires Authentication	Yes
Backup & Restore	SMTP Account Name	tlu
Log Configuration	Send Test Message to this Email Address	toniku@altigen.com
		Edit

Figure 10. Mail Server Configuration Window

To add a mail server, click the **Edit** button on the Mail Server Configuration window to open the Mail Server Configuration Edit window.

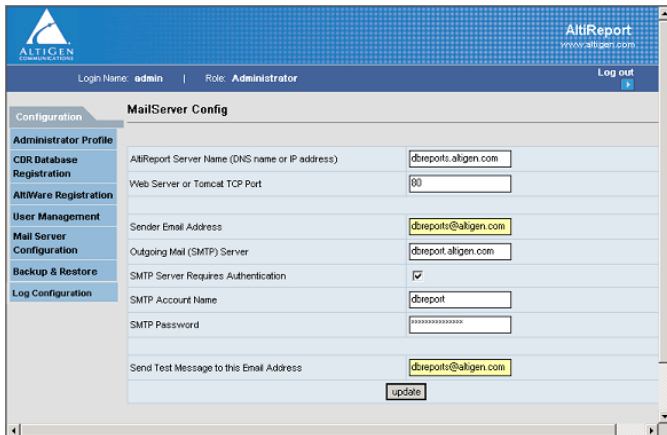


Figure 11. Mail Server Configuration Edit Window

In the Mail Server Configuration Edit window, enter the necessary information in the blank fields for:

- **AltiReport Server Name** (DNS name or IP Address)
- **Web Server or Tomcat TCP Port**
- **Sender Email Address**
- **Outgoing Mail (SMTP) Server**
- **SMTP Server Requires Authentication** checkbox
- **SMTP Account Name**
- **SMTP Password**
- **Send Test Message to Email Address**

Click the **Update** button when finished.

Backup and Restore

Important: Uninstalling AltiReport or Tomcat will lose all configurations. If you need to uninstall AltiReport or Tomcat, back up configurations first.

The backup and restore functions in AltiReport will backup and restore configuration and settings from the Administrator Profile, CDR Database Registration, AltiWare Registration, User Management, and Mail Server Configuration windows.

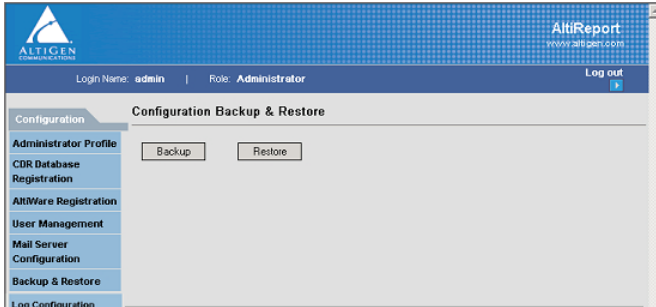


Figure 12. Backup and Restore Window

When **Backup** is selected, AltiReport will ask open a **File Download** dialog box, for you to open the AltiReport backup file (AltiReportYEAR/MONTH/DAY.zip) or save the file to your computer.

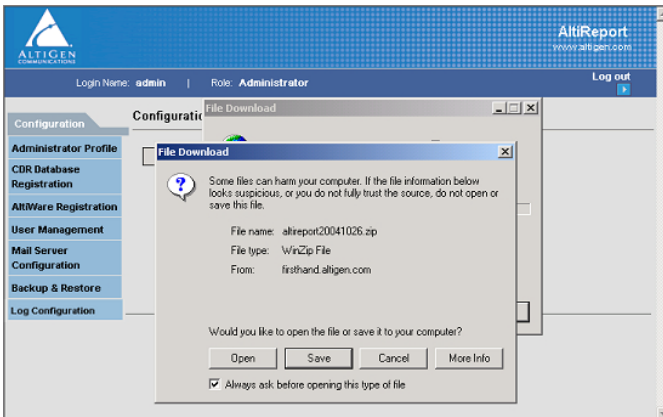


Figure 13. AltiReport Back Up

When **Restore** is selected, you will be required to validate the Admin Password, then click **Enter** to restore all previous configurations from the Administrator Profile, CDR Database Registration, AltiWare Registration, User Management and Mail Server Configuration windows.

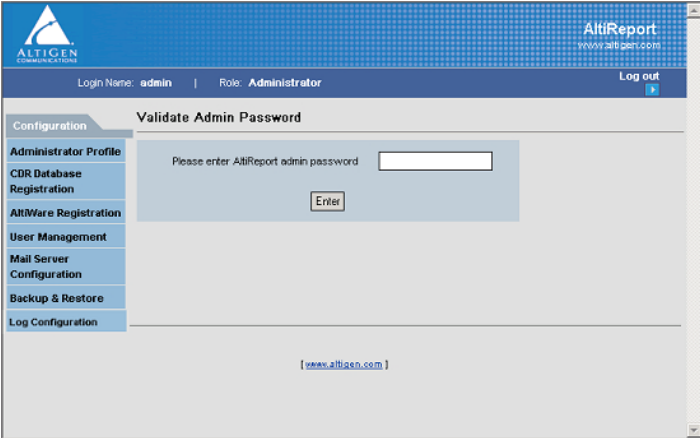


Figure 14. AltiReport Restore

Log Configuration

The **Download Log File** button in the **Log Configuration** window allows you to download the AltiReport file as a log file. Use the **Enable** button to include debug information in the log file, then click **Apply**.

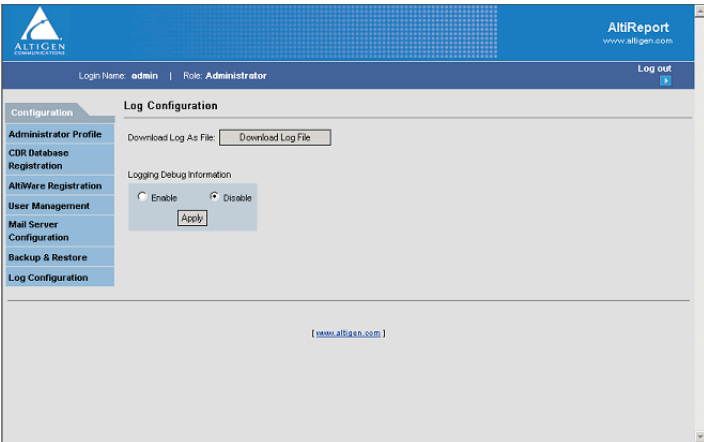


Figure 15. Log Configuration

User Login

The AltiReport User screen allows the user to generate up to 40 specific reports that can be printed or exported as a .CSV file.

To login as an general user, in the AltiReport Login screen, select the role as **User** and enter the administrator **Login Name** and **Password**, then click the **Login** button.

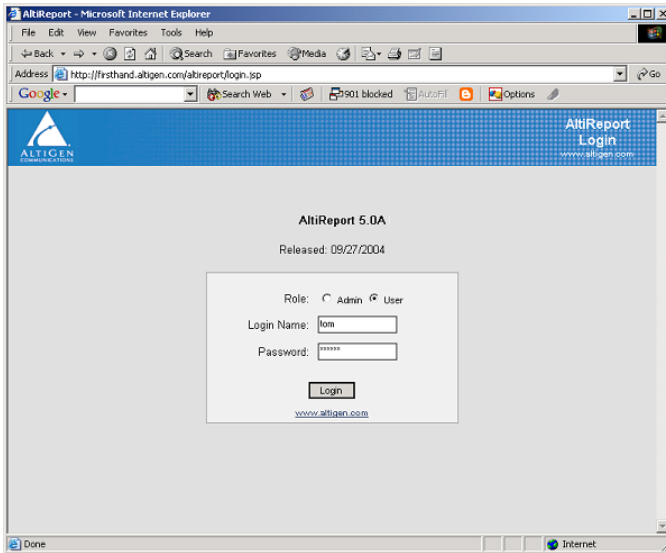


Figure 16. AltiReport User Login

Main Menu

The main menu displays when you are logged into AltiReport as a user. From here, you can access all aspects of the AltiReport reporting application based on the level of permissions or rights assigned to you by your AltiReport administrator.

The default window displayed when a user logs into AltiReport for the first time is the **User Profile** window. When reports are added to the Favorite Reports List, the **List All Favorite Reports** window will become the default window the *next* time the user logs into AltiReport.

Main Menu

The top of the window displays the **Login Name**, **Role**, and **Query Preference**. The main menu is divided into Group, Categories, and Sub-Categories.



Figure 17. AltiReport Main Menu

Groups

Groups are tabs located at the top of the menu. Clicking on a tab allows you to access reporting tools for that group.

- **Favorite Reports** - reports that are frequently run by the user.
- **Agent Report** - reports on all or individual agents within a site or workgroup.
- **Workgroup Report** - reports on all or individual workgroups within a particular site.
- **DNIS Report** - reports on all or individual DNIS.
- **About** - lists AltiGen contact information.

Categories

Categories are report parameters located as drop-down lists from the **Groups** tabs displayed in the main menu. Based on the group you select, selecting a category from the drop-down list allows you to further filter the category for the report you wish to run.

Favorite Report	Agent Report	Workgroup Report	DNIS Report	User Profile	About
Frequently-run reports	<u>Detail</u> -Activity Event -Call Detail Report <u>Summary</u> -Performance Summary -WG Calls & Direct Call Activity Summary Report -State Summary Report -WG Inbound Calls Summary Report -WG Outbound Calls Summary Report -Direct Calls Summary Report <u>Analysis</u> -Call Volume Analysis -Average WG Call Handling Time Analysis -% Contribution to each WG (Inbound/Outbound) -WG Call Handling Time Distribution	<u>Detail</u> -Call Detail Report <u>Summary</u> -Agent(s) State -Agent(s) Performance Summary -Agent Call Activity Summary with % Analysis -Agent Call/Time Contribution % Comparison -Inbound/Outbound Call Summary with % Analysis -Inbound Calls Wait Time Summary -Inbound Call Handling Summary -Outbound Call Handling Summary <u>Analysis</u> -Inbound Answered Call Wait Time -Inbound Abandoned Call Wait Time -Inbound Overflowed/Redirected Calls Wait Time -Inbound Calls - Answering Time -Outbound Call Handling Time -Inbound Call Priority -Cumulative Inbound/Outbound Call -Cumulative Inbound Call Wait Time -Cumulative Inbound Call Handling -Cumulative Outbound Call Handling -Total & % Inbound Calls ANS/ABN/OFL -Total & % WG Inbound Calls in Q -Average Call Handling Time -Total Outbound Calls -Total Outbound Calls Handling Time -Daily Max Number of Calls in Q -Daily Longest Queue Time -Daily Real Time Service Level	<u>Detail</u> -Call Detail Report <u>Summary</u> -Call Summary	User info	AltGen contact info

Figure 18. Reports Categories/Sub-Categories

Sub-Categories

Sub-categories are report names located as drop-down lists from the Categories parameters of each Group tab.

Agent Report

- Detail:
 - 1101 - Activity Event
 - 1102 - Call Detail Report
- Summary:
 - 1201 - Performance Summary
 - 1202 - WG Calls and Direct Call Activity Summary Report
 - 1203 - State Summary Report
 - 1204 - WG Inbound Calls Summary Report
 - 1205 - WG Outbound Calls Summary Report
 - 1206 - Direct Calls Summary Report
- Analysis:
 - 1301 - Call Volume Analysis
 - 1302 - Average WG Call Handling Time Analysis
 - 1303 - % Contribution to each WG (Inbound/Outbound)
 - 1304 - WG Call Handling Time Distribution

Workgroup Report

- Detail:
 - 2101 - Call Detail Report
- Summary:
 - 2201 - Agent(s) State
 - 2202 - Agent(s) Performance Summary
 - 2203 - Agent Call Activity Summary with % Analysis
 - 2204 - Agent Call/Time Contribution % Comparison
 - 2205 - Inbound/Outbound Call Summary with % Analysis
 - 2206 - Inbound Calls Wait Time Summary
 - 2207 - Inbound Call Handling Summary
 - 2208 - Outbound Call Handling Summary
- Analysis:

- 2301 - *Inbound Answered Call Wait Time*
- 2302 - *Inbound Abandoned Call Wait Time*
- 2303 - *Inbound Overflowed/Redirected Calls Wait Time*
- 2304 - *Inbound Calls Answering Time*
- 2305 - *Outbound Call Handling Time*
- 2306 - *Inbound Call Priority*
- 2307 - *Cumulative Inbound/Outbound Call*
- 2308 - *Cumulative Inbound Call Wait Time*
- 2309 - *Cumulative Inbound Call Handling*
- 2310 - *Cumulative Outbound Call Handling*
- 2311 - *Total & % Inbound Calls ANS/ABN/OFL*
- 2312 - *Total & % WG Inbound Calls in Queue*
- 2313 - *Average Call Handling Time*
- 2314 - *Total Outbound Calls*
- 2315 - *Total Outbound Calls Handling Time*
- 2316 - *Daily Max Number of Calls in Queue*
- 2317 - *Daily Longest Queue Time*
- 2318 - *Daily Real Time Service Level*

DNIS Report

- Detail:
 - 3101 - *Call Detail Report*
- Summary:
 - 3201 - *Call Summary*

Reports

Navigation

To access a report:

1. From the AltiReport main menu, select a category report menu (**Agent**, **Workgroup** or **DNIS**), then use the side menu bar to highlight

Reports

and specify the type of report (**Detail**, **Summary** or **Analysis**), then use the side bar menu again to highlight and open the desired report.

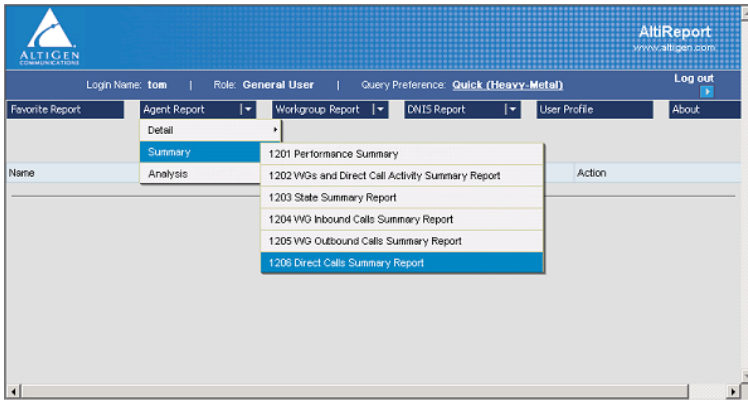


Figure 19. Report Navigation

2. Once the report is chosen, configure the parameters for this report, including the **Time Range**, **Filtered By** and **Output** options (**HTML**, **XML** or **.CSV** file).

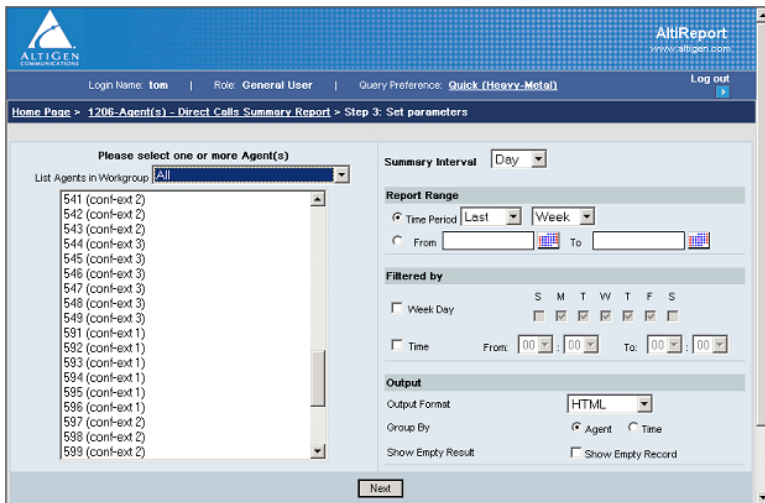


Figure 20. Configure report parameters

- After the parameters have been set, click the **Next** button and AltiReport will automatically generate the report results.

Web Print... Wednesday, October 20, 2004 10:55:48 AM Add to Favorite

AGENT(S) - DIRECT CALLS SUMMARY REPORT

Report ID: 1206 System ID: Heavy-Metal Summary Interval: Day
 Time Range: 10/19/2004 - 10/25/2004 Filter By: Group By: Agent

100 (Front Desk)

Start Date	Agent	Direct Inbound Calls									Direct Outbound Calls					
		Answered			Hold			VM			Connected			Hold		
		Calls	Talk	Avg	Calls	Talk	Avg	Calls	Talk	Avg	Calls	Talk	Avg	Calls	Talk	Avg
10/19/2004	100	0	-	-	0	-	-	1	0:00:12	0:00:12	0	-	-	0	-	-
10/19/2004	100	33	0:59:53	0:01:48	21	0:01:02	0:00:02	15	0:11:59	0:00:44	19	0:26:50	0:01:24	0	-	-
10/21/2004	100	39	0:30:01	0:00:46	21	0:00:58	0:00:02	20	0:05:42	0:00:17	8	0:19:55	0:02:29	0	-	-
10/23/2004	100	29	0:17:37	0:00:36	17	0:01:40	0:00:05	20	0:05:15	0:00:15	15	0:25:37	0:01:42	0	-	-
10/24/2004	100	34	0:14:42	0:00:25	22	0:04:46	0:00:13	23	0:06:48	0:00:17	19	1:04:46	0:03:24	0	-	-
10/25/2004	100	48	0:29:01	0:00:36	28	0:02:48	0:00:03	18	0:04:30	0:00:16	23	0:45:10	0:02:23	0	-	-
Sub Total	183	2:31:14	0:38:49	1:09	6:16:14	0:36:05	95	6:33:36	0:08:21	84	3:12:18	0:02:17	0	-	-	-

Figure 21. Report Results - HTML

```

<?xml version="1.0" encoding="ISO-8859-1" ?>
<REPORT>
- <TITLE>
  <![CDATA[ Agent(s) - Direct Calls Summary Report ]]>
</TITLE>
- <REPORT_ID>
  <![CDATA[ 1206 ]]>
</REPORT_ID>
- <DATE_TIME>
  <![CDATA[ 09/29/2004 18:00:43 ]]>
</DATE_TIME>
- <ALTWARE_ID>
  <![CDATA[ Heavy-Metal ]]>
</ALTWARE_ID>
- <TIME_RANGE>
  <![CDATA[ 09/19/2004 - 09/25/2004 ]]>
</TIME_RANGE>
- <SUMMARY_INTERVAL>
  <![CDATA[ Day ]]>
</SUMMARY_INTERVAL>
  
```

Figure 22. Report Results - XML

Microsoft Excel

File Edit View Insert Format Tools Data Window Help

A1 = <?xml version="1.0" encoding="UTF-8"?>

1206[1].csv

Start Date	Agent	Answered			Hold			VM			Connected		
		Calls	Talk	Avg	Calls	Talk	Avg	Calls	Talk	Avg	Calls	Talk	Avg
10/19/2004	100	0	-	-	0	-	-	1	0:00:12	0:00:12	0	-	-
10/19/2004	100	33	0:59:53	0:01:48	21	0:01:02	0:00:02	15	0:11:59	0:00:44	19	0:26:50	0:01:24
10/21/2004	100	39	0:30:01	0:00:46	21	0:00:58	0:00:02	20	0:05:42	0:00:17	8	0:19:55	0:02:29
10/23/2004	100	29	0:17:37	0:00:36	17	0:01:40	0:00:05	20	0:05:15	0:00:15	15	0:25:37	0:01:42
10/24/2004	100	34	0:14:42	0:00:25	22	0:04:46	0:00:13	23	0:06:48	0:00:17	19	1:04:46	0:03:24
10/25/2004	100	48	0:29:01	0:00:36	28	0:02:48	0:00:03	18	0:04:30	0:00:16	23	0:45:10	0:02:23
SubTotal	183	2:31:14	0:38:49	1:09	6:16:14	0:36:05	95	6:33:36	0:08:21	84	3:12:18	0:02:17	0

Figure 23. Report Results - .CSV

Favorite Reports

To add a report to **Favorite Reports**,

1. After running a report, click on the blue **Add to Favorite** button in the top right corner of the report's window.

Time Stamp	Agent	Activity Type	Workgroup	Logout Reason
09/21/2004 19:25:35	102	DND/FWD	AI	
09/22/2004 12:04:08	102	DND/FWD	AI	
09/22/2004 12:14:39	102	DND/FWD	AI	
09/22/2004 13:51:23	102	DND/FWD	AI	
09/22/2004 13:51:36	102	DND/FWD	AI	
09/22/2004 13:52:04	102	DND/FWD	AI	
09/22/2004 13:57:49	102	Error	AI	
09/22/2004 13:57:53	102	Error	AI	
09/22/2004 15:46:28	102	DND/FWD	AI	

Figure 24. Add to Favorite Report Window

2. In the Add Favorite Report window, enter a **Name** and **Description** for the report, then click **Add**.

Figure 25. Add Favorite Report Window

- This will add the report to the **Favorite Reports** section, where it will be listed under **List All Favorite Reports**. You can then run this report directly from this window, instead of having to find the report in the category menus.

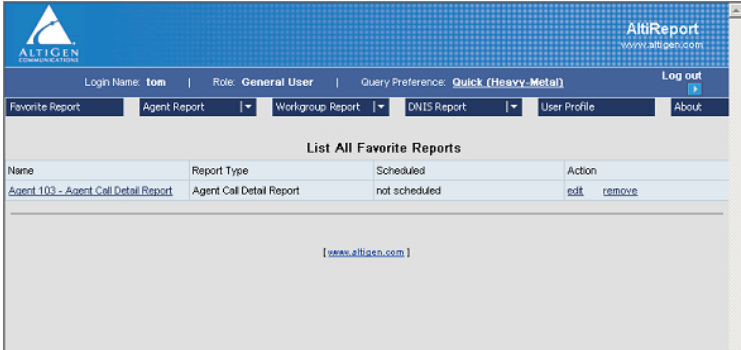


Figure 26. List all Favorite Reports Window

Note: When reports are added to the Favorite Reports List, the **List All Favorite Reports** window will be the default window the next time the user logs into AltiReport.

Scheduling Favorite Reports

After adding a report to the Favorite Reports list, you can click on the **edit** option in the **List All Favorite Reports** window to open up the **Update Favorite Report Window**, where you can set up a schedule and email for the report.

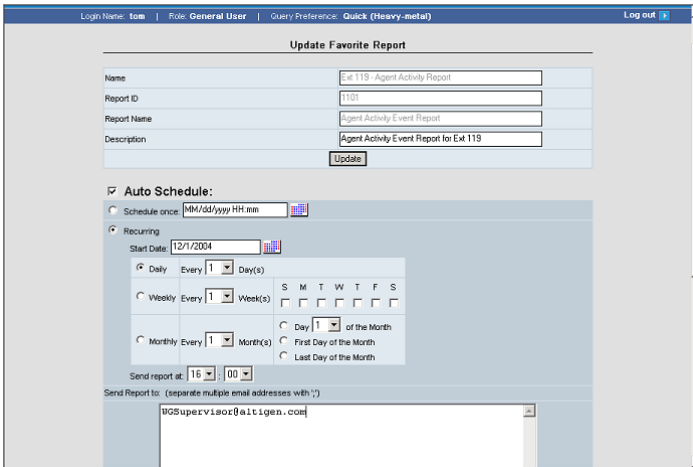


Figure 27. Update Favorite Report Window

In the **Update Favorite Report** window, select a schedule for the favorite report. You can also configure an email address that AltReport can send the report to.

Important: When setting up a report schedule for a specific time, the user must set the schedule at least 15 minutes before the current time or the report may not be generated/sent. For example, to run a report at 5:00 PM, you must set up the report schedule prior to 4:45 PM.

Printing Reports

To print a report, click on the **Web Print** button in the top left corner of the report's window.

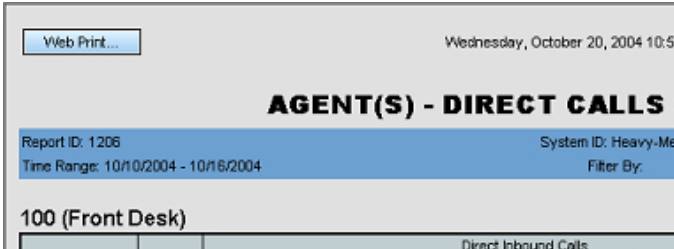


Figure 28. Web Print Button

This opens a new web window.

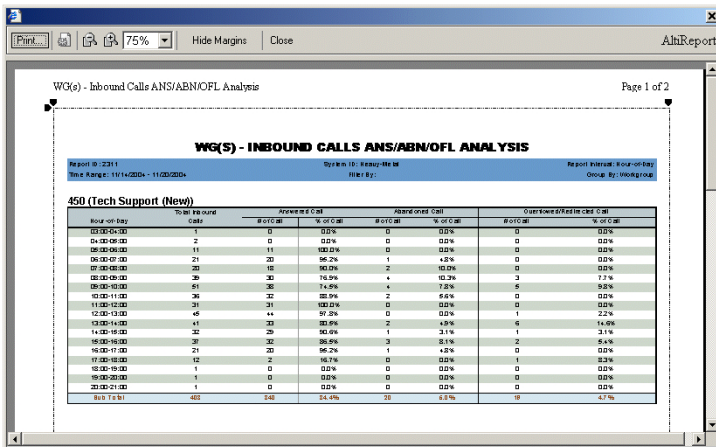


Figure 29. Web Print Window

The Web Print feature will automatically adjust paper print size, layout and orientation. You can also manually change the margins using the black margin icons at any corner of the web page. Also, you can use the menu and toolbar at the top of the window, which allows you to print, set up the page for printing, zoom in/out, hide margins, or close the window.

Important: Before using the Web Print feature, make sure the **Print background colors and images** checkbox is enabled in the Internet Options of Windows (**Internet Options>Advanced>Settings>Printing**). Otherwise, the web report generated will be displayed, and subsequently printed, in black and white.

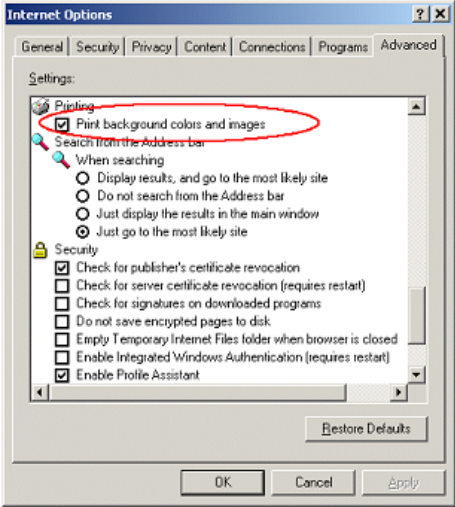


Figure 30. Print background colors and images checkbox - Internet Options

Saving Reports

To save a report outputted as an HTML format, use the **Save As** function in the Windows menu to save the web page.

Reports

For detailed information on database fields, refer to the CDR Manual.

Agent Reports

1101 - Agent Activity Event

The Agent Activity Event report displays the agent's activity.

Time Stamp	Agent	Activity Type	Workgroup	Logout Reason
11/29/2004 08:26:18	210	Login	450 (Tech Support (New))	
11/29/2004 08:45:50	210	Not-Ready	All	
11/29/2004 08:48:50	210	Ready	All	
A	B	C	D	E

Table

All data from Table AGENTACTIVITY

Columns

- a. AGENTACTIVITY.Time_Stamp
- b. AGENTACTIVITY.AgentNum
- c. AGENTACTIVITY.Activity
- d. AGENTACTIVITY.WGNum
- e. AGENTACTIVITY.Reason

1102 - Agent Call Detail Report

The Agent Call Detail Report displays the CDR records for an agent's inbound and outbound call.

Inbound Calls																
Dir	Start Time	End Time	Caller	Duration in Different Call State								Start Priority	Within SLT	Exit State	Session ID	Seq ID
				WG	AA	AVR	Queue	Ring	Talk	Hold	Rec					
In	11/29/2004 10:58:09	11/29/2004 10:58:50	1234567	567	0:00:04	0:00:15	0:00:01	0:00:22	-	-	5	Y	Connected	1101269294	1	
In	11/29/2004 13:02:06	11/29/2004 13:02:32	1234567	567	0:00:06	-	0:00:20	-	-	-	-	Y	Hang up During Ring	1101269526	1	
A	B	C	D1	E1	F	G	H	I	J	K	L	M	N	O	P	

Outbound Calls																
Dir	Start Time	End Time	Target	Duration in Different Call State								Start Priority	Within SLT	Exit State	Session ID	Seq ID
				WG	AA	AVR	Queue	Ring	Talk	Hold	Rec					
Out	11/29/2004 10:43:43	11/29/2004 10:48:23	1234567	123	-	-	0:00:05	0:04:35	-	-	-	Y	Connected	1101269277	1	
Out	11/29/2004 10:58:09	11/29/2004 10:58:13	1234567	123	-	-	0:00:04	-	-	-	-	Y	Hang up During Ring	1101269293	1	
A	B	C	D2	E2	F	G	H	I	J	K	L	M	N	O	P	

Table

All Data from Table **CDR Main**

Columns

- a. Direction
- b. StartTime
- c. EndTime
- d. D1 - CallerNum; D2 - TargetNum
- e. E1 - TargetWgNum; E2 - OutGoingWG
- f. AADuration
- g. QueueDuration
- h. RingDuration
- i. TalkDuration
- j. HoldDuration
- k. RecordDuration
- l. StartPriority
- m. AnswerWithinSLT
- n. ExitState
- o. SessionID
- p. SequenceID

1201 - Agent Performance Summary

The Agent Performance Summary report displays a summary of an agent’s performance.

Start Date	Agent	All WGs and Direct Calls (Inbound & Outbound)										Total Performing Time	Non-Call Activities			
		Answered			Hold			Wag-Up			Calls RNA		Other Activities During Login			
		Calls	Duration	Avg	Calls	Duration	Avg	Calls	Duration	Avg			Not-Ready	DND/RVD	Error	
11/22/2004	210	41	4:39:16	0:06:48	4	0:00:13	0:00:03	40	0:14:30	0:00:21	4:53:59	0	1:33:00	-	0:00:06	
11/23/2004	210	29	2:28:09	0:05:02	2	0:00:16	0:00:08	28	0:09:45	0:00:20	2:36:10	0	1:10:42	-	0:00:02	

Table

All data from **Table AGENTPERWGSUMMARY1, AGENTPERWGSUMMARY2, AGENTSUMMARY1, AGENTSUMMARY2, AGENTSUMMARY4.**

Columns

- a. AGENTPERWGSUMMARY1.StartTime = AGENTSUMMARY1.StartTime
- b. AGENTPERWGSUMMARY1.AgentNum = AGENTSUMMARY1.AgentNum

- c. AGENTPERWGSUMMARY2.NumInWGAnswered + AGENTSUMMARY2.NumInDirCall + AGENTPERWGSUMMARY2.NumOutWGConnected + AGENTSUMMARY2.NumOutDirConnected
- d. AGENTPERWGSUMMARY2.DurInWGTalk + AGENTSUMMARY2.DurInDirTalk + AGENTPERWGSUMMARY2.DurOutWGTalk + AGENTSUMMARY2.DurOutDirTalk
- e. D / C
- f. AGENTPERWGSUMMARY2.NumInWGHold + AGENTSUMMARY2.NumInDirHold + AGENTPERWGSUMMARY2.NumOutWGHold + AGENTSUMMARY2.NumOutDirHold
- g. AGENTPERWGSUMMARY2.DurInWGHold + AGENTSUMMARY2.DurInDirHold + AGENTPERWGSUMMARY2.DurOutWGHold + AGENTSUMMARY2.DirOutDirHold
- h. G / F
- i. AGENTPERWGSUMMARY2.NumInWGWrapUp + AGENTSUMMARY2.NumInDirWrapUp + AGENTPERWGSUMMARY2.NumOutWGWrapUp + AGENTSUMMARY2.NumOutDirWrapUp
- j. AGENTPERWGSUMMARY2.DurInWGWrapUp + AGENTSUMMARY2.DurInDirWrapUp + AGENTPERWGSUMMARY2.DurOutWGWrapUp + AGENTSUMMARY2.DirOutDirWrapUp
- k. J / I
- l. D + G + J
- m. AGENTPERWGSUMMARY2.NumInWGRNA
- n. AGENTPERWGSUMMARY4.DurNotReady
- o. AGENTPERWGSUMMARY4.DurAgentDND + AGENTPERWGSUMMARY4.DurAgentFWD
- p. AGENTPERWGSUMMARY4.DurAgentError

1202 - WG Calls and Direct Call Activity Summary Report

The WG Calls and Direct Call Activity Summary Report displays a summary of an agent’s workgroup and direct calls.

Start Date	Agent	Total Call	Total Talk	Avg Talk	All WGs Inbound				All WGs Outbound				Direct Inbound				Direct Outbound			
					Calls	%	Talk	AvgTalk	Calls	%	Talk	AvgTalk	Calls	%	Talk	AvgTalk	Calls	%	Talk	AvgTalk
11/22/2004	210	41	4:39:16	0:06:48	24	58.5%	3:22:23	0:08:25	16	39.0%	1:16:35	0:04:47	1	2.4%	0:00:18	0:00:18	0	0.0%	-	-
11/23/2004	210	29	2:26:09	0:05:02	15	51.7%	1:51:18	0:07:25	9	31.0%	0:18:06	0:02:00	1	3.4%	0:00:18	0:00:18	4	13.8%	0:16:27	0:04:06
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U

Table

All data from Table **AGENTPERWGSUMMARY1**, **AGENTPERWGSUMMARY2**, **AGENTSUMMARY1**, **AGENTSUMMARY2**.

Columns

- a. AGENTPERWGSUMMARY1.StartTime = AGENTSUMMARY1.StartTime
- b. AGENTPERWGSUMMARY1.AgentNum = AGENTSUMMARY1.AgentNum
- c. F+J
- d. H+L
- e. D / C
- f. AGENTPERWGSUMMARY2. NumInWGAnswered
- g. F / C
- h. AGENTPERWGSUMMARY2. DurInWGTalk.
- i. H / F
- j. AGENTPERWGSUMMARY2. NumOutWGConnected
- k. J / C
- l. AGENTPERWGSUMMARY2. DurOutWGTalk
- m. L / J
- n. AGENTSUMMARY2. NumInDirAnswered
- o. N / C
- p. AGENTSUMMARY2. DurInDirTalk
- q. P / N
- r. AGENTSUMMARY2. NumOutDirConnected
- s. R / C
- t. AGENTSUMMARY2.DurOutDirTalk
- u. T / R

1203 - Agent State Summary Report

The Agent State Summary Report displays a summary of an agent's state.

Start Date	Agent	Logoff	Logon	Duration in different state while logon							Direct Call Duration
				WG Idle	WG Busy	Wrap-Up	Not-Ready	DND/FWD	Error		
11/22/2004	210	17:21:29	6:38:31	0:11:44	4:38:11	0:14:30	1:33:00	-	0:00:06	0:00:18	
11/23/2004	210	19:59:57	4:00:03	0:29:54	2:08:40	0:09:45	1:10:42	-	0:00:02	0:16:45	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	

Table

All data from Table **AGENTPERWGSUMMARY1**, **AGENTPERWGSUMMARY2**, **AGENTSUMMARY1**, **AGENTSUMMARY2**, **AGENTSUMMARY3**, **AGENTSUMMARY4**.

Columns

- a. AGENTPERWGSUMMARY1.StartTime = AGENTSUMMARY1.StartTime
- b. AGENTPERWGSUMMARY1.AgentNum = AGENTSUMMARY1.AgentNum
- c. "Summary Duration (24:00:00 for daily)" - D
- d. AGENTSUMMARY3.DurLogon
- e. D-F-G-H-I-J
- f. AGENTPERWGSUMMARY2.DurInWGTalk + AGENTPERWGSUMMARY2.DurOutWGTalk + AGENTPERWGSUMMARY2.DurInWGHold + AGENTPERWGSUMMARY2.DurOutWGHold
- g. AGENTSUMMARY2.DurInWrapUp + AGENTSUMMARY2.DurOutWrapUp
- h. AGENTSUMMARY4. DurNotReady.
- i. AGENTSUMMARY4. DurAgentDND + AGENTSUMMARY4. DurAgentFWD
- j. AGENTSUMMARY4. DurAgentError
- k. AGENTSUMMARY2.DurInDirTalk + AGENTSUMMARY2.DurOutDirTalk + AGENTSUMMARY2.DurInDirHold + AGENTSUMMARY2.DurOutDirHold

1204 - Agent WG Inbound Calls Summary Report

The Agent WG Inbound Calls Summary Report displays an agent's inbound workgroup calls.

Start Date	W/G	Calls Offered	RNA	Answered						Hold		Wrap-Up		
				Calls	Talk	AvgTalk	Ring	AvgRing	Calls	Total	Avg	Calls	Total	Avg
11/22/2004	450	24	0	24	3:22:23	0:06:25	0:02:14	0:00:05	3	0:00:11	0:00:03	22	0:15:58	0:00:43
11/23/2004	450	15	0	15	1:51:18	0:07:25	0:01:16	0:00:05	1	0:00:01	0:00:01	15	0:11:10	0:00:44

Table

All data from Table **AGENTPERWGSUMMARY1**, **AGENTPERWGSUMMARY2**.

Columns

- a. AGENTPERWGSUMMARY1.StartTime
- b. AGENTPERWGSUMMARY1.WGNum
- c. AGENTPERWGSUMMARY2.NumInWGCall
- d. AGENTPERWGSUMMARY2.NumInWGRNA

Agent Reports

- e. AGENTPERWGSUMMARY2.NumInWGAnswered
- f. AGENTPERWGSUMMARY2.DurInWGTalk
- g. F / E
- h. AGENTPERWGSUMMARY2.DurInWGAnsRing
- i. H / E
- j. AGENTPERWGSUMMARY2.NumInWGHold
- k. AGENTPERWGSUMMARY2.DurInWGHold
- l. K / J
- m. AGENTPERWGSUMMARY2.NumInWGWrapUp
- n. AGENTPERWGSUMMARY2.DurInWGWrapUp
- o. N / M

1205 - Agent WG Outbound Calls Summary Report

The Agent WG Outbound Calls Summary Report displays an agent's outbound workgroup calls.

Start Date	WG	Connected			Hold			Wrap-Up		
		Calls	Talk	Avg	Calls	Total	Avg	Calls	Total	Avg
11/22/2004	450	16	1:18.35	0:34:47	1	0:00:02	0:00:02	18	0:09:33	0:00:31
11/23/2004	450	9	0:18:06	0:02:00	1	0:00:15	0:00:15	13	0:06:10	0:00:23

Table

All data from Table **AGENTPERWGSUMMARY1**, **AGENTPERWGSUMMARY2**.

Columns

- a. AGENTPERWGSUMMARY1.StartTime
- b. AGENTPERWGSUMMARY1.WGNum
- c. AGENTPERWGSUMMARY2.NumOutWGConnected
- d. AGENTPERWGSUMMARY2.DurOutWGTalk
- e. D / C
- f. AGENTPERWGSUMMARY2.NumOutWGHold
- g. AGENTPERWGSUMMARY2.DurOutWGHold
- h. G / F
- i. AGENTPERWGSUMMARY2.NumOutWGWrapUp
- j. AGENTPERWGSUMMARY2.DurOutWGWrapUp
- k. J / I

1206 - Agent Direct Calls Summary Report

The Agent Direct Calls Summary Report displays an agent's direct inbound and outbound call.

Start Date	Agent	Direct Inbound Calls									Direct Outbound Calls							
		Answered			Hold			VM			Connected			Hold				
		Calls	Talk	Avg	Calls	Talk	Avg	Calls	Talk	Avg	Calls	Talk	Avg	Calls	Talk	Avg		
11/29/2004	210	2	0:07:46	0:03:53	0	-	-	1	0:01:02	0:01:02	0	-	-	0	-	-		
11/30/2004	210	9	0:18:40	0:02:04	2	0:00:32	0:00:16	1	0:01:07	0:01:07	0	-	-	0	-	-		
		< A >	< B >	< C >	< D >	< E >	< F >	< G >	< H >	< I >	< J >	< K >	< L >	< M >	< N >	< O >	< P >	< Q >

Table

All data from Table **AGENTSUMMARY1**, **AGENTSUMMARY2**.

Columns

- a. AGENTSUMMARY1.StartTime
- b. AGENTSUMMARY1.AgentNum
- c. AGENTSUMMARY2.NumInDirAnswered
- d. AGENTSUMMARY2.DurInDirTalk
- e. D / C
- f. AGENTSUMMARY2.NumInDirHold
- g. AGENTSUMMARY2.DurInDirHold
- h. G / F
- i. AGENTSUMMARY2.NumInDirVM
- j. AGENTSUMMARY2.DurInDirVM
- k. J / I
- l. AGENTSUMMARY2.NumOutDirConnected
- m. AGENTSUMMARY2.DurOutDirTalk
- n. M / L
- o. AGENTSUMMARY2.NumOutDirHold
- p. AGENTSUMMARY2.DurOutDirHold
- q. P / O

1301 - Agent Call Volume Analysis

The Agent Call Volume Analysis report displays an agent’s call volume.

Hour-of-Day	All WG(s) Inbound Call	All WG(s) Outbound Call	Direct Inbound Call	Direct Outbound Call
08:00-09:00	5	0	0	0
09:00-10:00	9	2	6	0
10:00-11:00	9	5	1	0
11:00-12:00	14	4	3	0
12:00-13:00	14	1	1	0
13:00-14:00	11	7	3	0
14:00-15:00	8	4	2	0
15:00-16:00	5	0	0	0
A	B	C	D	E

Table

All data from Table **AGENTPERWGSUMMARY1**, **AGENTPERWGSUMMARY2**, **AGENTSUMMARY1**, **AGENTSUMMARY2**.

Columns

- Time, Not from database
- AGENTPERWGSUMMARY2.NumInWGAnswered
- AGENTPERWGSUMMARY2.NumOutWGConnected
- AGENTSUMMARY2.NumInDirAnswered
- AGENTSUMMARY2.NumOutDirConnected

1302 - Agent Average WG Call Handling Time Analysis

The Agent Average WG Call Handling Time Analysis report displays an agent’s average workgroup call handling time for inbound and outbound calls.

Hour-of-Day	Average Workgroup Call Handling Time (In & Out)
09:00-10:00	0:04:43
10:00-11:00	0:05:48
11:00-12:00	0:05:26
12:00-13:00	0:11:21
13:00-14:00	0:04:20
14:00-15:00	0:04:20
15:00-16:00	0:11:26
A	B

Table

All data from Table **AGENTPERWGSUMMARY1**, **AGENTPERWGSUMMARY2**.

Columns

- a. Time, Not from database
- b. $(AGENTPERWGSUMMARY2.DurInWGTalk + AGENTPERWGSUMMARY2.NumOutWGConnected + AGENTPERWGSUMMARY2.DurInWGWrapUp + AGENTPERWGSUMMARY2.DurOutWGWrapUp + AGENTPERWGSUMMARY2.DurInWGHold + AGENTPERWGSUMMARY2.DurOutWGHold) / (AGENTPERWGSUMMARY2.NumInWGAnswered + AGENTPERWGSUMMARY2.NumOutWGConnected)$

1303 - Agent % Contribution to each WG (Inbound/Outbound)

The Agent % Contribution to Each WG report displays the percentage of calls answered by agent for each workgroup the agent belongs to.

Table

All data from Table AGENTPERWGSUMMARY1, AGENTPERWGSUMMARY2

Call Number

$AGENTPERWGSUMMARY2.NumInWGAnswered + AGENTPERWGSUMMARY2.NumOutWGConnected$

Duration

$AGENTPERWGSUMMARY2.DurInWGTalk + AGENTPERWGSUMMARY2.NumOutWGConnected + AGENTPERWGSUMMARY2.DurInWGWrapUp + AGENTPERWGSUMMARY2.DurOutWGWrapUp + AGENTPERWGSUMMARY2.DurInWGHold + AGENTPERWGSUMMARY2.DurOutWGHold$

1304 - Agent WG Call Handling Time Distribution

The Agent WG Call Handling Time Distribution report displays a chart of an workgroup agent's inbound and outbound calls, including length of call (in minutes).

Table

All data from Table CDRMAIN

Workgroup Reports

Duration

TalkDuration + HoldDuration

Workgroup Reports

2101 - Workgroup Call Detail Report

The Workgroup Call Detail Report displays call detail reporting for the specified workgroup(s).

Inbound Calls															
Dir	Start Time	End Time	Caller	Agent	Duration in Different Call State					Start Rec	Priority	Within SLT	Exit State	Session ID	Seq ID
					AA/IVR	Queue	Ring	Talk	Hold						
In	12/01/2004 14:15:00	12/01/2004 14:17:28	7027968880 (CUTLER LLC)	210 (TechSupport Ogabian)	0:00:03	-	0:00:08	0:02:17	-	0:02:16	5	Y	Connected	1101272231	2
In	12/01/2004 14:22:39	12/01/2004 14:22:41	100 (Front Desk)	450 (Tech Support (New))	-	-	-	-	-	-	5	Y	Transfer Destination Unavailable	1101272242	3
	<A>		<C1>	<D1>	<E>	<F>	<G>	<H>	<I>	<J>	<K>	<L>	<M>	<N>	<O>

Outbound Calls															
Dir	Start Time	End Time	Target	Agent	Duration in Different Call State					Start Rec	Priority	Within SLT	Exit State	Session ID	Seq ID
					AA/IVR	Queue	Ring	Talk	Hold						
Out	12/01/2004 14:05:49	12/01/2004 14:08:20	206 (William Gayner)	277 (Support Coucoules)	-	-	0:00:21	-	-	-	5	Y	Goto VM without Leaving Voice Message	1101272220	1
Out	12/01/2004 14:08:48	12/01/2004 14:14:37	210 (TechSupport Ogabian)	277 (Support Coucoules)	-	-	0:00:02	0:05:47	-	0:05:45	5	Y	Connected	1101272223	1
	<A>		<C2>	<D2>	<E>	<F>	<G>	<H>	<I>	<J>	<K>	<L>	<M>	<N>	<O>

Table

All data from Table CDRMAIN

Columns

- StartTime
- EndTime
- C1 - CallerNum; C2 - TargetNum
- D1 - TargetNum; D2 - CallerNum
- AADuration
- QueueDuration
- RingDuration
- TalkDuration
- HoldDuration
- RecordDuration
- StartPriority
- AnswerWithinSLT
- ExitState
- SessionID

- o. SequenceID

2201 - Workgroup Agent(s) State

The Workgroup Agent State report displays the state for specified workgroup agent(s).

Start Date	Agent	Login Duration	Not-Ready	DND/FWD	Error
11/29/2004	210 (TechSupport Ogabian)	-	2:31:44	-	-
11/30/2004	210 (TechSupport Ogabian)	-	1:05:06	-	-
(A)	(B)	(C)	(D)	(E)	(F)

Table

All data from Table **AGENTPERWGSUMMARY1**, **AGENTPERWGSUMMARY3**, **AGENTSUMMARY1**, **AGENTSUMMARY4**.

Columns

- AGENTPERWGSUMMARY1.StartTime
- AGENTPERWGSUMMARY1.AgentNum
- AGENTPERWGSUMMARY3.DurLogin
- AGENTSUMMARY4.DurNotReady
- AGENTSUMMARY4.DurAgentDND+AGENTSUMMARY4.DurAgentFWD
- AGENTSUMMARY4.DurAgentError

2202 - Workgroup Agent(s) Performance Summary

The Workgroup Agent(s) Performance Summary report displays a performance summary of the specified workgroup agent(s).

Start Date	Agent	Workgroup and Direct Calls (Inbound & Outbound)									Total Time	Non-Call Activities			
		Answered			Hold			Wrap-Up				Calls RNS	Other Activities During Login		
		Calls	Total	Avg	Calls	Total	Avg	Calls	Total	Avg			Not-Ready	DND/FWD	Error
11/29/2004	210	2	0:07:46	0:03:53	0	-	-	40	0:25:28	0:00:38	0:33:14	0	2:31:44	-	-
11/30/2004	210	9	0:16:40	0:02:04	2	0:00:32	0:00:16	45	0:28:45	0:00:38	0:47:57	0	1:05:06	-	-
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)

Table

All data from Table **AGENTPERWGSUMMARY1**, **AGENTPERWGSUMMARY2**, **AGENTSUMMARY1**, **AGENTSUMMARY2**, **AGENTSUMMARY4**.

Columns

- a. AGENTPERWGSUMMARY1.StartTime
- b. AGENTPERWGSUMMARY1.AgentNum

Workgroup Reports

- c. AGENTPERWGSUMMARY 2.NumInWGAnswered +
AGENTPERWGSUMMARY 2.NumOutWGConnected +
AGENTSUMMARY2.NumInDirAnswered+AGENTSUMMARY2.NumOutDirConnected
- d. AGENTPERWGSUMMARY 2.DurInWGTalk + AGENTPERWGSUMMARY 2.DurOutWGTalk +
AGENTSUMMARY2.DurInDirTalk+AGENTSUMMARY2.DurOutDirTalk
- e. D/C
- f. AGENTPERWGSUMMARY 2.NumInWGHold + AGENTPERWGSUMMARY 2.NumOutWGHold +
AGENTSUMMARY2.NumInDirHold+AGENTSUMMARY2.NumOutDirHold
- g. AGENTPERWGSUMMARY2.DurInWGHold
+AGENTPERWGSUMMARY2.DurOutWGHold +
AGENTSUMMARY2.DurInDirHold+AGENTSUMMARY2.DurOutDirHold
- h. G/F
- i. AGENTSUMMARY2.NumInWrapUp+AGENTSUMMARY2.NumOutWrapUp
- j. AGENTSUMMARY2.DurInWrapUp+AGENTSUMMARY2.DurOutWrapUp
- k. J/I
- l. D+G+J
- m. AGENTPERWGSUMMARY2.NumInWGRNA
- n. AGENTSUMMARY4.DurNotReady
- o. AGENTSUMMARY4.DurAgentDND+AGENTSUMMARY4.DurAgentFWD
- p. AGENTSUMMARY4.DurAgentError

2203 - Workgroup Agent Call Activity Summary with % Analysis

The Workgroup Agent Call Activity Summary with % Analysis report displays call activity for the specified workgroup agent(s).

Start Date	Agent	All Calls				Workgroup Inbound				Workgroup Outbound				Direct Inbound			Direct Outbound				
		Calls	Talk	Avg		Calls	%	Talk	Avg	Calls	%	Talk	Avg	Calls	%	Talk	Avg	Calls	%	Talk	Avg
11/29/2004	210	42	4:02:25	0:05:46	32	76.2%	3:45:59	0:07:03	8	19.0%	0:08:41	0:01:05	2	4.8%	0:07:46	0:03:53	0	0.0%	-	-	-
11/30/2004	210	53	4:00:34	0:04:32	31	58.5%	3:29:21	0:06:45	13	24.5%	0:12:33	0:00:57	9	17.0%	0:16:40	0:02:04	0	0.0%	-	-	-

Table

All data from Table **AGENTPERWGSUMMARY1**,
AGENTPERWGSUMMARY2, **AGENTSUMMARY1**,
AGENTSUMMARY2.

Columns

- a. AGENTPERWGSUMMARY1.StartTime
- b. AGENTPERWGSUMMARY1.AgentNum
- c. F+J+N+R
- d. G+K+O+S
- e. D/C
- f. AGENTPERWGSUMMARY2.NumInWGAnswered
- g. (F/C)*100%
- h. AGENTPERWGSUMMARY2.DurInWGTalk
- i. H/F
- j. AGENTPERWGSUMMARY2.NumOutWGConnected
- k. (J/C)*100%
- l. AGENTPERWGSUMMARY2.DurOutWGTalk
- m. L/J
- n. AGENTSUMMARY2.NumInDirAnswered
- o. (N/C)*100%
- p. AGENTSUMMARY2.DurInDirTalk
- q. P/N
- r. AGENTSUMMARY2.NumOutDirConnected
- s. (R/C)*100%
- t. AGENTSUMMARY2.DurOutDirTalk
- u. T/R

2204 - Workgroup Agent Call/Time Contribution % Comparison

The Workgroup Agent Call/Time Contribution % Comparison report displays all calls, including inbound workgroup, outbound workgroup, direct inbound and direct outbound calls, for the specified workgroup agent(s).

Start Date	Agent	All Calls				Workgroup Inbound				Workgroup Outbound				Direct Inbound			Direct Outbound				
		Calls	%	Talk	%	Calls	%	Talk	%	Calls	%	Talk	%	Calls	%	Talk	%	Calls	%	Talk	%
11/20/2004	196	36	40.4%	1:53:00	32.0%	27	46.6%	1:39:53	32.3%	7	35.0%	0:08:56	41.6%	1	10.0%	0:04:08	18.1%	1	100.0%	0:00:03	100.0%
11/20/2004	210	53	59.6%	4:00:34	68.0%	31	53.4%	3:29:21	67.7%	13	65.0%	0:12:33	58.4%	9	90.0%	0:18:40	81.9%	0	0.0%	.	0.0%

< A > < B > < C > < D > < E > < F > < G > < H > < I > < J > < K > < L > < M > < N > < O > < P > < Q > < R > < S > < T > < U > < V >

Table

All data from Table AGENTPERWGSUMMARY1, AGENTPERWGSUMMARY2, AGENTSUMMARY1, AGENTSUMMARY2

Columns

- a. AGENTPERWGSUMMARY1.StartTime
- a. AGENTPERWGSUMMARY1.AgentNum
- b. G+K+O+S
- c. $C / <TOTAL> * 100 \%$
- d. I+M+Q+U
- e. $E / <TOTAL> * 100 \%$
- f. AGENTPERWGSUMMARY2.NumInWGAnswered
- g. $G / <TOTAL> * 100 \%$
- h. AGENTPERWGSUMMARY2.DurInWGTalk
- i. $I / <TOTAL> * 100 \%$
- j. AGENTPERWGSUMMARY2.NumOutWGConnected
- k. $K / <TOTAL> * 100 \%$
- l. AGENTPERWGSUMMARY2.DurOutWGTalk
- m. $N / <TOTAL> * 100 \%$
- n. AGENTSUMMARY2.NumInDirAnswered
- o. $O / <TOTAL> * 100 \%$
- p. AGENTSUMMARY2.DurInDirTalk
- q. $Q / <TOTAL> * 100 \%$
- r. AGENTSUMMARY2.NumOutDirConnected
- s. $S / <TOTAL> * 100 \%$
- t. AGENTSUMMARY2.DurOutDirTalk
- u. $U / <TOTAL> * 100 \%$

2205 - Workgroup Inbound/Outbound Call Summary with % Analysis

The Workgroup Inbound/Outbound Call Summary with % Analysis report displays all inbound (answered/abandoned/overflowed) calls and outbound connected calls for the specified workgroup agent(s).

Start Time	Workgroup	Inbound Calls										Connected Outbound Calls			Total WG Calls
		Total Calls	Answered				Abandoned		Overflowed/Redirected		Calls	Talk	Avg		
			Calls	%	Talk	Avg	Calls	%	Calls	%					
11/29/2004	450	83	69	83.1%	7:07:56	0:06:12	13	15.7%	1	1.2%	45	1:25:22	0:01:53	128	
11/30/2004	450	123	99	80.5%	9:47:59	0:06:56	16	13.0%	8	6.5%	39	1:42:19	0:02:37	162	
	<A>		<C>	<D>	<E>	<F>	<G>	<H>	<I>	<J>	<K>	<L>	<M>	<N>	<O>

Table

All data from Table WGSUMMARY

Columns

- StartTime
- WGNum
- NumInWGCall
- NumInAnswered
- $D/C * 100\%$
- DurInTalk
- F/C
- $NumInAbnInQ + NumInAbnDuringRing$
- $H/C * 100\%$
- $NumInOverflow + NumInAbnVmMsg + NumInAbnVmNoMsg + NumInAbnToApp + NumInAbnToOthers$
- $J/C * 100\%$
- NumOutConnected
- DurOutTalk
- M/L
- C+L

2206 - Workgroup Inbound Calls Wait Time Summary

The Workgroup Inbound Calls Wait Time Summary report displays the wait time for total inbound calls, including calls answered, abandoned and overflowed, for the specified workgroup.

Start Time	Workgroup	Total Inbound Calls	Answered					Abandoned (ABN)					Overflowed/Redirected		
			Calls	WT	Avg WT	Within SLT	%	Queue	Ring	Calls	WT	Avg WT	Calls	WT	Avg WT
11/29/2004	450	83	69	5:38:25	0:04:54	68	98.6%	13	0	13	0:34:46	0:02:40	1	0:14:25	665
11/30/2004	450	123	99	7:21:13	0:04:27	98	99.0%	16	0	16	0:32:22	0:02:01	8	0:36:08	271

Table

All data from Table WGSUMMARY

Columns

- a. StartTime
- p. WGNum
- b. NumInWGCall
- c. NumInAnswered
- d. DurInAnsQ + DurInAnsRing
- e. E/D
- f. NumInAnsWithinSLT
- g. G/D * 100%
- h. NumInAbnInQ
- i. NumInAbnDuringRing
- j. I + J
- k. DurInAbnInQ + DurInAbnInQ_RingTime + DurInAbnDuringRing + DurInAbnDuringRing_RingTime
- l. L/K
- m. NumInOverflow + NumInAbnVmMsg + NumInAbnVmNoMsg + NumInAbnToApp + NumInAbnToOthers
- n. DurInOverflowQ + DurInOverflowRing + DurInAbnVmMsg + DurInAbnVmMsg_RingTime + DurInAbnVmNoMsg + DurInAbnVmNoMsg_RingTime + DurInAbnToApp + DurInAbnToApp_RingTime + DurInAbnToOthers + DurInAbnToOthers_RingTime
- o. O/N

2207 - Workgroup Inbound Call Handling Summary

The Workgroup Inbound Call Handling Summary report displays call handling for all inbound calls, including answered calls, abandoned calls and overflowed calls, for the specified workgroup.

Start Time	Workgroup	Total # of Calls	Answered Calls						Abandoned Calls				Overflowed		Num Of VM	Total Calls in Queue
			# of Calls	% of Calls	Talk Time	Avg Talk	Handle Time	Avg Handle	# of Calls	% of Calls	Hangup In Queue	Ring	# of Calls	% of Calls		
11/29/2004	450	83	69	83.1%	7:07:56	0:06:12	7:59:38	0:06:57	13	15.7%	13	0	1	1.2%	1	69
11/30/2004	450	123	99	80.5%	8:47:59	0:05:56	11:47:00	0:07:08	16	13.0%	16	0	8	6.5%	7	105
<A>		<C>	<D>	<E>	<F>	<G>	<H>	<I>	<J>	<K>	<L>	<M>	<N>	<O>	<P>	<Q>

Table

All data from Table WGSUMMARY

Columns

- a. StartTime
- b. WGNum
- c. D + J + N
- d. NumInWGCall
- e. D/C * 100%
- f. DurInTalk
- g. F/D
- h. DurInTalk + DurInHold + DurInWrapUp
- i. H/D
- j. L + M
- k. J/C * 100%
- l. NumInAbnInQ
- m. NumInAbnInDuringRing
- n. NumInOverflow + NumInAbnVmMsg + NumInAbnVmNoMsg + NumInAbnToApp + NumInAbnToOthers
- o. N/C * 100%
- p. NumInAbnVmMsg
- q. NumInCallInQ

2208 - Workgroup Outbound Call Handling Summary

The Workgroup Outbound Call Handling Summary report displays call handling information for connected calls for the specified workgroup.

Start Date	Workgroup	Total Connected Calls	Total Talk Time	Avg Talk Time	Total Handling Time	Avg Handling Time	# of Xfer
11/29/2004	450	45	1:25:22	0:01:53	2:01:09	0:02:41	0
11/30/2004	450	39	1:42:19	0:02:37	2:24:40	0:03:42	0
<A>		<C>	<D>	<E>	<F>	<G>	<H>

Table

All data from Table **WGSUMMARY**.

Columns

- StartTime
- WGNum
- NumOutConnected
- DurOutTalk
- D/C
- DurOutHold + DurOutTalk + DurOutWrapUp
- F/C
- NumOutXfer

2301 - Workgroup Inbound Answered Call Wait Time

The Workgroup Inbound Answering Call Wait Time report displays answered calls wait time (queue time + ring time) for the specified workgroup.

Start Date	Total Call Answered	Answered Calls Wait Time (Queue + Ring) W/in (seconds)													
		0-30		31-60		61-90		91-120		121-150		151-180		>181	
		Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%
11/29/2004	69	15	21.7%	2	2.9%	4	5.8%	3	4.3%	1	1.4%	5	7.2%	39	56.5%
11/30/2004	99	23	23.2%	7	7.1%	8	8.1%	2	2.0%	4	4.0%	4	4.0%	51	51.5%
12/01/2004	69	15	21.7%	1	1.4%	3	4.3%	1	1.4%	10	14.5%	5	7.2%	34	49.3%

Table

All data from Table **CDRMAIN**

Filter

TalkDuration > 0; TargetWGNum

Group

TargetWGNum, WGSessionID

Value

QueueDuration+RingDuration

2302 - Workgroup Inbound Abandoned Call Wait Time

The Workgroup Inbound Abandoned Call Wait Time report displays total abandoned calls and abandoned call wait time (queue time + ring time) for the specified workgroup.

Start Date	Total Call Abandoned	Abandoned Calls Wait Time (Queue + Ring) Within (seconds)													
		0-30		31-60		61-90		91-120		121-150		151-180		>181	
		Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%
11/29/2004	13	4	30.8%	1	7.7%	0	0.0%	0	0.0%	1	7.7%	1	7.7%	6	46.2%
11/30/2004	16	6	37.5%	1	6.2%	1	6.2%	1	6.2%	1	6.2%	2	12.5%	4	25.0%
12/01/2004	20	6	30.0%	4	20.0%	1	5.0%	0	0.0%	0	0.0%	0	0.0%	9	45.0%

Table

All data from Table CDRMAIN

Filter

TalkDuration = 0 AND AbnTargetType = 8; TargetWGNum

Group

TargetWGNum, WGSessionID

Value

QueueDuration+RingDuration

2303 - Workgroup Inbound Overflowed/Redirected Calls Wait Time

The Workgroup Inbound Overflowed/Redirected Calls Wait Time report displays Inbound Overflowed and Redirected Calls Wait Time statistics for the specified workgroup.

Start Date	Total Call OV/RED	Overflow/Redirect Calls Wait Time (Queue + Ring) Within													
		0-30		31-60		61-90		91-120		121-150		151-180		>181	
		Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%
11/29/2004	1	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%
11/30/2004	8	0	0.0%	0	0.0%	0	0.0%	1	12.5%	0	0.0%	1	12.5%	6	75.0%
12/01/2004	8	2	25.0%	2	25.0%	1	12.5%	0	0.0%	0	0.0%	0	0.0%	3	37.5%

Table

All data from Table CDRMAIN

Workgroup Reports

Filter

TalkDuration = 0 AND (ExitState NOT IN (2,3,7) OR AbnTargetType BETWEEN 1 AND 7); TargetWGNum

Group

TargetWGNum, WGSessionID

Value

QueueDuration+RingDuration

2304 - Workgroup Inbound Calls Answering Time

The Workgroup Inbound Calls Answering Time report displays inbound calls answered time statistics for the specified workgroup.

Start Date	Total Call Answered	Call Answering Time (Talk + Hold) Within (seconds)													
		0-120		121-240		241-360		361-480		481-600		601-720		>721	
		Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%
11/29/2004	69	21	30.4%	16	23.2%	10	14.5%	5	7.2%	1	1.4%	7	10.1%	9	13.0%
11/30/2004	99	29	29.3%	29	29.3%	11	11.1%	6	6.1%	5	5.1%	6	6.1%	13	13.1%
12/01/2004	69	21	30.4%	21	30.4%	8	11.6%	5	7.2%	4	5.8%	1	1.4%	9	13.0%

Table

All data from Table CDRMAIN

Filter

TalkDuration > 0; TargetWGNum

Group

TargetWGNum, WGSessionID

Value

TalkDuration + HoldDuration

2305 - Workgroup Outbound Call Handling Time

The Workgroup Outbound Call Handling Time report displays outbound call handling for all workgroup connected calls for the specified workgroup.

Start Date	Total Call Connected	Connected Calls Handling Time (Talk + Hold) Within (seconds)													
		0-120		121-240		241-360		361-480		481-600		601-720		>721	
		Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%
11/29/2004	45	31	68.9%	7	15.6%	6	13.3%	1	2.2%	0	0.0%	0	0.0%	0	0.0%
11/30/2004	39	25	64.1%	10	25.6%	1	2.6%	0	0.0%	1	2.6%	0	0.0%	2	5.1%
12/01/2004	49	35	71.4%	7	14.3%	4	8.2%	1	2.0%	2	4.1%	0	0.0%	0	0.0%

Table

All data from Table CDRMAIN

Filter

TalkDuration > 0; OutGoingWG

Group

TargetWGNum, WGSessionID

Value

TalkDuration + HoldDuration

2306 - Workgroup Inbound Call Priority

The Workgroup Inbound Call Priority report displays inbound call statistics, sorted by call priority, for the specified workgroup.

Start Date	Total Call Answered	Priority Level													
		P1		P2		P3		P4		P5		P6		Others	
		Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%
11/29/2004	69	0	0.0%	0	0.0%	0	0.0%	1	1.4%	68	98.6%	0	0.0%	0	0.0%
11/30/2004	99	2	2.0%	1	1.0%	2	2.0%	0	0.0%	94	94.9%	0	0.0%	0	0.0%
12/01/2004	69	2	2.9%	2	2.9%	0	0.0%	3	4.3%	62	89.9%	0	0.0%	0	0.0%

Table

All data from Table CDRMAIN

Filter

TalkDuration > 0; OutGoingWG

Group

TargetWGNum, WGSessionID

Value

TalkDuration + HoldDuration

2307 - Workgroup Cumulative Inbound/Outbound Call

The Workgroup Cumulative Inbound/Outbound Call report displays total inbound and outbound call statistics for the specified workgroup.

Hour-of-Day	Inbound Calls										Connected Outbound Calls			Total WG Calls
	Total Calls	Answered				Abandoned		Overflowed/Redirected		Calls	Talk	Avg		
09:00-10:00	32	30	93.8%	2:44:53	0:05:29	1	3.1%	1	3.1%	20	0:29:30	0:01:28	52	
10:00-11:00	22	18	81.8%	1:31:12	0:05:04	3	13.6%	1	4.5%	11	0:12:02	0:01:05	33	
11:00-12:00	46	36	75.0%	3:30:11	0:05:50	8	16.7%	4	8.3%	15	0:37:38	0:02:30	63	
<A>		<C>	<D>	<E>	<F>	<G>	<H>	<I>	<J>	<K>	<L>	<M>	<N>	

Table

All data from Table WGSUMMARY

Columns

- StartTime
- NumInWGCall
- NumInAnswered
- $C/B * 100\%$
- DurInTalk
- E/C
- $NumInAbnInQ + NumInAbnDuringRing$
- $G/B * 100\%$
- $NumInOverflow + NumInAbnVmMsg + NumInAbnVmNoMsg + NumInAbnToApp + NumInAbnToOthers$
- $I/B * 100\%$
- NumOutConnected
- DurOutTalk
- L/K
- $B+K$

2308 - Workgroup Cumulative Inbound Call Wait Time

The Workgroup Cumulative Inbound Call Wait Time report displays cumulative call waiting time for all inbound calls for the specified workgroup.

Hour-of-Day	Total		Answered					Abandoned (ABN)			Overflowed/Redirected		
	Inbound Calls	Calls	Wait Time	Avg WT	Within SLT	SLT %	Calls	Wait Time	Avg WVT	Calls	Wait Time	Avg WVT	
09:00-10:00	32	30	2:01:25	0:04:02	30	100.0%	1	0:00:41	0:00:41	1	0:00:09	0:00:09	
10:00-11:00	22	18	1:06:18	0:03:41	18	100.0%	3	0:01:29	0:00:29	1	0:00:03	0:00:03	
11:00-12:00	46	36	2:14:22	0:03:43	36	100.0%	8	0:10:16	0:01:17	4	0:06:30	0:01:37	
<A>		<C>	<D>	<E>	<F>	<G>	<H>	<I>	<J>	<K>	<L>	<M>	

Table

All data from Table WGSUMMARY

Columns

- a. StartTime
- b. NumInWGCall
- c. NumInAnswered
- d. DurInAnsQ + DurInAnsRing
- e. D/C
- f. NumInAnsWithinSLT
- g. F/C * 100%
- h. NumInAbnInQ+NumInAbnDuringRing
- i. DurInAbnInQ + DurInAbnInQ_RingTime + DurInAbnDuringRing + DurInAbnDuringRing_RingTime
- j. I/H
- k. NumInOverflow + NumInAbnVmMsg + NumInAbnVmNoMsg + NumInAbnToApp + NumInAbnToOthers
- l. DurInOverflowQ + DurInOverflowRing + DurInAbnVmMsg + DurInAbnVmMsg_RingTime + DurInAbnVmNoMsg + DurInAbnVmNoMsg_RingTime + DurInAbnToApp + DurInAbnToApp_RingTime + DurInAbnToOthers + DurInAbnToOthers_RingTime
- m. L/K

2309 - Workgroup Cumulative Inbound Call Handling

The Workgroup Cumulative Inbound Call Handling report displays inbound calls handling statistics for the specified workgroup.

Hour-of-Day	Total		Answered Calls						Abandoned Calls			Overflowed/Redirected		Total Calls In Queue	# of VM	# of Xfer
	# of Calls	% of Calls	% of AVG	Talk Time	Avg Talk	Handle Time	Avg Handle	# of Calls	% of Avg	Hangup In Queue	Hangup In Ring	# of Calls	% of Calls			
09:00-10:00	32	30	93.8%	2:44:53	0:05:29	3:09:14	0:06:18	1	3.1%	1	0	1	3.1	25	0	4
10:00-11:00	22	18	81.8%	1:31:12	0:05:04	1:43:49	0:05:46	3	13.6%	3	0	1	4.5	19	1	1
11:00-12:00	48	36	75.0%	3:30:11	0:05:50	4:01:42	0:06:42	8	16.7%	8	0	4	8.3	44	3	10

Table

All data from Table WGSUMMARY

Columns

- a. StartTime
- b. NumInWGCall

Workgroup Reports

- c. NumInAnswered
- d. $C/B * 100\%$
- e. DurInTalk
- f. E/C
- g. DurInTalk+DurInWrapUp+DurInHold
- h. G/C
- i. NumInAbnInQ+NumInAbnDuringRing
- j. $I/B * 100\%$
- k. NumInAbnInQ
- l. NumInAbnDuringRing
- m. NumInOverflow + NumInAbnVmMsg + NumInAbnVmNoMsg + NumInAbnToApp + NumInAbnToOthers
- n. $M/B * 100\%$
- o. NumInCallInQ
- p. NumInAbnVmMsg
- q. NumInXfer

2310 - Cumulative Outbound Call Handling

The Cumulative Outbound Call Handling report displays statistics for outbound calls handled by the specified workgroup.

Hour-of-Day	Total Connected Calls	Total Talk Time	Avg Talk Time	Total Handling Time	Avg Handling Time	# of Xfer
09:00-10:00	20	0:29:30	0:01:28	0:47:01	0:02:21	0
10:00-11:00	11	0:12:02	0:01:05	0:20:29	0:01:51	0
11:00-12:00	15	0:37:28	0:02:30	1:03:05	0:04:12	0
<A>		<C>	<D>	<E>	<F>	<G>

Table

All data from Table WGSUMMARY

Columns

- a. StartTime
- b. NumOutConnected
- c. DurOutTalk
- d. C/B
- e. DurOutHold + DurOutTalk + DurOutWrapUp
- f. E/B
- g. NumOutXfer

2311 - Total & % Inbound Calls ANS/ABN/OFL

The Total & % Inbound Calls ANS/ABN/OFL report displays totals and percentages of inbound calls, including calls answered, abandoned and overflowed.

Hour-of-Day	Total Inbound Calls	Answered Call		Abandoned Call		Overflowed/Redirected Call	
		# of Call	% of Call	# of Call	% of Call	# of Call	% of Call
09:00-10:00	32	30	93.8%	1	3.1%	1	3.1%
10:00-11:00	22	18	81.8%	3	13.6%	1	4.5%
11:00-12:00	48	36	75.0%	8	16.7%	4	8.3%
<A>		<C>	<D>	<E>	<F>	<G>	<H>

Table

All data from Table WGSUMMARY

Columns

- StartTime
- NumInWGCall
- NumInAnswered
- $C/B * 100\%$
- $NumInAbnInQ + NumInAbnDuringRing$
- $E/B * 100\%$
- $NumInOverflow + NumInAbnVmMsg + NumInAbnVmNoMsg + NumInAbnToApp + NumInAbnToOthers$
- $G/B * 100\%$

2312 - Total & % WG Inbound Calls in Queue

The Total & % WG Inbound Calls in Queue report displays totals and percentages for workgroup inbound calls in queue.

Hour-of-Day	Total Inbound Calls	Calls in Queue		Calls without Queue	
		# of Call	% of Call	# of Call	% of Call
09:00-10:00	32	25	78.1%	7	21.9%
10:00-11:00	22	19	86.4%	3	13.6%
11:00-12:00	48	44	91.7%	4	8.3%
<A>		<C>	<D>	<E>	<F>

Table

All data from Table WGSUMMARY

Columns

- StartTime
- NumInWGCall
- NumInCallInQ

Workgroup Reports

- d. $C/B * 100\%$
- e. B-C
- f. $E/B * 100\%$

2313 - Average Call Handling Time

The Average Call Handling Time report displays average call handling time, including total talk time, average talk time and total handling time for the specified workgroup.

Hour-of-Day	Total Answered Calls	Total Talk Time	Avg Talk Time	Total Handling Time	Avg Handling Time
09:00-10:00	30	2:44:53	0:05:29	3:09:14	0:06:18
10:00-11:00	18	1:31:12	0:05:04	1:43:49	0:05:46
11:00-12:00	36	3:30:11	0:05:50	4:01:42	0:06:42
<A>		<C>	<D>	<E>	<F>

Table

All data from Table WGSUMMARY

Columns

- a. StartTime
- b. NumInAnswered
- c. DurInTalk
- d. C/B
- e. $DurInHold + DurInTalk + DurInWrapUp$
- f. E/B

2314 - Total Outbound Calls

The Total Outbound Calls report displays total outbound calls for the specified workgroup.

Hour-of-Day	Total Outbound Call
09:00-10:00	20
10:00-11:00	11
11:00-12:00	15
<A>	

Table

All data from Table WGSUMMARY

Columns

- a. StartTime
- b. NumOutConnected

2315 - Total Outbound Calls Handling Time

The Total Outbound Calls Handling Time report displays the total/average talk time and total/average handling time, for outbound calls for the specified workgroup.

Hour-of-Day	Total Connected Outgoing Calls	Total Talk Time	Avg Talk Time	Total Handling Time	Avg Handling Time
09:00-10:00	20	0:29:30	0:01:28	0:47:01	0:02:21
10:00-11:00	11	0:12:02	0:01:05	0:20:29	0:01:51
11:00-12:00	15	0:37:38	0:02:30	1:04:35	0:04:18
<A>		<C>	<D>	<E>	<F>

Table

All data from Table WGSUMMARY

Columns

- StartTime
- NumOutConnected
- DurOutTalk
- C/B
- DurOutHold + DurOutTalk + DurOutWrapUp
- E/B

2316 - Daily Max Number of Calls in Queue

The Daily Max Number of Calls in Queue report displays the daily maximum number of workgroup calls in queue, in a line chart format.

Table

All data from Table WGRTSUMMARY

Horizontal Axis

StartTime

Vertical Axis

IntvMaxQLength

2317 - Daily Longest Queue Time

The Daily Longest Queue Time report displays the longest queue time by hour, for workgroup calls, in a line chart format.

DNIS Reports

Table

All data from Table WGRTSUMMARY

Horizontal Axis

StartTime

Vertical Axis

IntvMaxLongestQTime

2318 - Daily Real Time Service Level

The Daily Real Time Service Level report displays the daily lowest real time service level for a workgroup, in a line chart format.

Table

All data from Table WGRTSUMMARY

Horizontal Axis

StartTime

Vertical Axis

CurServiceLevel

DNIS Reports

3101 - DNIS Call Detail Report

The DNIS Call Detail Report displays call detail information for the specified DNIS number.

Start Time	End Time	Caller	Agent	Duration in Different Call State						Start Priority	Within SLT	Exit State	Session ID	Seq ID
				A.A./V.R	Queue	Ring	Talk	Hold	Rec					
11/29/2004 07:04:54	11/29/2004 07:05:00	8478622100 (INACOMP)	410 (Tech Support)	0:00:06	-	-	-	-	-	-	Y	Forward	1101269020	1
11/29/2004 07:05:00	11/29/2004 07:07:23	8478622100 (INACOMP)	198 (Monique's iPhone)	0:00:02	0:01:14	0:00:01	0:01:05	-	0:01:03	5	Y	Connected	1101269020	2

Table

All data from Table CDRMAIN

Columns

- a. StartTime
- b. EndTime
- c. CallerNum
- d. TargetName
- e. AADuration
- f. QueueDuration
- g. RingDuration
- h. TalkDuration
- i. HoldDuration
- j. RecordDuration
- k. StartPriority
- l. AnswerWithinSLT
- m. ExitState
- n. SessionID
- o. SequenceID

3201 - DNIS Call Summary

The DNIS Call Summary report displays call summary information for the specified DNIS number.

DNIS	Start Date	Total		Answered						Abandoned Calls			Overflowed		# of VM	# of Calls In Q	# of Xfer
		# of Calls	% of Calls	Talk Time	Avg Talk	Hold Time	Avg Hold	# of Calls	% of Calls	Hangs In Queue	Hangs In Ring	# of Calls	% of Calls				
2528712	11/29/2004	132	71	53.8%	6:03:32	0:05:07	0:11:00	0:00:30	5	3.8%	5	0	56	42.4%	33	26	77
2528712	11/30/2004	120	69	57.5%	6:51:31	0:05:57	0:13:32	0:00:58	6	5.0%	5	1	45	37.5%	21	26	64

Table

All data from Table CDRMAIN

Columns

- a. DNIS
- b. StartTime
- c. D + J + N
- d. Count if (TalkDuration > 0)
- e. D/C * 100%
- f. TalkDuration
- g. F/D
- h. HoldDuration

DNIS Reports

- i. H/D
- j. L + M
- k. J/C * 100%
- l. Count if (TalkDuration = 0 AND ExitState <> 32 AND AbnTargetType = 8)
- m. Count if (TalkDuration = 0 AND ExitState = 32 AND AbnTargetType = 8)
- n. Count if (ExitState = "Queue Overflow" || ABNTargetType BETWEEN 1 AND 7);
- o. N/C * 100%
- p. Count if (VMDuration > 0)
- q. Count if (QueueDuration > 0)
- r. Count if (ExitState IN ("Redirect", "Forward", "Xfer"))

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