



3Com[®] eXchange Call Center Visor User Guide

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ABOUT THIS GUIDE

This guide describes how to use the 3Com eXchange Visor Applications. It describes the Real-Time Monitoring, Historical Report, and Wall Board applications and explains how to use them. The guide is intended for Call Center managers and supervisors.



For more information on the 3Com eXchange Call Center solution, see the Help. For a description of many of the 3Com eXchange Call Center concepts and terms used in this document, see [Chapter 2: Overview of the 3Com eXchange Visor Applications](#).

Conventions

Table 1 lists conventions that are used throughout this guide.

Table 1 Notice Icons

Icon	Notice Type	Description
	Information note	Information that describes important features or instructions
	Caution	Information that alerts you to potential loss of data or potential damage to an application, device, system, or network
	Warning	Information that alerts you to potential personal injury or death

Related Documentation

The following documents are available on the 3Com Partner Access website for the 3Com eXchange Call Center system:

- *3Com eXchange Call Center Release Notes*
- *3Com eXchange Call Center Hardware and Software Guidelines*
- *3Com eXchange Call Center Quick Installation Guide*
- *3Com eXchange Call Center Installation and Getting Started Guide*
- *3Com eXchange Call Center Setup Worksheets*
- *3Com eXchange Call Center Administration Guide*
- *3Com eXchange Call Center Visor User Guide* (this guide)
- *3Com eXchange Call Center Agent User Guide*

Documentation Comments

Your suggestions are important to us because we want to make our documentation more useful to you.

Please send e-mail comments about this guide or any of the eXchange Call Center documentation and Help topics to:

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- Document title
- Document part number (usually found on the front page)
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3Com eXchange Call Center Visor User Guide
Part Number 900-0151-01 Rev AA
Page 25

Registration, Warranty, and Support Information

For details on how to register your product and get support from 3Com, see Appendix E: "Obtaining Support for Your 3Com Products" in the *3Com eXchange Call Center Installation and Getting Started Guide*.

Disclaimers

The illustrations and other views, telephone displays, and screen captures appearing in this manual are examples used to explain how the application's features and controls are used. What appears in the illustrations may differ from what appears on your actual equipment and may not represent something that is possible in actual operation. The functions that you can use and the information that you can display may differ depending on the telephony state and external equipment connected in your network and eXchange system. Therefore, use the illustrations only as guidelines.

The names of companies, products, people, characters, and data mentioned in the examples herein are fictitious and are in no way intended to represent any real individual, company, product, or event, unless otherwise noted.

CHAPTER 1: INTRODUCTION TO THE 3COM EXCHANGE CALL CENTER



The figures in this guide may not represent exactly what you see on your monitor in all details. Use them only as guidelines.

The 3Com eXchange Call Center is a comprehensive routing and management system designed to control and monitor the activities of the Call Center.

Call Center Overview

The 3Com eXchange Call Center includes the Engine, Admin, Visor and Agent modules.

- The **Engine module**, together with the Interactive Voice Response package (IVR), provides the Call Center administrator with a number of sophisticated mechanisms for routing incoming calls to agents, including routing incoming calls by DNIS (the number dialed)

In addition, the 3Com eXchange Call Center provides the administrator with a sophisticated, yet easy to use scripting mechanism. Incoming calls are routed to agents according to the service required by the DNIS (number dialed).

- The **Admin module** enables authorized supervisors to define the parameters of different system entities (for example, Agents, Agent Groups, and Trunk Groups) and easily modify their profiles. There are several administration levels with different access rights.
- The **Visor module** is a Management Information System. This application monitors Call Center activities and provides real-time information as well as generating reports that summarize the system's performance over a given time period. The Visor module also provides statistical analysis of the Call Center system behavior within a specified period.
- The **Agent module** provides the agent with all the necessary information regarding any incoming call type and the caller, before a call is even answered. This Windows-based application provides agents with an extensive toolbar so that they can perform all telephony functions from their desktops. The toolbar is so compact that most of the agent's screen-space can be used to run other applications.

These modules combined form the 3Com eXchange Call Center system. They enable Call Center managers to design a routing plan and accurately assess Call Center activity trends. Based on this information, management can provide the most efficient personnel allocation plan to meet the Call Center's requirements.

CHAPTER 2: OVERVIEW OF THE 3COM eXCHANGE VISOR APPLICATIONS

The eXchange Visor suite of applications is designed to monitor ACD activities, generate reports that summarize the past performance of the system over a given time period, and provide statistical analysis of the Call Center system behavior within a specified period.



The figures in this guide may not represent exactly what you see on your monitor in all details. Use them only as guidelines. See the Help files for feature details.

The eXchange Visor consists of four applications: The Administration, The Real Time Monitoring, The Historical Reports, and the Wall Board Administration. Each application is a separate entity that acts independently of the others.

This Management Information System enables authorized supervisors to define the parameters of system entities (for example, Agents, Agent Groups, and Trunk Groups) and modify their attributes. Multiple eXchange Visor workstations may be activated, allowing a number of supervisors and managers to work simultaneously. Each one of the Visor stations requires an appropriate license.

3Com eXchange Call Center Administration

The 3Com eXchange Call Center Administration enables authorized managers and supervisors to define the parameters of the system entities: Agents, Agent Groups, Trunk Groups, Super-Groups, Supervisors, and System Definitions. Configuring these parameters is generally performed once, when the system is set up. However, certain parameters may also need to be updated during the course of work using the Administration application.



For a detailed explanation of the Administration application, see the 3Com eXchange Call Center Administrator's Guide.

3Com eXchange Call Center Real-Time Monitoring

The Real-Time Monitoring application allows managers and supervisors to obtain online statistical and graphical information concerning Call Center activities. The information can be displayed in tables, forms, and graphic formats, providing a clear and current picture of what is happening in the Call Center.



3Com eXchange Call Center Historical Reports

The Historical Reports application enables managers and supervisors to generate historical statistical reports for evaluating past activities and planning future actions. The application contains a variety of predefined report templates that can be filled out and generated. In addition, it enables free creation of reports based on an opened report generator using simple drag-and-drop operations.



3Com eXchange Call Center Wall Board Administration

The optional Wall Board Administration enables the supervisor to control the messages displayed on Wall Boards and agent boards. Messages may contain free text and statistical parameters and can be projected on different Wall Boards. Free sequences may be defined as a scenario and pop-up messages can be sent automatically.



CHAPTER 3: EXCHANGE CALL CENTER REAL-TIME MONITORING



The figures in this guide may not represent exactly what you see on your monitor in all details. Use them only as guidelines.

In Real-Time Monitoring, the supervisor observes statistical data on the screen that reflects the actual Call Center activity as it occurs.

Real-Time data is presented in report windows. Real-Time monitoring is implemented using dynamic reports that reflect actual Call Center activity between two configurable threshold levels. The system continually updates the graphical data, so that the latest information for the current time interval is always on the screen.

Examples:

If the Real-Time Interval defined is one hour, and the time is currently 10:42, the data presented is for the time period 09:42 - 10:42. At 09:35, the data presented is for the time period 08:35 - 09:35. By default, the real-time monitors are updated once a second. To eliminate network impact and allow remote supervising over the WAN or Internet, the Real-Time Monitoring application uses a sophisticated refresh-rate algorithm that is designed to monitor the transfer abilities of the network and update the refresh rate accordingly.

Supervisor can personalize their own workspaces to use any of the various reports on required entities (agents, groups, supergroups, trunks, and so on), according to defined privileges. The default workspace is displayed when the supervisor logs on.

Three basic types of report templates are defined automatically:

- Tabular Reports, with flexible column widths and scrolling bars, display current, cumulative and statistical information with two levels of colored indicators for thresholds.
- Scalable Forms, which report numerical information on designed fields with two levels of colored indicators for thresholds.
- Graphical Reports, which display performance and activities on configurable 2D or 3D graphs, Supervisors can customize the coloring, location of legends, and so on.

Using Real-Time Monitoring Reports

This section contains step-by-step instructions on how to use the Real-Time Reports. These sub-sections include how to:

- Access the 3Com eXchange Call Center Real-Time application
- Create a new report
- Change the group in the current window
- Add a group in the current window
- Remove a group from the current window
- Open a report
- Reorder the entries in a report
- Save a report
- View a report
- Filter the report's results
- Sort the report's columns
- Set the refresh rate

Accessing the 3Com eXchange Call Center Real-Time Monitoring Application

- 1 Double-click the **Real-Time monitoring** icon in the 3Com eXchange Call Center folder group. The Login window appears.

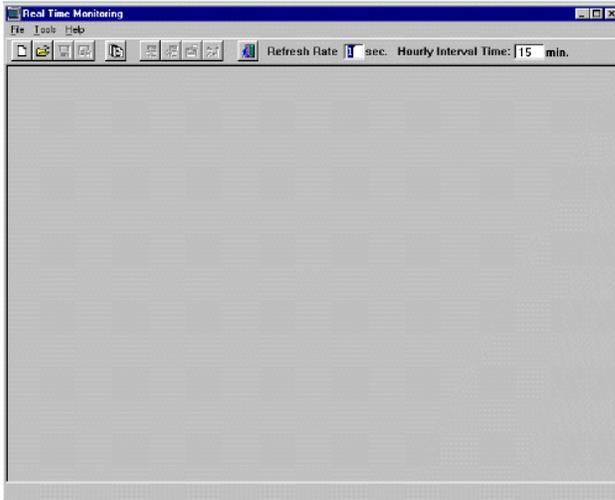


- 2 Enter the **Login Name**, **Password** and **Set Language** in the Login window.



Using the Set Language option allows the user to operate in either English or Spanish. To revert back to the previous language (English or Spanish), log off and then log back on using the preferred language

3 Click the **OK** button. The Real-Time Monitoring window appears.



If the workspace settings are defined, the following splash window appears.

The screenshot shows the 'Real Time Monitoring' application window with a fully defined workspace. The window contains several data panels and charts:

- Agent List:** A table showing agent details.

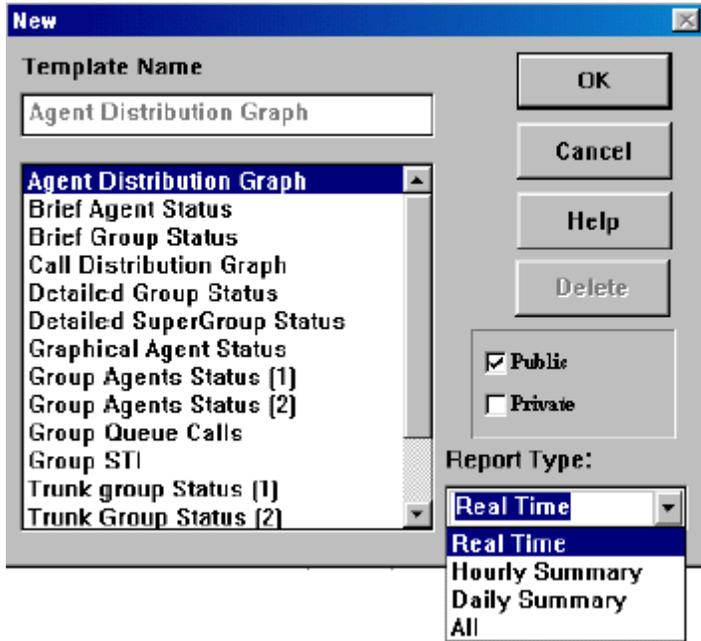
Agent Name	Agent No.	Agent Exten.	State	State Time	Hold	DNIS	ANI
Betty P.	3408	3408	ACD	1:16	0	3244	3307330485
Cathy S.	3212	3212	Idle	0:22	0		
Diane K.	3410	3410	Inc	0:09	0		
Fanny L.	3317	3317	Idle	0:02	0		
Helen G.	3440	3440	ACD	0:02	0	3244	6142580704
Jerry L.	3133	3133	Idle	0:30	0		
Karen G.	3110	3110	ACD	0:11	0	3244	3307226903
Laura D.	3248	3248	ACD	0:23	0	3244	4198418942
- Hourly Status:** A table showing call statistics by time interval.

Interval Start At	Total In	Calls Ansd	Calls Abnd	Avg. Talk	Avg. Abnd	Avg. Wrap
09:00	12	12	0	0:00:22	0:00:00	0:00:01
09:15	50	49	1	0:00:53	0:00:12	0:00:25
09:30	0	0	0	0:00:00	0:00:00	0:00:00
09:45	0	0	0	0:00:00	0:00:00	0:00:00
10:00	0	0	0	0:00:00	0:00:00	0:00:00
10:15	0	0	0	0:00:00	0:00:00	0:00:00
10:30	8	8	0	0:41:11	0:00:00	0:03:45
Totals	103	101	2	0:03:57	0:00:12	0:01:43
- Agent States:** A pie chart showing the distribution of agent states: Release (10.00%), WrapUp (30.00%), Idle (60.00%).
- Local Groups Status:** A table showing performance metrics for various groups.

Group Name	Group No.	Above T.ASA	Calls In Q	Max in Q	No. Agns	No. Rls	No. Idle	No. ACD	Calls ACD	TSF	Call: Abn
Accounts	72515	0	0	0:00	0	0	0	0	0	100%	0
Finance	42550	0	0	0:00	4	0	0	2	3	100%	0
Help Desk	42599	0	0	0:00	10	0	3	6	55	100%	1
Sales	42520	0	0	0:00	1	0	1	0	1	100%	0
Service	72516	0	0	0:00	1	0	1	0	1	100%	0
Support	72510	0	3	1:17	6	5	0	1	17	100%	0
- Groups ST:** A 3D surface chart showing performance across different groups (ST1 to ST6).
- Agent States Legend:** A list of states with corresponding colors: Release (red), WrapUp (blue), Idle (white), ACD (green), Non ACD (yellow), Busy (purple), Split (cyan).
- Groups Legend:** A list of groups with corresponding colors: Help Desk (green), Support (red), Sales (blue), Finance (yellow).

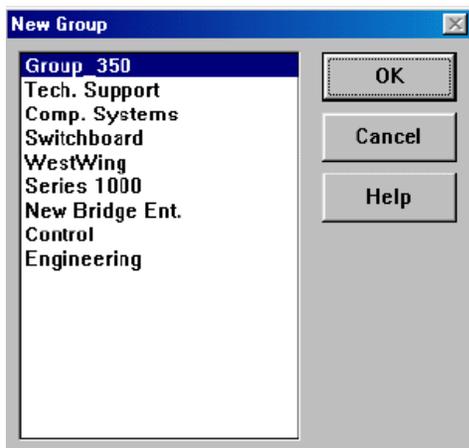
Creating New Real-Time Reports

- 1 In the Real-Time Monitoring window, select the **New** option in the File menu. The New dialog box appears.
- 2 Select the report type from the Report Type drop-down list.



- 3 Select the template from the Template Name list and click **OK**.

The New Group, New Trunk Group or New Agent dialog box appears, depending on the selected template.



- 4 Select the required new group, trunk group or agent and click **OK**. The selected Report window appears. The new window is named "Untitled" along with the item name and ID number. For example: Untitled, [Group: Project1, 3421]. Any current activity in the ACD is immediately reflected in the report.

Changing the Group in the Current Window

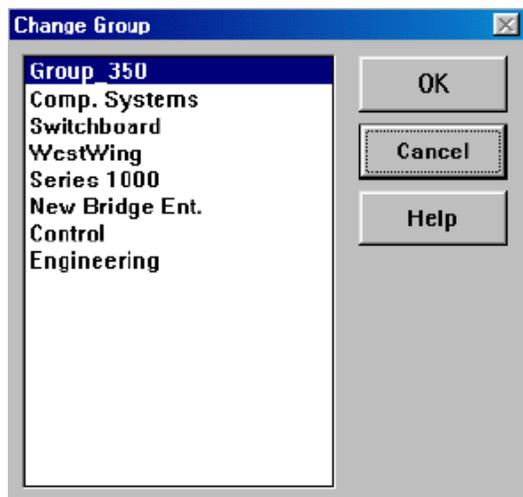
This action applies only to reports related to one entity such as:

- Calls Distribution Graph
- Group Agent Status
- Detailed Group Status
- Detailed Super Group Status
- Agent Distribution Graph
- Trunk Group Trunk Status

1 Select the **Change** option from the Contents menu, or use the toolbar icon.



The Change Group dialog box appears, showing the list of groups not yet included in the report.



2 Select the group to be monitored in the current Real-Time Report. Click **OK**.

Adding and Removing Entities from Report Windows

Groups, Trunk Groups and stations can be added to or removed from report windows. This action applies only to reports that allow you to see more than one entity at a time.

To add or remove Groups to or from the Brief Group Status, Group Queue calls and STI Graph reports, or Trunk Groups to or from the Trunk Group Status Report, use the following procedure:

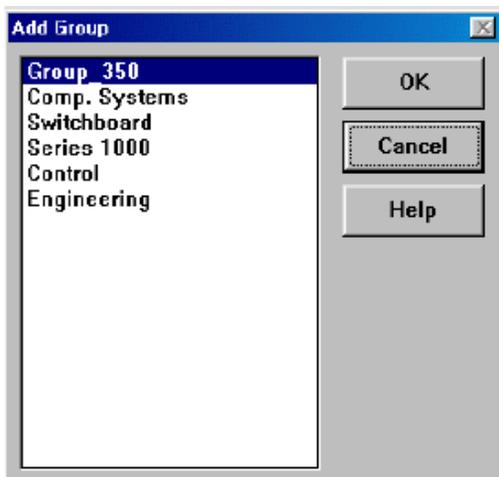
- 1 Select **Add** or **Remove** from the Contents menu, or use the toolbar icons.



The Add Group dialog box appears with the list of groups that are not already in the report.

OR

The Remove Group dialog box appears, listing groups currently presented in the report.



- 2 Select the group to be added to or removed from the current real-time report. Click **OK**.

To add or remove stations to or from the Graphical Agent Status report

- 3 Select the **Add** or **Remove** option, or use the icons. The Add or Remove Station dialog box appears.
- 4 Enter the number of the station to be added or removed and then click **OK**.

Opening Pre-Defined Real-Time Reports

- 1 Select **Open** from the File menu. The Open dialog box appears.
- 2 Click the **Public** or **Private** check boxes (or both) to display the desired reports.
- 3 Select the report type from the Report Type drop-down list and click **OK**.

Sorting Entries in the Current Window

Report tables can be customized by changing the order of the entries. Entries may be sorted by agent name, by agent number or by extension number.

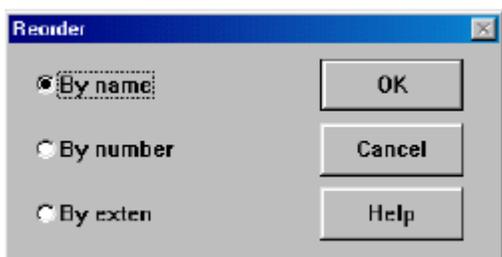
- 1 Select **Reorder** from the Contents menu, or use the toolbar icon.



The Reorder dialog box appears.



The By Extension check box does not appear for trunk and group reports.



- 2 Select the desired option.
- 3 Click **OK**. The report entries are reordered according to your selection.



After a sort is completed, all entries that are not logged in will be placed at the bottom of the list.

Saving Real-Time Reports

A report can be saved in two lists: the public reports list, and the private report list. All authorized supervisors can view public reports and only the supervisor who created them can view private reports.

Select **Save**, **Save as**, or **Workspace** from the File menu (or use the toolbar icons):

Icon	File Menu Option	Function
	Save	To save the real-time report in the currently active window under its current name
	Save As	To save the real-time report in the currently active window under a new name
	Workspace	To save the current workspace area as the default option or to restore the default layout. Reports and layouts open in this workspace are saved in the database

- 1 Click the **Public** or **Private** check box (or both) to save the report in the selected list(s).

- 2 Type in a name for the report.
- 3 Click **OK**.



An asterisk () in the report title bar indicates that the report structure has changed since the last save. The report must be saved again for the changes to be written to the database.*

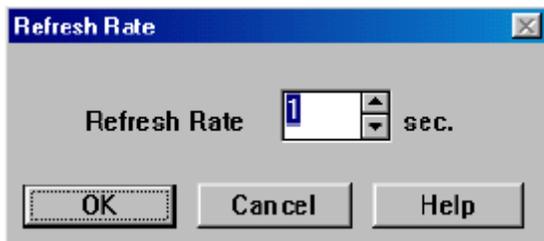
Setting Refresh Rate

The refresh rate is the update time interval. For example, if the refresh rate is set to 5 seconds, information is updated every five seconds.

- 1 Select **Refresh Rate** from the Tools menu.
- 2 Choose a mode:
 - **Automode** - allows the system to automatically set the refresh rate depending on the load of the network.
 - **Manual Mode** - allows the user to set the refresh rate at a constant rate. The dialog box shown in Figure 5-10 appears when Manual Mode is selected.



If the manually set refresh rate is inappropriate for the current network load, the system increases the rate to a more efficient rate (that is, 5 seconds to 7 seconds).



- 3 Click **OK**.

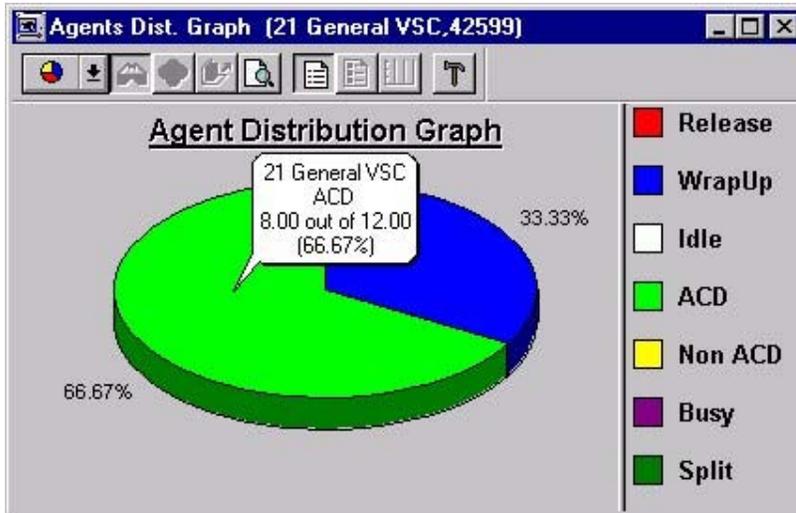


If an activity begins and ends before the next update of information, this activity is not reported in the report. For example, if the refresh rate is 5 seconds and an agent speaks on a call for 3 seconds, this call will not appear in the real-time report.

Available Report Types in the Real-Time Monitoring Application

Agent Distribution Graph

The pie chart displayed in the Agent Distribution Graph window shows the distribution of current agent activity as it occurs. You can quickly see the percentage of agents of a group in various states. For detailed information related to a specific slice, simply double-click it and the details balloon appears. Graph types, colors, legends location and 2 or 3D are all user definable.



Brief Agents Status

The Brief Agents Status is a tabular report that allows the follow-up of activities performed by a team of agents, regardless of which ACD group they are logged-in. The supervisor is able to add agents and see what type of activity the agent is engaged in and how long for (for example: IDLE state, ACD, WRAP, and so forth.). Different colors are used to differentiate between various states and are defined in the Colors option of the Administration application. This report shows additional information related to the current call: DNIS and Caller ID (ANI) numbers if available, the group the agent is serving right now and ACD calls dealt with in the current Real-Time Interval.

Agent Name	Agent Num	Agent Exten	State	State Time	DNIS	ANI	Current ACD Group	Total ACD Ansd.
Briggs, Colli	3223	3223	ACD	0:37	42599		42599	1
Cooper, Les	3110		LogOut	0:00	42599			
Hetsler, Les	3401	3401	ACD	3:37	42599		42599	2

Brief DNIS Status

The Brief DNIS Status tabular report is designed to show performance information related to calls received at a DNIS. The report displays counters related to the current status of calls received at a DNIS number, plus cumulative and statistical information over the current Real-Time Interval.

DNIS Name	DNIS No.	Above T.ASA	Calls In Q	Max In Q	Calls ACD	Calls Ansd	Calls Abnd	TSF	Avg. Wait Abnd	Max Wait Abnd	Avg. Q Time	Max Q Time
Help Desk	72520	0	0	0:00	0	0	0	100%	0:00	0:00	0:00	0:00
Team 1	72580	0	0	0:00	0	0	0	100%	0:00	0:00	0:00	0:00
Team 3	72560	0	0	0:00	1	1	0	100%	0:00	0:00	0:00	0:00

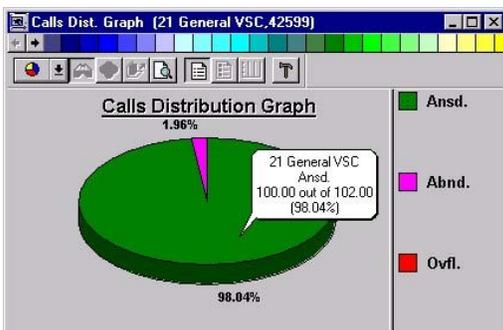
Brief Group Status

The Brief Group Status tabular report is designed to show brief information on the performance of one or more agent groups. Current status of the group is displayed along with cumulative and statistical information. The fields: ACD Calls, TSF, Calls Abnd, Calls Ovfl. and Transferred out are counters or calculations related to the Real-Time Interval defined for the group. Note that the colors in some fields indicate that the thresholds for those fields have been exceeded. Threshold values are specified in the *Thresholds* tab of the Groups in the Administration application. Threshold colors are specified in the Colors option of the Administration application.

Group Name	Group No.	Above T.ASA	Calls In Q	Max in Q	No. Agns	No. Rls	No. Idle	No. ACD	Calls ACD	TSF	Calls Abnd	Calls Ovfl	Trsfrd out
21 General VS	42599	0	5	3:48	12	0	0	8	133	99%	7	1	1
211 Team 1	42500	0	0	0:00	1	0	0	0	1	100%	0	0	0
C&V	72515	0	0	0:00	1	0	0	0	8	100%	0	0	2
Loan Producti	72510	0	0	0:00	8	3	3	1	26	100%	2	0	3

Call Distribution Graph

The pie chart displayed in the Call Distribution Graph window shows the distribution of calls received by the group in the current time interval. You can quickly see how many calls are being answered and how many are overflowed out of the agent group. The supervisor may double click a graph slice for more detailed information.



Group Agent Status

The Group Agent Status tabular report is designed to show the status of a group of agents. For all logged-on agents, of that particular group, we can see what type of activity the agent is engaged in and how long for (for example, IDLE state, ACD, WRAP, and so forth). Different colors are used to differentiate between various states. (State colors are defined in the Colors option of the Administration application). This report also shows additional information related to the current call: DNIS and Caller ID (ANI) numbers if available.

Agent Name	Agent No.	Agent Exten.	State	State Time	Hold	DNIS	ANI
Babcox, Ed	3409	3409	ACD	0:32	0	42599	
Gallagher, M	3407	3407	ACD	3:15	0	42599	
Kozlik, Jerry	3133	3133	Wrap	0:59	0		
Mentzer, Ma	3446	3446	ACD	0:23	0	42599	
Rasmussen,	3215	3215	ACD	2:06	0	42599	

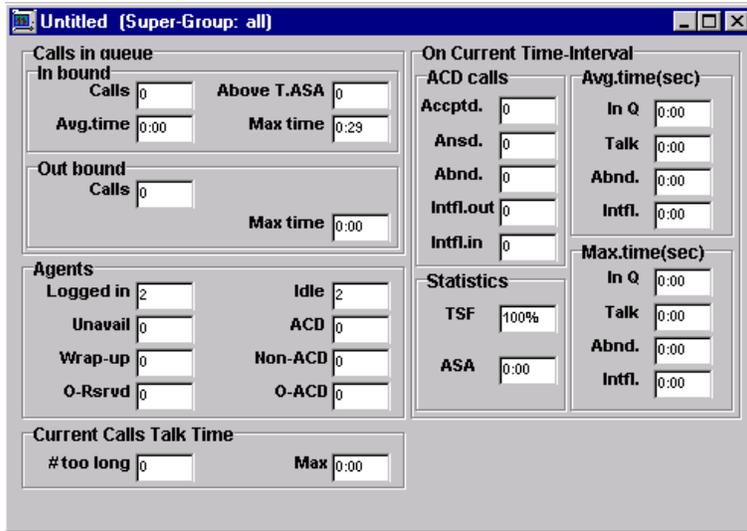
Detailed Group Status

The Detailed Group Status is a form report designed to show detailed information concerning one particular group. The form is divided into three different areas, each of them containing information related to the performance of the group. The left area displays on-line information about current events and activities: calls in queue, agents servicing the group and current calls. The middle area includes cumulative and statistical information evaluating group performance over the current Real-Time Interval. The right area displays performance of the group on the last interval. Colors presented in fields indicate that the thresholds for those fields have been exceeded. Threshold values are specified in the Administration application.

Calls in queue		On Current Interval		On Last Interval	
In bound		Interval Time 30		Intfl. calls 0	
Calls 0	Above T.ASA 0	ACD calls		Avg Idle calls 0	
Avg.time 0:00	Max time 0:00	Acptd. 0	Avg.time(sec)	TSF 100%	
Out bound		Ans. 0	In Q 0:00	RQD agns 0	
Active		Abnd. 0	Talk 0:00	On Current Interval	
Calls 0	Pending Calls 0	Intfl.out 0	Abnd. 0:00	Out ACD	
Avg.time 0:00	Avg.time 0:00	Intfl.in 0	Intfl. 0:00	Acptd 0	Average In Q 0:00
Max time 0:00	Max time 0:00	Statistics		Answd 0	Talk 0:00
Agents		TSF 100%	Max.time(sec)	Failed 0	Failed 0:00
Logged in 2	Idle 2	RPH 0	In Q 0:00	Longest	
Unavail 0	ACD 0	ASA 0:00	Talk 0:00	In Q 0:00	
Wrap-up 0	Non-ACD 0	RQD 0	Abnd. 0:00	Talk 0:00	
Busy 0	Split 0	Current Calls Talk Time		Failed 0:00	
O-Rsrvd 0	O-ACD 0	# too long 0			
		Max 0:00			

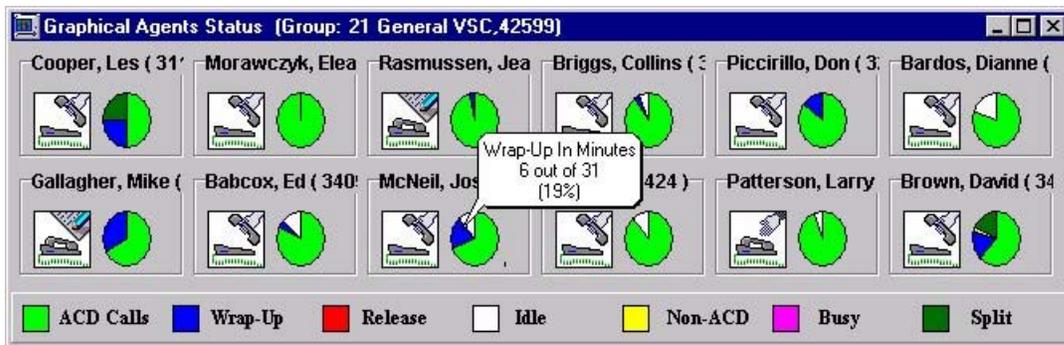
Detailed Super-Group Status

The Detailed Super-Group Status window is designed to show information that pertains to one particular Super-Group. The information is displayed in a form similar to that of the Detailed Group Status.



Graphical Agent Status

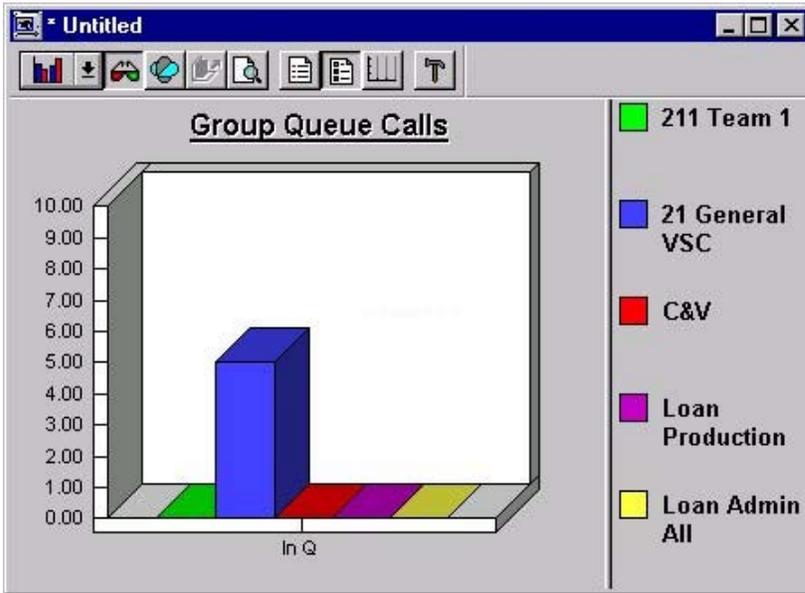
The Graphical Agent Status window is actually a Map and was designed to show the status of supervised agent's activity from the supervisor's physical point of view. Dynamic icons that indicate the actual state of the agent's activity, describe the status. Next to the state icon a pie chart shows a breakdown of the agent activity over the working period (that is starting at log-on time to the group). A legend of the pie chart colors is presented at the bottom of the screen. The supervisor can double-click a pie chart for more detailed information on the actual amount of time taken by an agent to perform a specific action.



Group Queue Calls

The bar chart displayed in the Group Queue Calls window shows the number of calls waiting in queues for the groups at the present moment. This chart can show one or more groups distinguished by colors. Groups can be added or removed from the chart using the Contents menu or the Add or Remove speed buttons on the toolbar. The supervisor is free to define

chart attributes (that are colors, legend, type of graph, 2 or 3D, and so forth) and can double click a specific graph bar for more detailed information.

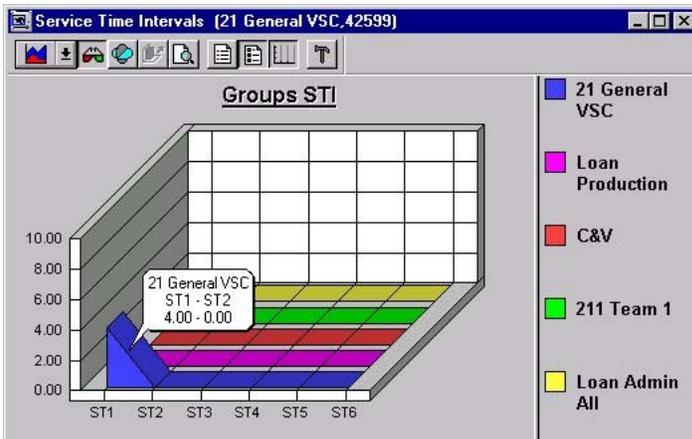


Groups Service Time Intervals Graph

The Group STI Graph window is designed to show the distribution of calls waiting in queues, to be served, over the six (ST1-ST6) Service Time Intervals defined for each group.

Each STI shows the number of calls waiting and their queuing time. The longer calls wait, the further they move to the right of the graph. The STI is determined by the time intervals specified in the Administration application. The supervisor is free to define chart attributes (colors, legends, type of graph, 2 or 3D, and so forth) and may double click to get more detailed information on a graph portion.

The example diagram depicts the graphical Service Time Interval breakdown for several groups. Each color in the graph represents a different group. The values in the left column indicate the number of calls waiting in the queue for each time interval.



Trunks Status

The Trunks Status tabular report is designed to show the current activity status of all the trunks in the specified trunk group. The state of each trunk is depicted by defined colors and next to it a timer shows the amount of time for that state.

Trunk Name	Trunk No.	State	State Time	Trunk Name	Trunk No.	State	State Time
TRK 817100	7100	Busy	0:17	TRK 817112	7112	Idle	3:02
TRK 817101	7101	ACD	4:19	TRK 817113	7113	Idle	1:32
TRK 817102	7102	Busy	0:05	TRK 817114	7114	ACD	3:38
TRK 817103	7103	ACD	0:18	TRK 817115	7115	ACD	2:58
TRK 817104	7104	ACD	0:18	TRK 817116	7116	Que	0:22
TRK 817105	7105	ACD	0:12	TRK 817117	7117	Idle	1:51
TRK 817106	7106	Busy	0:13	TRK 817118	7118	Idle	7:36
TRK 817107	7107	Idle	0:22	TRK 817119	7119	Idle	8:23
TRK 817108	7108	ACD	2:13	TRK 817120	7120	Idle	18:12
TRK 817109	7109	ACD	5:21	TRK 817121	7121	Idle	23:37
TRK 817110	7110	Idle	1:58	TRK 817122	7122	Idle	87:14
TRK 817111	7111	Idle	2:36	TRK 817123	7123	Idle	87:14

Groups Status

The Trunk Group Status tabular report is designed to show the current activity status of one or more trunk groups. For each trunk group, the amount of defined trunks and utilization is displayed.

Group Name	Group No.	Trunks	Busy
TRK 80	80	77	16
TRK 81	81	24	13
Congressional	82	2	0
W-S DFAS Nat Cem	83	1	0

Group Hourly Report

The Group Hourly tabular report is designed to show brief information on the activity held by a group according to time periods starting from midnight. Each supervisor may define his or her personal Hourly Report Interval with a row, on the report, for each interval. The Totals row at the bottom of the report summarizes all activity held by the group (counters that are accumulated while average displays the averages over whole periods).

Interval	Total	Calls In	Calls Ansd	Calls Abnd	Avg. Talk	Avg. Abnd	Avg. Wrap
00:00	0	0	0	0	0:00:00	0:00:00	0:00:00
00:15	6	6	6	0	0:06:25	0:00:00	0:00:00
00:30	7	7	7	0	0:02:13	0:00:00	0:00:10
00:45	14	14	14	0	0:01:02	0:00:00	0:00:10
01:00	11	10	10	1	0:01:06	0:00:01	0:00:07
Totals	38	37	37	1	0:02:35	0:00:01	0:00:08

Daily Brief Group State

The Daily Brief Group State tabular report is designed to show brief information on one or more agent groups summarizing the activities held and performance achieved starting from midnight. Current status of the group is displayed along with cumulative and statistical information. The fields: ACD Calls, TSF, Calls Abnd and Calls Ovfl are counters or calculations related to the time periods starting from midnight.

Group Name	Group No.	Above T.ASA	Calls In Q	Max in Q	No. Agns	No. Rls	No. Idle	No. ACD	Calls ACD	TSF	Calls Abnd	Calls Ovfl
21 General VSC	42599	0	9	1:07	12	0	0	11	297	99%	7	3
C&V	72515	0	0	0:00	1	0	1	0	13	100%	0	1
Loan Admin All	6599	0	0	0:00	3	0	2	0	4	100%	1	0
Loan Production	72510	0	0	0:00	9	4	5	0	38	100%	1	0

Daily Summary Brief Group Status Window

The Daily Summary Brief Group Status window is designed to display a report showing brief information about one or more agent groups. This report presents the daily data accumulated since midnight.

To create a Daily Summary Brief Group Status window:

- 1 Select the **New** option from the File menu.
- 2 In the New dialog box that opens, select the required report type (such as the Daily Summary) from the drop-down list.
- 3 Double-click the **Brief Group Status** template, or select that template and click **OK**.
- 4 In the New Group dialog box that opens, either double-click the group for which you want to obtain agent group status information, or select the group and click **OK**.
- 5 After the window is created with the information you requested, you can add groups to the report by selecting the **Add** option from the Contents menu.
- 6 You can save the report using the **Save As** option from the File menu.
- 7 To remove a group from the report, select the **Remove** option from the Contents menu.

The following fields are displayed in the Daily Summary Brief Group Status window:

Field	Description
Group Name	The name of the agent group.
Group No.	The dial number assigned to the group.
Above T.ASA	The number of calls, currently in the queue, for which the target Average Speed of Answer was exceeded.
Calls in Q	The number of calls currently in the queue.

Max in Q	The longest time of a call currently waiting in the queue for the group.
No. Agns	The number of agents which are currently logged in.
No. Unavail	The number of agents in the group that are in the Unavail state.
No. Idle	The number of agents in the group that are available.
No. ACD	The number of agents currently speaking on ACD calls.
Calls ACD	The number of ACD calls handled so far, since last midnight.
TSF	The Target Service Factor. The TSF indicates how well the group is providing the level of service defined for it, via the Target ASA (Average Speed of Answer). The TSF is calculated according to the method selected in the Administration application.
Calls Abnd	The number of calls that were abandoned by the caller in the group before being serviced.
Calls Intrfl	The number of calls that were re-routed to another destination, due to call interflow.



To reorder columns in the window, drag and drop them to the required positions.

To enlarge or reduce the width of a column, drag the right-hand line that separates it from the adjoining column to the left or right.

Save the newly defined fields order or column width so that the new configuration is displayed the next time you open the saved report.

Daily Summary Detailed Group Status Window

The Daily Summary Detailed Group Status window is designed to show detailed information for a particular group, presenting the daily data that was accumulated since midnight. The Daily Summary information is displayed in a form window.

To create the Daily Summary Detailed Group Status window:

- 1 Select the **New** option from the File menu.

- 2 In the New dialog box, select **Daily Summary** from the Report Type drop-down list.
- 3 Double-click the **Detailed Group Status** template, or select that template and click **OK**.
- 4 In the New Group dialog box that opens, either double-click the group for which you want to obtain detailed status information, or select the group and click **OK**.
- 5 After the window is created with the information you requested, you can change the group presented in the report by selecting the **Change** option from the Contents menu.
- 6 You can save the report using the Save As option from the File menu.



The colors presented in some fields indicate that the thresholds for those fields have been exceeded. Thresholds are specified in the Administration application.

The  icon denotes that this particular function is **NOT** available in the eXchange Call Center.

The Daily Summary Detailed Group Status window contains the following fields:

Field	Description
Calls in Queue	
Inbound	
Calls	The number of calls currently waiting in the queue for the group.
Avg. delay	The average time calls are currently waiting in the queue.
Above T. ASA	The number of calls that are currently exceeding the target average speed of answer.
Max time	The longest time that a call is currently waiting in the queue for the group.
 Outbound	Outbound ACD calls
Active	
Calls	The number of Outbound calls currently waiting in the queue for the group.
Avg. Time	The average time Outbound calls are currently waiting in the queue.
Max. Time	The longest time that an Outbound call is currently waiting in the queue for the group.
Pending	
Calls	The number of pending calls currently waiting in the queue for the group.

Avg. time	The average time that the pending calls are currently waiting in the queue.
Max. time	The longest time that a pending call is currently waiting in the queue
Agents	
Logged in	The current number of agents logged in.
Unavail	The current number of agent stations in the Unavail state.
Wrap-up	The current number of agent stations handling wrap-up.
Busy	The current number of agents' stations in the Busy state.
 O-Rsrvd	The current number of agent stations in the Outbound Reserved state.
 Email	The current number of agent stations in the Email state.
Idle	The current number of agent stations that are idle.
ACD	The current number of agent stations handling ACD calls.
Non-ACD	The current number of agent stations handling non-ACD calls.
Split	The current number of agent stations handling ACD calls in other groups.
 O - ACD	The current number of agent stations handling Outbound ACD calls.
Current Calls Talk Time	
# Too long	The current number of calls that are exceeding the ACD call talk time threshold (specified in the group parameters of the Administration application)
Max	The longest current call talk time.
On Current Day	
Inbound	
ACD Calls	
Accptd	The total number of accepted ACD calls since last midnight.
Ansd.	The total number of answered ACD calls since last midnight.

	Abnd.	The total number of abandoned ACD calls since last midnight.
	Intrfl.out	The total number of ACD calls that were routed to another destination due to call interflow, since last midnight.
<hr/>		
Avg.time (sec)		
	In Q	The average time that calls were (are) waiting in the queue since last midnight.
	Talk	The average time of the calls talk time since last midnight.
	Abnd.	The average time that abandoned calls waited before hanging up, since last midnight.
	Intrfl.	The average wait time in queue of ACD calls, which were re-routed to another destination due to call interflow, since midnight.
<hr/>		
Max.time (sec)		
	In Q	The maximum time a call waited in the queue since last midnight.
	Talk	The maximum talk time that a call was active since last midnight.
	Abnd.	The maximum amount of time after which a call was abandoned since last midnight.
	Intrfl.	The maximum wait time in queue of ACD calls were re-routed to another destination due to call interflow, since last midnight.
<hr/>		
Statistics		
	TSF	The TARGET SERVICE FACTOR indicates how well the group is providing the level of service defined for it via the Target ASA (Average Speed of Answer). Note: The TSF will be calculated according to the method predefined in the 3Com eXchange Call Center Director.
	RPH	The RATE PER HOUR defines the average number of calls answered per hour, since last midnight.
	ASA	The AVERAGE SPEED OF ANSWER, which indicates the average speed at which calls are being answered since last midnight.

Outbound

ACD calls		
Acptd.		The total number of accepted Outbound ACD calls since last midnight.
Answd.		The total number of answered Outbound ACD calls since last midnight.
Failed		The total number of Outbound ACD calls that have failed since last midnight.
Avg.time (sec)		
In Q		The average time a call waited in the queue since last midnight.
Talk		The average talk time that a call was active since last midnight.
Failed		The average time that a call failed since last midnight.
Max.time (sec)		
In Q		The maximum time a call waited in the queue since last midnight.
Talk		The maximum talk time that a call was active since last midnight.
Failed		The maximum time that a call failed since last midnight.

Hourly Group Status Window

The Hourly Group Status window is designed to display a report showing information about one agent group that is based on an Hourly Report interval.

Interval Start At	Total In	Calls Ansd	Calls Abnd	Avg. Talk	Avg. Abnd	Avg. Wrap
00:00	0	0	0	0:00:00	0:00:00	
00:15	0	0	0	0:00:00	0:00:00	
00:30	0	0	0	0:00:00	0:00:00	
00:45	0	0	0	0:00:00	0:00:00	
01:00	0	0	0	0:00:00	0:00:00	
01:15	0	0	0	0:00:00	0:00:00	
Totals	0	0	0	0:00:00	0:00:00	

To create an Hourly Group Status window:

- 1 Select the **New** option from the File menu.

- 2 In the New dialog box that opens, select the **Hourly Summary** from the drop-down list.
- 3 Double-click the **Group Hourly Report** template, or select that template and click **OK**.
- 4 In the New Group dialog box that opens, either double-click the group for which you want to obtain agent group status information, or select the group and click **OK**.
- 5 To change a group from the report, select the **Change** option from the Contents menu.
- 6 You can save the report using the Save As option from the File menu.

The following fields are displayed in the Hourly Group Status window:

Field	Description
Interval Start At	The Historical Report interval start time.
Total In	The total number of accepted calls during the specified interval.
Calls Ansd	The number of answered calls during the specified interval.
Calls Abnd	The number of abandoned calls during the specified interval.
Avg. Talk	The average talk time of an ACD call.
Avg. Abnd	The average time an abandoned call waited in the queue.
Avg. Wrap	The average time the agent spent on wrap-up after a call.



The Group Hourly Report template is fixed. You cannot change the column sequence nor the column width.

Daily Detailed Group Status

The Daily Detailed Group Status is a form report designed to show detailed information concerning one particular group. The form is divided into two areas each of them containing information related to the performance of the group. The left area displays on-line information about current events and activities: calls in queue, agents servicing the group and current calls (similar to Detailed Group Status). The right area includes cumulative and statistical information evaluating group performance over the period of time starting at midnight.

The screenshot shows a software window titled "Untitled (Group: bobo,111)". It contains several data entry fields and sections:

- Calls in queue:**
 - Inbound:** Calls (0), Above T.ASA (0), Avg.time (0:00), Max.time (0:00).
 - Outbound:** Active (Calls: 0, Avg.time: 0:00, Max.time: 0:00) and Pending (Calls: 0, Avg.time: 0:00, Max.time: 0:00).
- Agents:**
 - Logged in (0), Idle (0), Unavail (0), ACD (0), Wrap-up (0), Non-ACD (0), Busy (0), Split (0), O-Rservd (0), O-ACD (0), Email (0).
- Current Calls Talk Time:** # too long (0), Max (0:00).
- On Current Day:**
 - Inbound:** ACD calls (Acptd: 0, Ansd: 0, Abnd: 0, Intfl.out: 0), Avg.time(sec) (In Q: 0:00, Talk: 0:00, Abnd: 0:00, Intfl: 0:00), Max.time(sec) (In Q: 0:00, Talk: 0:00, Abnd: 0:00, Intfl: 0:00), Statistics (TSF: 100%, RPH: 0, ASA: 0:00).
 - Outbound:** ACD calls (Acptd: 0, Answrd: 0, Failed: 0), Avg.time(sec) (In Q: 0:00, Talk: 0:00, Failed: 0:00), Max.time(sec) (In Q: 0:00, Talk: 0:00, Failed: 0:00).

Daily Detailed Super-Group Status

The Daily Detailed Super-Group Status is a form report designed to show detailed information concerning one particular Super-Group. The form is divided into two areas each of them containing information related to the performance of the Super-Group. The left area displays on-line information about current events and activities: Calls in queue, Agents servicing the Super-Group and current calls (similar to Detailed Super-Group Status). The right area includes cumulative and statistical information evaluating Super-Group performance over the time period starting from midnight.

Daily Detailed SG Status (Super-Group: ALL SYSTEM)			
Calls in queue		On Current Day	
Calls	6	Above T.ASA	0
Avg.time	1:23	Max time	2:07
Agents		ACD calls	Avg.time(sec)
Logged in	28	Idle	0
Released	4	ACD	16
Wrap-up	0	Non-ACD	1
Current Calls Talk Time		Statistics	Max.time(sec)
# too long	0	TSF	99%
Max	5:10	ASA	0:34
		In Q	0:57
		Talk	2:28
		Abnd.	0:41
		Ovfl.	0:20
		In Q	3:41
		Talk	22:54
		Abnd.	2:29
		Ovfl.	2:34

CHAPTER 4: EXCHANGE CALL CENTER HISTORICAL REPORTS



The figures in this guide may not represent exactly what you see on your monitor in all details. Use them only as guidelines.

Historical reports are used to obtain information about past Call Center activity. The powerful, yet easy-to-use, Historical Reports application provides activity summaries and statistical data that can help Call Center management analyze system behavior and aid in the assessment of resources required to meet target service levels.

Historical data is presented in report windows. The windows are generated from templates that can be configured to include specific columns and entities as required.

Historical Reports are essential for proper call system management. Analyzing system performance based on past activity ensures that problems can be detected, solved, and system efficiency improved.

Each report can be generated in tabular or graphical format. The user has full control over texts, fonts, colors, column widths and even column locations with minimal mouse and keyboard actions.

Additional powerful tools (like sorting by columns, filtering data by user defined criteria, defining non-continuous period reports, and so forth) were included to allow a comprehensive and flexible environment for generating sophisticated reports with no prerequisite knowledge of database tables, SQL queries or programming languages.

An integrated scheduler was designed to allow automated reports to be printed at required times. Once a report is generated it can be exported on a variety of external formats like: Excel, HTML, DBASE, Text, SQL and many more.

3Com exchange Call Center Historical Reports can present the following different types of information:

- **Specific Lists** - lists, which may be used to improve the professional activities of the Call Center. Some examples: Abandoned Calls Log - list of abandoned calls by ANI allowing customer call back, Trunks Exception Log - list of trunks whose utilization was under a certain threshold (defined in the Administration application) allowing an immediate decision as to whether trunks may be released to decrease expenses.
- **Activity Summary** - past system activity summarization, such as number of incoming calls at a specific date and time, number of agents logged-on at a specific date and time, and so forth.

- Statistical Analysis - statistical information regarding the system's behavior over a specific period of time, such as average talk times, average wait times, percentage calculations, and so forth.
- Advanced Analysis - statistical information, which estimates the amount of resources that should have been allocated to meet the desired service level. For example, the number of agents required meeting the target ASA during a specific period.

In addition, the supervisor can select the report summary type, as follows:

- Vertical summary (daily interval summary or period interval average) - each line represents the summation of specific time periods within the entire report period.
- Horizontal summary (interval summary per day) - each line represents the summary of a day within the entire report period.
- Based on the types of reports described above, and the flexibility of Historical Report design, a large variety of data can be obtained to provide the management with an accurate operational view of the call system.

The supervisor can use two types of reports, as described in the next sections.

Factory Reports

Factory Reports are pre-defined reports supplied with the application. The user can obtain quick results by picking the required report from the list, simply specify range parameters and click the **GENERATE** button.

The following is a list of the pre-defined factory reports:

- RA1.1 Agent Performance Report by Interval
- RA1.2 Agent Performance Report by Date
- RA2.1 Group Agents Performance Report
- RA2.2 Super Group Agent Performance Report
- RA3.1 Agent Activity Log Report
- RG1.1 Group Performance Report by Interval
- RG1.2 Group Performance Report by Date
- RG2.1 Group Staffing Report by Interval
- RG2.2 Group Staffing Report by Date
- RG3.1 ACD Calls Distribution by Interval
- RG3.2 ACD Calls Distribution by Date
- RG4.1 Abandoned Calls Analysis by Interval

- RG4.2 Abandoned Calls Analysis by Date
- RG5.1 Detailed Wrap-Up Report By Interval
- RG5.2 Detailed Wrap-Up Report By Date
- RG6.1 Group Wrap-Up Code Report
- RG7.1 Abandoned Calls Log
- RS1.1 Super-Group Performance by Interval
- RS1.2 Super Group Performance by Date
- RS2.1 ACD Super Group Calls Distribution by Interval
- RS2.2 ACD Super Group Calls Distribution by Date
- RS3.1 Abandoned Calls Analysis by Interval
- RS3.2 Abandoned Calls Analysis by Date
- RT 1.1 Trunks Usage Report by Interval
- RT 1.2 Trunks Usage Report by Date
- RT 2.1 Trunk Report by Interval
- RT 2.2 Trunk Report by Date

User Definable Reports

User Definable Reports are a large set of generic report structures including the basic guideline of the report. By invoking a new template, and performing several simple actions (like adding columns, setting sort and filtering criteria, defining required period) each admitted supervisor can define a very sophisticated report, save it as PRIVATE (for personal use) or PUBLIC (available to all permitted supervisors) and generate it upon request.

The add column actions were designed so that the list of possible fields to be added are only fields related to the invoked template. Each field has a detailed description and by just double-clicking, the field is added to the report at cursor location.

Here are the report categories:

- Agent Reports
- Group Reports
- Super-Group Reports
- Trunk Reports
- Wrap-Up reports
- DNIS Reports

The following list of User Definable Templates is included:

- 1.1 Group by Interval
- 1.2 Group by Date
- 2.1 Super Group by Interval
- 2.2 Super Group by Date
- 3.1 Agent by Interval
- 3.2 Agent by Date
- 3.3 Group Agent by Interval
- 3.4 Group Agent by Date
- 3.5 Super Group Agent by Interval
- 3.6 Super Group Agent by Date
- 3.7 Agent Groups by Interval
- 3.8 Agent Groups by Date
- 3.9 Agent Calls Distribution by Agent
- 4.2 Group Agents
- 4.3 Super Group Agents
- 5.1 Trunk Group by Interval
- 5.2 Trunk Group by Date
- 6.1 Detailed Wrap-Up Code Report by Interval
- 6.2 Detailed Wrap-Up Code Report by Date
- 7.1 Wrap Up
- 10.2 Super Group Groups
- 11.1 Trunk Exception Log
- 12.1 DNIS by Interval
- 12.2 DNIS by Date
- 13.1 Group DNIS by Interval
- 13.2 Group DNIS by Date
- 13.3 DNIS Call Distribution by ACD Group
- 13.4 DNIS Call Distribution by DNIS

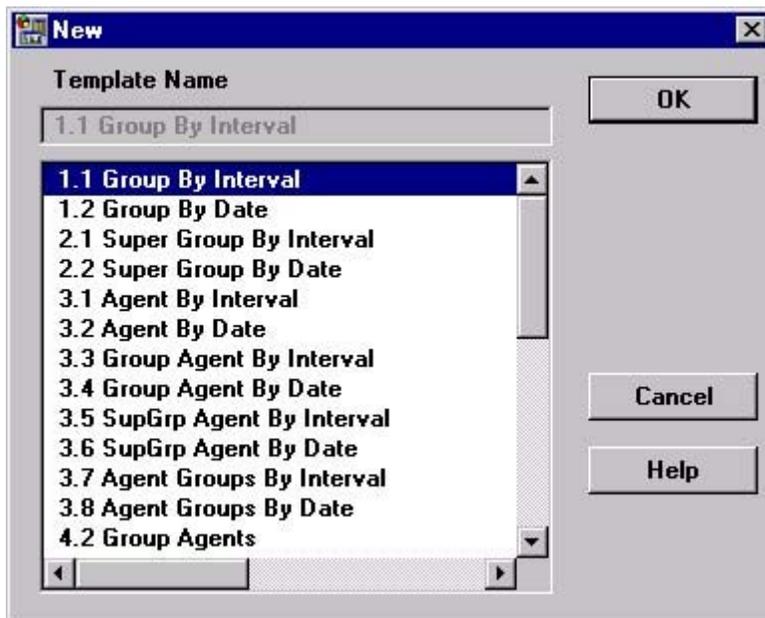
- 14.1 Agent DNIS by Interval
- 14.2 Agent DNIS by Date

Using Historical Reports

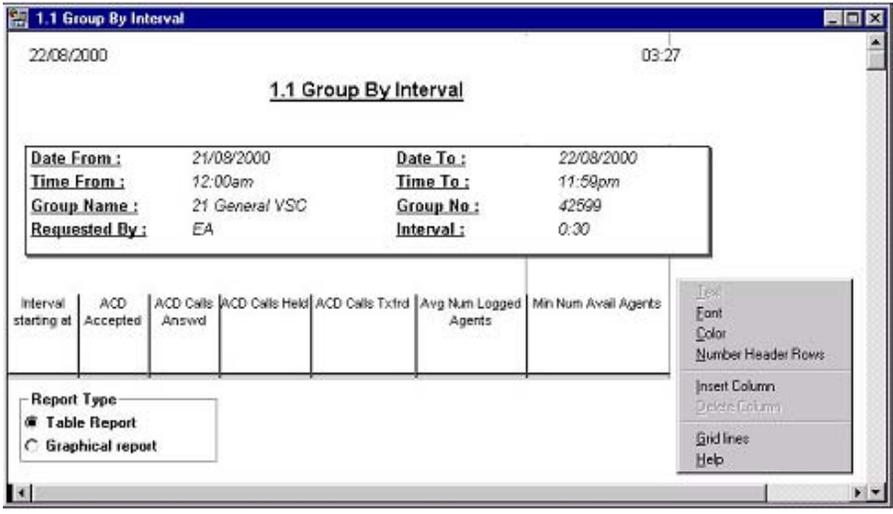
Creating a New Report

To create a new report from a user-definable template:

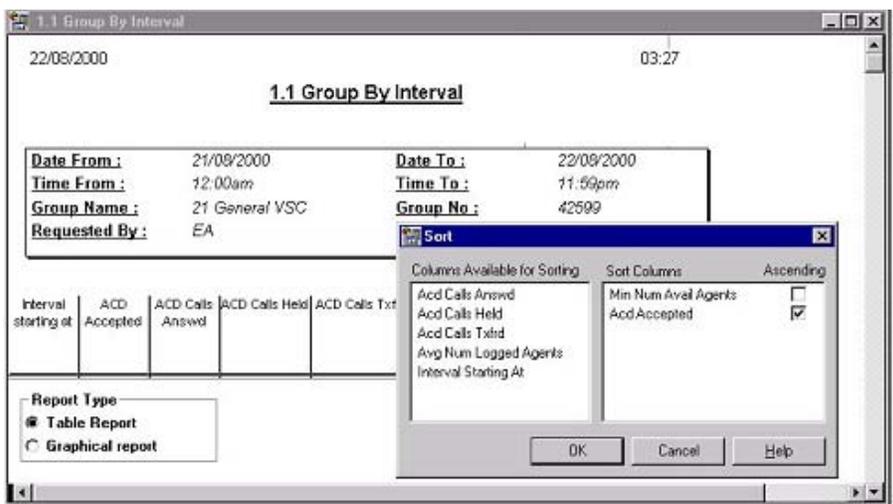
- 1 Create a new template by clicking **File/New**. Select a report template (for example, 1.1 Group by Interval), and click **OK**. The report template appears, as shown.



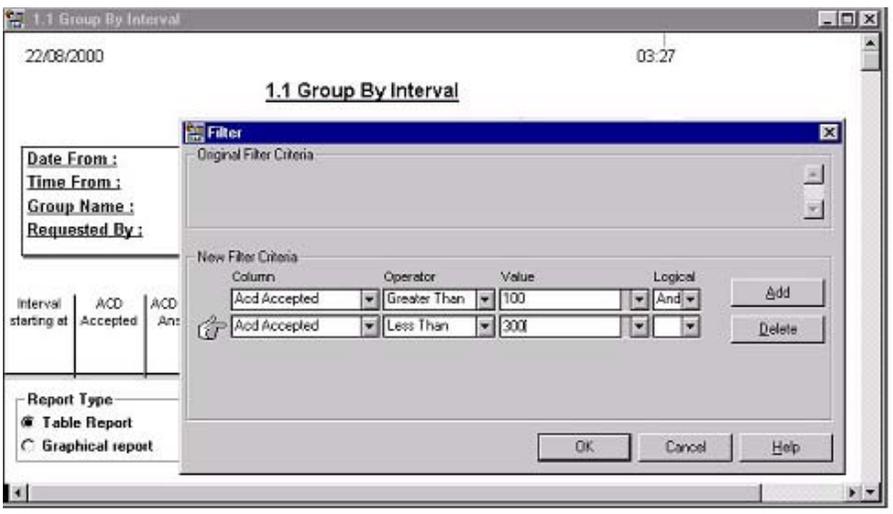
- 2 To set parameters for the report, choose ONE of these methods:
 - Right-click the **Parameters** area to open the Parameters form.
 - Click the Define Report Range icon , on the left side of the window.
 - Click **Reports>Parameters** from the toolbar.
- 3 Click the fields and set the required parameters: **Group Name** and **Number** from a pop-up list, **report period** (see the Date form), and **reporting interval**.
- 4 To add report columns, right-click on a column and select Insert Column from the pop-up list. In the dialog box that opens, you can set the column's properties.



5 Optionally, define the sort rules.



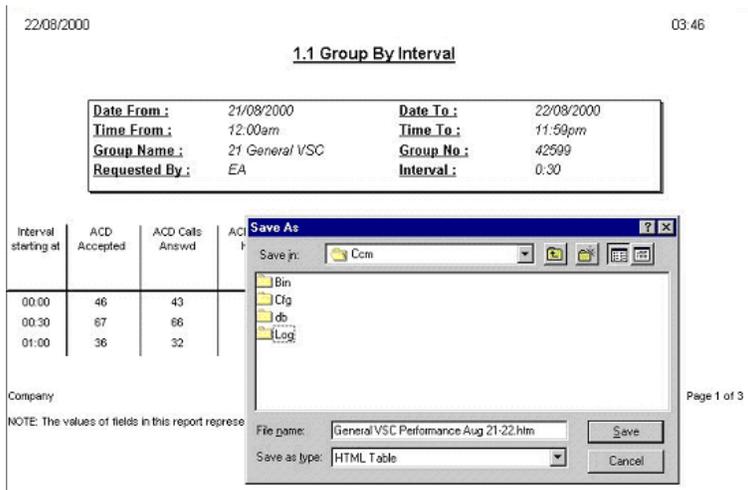
6 Optionally, define the filter criteria.



7 Save the created report.

It is possible to set the date and time so that, whenever the report is generated, it uses the pre-set date and time. However, if the date and time are not pre-defined, whenever the report is generated, you are prompted to insert these parameters.

8 To generate the report, click the **Generate** icon. The results are displayed on the screen. At this stage you may print it or, if needed, Export it to another destination such as an HTML format, using the Save as Type drop-down list.

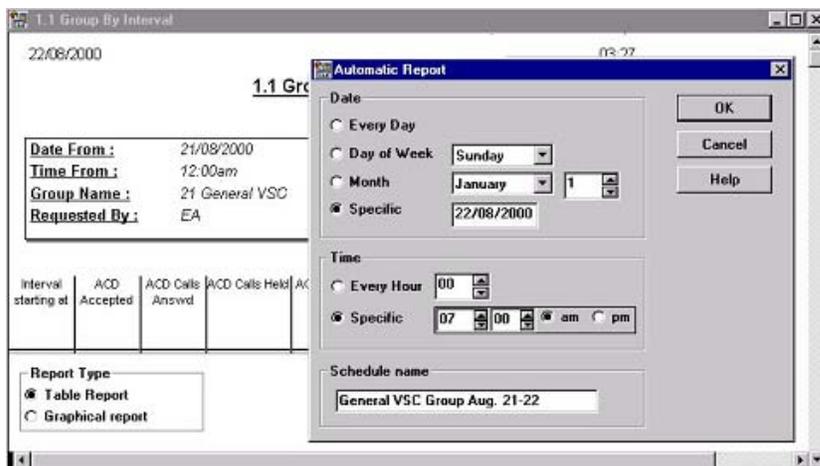


Scheduling Automatic Reports

Schedule historical reports for automatic printing at specific dates in the Automatic Reports dialog box.

To open the Automatic Reports dialog box:

Select the **Schedule** option from the Report menu. The Automatic Report Window opens containing two tabs, *Schedule* and *Destination*. The default destination for the generated reports is the 3Com eXchange Call Center Server default printer. To choose a different printer or to generate the report into files, use the *Destination* tab.



The *Schedule* tab contains parameter fields that must be specified in order to schedule the report:

Date	Click the appropriate radio button to enter the required information for the Date on which you want the report to be printed, as follows:
Every Day	Print the report every day at the time specified in the Time field.
Every Week	Print the report once a week at the time specified in the Time field. Select the required day from the drop-down list.
Every Month	Print the report on a specific day of the month. Select the required month from the drop-down list, and the day of the month (1-31), by clicking the speed buttons.
Specific	Print the report on a specific date. Select the date using the spin buttons.
Time	Click the appropriate radio button to enter the required information for the Time at which you want to print the report, as follows:
Every Hour	Print the report every hour or interval of an hour. To select the interval, click the spin buttons.
Specific	Print the report at a specific time. To select the time, click the spin buttons and radio buttons in the fields of this option.
Schedule Name	To save the schedule definition, it must be assigned a name. Type a name for the schedule in this field (up to 32 characters).

The *Destination* tab comprises the following parameter fields:

Format	From the drop-down list, choose the format in which you want the report to be generated. The following options are available:
	Comma-Separated Values
	Data Interchange Format
	Dbase Format
	Lotus 1-2-3 Format
	Microsoft Excel Format
	Microsoft Multiplan Format
	Powersoft Report (PSR) Format
	SQL Syntax
	Tab-Separated Columns
	Text with HTML Formatting
	Windows Metafile Format

Destination	Click the appropriate radio button to print the report or to save it to a file to be used later.	
		<i>The Visor Workstation and the eXchangeServer must be in the same network domain; otherwise, the Visor will be unable to select the destination of the scheduled report.</i>
Printer	When Printer is selected, the browse button is activated and can be clicked to open the Server's printers list. All the printers available to the server are listed. Select the required printer, and click OK .	
		<i>The printer you select must be available at the time of printing.</i>
File	When file is selected, the following options are activated:	
File Path	Enter the exact file pathname or use the Browse button to select a destination path.	
File Name	Enter the file name.	
Browse	Choose a destination folder from the Server's folders list, or create a new Destination folder.	
		<i>The Visor Workstation and the eXchange Server must be in the same network domain; otherwise, when the Visor clicks Browse, the directory window for the eXchangeServer will not appear.</i>
Advanced	Select a new set of options for the generated files, as follows:	
	Fixed	Click this radio button to use the file name specified in the File Name field.
	Schedule Name	Use the name given to the schedule as the file name.
	Generation Date	Use the generation date as the file name, and choose the appropriate format from the drop-down list in the format field.
	Append Time/Date	Check to append the time and/or date to the file name.
	Prefix	Check this box to enable specification of a prefix for the file name.
	Suffix	Check this box to enable specification of a suffix for the file name.
	Generations	Set the number of generations of the report that you want to be kept.

Viewing and Modifying the Schedule List

To view and modify the list of scheduled reports:

- 1 Select **Schedule List** option from the File menu.
- 2 Follow the Scheduling Automatic Reports section for modifying the scheduled reports.



The scheduled reports will be run on the 3Com eXchange Call Center Server computer regardless of the computer on which they have been defined. If you want to print the generated reports, define a default printer for the 3Com eXchange Call Center Server computer and verify that it is operational.

Data Columns

The data columns available for insertion into report templates are grouped in the following categories. To select a column for sorting, click and drag the column that you want to sort. Each category is further explained in its own table following this table.

<p>A - Group Reports</p> <ul style="list-style-type: none"> ▪ Abandoned Calls Analysis by Interval ▪ Group Performance by Interval ▪ Group Performance by Date ▪ Group Outbound ▪ Agents Group by Interval ▪ Agents Group by Date ▪ Group Staffing Report by Interval ▪ Group Staffing Report by Date ▪ ACD Calls Distribution by Interval ▪ ACD Calls Distribution by Date ▪ Abandoned Calls Analysis by Interval ▪ Abandoned Calls Analysis by Date 	<p>B – Super-Group Reports</p> <ul style="list-style-type: none"> ▪ Super Group by Interval ▪ Super Group by Date ▪ Super Group Agents ▪ Super Group Groups ▪ ACD Calls Distribution by Interval ▪ ACD Calls Distribution by Date ▪ Abandoned Calls Analysis by Interval ▪ Abandoned Calls Analysis by Date
<p>C - Agent Reports</p> <ul style="list-style-type: none"> ▪ Agent by Interval ▪ Agent by Date ▪ Agent Outbound ▪ Group Agent by Interval ▪ Group Agent by Date ▪ Group Agents ▪ Super Group Agents by Interval ▪ Super Group Agents by Date ▪ Agent Activity Log Report 	<p>D – Trunk Group Reports</p> <ul style="list-style-type: none"> ▪ Trunk Group By Interval ▪ Trunk Group By Date ▪ Trunking Report by Interval ▪ Trunking Report by Date ▪ Trunk Exception Log Report

<p>E - Wrap-Up Reports</p> <ul style="list-style-type: none"> ▪ Detailed Wrap-Up Code Report By Interval ▪ Detailed Wrap-Up Code Report By Date ▪ Group Wrap-Up Code Report 	<p>F – DNIS Reports</p> <ul style="list-style-type: none"> ▪ DNIS By Interval ▪ DNIS By Date
<p>G - Group DNIS Reports</p> <ul style="list-style-type: none"> ▪ Group DNIS By Interval ▪ Group DNIS By Date ▪ DNIS Call Distribution By ACD Group ▪ DNIS Call Distribution By DNIS 	<p>H – Agent DNIS Reports</p> <ul style="list-style-type: none"> ▪ Agent calls Distribution by Agent ▪ Agent DNIS By Interval ▪ Agent DNIS By Date

Table 2 A - Group Reports Data Columns

Column Name	Description
% ACD Accepted Of ACD	Percentage of ACD calls accepted by the group from ACD calls offered.
% ACD Accepted Of All	Percentage of ACD calls accepted by the group from all calls.
% ACD Calls Abnd in Mand. Ann.	Percentage of ACD calls abandoned in the mandatory announcer.
% ACD Calls Answd	Percentage of ACD calls answered from all accepted ACD calls.
% ACD Calls Answd STI 1	Percentage of ACD calls answered in the first time interval (STI 1) from all answered ACD calls.
% ACD Calls Answd STI 2	Percentage of ACD calls answered in the second time interval (STI 2) from all answered ACD calls.
% ACD Calls Answd STI 3	Percentage of ACD calls answered in the third time interval (STI 3) from all answered ACD calls.
% ACD Calls Answd STI 4	Percentage of ACD calls answered in the fourth time interval (STI 4) from all answered ACD calls.
% ACD Calls Answd STI 5	Percentage of ACD calls answered in the fifth time interval (STI 5) from all answered ACD calls.
% ACD Calls Answd STI 6	Percentage of ACD calls answered in the sixth time interval (STI 6) from all answered ACD calls.
% ACD Calls Answd w/out Que	Percentage of ACD calls which were answered without waiting in the queue from all accepted ACD calls.
% ACD Calls Back feature activated.	Percentage from all the ACD calls accepted.
% ACD Calls Ovrflw. Out	Percentage of ACD calls which overflowed out of the group from all accepted ACD calls.
% ACD Calls Queued	Percentage of ACD calls which were queued for the group from all accepted ACD calls.

% ACD Calls Recvd Annrc	Percentage of ACD calls which received the recorded announcement from all accepted ACD calls.
% Calls Abnd	Percentage of total number of ACD calls abandoned from all accepted calls.
% Calls Abnd STI 1	Percentage of ACD calls abandoned in the first time interval (STI 1) from total abandoned calls.
% Calls Abnd STI 2	Percentage of ACD calls abandoned in the second time interval (STI 2) from total abandoned calls.
% Calls Abnd STI 3	Percentage of ACD calls abandoned in the third time interval (STI 3) from total abandoned calls.
% Calls Abnd STI 4	Percentage of ACD calls abandoned in the fourth time interval (STI 4) from total abandoned calls.
% Calls Abnd STI 5	Percentage of ACD calls abandoned in the fifth time interval (STI 5) from total abandoned calls.
% Calls Abnd STI 6	Percentage of ACD calls abandoned in the sixth time interval (STI 6) from total abandoned calls.
% Calls Ovrflw. In	Percentage of ACD calls overflowed in from other groups from all accepted calls.
% Calls \Transferred After Short Time From Accepted	Percentage from number of ACD calls accepted by the group.
% Calls \Transferred After Short Time From Answered	Percentage from number of ACD calls answered by the group.
% Cmltv ACD Talk From Treatment Time	Percentage of ACD talk time from ACD calls treatment.
% Cmltv ACD Talk Time	Percentage of ACD calls talk time from cumulative login time.
% Cmltv ACD Treat Time	Percentage of ACD calls treatment time (talk+Wrap-Up) from cumulative login time.
% Cmltv 0-Rsrvd Time for Outbound ACD (hh:mm:ss)	Percentage of 0-Rsrvd time from accumulated login time
% Cmltv Talk Time for Inc. NACD Calls	Percentage of incoming non-ACD calls talk time from cumulative login time.
% Cmltv Talk Time for Out. NACD	Percentage of outgoing non-ACD calls talk time from cumulative login time.
% Cmltv Talk Time for Outbound ACD (hh:mm:ss)	Percentage from accumulated login time.
% Cmltv Time When All Agents Busy	Percentage of time when all the agents were busy (group busy) from the report period.
% Cmltv Time When At least 1 Agent Free	Percentage of time when at least one agent was ready to receive calls from the report period.
% Cmltv Wrap-Up From Treatmt Time	Percentage of Wrap-Up time from ACD treatment.

% Cmltv Wrap-Up Time	Percentage of Wrap-Up time from cumulative login time.
% Cmltv Wrap-Up Time for Outbound ACD (hh:mm:ss)	Percentage from accumulated login time.
% Ext Incoming NACD	Percentage number of non-ACD incoming calls when originating outside of the PBX from the Total Number of Calls.
% Ext Outgoing NACD	Percentage number of non-ACD outgoing calls when originating outside of the PBX from the Total Number of Calls.
% Inc. NACD Calls	Percentage of incoming calls that were non-ACD from total number of calls.
% Int Incoming NACD	Percentage of the number of Non-ACD incoming calls when originating from within the PBX from the Total Number of Calls.
% Int Outgoing NACD	Percentage of the number of Non-ACD outgoing calls when originating from within the PBX from the Total Number of Calls.
% Number of Too Long ACD Calls	Percentage from number of ACD calls accepted by the group.
% Number of Too Short ACD Calls	Percentage from number of ACD calls accepted by the group.
% Out. NACD Calls	Percentage of outgoing calls which were non-ACD from total number of calls.
% Outbound ACD Accepted of All	Percentage of outbound ACD calls accepted by the group from all calls.
% Outbound ACD Calls as a Consequence of the Abndn Calls	Percentage of number of outbound ACD calls as a consequence of the abandoned calls feature from all outbound ACD calls accepted.
% Outbound ACD Calls as a Consequence of the Call-Back Feature	Percentage from all outbound ACD calls accepted.
% Outbound ACD Calls Failed	Percentage of the ACD calls accepted by the group from the ACD calls offered.
% Outbound ACD Calls Failed STI 1	Percentage of the failed outbound ACD calls in the first time interval (STI 1) from the number of failed outbound ACD calls.
% Outbound ACD Calls Failed STI 2	Percentage of the failed outbound calls during the second time interval (STI 2) from the number of failed outbound ACD calls.
% Outbound ACD Calls Failed STI 3	Percentage of the failed outbound calls during the Third time interval (STI 3) from the number of failed outbound ACD calls.
% Outbound ACD Calls Failed STI 4	Percentage of the failed outbound calls during the fourth time interval (STI 4) from the number of failed outbound ACD calls.
% Outbound ACD Calls Failed STI 5	Percentage of the failed outbound calls during the fifth time interval (STI 5) from the number of failed outbound ACD calls.
% Outbound ACD Calls Failed STI 6	Percentage of the failed outbound calls during the sixth time interval (STI 6) from the number of failed outbound ACD calls.

% Outbound ACD Calls Handled by Agent	Percentage of the number of outbound ACD calls handled by agents.
% Outbound ACD Calls Handled by Agents STI 1	Percentage of outbound ACD calls handled by agents in the first time interval (STI 1).
% Outbound ACD Calls Handled by Agents STI 2	Percentage of outbound ACD calls handled by agents in the second time interval (STI 2).
% Outbound ACD Calls Handled by Agents STI 3	Percentage of outbound ACD calls handled by agents in the third time interval (STI 3).
% Outbound ACD Calls Handled by Agents STI 4	Percentage of outbound ACD calls handled by agents in the fourth time interval (STI 4).
% Outbound ACD Calls Handled by Agents STI 5	Percentage of outbound ACD calls handled by agents in the fifth time interval (STI 5).
% Outbound ACD Calls Handled by Agents STI 6	Percentage of outbound ACD calls handled by agents in the sixth time interval (STI 6).
% Outbound ACD Calls Too Long	Percentage of too long outbound ACD calls from all outbound ACD calls accepted.
% Outbound ACD Calls Too Short from accepted	Percentage from all outbound ACD calls accepted.
% Outbound ACD Calls Too Short from Handled	Percentage from all outbound ACD calls handled.
% Outbound ACD Calls Transferred from Accepted	Percentage from all outbound ACD calls accepted.
% Outbound ACD Calls Transferred from Handled	Percentage from all outbound ACD calls handled.
% Outbound ACD Calls W/Out Queue	Percentage from all outbound ACD calls that were handled without entering the queue from all outbound calls accepted.
% Release Time	Percentage of release time from accumulated login time.
% Short Calls from Answered	Percentage of ACD calls accepted by the group from ACD calls offered.
ACD Accepted	Number of ACD calls accepted by the group.
ACD Calls Abnd in Mand. Ann.	
ACD Calls Answd	Number of ACD calls answered.
ACD Calls Answd STI 1	Number of ACD calls answered in the 1st time interval (STI 1).
ACD Calls Answd STI 2	Number of ACD calls answered in the 2nd time interval (STI 2).
ACD Calls Answd STI 3	Number of ACD calls answered in the 3rd time interval (STI 3).
ACD Calls Answd STI 4	Number of ACD calls answered in the 4th time interval (STI 4).
ACD Calls Answd STI 5	Number of ACD calls answered in the 5th time interval (STI 5).
ACD Calls Answd STI 6	Number of ACD calls answered in the 6th time interval (STI 6).

ACD Calls Answd w/out Que	Number of ACD calls answered without waiting in the queue.
ACD Calls Call-Back Feature Activated	Counts ACD calls that were terminated before handled by an agent but the caller left his details for call-back purpose.
ACD Calls Held	Number of times ACD calls were put on hold.
ACD Calls Offered	Number of ACD calls which were offered to the group.
ACD Calls Ovflw Out.	
ACD Calls Queued	Number of ACD calls which were queued for the group.
ACD Calls Recvd Annncr	Number of ACD calls which received the recorded announcement.
ACD Calls Txfrd	Numbers of times that ACD calls were transferred to another destination within or out of the group.
ACD Pending Out.	
Agent RPH	Rate Per Hour (RPH) for answering ACD calls for the average agent of the group.
Answered by another group	ACD Calls answered by another group
Avg ACD Ring Time (hh:mm:ss)	Average ring time for an ACD call (time agent's phone rings).
Avg ACD Talk Time (hh:mm:ss)	Average talk time of ACD calls.
Avg ACD Treatmt Time (hh:mm:ss)	Average time for ACD calls treatment (talk+Wrap-Up).
Avg Calls In Que Concurrently	Average number of ACD calls which were waiting in the queue concurrently.
Avg Num Logged Agents	Average number of logged-in agents.
Avg Outbound Calls in Queue Concurrently	In queue concurrently.
Avg Release Time (hh:mm:ss)	Average release time for an agent.
Avg Talk Time for Inc. NACD (hh:mm:ss)	Average incoming non-ACD talk time.
Avg Talk Time for Out. NACD (hh:mm:ss)	Average outgoing non-ACD talk time.
Avg Talk Time for Outbound ACD (hh:mm:ss)	Average time (accumulated talk time on outbound ACD calls divided by number of outbound ACD calls handled).
Avg Time Calls Conn. Ann. (hh:mm:ss)	Average time when calls are connected to announcer(s).
Avg Time for Ext Incoming NACD (hh:mm:ss)	Average time of Non-ACD incoming calls when originating outside the PBX.
Avg Time for Ext Outgoing NACD (hh:mm:ss)	Average time of Non-ACD outgoing calls when originating outside the PBX.

Avg Time for Int Incoming NACD (hh:mm:ss)	Average time of Non-ACD incoming calls from within the PBX.
Avg Time for Int Outgoing NACD (hh:mm:ss)	Average time of Non-ACD outgoing calls from within the PBX.
Avg Wait Time Till ACD Answered (hh:mm:ss)	Average time since an ACD call accepted by group until it is answered.
Avg Wait Time Abnd ACD Calls (hh:mm:ss)	Average wait time of abandoned ACD calls.
Avg Wait Time of Failed Outbound ACD (hh:mm:ss)	Average time (accumulated wait time of failed of outbound ACD calls divided by number of failed outbound ACD calls).
Avg Wait Time of Outbound ACD Handled by Agents	Average time (accumulated wait time of outbound ACD calls handled by agents).
Avg Wait Time On Que (hh:mm:ss)	Average waiting time on queue.
Avg Wait Time Pending Out (hh:mm:ss)	Average wait time of pending outgoing ACD calls waiting to be dialed.
Avg Waiting Time on Queue of Outbound ACD (hh:mm:ss)	Average time (accumulated waiting time on queue of outbound ACD calls divided by the number of outbound ACD calls accepted).
Avg Wrap-Up Time (hh:mm:ss)	Average Wrap-Up time of ACD calls.
Avg Wrap-Up Time for Outbound ACD (hh:mm:ss)	Average time (accumulated wrap-up time for outbound ACD calls divided by the number of outbound ACD calls handled).
Calls Abnd STI 1	Number of ACD calls abandoned in the first time interval (STI 1).
Calls Abnd STI 2	Number of ACD calls abandoned in the 2nd time interval (STI 2).
Calls Abnd STI 3	Number of ACD calls abandoned in the third time interval (STI 3).
Calls Abnd STI 4	Number of ACD calls abandoned in the 4th time interval (STI 4).
Calls Abnd STI 5	Number of ACD calls abandoned in the fifth time interval (STI 5).
Calls Abnd STI 6	Number of ACD calls abandoned in the sixth time interval (STI 6).
Cmltv ACD Talk Time (hh:mm:ss)	Cumulative talk time of ACD calls.
Cmltv ACD Treatmt Time (hh:mm:ss)	Cumulative time for ACD calls treatment (talk+Wrap-Up).
Cmltv Login Time (hh:mm:ss)	Cumulative login time.
Cmltv 0-Rsrvd Time for Outbound ACD (hh:mm:ss)	Accumulated reserved time (0-Rsrvd) of outbound ACD calls.
Cmltv Release Time (hh:mm:ss)	Cumulative release time.
Cmltv Talk Time for Inc. NACD Calls (hh:mm:ss)	Cumulative talk time for incoming non-ACD calls.

Cmltv Talk Time for Out. NACD (hh:mm:ss)	Cumulative talk time for outgoing non-ACD calls.
Cmltv Talk Time for Outbound ACD (hh:mm:ss)	Cumulative talk time of outbound ACD calls.
Cmltv Time Calls Conn. Ann. (hh:mm:ss)	Cumulative time when calls are connected to announcer(s).
Cmltv for Ext Incoming NACD (hh:mm:ss)	Cumulative time of Non-ACD calls when originating outside of the PBX.
Cmltv for Ext Outgoing NACD (hh:mm:ss)	Cumulative time of Non-ACD calls when destination outside of the PBX.
Cmltv for Int Incoming NACD (hh:mm:ss)	Cumulative time of Non-ACD incoming calls when originating from within the PBX.
Cmltv for Int Outgoing NACD (hh:mm:ss)	Cumulative time of Non-ACD outgoing calls with destination within the PBX.
Cmltv Time Held ACD Calls (hh:mm:ss)	Cumulative hold time of ACD calls.
Cmltv Time When All Agents Busy (hh:mm:ss)	Cumulative time when all the agents were busy (the whole group was busy).
Cmltv Time When At Least One Agent Free	Cumulative time when at least one agent was ready to receive calls.
Cmltv Time With No Active Agent	Accumulated time when no agent was active (logged in and not released) in the group.
Cmltv Wait Time of Failed Outbound ACD (hh:mm:ss).	Accumulated wait time of failed outbound ACD calls.
Cmltv Wait Time Of Outbound ACD Handled By Agents (hh:mm:ss)	Cumulative waiting time of Outbound ACD calls handled by agents.
Cmltv Wait Time On Queue (hh:mm:ss)	Cumulative waiting time on queue.
Cmltv Wait Time Till ACD Answered (hh:mm:ss)	Cumulative time since ACD call accepted by the group until it is answered.
Cmltv Wait Time On Queue Of Outbound ACD (hh:mm:ss)	Cumulative waiting time on queue of outbound ACD calls.
Cmltv Wrap-Up Time (hh:mm:ss)	Cumulative Wrap-Up time of ACD calls.
Cmltv Wrap-Up Time For Outbound ACD (hh:mm:ss)	Accumulated Wrap-up time for outbound ACD calls.
DC -> Interflowed	Direct (Direct in, Transferred to, and Interflowed into the group) ACD Calls interflowed out of the group
DC Abandoned	Abandoned Direct (Direct in, Transferred to, and Interflowed into the group) ACD Calls

DC Answered by another group	Direct (Direct in, Transferred to, and interflowed into the group) ACD Calls answered by another group
DC Answered by group	Answered Direct (Direct in, Transferred to, and Interflowed into the group) ACD Calls
Direct Calls (DC)	Accepted Direct (Direct in, Transferred to, and Interflowed into the group) ACD Calls
Ext Incoming NACD	Number of incoming Non-ACD calls originating outside the PBX.
Ext Outgoing NACD	Number of outgoing Non-ACD calls with the destination outside of the PBX.
Inc. NACD Calls	Total number of incoming non-ACD calls.
Int Incoming NACD	The number of Non-ACD incoming calls originating in the PBX.
Int Outgoing NACD	The number of Non-ACD outgoing calls originating n the PBX.
Interflowed In	ACD Calls Interflowed into the group
Longest 0-Rsrvd Time for Outbound ACD (hh:mm:ss)	Longest 0-Rsrvd time for outbound ACD calls.
Longest Talk Time For Outbound ACD (hh:mm:ss)	Longest wrap-up time for outbound ACD calls.
Longest Wait Time Of Failed Outbound ACD (hh:mm:ss)	Longest wait time of failed outbound ACD calls.
Longest Wait Time Of Outbound ACD Handled By Agents (hh:mm:ss)	Longest wait time of outbound ACD calls handled by agents.
Longest Wait Time Pending Out (hh:mm:ss)	Longest wait time of pending outbound ACD waiting to be dialed.
Longest Waiting Time On Queue Of Outbound ACD (hh:mm:ss)	Longest waiting time on queue of outbound ACD calls.
Longest Wrap-Up Time For Outbound ACD (hh:mm:ss)	Longest wrap-up time for outbound ACD calls.
Max ACD Talk Time (hh:mm:ss)	Longest talk time of ACD calls.
Max Calls In Que Concurrently	Maximum number of ACD calls which were waiting in the queue concurrently.
Max Num Avail Agents	Maximum number of agents that were able to receive ACD calls.
Max Outbound Calls In Queue Concurrently	Maximum number of outbound ACD calls, which were waiting in the queue concurrently.
Max Ring Time for ACD (hh:mm:ss)	Longest ring time for an ACD call (time agent's phone rings).
Max Time Calls Conn. Ann. (hh:mm:ss)	Longest time when calls are connected to announcer(s).

Max Wait Time Till ACD Answered (hh:mm:ss)	Longest time since an ACD call accepted by group until it is answered.
Max Wait Time Abnd Calls (hh:mm:ss)	Longest wait time of abandoned ACD calls.
Max Wait Time On Que (hh:mm:ss)	Longest waiting time on queue.
Max Wrap-Up Time (hh:mm:ss)	Longest Wrap-Up time of ACD calls.
Min Num Avail Agents	Minimum number of agents that were able to receive ACD calls.
Min Wait Time Abnd Calls (hh:mm:ss)	Shortest wait time of abandoned ACD calls.
Number Of Calls Transferred Before Predefined Threshold	Number of calls before predefined threshold.
Number of Too Long ACD Calls	The number of ACD calls which were longer than a predefined number of seconds.
Number of Too Short ACD Calls	The number of ACD calls which were shorter than a predefined number of seconds.
Out. NACD Calls	Total number of outgoing non-ACD calls.
Outbound ACD Accepted	Percentage of ACD calls accepted by the group from ACD calls offered.
Outbound ACD Calls as a Consequence of The Abnd Calls	Percentage of ACD calls accepted by the group from ACD calls offered.
Outbound ACD Calls as a Consequence of the Call-Back Feature	Any outbound ACD call that is generated by the exchange as a consequence of a call-back (as opposed to outbound as consequence of abandoned or any other reason).
Outbound ACD Calls Failed	The number of outbound calls that failed.
Outbound ACD Calls Failed STI 1	The number of outbound calls that failed in the first time interval (STI 1).
Outbound ACD Calls Failed STI 2	The number of outbound calls that failed in the second time interval (STI 2).
Outbound ACD Calls Failed STI 3	The number of outbound calls that failed in the third time interval (STI 3).
Outbound ACD Calls Failed STI 4	The number of outbound calls that failed in the fourth time interval (STI 4).
Outbound ACD Calls Failed STI 5	The number of outbound calls that failed in the fifth time interval (STI 5).
Outbound ACD Calls Failed STI 6	The number of outbound calls that failed in the sixth time interval (STI 6).
Outbound ACD Calls Handled by Agents	The number of outbound ACD calls handled by agents.

Outbound ACD Calls Handled by Agents STI 1	The number of outbound ACD calls handled by agents in the first time interval (STI 1).
Outbound ACD Calls Handled by Agents STI 2	The number of outbound ACD calls handled by agents in the second time interval (STI 2).
Outbound ACD Calls Handled by Agents STI 3	The number of outbound ACD calls handled by agents in the third time interval (STI 3).
Outbound ACD Calls Handled by Agents STI 4	The number of outbound ACD calls handled by agents in the fourth time interval (STI 4).
Outbound ACD Calls Handled by Agents STI 5	The number of outbound ACD calls handled by agents in the fifth time interval (STI 5).
Outbound ACD Calls Handled by Agents STI 6	The number of outbound ACD calls handled by agents in the sixth time interval (STI 6).
Outbound ACD Calls Too Long	The number of outbound ACD calls too long.
Outbound ACD Calls Too Short	The number of outbound ACD calls which were answered, then hung up, and their talk time was shorter than the predefined number of seconds.
Outbound ACD Calls Transferred Before Predefined Threshold	The number of outbound ACD calls that were answered then transferred with a shorter talk-time than the time frame allocated in the system.
Outbound ACD Calls Without Queue	The number of outbound ACD calls that were handled and didn't enter the queue.
Ovflow\N-> interflowed	Overflowed - In ACD calls interflowed out of the group.
Ovflow\N Abandoned	Overflowed - In ACD calls abandoned.
Ovflow\N ACD Calls	Overflowed - In ACD calls.
Ovflow\N Answered Calls by Another Group	Overflowed - In ACD calls.
Ovflow\N Answered Calls by a Group	Overflowed - In ACD calls answered by another group.
RPH Outbound ACD Calls	The Rate Per Hour (RPH) number is calculated by dividing the total number of outbound ACD calls by the total login time
Shortest Wait Time of Failed Outbound ACD (hh:mm:ss)	Shortest wait time of failed ACD calls.
Shortest Wait Time of Outbound ACD Handled by Agents	Shortest wait time of outbound ACD calls.
Target-ASA (hh:mm:ss)	The Target - ASA.
Total Calls	Total number of calls (ACD + incoming + outgoing non-ACD).
Total Calls Abnd	Total number of abandoned ACD calls.
TSF of the Group	Target Service Factor (TSF) of the group.

Table 3 B - Super Group Reports Data Columns

Column Name	Description
% ACD Accepted From Offered	Percentage of ACD calls accepted by the super group from ACD calls offered.
% ACD Accepted From Total Calls	Percentage of ACD calls accepted by the super group from all calls.
% ACD Calls Answd	Percentage of ACD calls answered from all accepted ACD calls.
% ACD Calls Answd STI 1	Percentage of ACD calls answered in the first time interval (STI 1) from all answered ACD calls.
% ACD Calls Answd STI 2	Percentage of ACD calls answered in the second time interval (STI 2) from all answered ACD calls.
% ACD Calls Answd STI 3	Percentage of ACD calls answered in the third time interval (STI 3) from all answered ACD calls.
% ACD Calls Answd STI 4	Percentage of ACD calls answered in the fourth time interval (STI 4) from all answered ACD calls.
% ACD Calls Answd STI 5	Percentage of ACD calls answered in the fifth time interval (STI 5) from all answered ACD calls.
% ACD Calls Answd STI 6	Percentage of ACD calls answered in the sixth time interval (STI 6) from all answered ACD calls.
% Calls Abnd STI 1	Percentage of ACD calls abandoned in the first time interval (STI 1) from total abandoned calls.
% Calls Abnd STI 2	Percentage of ACD calls abandoned in the second time interval (STI 2) from total abandoned calls.
% Calls Abnd STI 3	Percentage of ACD calls abandoned in the third time interval (STI 3) from total abandoned calls.
% Calls Abnd STI 4	Percentage of ACD calls abandoned in the fourth time interval (STI 4) from total abandoned calls.
% Calls Abnd STI 5	Percentage of ACD calls abandoned in the fifth time interval (STI 5) from total abandoned calls.
% Calls Abnd STI 6	Percentage of ACD calls abandoned in the sixth time interval (STI 6) from total abandoned calls.
% Calls Transferred After Short Time From Accepted	Percentage from the ACD calls accepted by the Super Group.
% Calls Transferred After Short Time From Answered	Percentage from the ACD calls answered by the Super Group.
% Cmltv ACD Talk From Treatmt Time	Percentage of ACD talk time from ACD calls treatment time (talk + wrap-up).
% Cmltv ACD Talk Time	Percentage of the ACD calls talk time from the cumulative login time.

% Cmltv ACD Treatment Time	Percentage of ACD calls treatment time (talk + wrap-up) from cumulative talk time.
% Cmltv Talk Time for Inc. Non-ACD Calls	Percentage of incoming non-ACD calls talk time from cumulative login time.
% Cmltv Talk Time for Out. Non-ACD Calls	Percentage of outgoing non-ACD calls talk time from cumulative login time.
% Cmltv Wrap-Up From Treatmt Time	Percentage of Wrap-Uptime from ACD treatment.
% Cmltv Wrap-Up Time	Percentage of Wrap-Uptime from cumulative login time.
% Inc. Non-ACD Calls	Percentage of incoming calls that were non-ACD from total number of calls.
% Out. NACD Calls	Percentage of outgoing calls which were non-ACD from total number of calls.
% Release Time	Percentage of release time from accumulated login time.
% Short Calls From Accepted	Percentage from number of ACD calls accepted by the Super Group.
% Short Calls From Answered	Percentage from number of ACD calls answered by the Super Group.
% Total Abnd ACD Calls	Percentage of total number of abandoned ACD calls from all ACD calls accepted.
ACD Accepted	Number of ACD calls accepted by the super group.
ACD Calls Answd	Number of ACD calls answered.
ACD Calls Answd STI 1	Number of ACD calls answered in the 1st time interval (STI 1).
ACD Calls Answd STI 2	Number of ACD calls answered in the 2nd time interval (STI 2).
ACD Calls Answd STI 3	Number of ACD calls answered in the 3rd time interval (STI 3).
ACD Calls Answd STI 4	Number of ACD calls answered in the 4th time interval (STI 4).
ACD Calls Answd STI 5	Number of ACD calls answered in the 5th time interval (STI 5).
ACD Calls Answd STI 6	Number of ACD calls answered in the 6th time interval (STI 6).
ACD Calls Offered to the Super Group	Number of ACD calls which were offered to the super group.
Avg ACD Talk Time (hh:mm:ss)	Average talk time of ACD calls.
Avg ACD Treatmt Time (hh:mm:ss)	Average time for ACD calls treatment (talk + wrap-up).
Avg Num Logged Agents	Average number of logged-in agents.
Avg Release Time (hh:mm:ss)	Average release time.
Avg Talk Time for Inc. NACD (hh:mm:ss)	Average incoming non-ACD talk time.

Avg Wait Time Abnd ACD Calls (hh:mm:ss)	Average wait time of abandoned ACD calls.
Avg Wrap-Up Time (hh:mm:ss)	Average Wrap-Uptime of ACD calls.
Calls Abnd STI 1	Number of ACD calls abandoned in the 1st time interval (STI 1).
Calls Abnd STI 2	Number of ACD calls abandoned in the 2nd time interval (STI 2).
Calls Abnd STI 3	Number of ACD calls abandoned in the 3rd time interval (STI 3).
Calls Abnd STI 4	Number of ACD calls abandoned in the 4th time interval (4).
Calls Abnd STI 5	Number of ACD calls abandoned in the 5th time interval (STI 5).
Calls Abnd STI 6	Number of ACD calls abandoned in the 6th time interval (STI 6).
Cmltv ACD Talk Time (hh:mm:ss)	Cumulative talk time of ACD calls.
Cmltv ACD Treatmt Time (hh:mm:ss)	Cumulative time for ACD calls treatment (talk + wrap-up).
Cmltv Login Time (hh:mm:ss)	Cumulative login time.
Cmltv Release Time (hh:mm:ss)	Cumulative release time.
Cmltv Talk Time for Inc. NACD Calls (hh:mm:ss)	Cumulative talk time for incoming non-ACD calls.
Cmltv Talk Time for Out. NACD Calls (hh:mm:ss)	Cumulative talk time for outgoing non-ACD calls.
Cmltv Wrap-Up Time (hh:mm:ss)	Cumulative Wrap-Uptime of ACD calls.
Inc. NACD Calls	Total number of incoming calls that were non-ACD.
Max ACD Talk Time (hh:mm:ss)	Longest talk time of ACD calls.
Max Wait Time Abnd ACD Calls (hh:mm:ss)	Longest wait time of abandoned ACD calls.
Max Wrap-Up Time (hh:mm:ss)	Longest Wrap-Uptime of ACD calls.
Min Wait Time Abnd ACD Calls (hh:mm:ss)	Shortest wait time of abandoned ACD calls.
Number of Calls Transferred Before Predefined Threshold	Number of calls before the predefined threshold.
Number of Too Short ACD Calls	The number of ACD calls which were shorter than the predefined number of seconds.
Out. NACD Calls	Total number of outgoing calls which were non-ACD.
Super Group RPH	RPH of the super group.
Total Abnd ACD Calls	Total number of abandoned ACD calls.
Total Calls	Total number of calls (ACD + non-ACD).
TSF of the Super Group	Target Service Factor (TSF) of the super group.

Table 4 C - Agent Reports Data Columns

Column Name	Description
% ACD Answd From Presented	Percentage of ACD calls answered by the agent from presented ACD calls.
% ACD Answd From Total	Percentage of ACD calls answered by the agent from total calls.
% ACD Calls Held	Percentage of ACD calls put on hold from all answered ACD calls by agent.
% ACD Calls Not Answd	Percentage of ACD calls that the agent didn't answer from ACD presented.
% ACD Calls w/out Wrap-Up	Percentage of calls for which the agent didn't set the Wrap-Up code from ACD calls answered by agent.
% ACD Calls with Talk Time Over Max	Percentage of ACD calls with talk time longer than the maximum ACD call defined to the group from all answered ACD calls by agent.
% ACD Presented and Dis-connected By Caller Before Ans	Percentage ACD presented and disconnected by caller before being answered by an agent from ACD presented calls.
% Calls Transferred After Short Time From Answered	Percentage from number of ACD calls answered by the agent.
% Calls Transferred After Short Time From Presented	Percentage from number of ACD calls accepted by the agent.
% Cmltv Idle Time	Percentage of cumulative idle time (the agent is logged-in, not in the release state and not talking) from overall login time.
% Cmltv Idle Time for Multiple Groups	Percentage of cumulated idle time (while agent is logged-in, not in the release state, and not talking) from overall login time. This agent is relative to Agent Report.
% Cmltv Reserved Time For Outbound ACD (hh:mm:ss)	Percentage of overall login time.
% Cmltv Talk Time For Outbound ACD (hh:mm:ss)	Percentage of overall login time.
% Cmltv Treatmt Time for ACD	Percentage treatment time for ACD calls (talk + wrap-Up).
% Cmltv Wrap-Up Time for Outbound ACD (hh:mm:ss)	Percentage of overall login time.
% Ext. Incoming NACD Answered by Agent	Percentage of Non-ACD calls originating outside of the PBX that was answered by the agent by the total number of calls.
% Ext. Outgoing NACD Answered by Agent	Percentage of outgoing Non-ACD calls with the destination outside of the PBX that was originated by the agent by the total number of calls.
% Inc. NACD Answd	Percentage of incoming non-ACD calls answered by the agent.

% Int. Incoming NACD Answd by Agent	Percentage of incoming non-ACD calls originating from within the PBX that was answered by the agent from the total number of calls.
% Int. Outgoing NACD Answd by Agent	Percentage of outgoing non-ACD calls with the destination within the PBX that was originated by the agent from the total number of calls.
% NACD Out Calls by Agent	Percentage of outgoing non-ACD calls formed by the agent from total calls.
% OACD Presented and Disconnected by Caller before Ans	Percentage of outbound ACD calls presented and disconnected by the caller being answered by an agent from outbound ACD presented calls.
% Outbound ACD Answered from Presented	Percentage of outbound ACD calls answered by the agent from number of outbound ACD calls answered.
% Outbound ACD Answered From Total Calls	Percentage of outbound ACD calls answered by the agent from total number of calls.
% Outbound ACD Answered From Total Calls (STI 1) (hh:mm:ss)	Percentage of outbound ACD calls answered by the agent in the first interval (STI 1) from total number of calls.
% Outbound ACD Answered From Total Calls (ST 2) (hh:mm:ss)	Percentage of outbound ACD calls answered by the agent in the second interval (STI 2) from total number of calls.
% Outbound ACD Answered From Total Calls (STI 3) (hh:mm:ss)	Percentage of outbound ACD calls answered by the agent in the third interval (STI 3) from total number of calls.
% Outbound ACD Answered From Total Calls (STI 4) (hh:mm:ss)	Percentage of outbound ACD calls answered by the agent in the fourth interval (STI 4) from total number of calls.
% Outbound ACD Answered From Total Calls (STI 5) (hh:mm:ss)	Percentage of outbound ACD calls answered by the agent in the fifth interval (STI 5) from total number of calls.
% Outbound ACD Answered From Total Calls (STI 6) (hh:mm:ss)	Percentage of outbound ACD calls answered by the agent in the sixth interval (STI 6) from total number of calls.
% Outbound ACD Calls Not Answered	Percentage of outbound ACD calls that the agent didn't answer from total numbers of calls of outbound ACD calls presented.
% Outbound ACD Calls Too Short From Answered	Percentage from all outbound ACD calls answered to the agent.
% Outbound ACD Calls Too Short From Presented	Percentage from all outbound ACD calls presented to the agent.
% Outbound ACD Calls Transferred From Answered	Percentage from all outbound ACD calls answered to the agent.
% Outbound ACD Calls Transferred From Presented	Percentage from all outbound ACD calls presented to the agent.
% Outbound ACD Calls With Talk Time Over Max	Percentage of outbound ACD calls with talk time longer with the maximum ACD call defined to the group of the outbound ACD calls answered by the agent.
% Release Time	Percentage of overall release time for the report period from overall login time.

% Release Time for Multiple Groups	Percentage of overall release time for the report period from overall login time. This column is relevant to Agent Reports only.
% Short Calls From Answered	Percentage from number of ACD calls answered by the Super Group.
% Short Calls From Presented	Percentage from number of ACD calls presented by the Super Group.
ACD Calls Answd	Number of ACD calls answered by the agent.
ACD Calls Held	Number of times ACD calls were put on hold by the agent
ACD Calls Not Answd	Number of ACD calls that the agent didn't answer.
ACD Calls Presented	Number of ACD calls presented to the agent.
ACD Calls w/out Wrap-Up	Number of calls for which the agent didn't set the Wrap-Up code.
ACD Calls with Talk Time Over Max	Number of ACD calls with talk time longer than the maximum ACD call defined for the group.
ACD Presented and Disconnected By Caller Before Ans	Number of ACD calls presented and disconnected by the caller before being answered by an agent.
ACD Ring Time (hh:mm:ss)	Indicates the total time ACD calls rang at an extension of the agent.
Avg ACD Ring Time (hh:mm:ss)	Average ring time for ACD call.
Avg Reserved Time For Outbound ACD (hh:mm:ss)	Average time (accumulated reserved time for outbound ACD calls divided by number of outbound ACD calls presented by the agent).
Avg Ring Time For Abnd ACD	Average ring time for abandoned ACD calls.
Avg Talk Time for Inc NACD (hh:mm:ss)	Average talk time for incoming non-ACD calls.
Avg Talk Time for ACD Calls (hh:mm:ss)	Average talk time for ACD calls.
Avg Talk Time for Ext. Out NACD (hh:mm:ss)	Average talk time for outgoing non-ACD calls with the destination outside the PBX.
Avg Talk Time for Int. Out NACD (hh:mm:ss)	Average talk time for incoming non-ACD calls with the destination within the PBX.
Avg Talk Time for Out NACD (hh:mm:ss)	Average talk time for outgoing non-ACD calls.
Avg Talk Time for Outbound ACD (hh:mm:ss)	Average time (accumulated talk time on outbound ACD calls divided by number of outbound ACD calls answered by the agent).
Avg Talk Time of Ext. Incoming NACD (hh:mm:ss)	Average time of non-ACD incoming calls originating outside of the PBX.
Avg Talk Time of Int. Incoming NACD (hh:mm:ss)	Average time of non-ACD incoming calls originating from within the PBX.

Avg Time ACD Calls Held (hh:mm:ss)	Average time when ACD calls were waiting on hold.
Avg Treatmt Time for ACD (hh:mm:ss)	Average treatment time for ACD calls (talk + wrap-up).
Avg Wrap-Up Time (hh:mm:ss)	Average Wrap-Up time.
Avg Wrap-Up Time for Outbound ACD (hh:mm:ss)	Average time (accumulated wrap-up time for outbound ACD calls divided by number of outbound ACD calls answered by the agent).
Cmltv Idle Time For Multiple Groups (hh:mm:ss)	Cumulative idle time (the agent is logged-in, not in the release state and not talking). This column is relevant to Agent reports only
Cmltv Idle Time (hh:mm:ss)	Cumulative idle time (the agent is logged-in, not in the release state and not talking).
Cmltv Reserve Time for Outbound ACD (hh:mm:ss)	Accumulated Reserved time for outbound ACD calls.
Cmltv Ring Time for Abnd ACD	Accumulated ring time for abandoned ACD calls.
Cmltv Talk Time for ACD Calls (hh:mm:ss)	Cumulative talk time for ACD calls.
Cmltv Talk Time for Ext. Out NACD (hh:mm:ss)	Cumulative talk time for outgoing non-ACD calls with the destination outside the PBX.
Cmltv Talk Time for Inc NACD (hh:mm:ss)	Cumulative talk time for incoming non-ACD calls.
Cmltv Talk Time for Int. Out NACD (hh:mm:ss)	Cumulative talk time for outgoing non-ACD calls with the destination outside the PBX.
Cmltv Talk Time for Out NACD (hh:mm:ss)	Cumulative talk time for outgoing non-ACD calls with the destination outside the PBX.
Cmltv Talk Time for Outbound ACD (hh:mm:ss)	Cumulative talk time for outgoing ACD calls.
Cmltv Talk Time for Ext. Incoming NACD (hh:mm:ss)	Accumulated time of non-ACD calls when originating outside the PBX.
Cmltv Talk Time for Int. Incoming NACD (hh:mm:ss)	Accumulated time of non-ACD calls when originating within the PBX.
Cmltv Time ACD Calls Held (hh:mm:ss)	Cumulative time when ACD call were waiting on hold.
Cmltv Treatmt Time for ACD (hh:mm:ss)	Cumulative treatment time for ACD calls (talk + wrap-up).
Cmltv Wrap-Up Time (hh:mm:ss)	Cumulative Wrap-Up time.
Cmltv Wrap-Up Time for Outbound ACD (hh:mm:ss)	Cumulative Wrap-Up time for outbound ACD calls.
Ext. Incoming NACD Answered by Agent	Number of incoming Non-ACD calls originating outside of the PBX that was answered by the agent.

Ext. Outgoing NACD Answered by Agent	Number of outgoing Non-ACD calls destined outside of the PBX that was originated by the agent.
Inc. NACD Answd	Number of incoming Non-ACD calls answered by the agent.
Int. Incoming NACD Answered by Agent	Number of incoming Non-ACD calls originating from within the PBX that was answered by the agent.
Int. Outgoing NACD Answered by Agent	Number of outgoing Non-ACD calls destined from within the PBX that were originated by the agent.
Login Time for Multiple Groups (hh:mm:ss)	Overall login time for the report period. This column is relevant to Agent reports only
Longest Reserve Time For Outbound ACD (hh:mm:ss)	Longest reserved time for outbound ACD calls.
Longest Ring Time For Abnd ACD	Longest ring time for abandoned calls.
Longest Talk Time For Outbound ACD	Longest talk time for outbound ACD calls.
Longest Wrap-Up Time For Outbound ACD	Longest wrap-up time for outbound ACD calls.
Max Ring Time for ACD (hh:mm:ss)	Longest ring time for ACD call.
Max Talk Time for ACD Calls (hh:mm:ss)	Longest talk time for ACD calls.
Max Wrap-Up Time (hh:mm:ss)	Longest Wrap-Up time.
NACD Out Calls by Agent	Number of outgoing non-ACD calls formed by the agent.
Number of Calls Transferred Before Predefined Threshold	Number of calls transferred before predefined threshold.
Number of Too Short Calls	The number of ACD calls which were shorter than a predefined number of seconds.
OACD Presented and Disconnected Before Caller Ans	The number of outside ACD calls disconnected before being answered by an agent.
Outbound ACD Calls Answered	The number of outbound ACD calls answered by the agent.
Outbound ACD Calls Answered STI 1 (hh:mm:ss)	The number of outbound ACD calls answered by the agent
Outbound ACD Calls Answered STI 2 (hh:mm:ss)	The number of outbound ACD calls answered by the agent
Outbound ACD Calls Answered STI 3 (hh:mm:ss)	The number of outbound ACD calls answered by the agent
Outbound ACD Calls Answered STI 4 (hh:mm:ss)	The number of outbound ACD calls answered by the agent
Outbound ACD Calls Answered STI 5 (hh:mm:ss)	The number of outbound ACD calls answered by the agent

Outbound ACD Calls Answered STI 6 (hh:mm:ss)	The number of outbound ACD calls answered by the agent
Outbound ACD Calls Not Answered	The number of outbound ACD calls that the agent did not answer
Outbound ACD Calls that Were too Short	The number of outbound ACD calls that were answered then hung up and their talk time was shorter than a predefined number of seconds.
Outbound ACD Calls that Were Transferred Before Predefined Threshold	The number of outbound ACD calls that were handled then transferred with a shorter talk-time than the time frame allocated in the system
Outbound ACD Calls With Talk Time Over Max	The number of outbound ACD calls that exceed the maximum ACD call talk-time limit defined for the group in the system
Outbound ACD Calls Presented	The number of outbound ACD calls presented to the agent
Release Time For Multiple Groups (hh:mm:ss)	The amount of time from release till resume or re-logout.
Rep Period Login Time (hh:mm:ss)	Overall login time for the report period.
Rep Period Release Time (hh:mm:ss)	Overall release time for the report period.
RPH of the Agent	The rate per hour of the agent.
Total Answd Calls	Total number of calls (ACD and non-ACD) answered by the agent.

Table 5 D - Trunk Group Reports Data Columns

Column Name	Description
% Inc. ACD Calls	Percentage of incoming ACD calls from total incoming calls.
Abnd Calls	Number of abandoned calls.
Avg Num Trunks	Average number of trunks in trunk group during the measured time period.
Avg Time for Inc ACD Calls (hh:mm:ss)	Average time for incoming ACD calls.
Avg Time for Inc NACD Calls (hh:mm:ss)	Average time for incoming non ACD calls.
Avg Time for Incoming Calls (hh:mm:ss)	Average time for incoming calls.
Avg Time for Outgoing Calls (hh:mm:ss)	Average time for outgoing calls.
Cmltv Time for Inc ACD Calls (hh:mm:ss)	Cumulative time for incoming ACD calls.

Cmltv Time for Inc NACD Calls (hh:mm:ss)	Cumulative time for incoming non ACD calls.
Cmltv Time for Incoming Calls (hh:mm:ss)	Cumulative time for incoming calls.
Cmltv Time for Outgoing Calls (hh:mm:ss)	Cumulative time for outgoing calls.
Cmltv Time When All Lines Busy (hh:mm:ss)	Cumulative time when all the lines were busy.
Inc. ACD Calls	Number of incoming ACD calls.
Inc. NACD Calls	Number of incoming non-ACD calls.
Incoming Calls	Number of incoming calls.
Outgoing Calls	Number of outgoing calls.

Table 6 Trunk Exception Log Report Data Columns

Column Name	Description
Trunk Num	The trunk number
Date	The date
Time	The interval start time
Num Calls Out	The number of outgoing calls on this trunk during the interval
Num Calls In	The number of Incoming calls on this trunk during the interval
Num Abnd	The number of calls that were abandoned on this trunk during the interval
Time In	Time spent on the trunk for incoming calls
Time Out	Time spent on the trunk for outgoing calls

Table 7 E – Detailed Wrap-Up Reports Data Columns

Column Name	Description
% Call Proces. Time from Total ACD Time	Percentage of Wrap-Up code call processing from the total accumulated ACD calls processing time.
% Total Calls for Rep Per	Percentage of total number of Wrap-Up code calls for the report period from total ACD calls for the group.
Avg Call Proces. Time (hh:mm:ss)	Average Wrap-Up code call processing time (talk + wrap-up time).

Cmltv Call Proces. Time (hh:mm:ss)	Cumulative Wrap-Up code call processing time (talk+Wrap-Uptime).
Total Calls for Rep Per	Total number of Wrap-Up code calls for the report period.

Table 8 F - DNIS Reports Data Columns

Column Name	Description
% Abandoned Calls	Percentage of abandoned DNIS calls from DNIS calls accepted by the group
% Abandoned DNIS Calls STI 1	Percentage of DNIS calls abandoned in the first time interval (Group STI 1) from total abandoned DNIS calls
% Abandoned DNIS Calls STI 2	Percentage of DNIS calls abandoned in the second time interval (Group STI 2) from total abandoned DNIS calls
% Abandoned DNIS Calls STI 3	Percentage of DNIS calls abandoned in the third time interval (Group STI 3) from total abandoned DNIS calls
% Abandoned DNIS Calls STI 4	Percentage of DNIS calls abandoned in the fourth time interval (Group STI 4) from total abandoned DNIS calls
% Abandoned DNIS Calls STI 5	Percentage of DNIS calls abandoned in the fifth time interval (Group STI 5) from total abandoned DNIS calls
% Abandoned DNIS Calls STI 6	Percentage of DNIS calls abandoned in the sixth time interval (Group STI 6) from total abandoned DNIS calls
% Answered DNIS Calls STI 1	Percentage of DNIS calls answered in the first time interval (Group STI 1) from total answered DNIS calls
% Answered DNIS Calls STI 2	Percentage of DNIS calls answered in the second time interval (Group STI 2) from total answered DNIS calls
% Answered DNIS Calls STI 3	Percentage of DNIS calls answered in the third time interval (Group STI 3) from total answered DNIS calls
% Answered DNIS Calls STI 4	Percentage of DNIS calls answered in the fourth time interval (Group STI 4) from total answered DNIS calls
% Answered DNIS Calls STI 5	Percentage of DNIS calls answered in the fifth time interval (Group STI 5) from total answered DNIS calls
% Answered DNIS Calls STI 6	Percentage of DNIS calls answered in the sixth time interval (Group STI 6) from total answered DNIS calls
% Answered DNIS Calls W/out Queue	Percentage of answered DNIS calls with no queue from DNIS calls accepted by the group
% Calls With Talk Time greater Than a Predefined Maximum	Percentage of calls with talk time greater than a predefined maximum from answered DNIS.
% Calls With Talk Time Less Than a Predefined Minimum	Percentage of calls with talk time less than a predefined minimum from answered DNIS calls.

% DNIS Calls Answered By Announcer	Percentage of DNIS calls answered by announcer from DNIS calls accepted by the group
% DNIS Calls Queued	Percentage of DNIS calls queued from DNIS calls accepted by the group
% Held Calls	Percentage of held DNIS calls from answered DNIS calls
% Interflowed Calls	Percentage of interflowed DNIS calls from total DNIS calls.
% Transferred Calls	Percentage of transferred DNIS calls from answered DNIS calls.
Abandoned DNIS Calls	DNIS calls that come to the group and disconnect before being answered by an agent
Abandoned DNIS Calls Group STI 1	DNIS calls abandoned in the first time interval (Group STI 1)
Abandoned DNIS Calls Group STI 2	DNIS calls abandoned in the second time interval (Group STI 2)
Abandoned DNIS Calls Group STI 3	DNIS calls abandoned in the third time interval (Group STI 3)
Abandoned DNIS Calls Group STI 4	DNIS calls abandoned in the fourth time interval (Group STI 4)
Abandoned DNIS Calls Group STI 5	DNIS calls abandoned in the fifth time interval (Group STI 5)
Abandoned DNIS Calls Group STI 6	DNIS calls abandoned in the sixth time interval (Group STI 6)
Answered Calls	DNIS calls that were answered more than once (transferred) will be counted only during its duration.
Answered DNIS Calls Group STI 1	DNIS calls answered in the first time interval (Group STI 1)
Answered DNIS Calls Group STI 2	DNIS calls answered in the second time interval (Group STI 2)
Answered DNIS Calls Group STI 3	DNIS calls answered in the third time interval (Group STI 3)
Answered DNIS Calls Group STI 4	DNIS calls answered in the fourth time interval (Group STI 4)
Answered DNIS Calls Group STI 5	DNIS calls answered in the fifth time interval (Group STI 5)
Answered DNIS Calls Group STI 6	DNIS calls answered in the sixth time interval (Group STI 6)
Avg Hold Time (hh:mm:ss)	The average hold time
Avg Talk Time of DNIS Calls (hh:mm:ss)	Average talk time of DNIS calls answered by the group (hh:mm:ss)
Avg Time Of DNIS Calls when connected to Announcer (hh:mm:ss)	Average time of DNIS calls when connected to announcer
Average Wait Time of Abandoned Calls (hh:mm:ss)	Average wait time of abandoned calls (hh:mm:ss)

Avg Wait Time on Queue (hh:mm:ss)	The average wait time of DNIS calls on group queue
Avg Wait Time Until the Call is Answered (hh:mm:ss)	Average answered time of DNIS call answered more than once will be the time counted until the call is answered the first time.
Calls Answered Without Queue	Calls answered directly by an agent without queue.
Calls With Talk Time Greater Than a Predefined Maximum	Talk time is the total talk time of a call during its duration.
Call With Talk Time Less Than a Predefined Minimum	Talk time is the total talk time of a call during its duration.
Cmltv Hold Time (hh:mm:ss)	The cumulative hold time is the sum of hold time over all the times the DNIS calls were held
Cmltv Talk Time of DNIS Calls (hh:mm:ss)	Talk time of all DNIS calls answered by the group
Cmltv Time of DNIS Calls When Connected to Announcer (hh:mm:ss)	Cumulative time of DNIS calls when connected to announcer
Cmltv Wait Time Of Abandoned Calls (hh:mm:ss)	Cumulative wait time of abandoned ACD call
Cmltv Wait Time on Queue (hh:mm:ss)	The cumulative wait time of DNIS calls on group queue
Cmltv Wait Time Until the Call is Answered (hh:mm:ss)	The answered time of DNIS calls answered more than once, will be the time counted until the call is answered first.
DNIS Calls Answered by Announcer	Number of DNIS calls answered by announcer because all available agents were busy
DNIS Calls Queued	DNIS calls queued
DNIS Target-ASA	DNIS target-ASA
Held Calls	The number of calls that were put on hold at least once during their duration.
Interflowed Calls	A call interflowed more than once will only be called once.
Longest Talk Time of DNIS Calls (hh:mm:ss)	The longest talk time of DNIS calls answered by the group
Longest Wait Time of Abandoned Calls (hh:mm:ss)	Longest wait time of abandoned ACD Call
Longest Wait Time on Queue (hh:mm:ss)	Longest wait time on queue.
Longest Wait Time Until the Call is Answered (hh:mm:ss)	Longest wait time until the call is answered.
Shortest Wait Time of Abandoned Calls (hh:mm:ss)	The shortest wait time of abandoned ACD call.
Total DNIS Calls	Total number of DNIS calls.

Transferred Calls	Number of transferred DNIS calls from answered DNIS calls
TSF of DNIS	A call answered by an agent then transferred then will be counted as transferred once during its duration.

Table 9 G - Group DNIS Reports Data Columns

Column Name	Description
% Wrap-up Time of DNIS Calls (hh:mm:ss)	Percentage of wrap-up time of the DNIS calls.
% Abandoned DNIS Calls	Percentage of abandoned DNIS calls out of DNIS calls accepted by the group
% Abandoned DNIS Calls Group STI 1	Percentage of DNIS calls abandoned in the first time interval (Group STI 1) from total abandoned DNIS calls
% Abandoned DNIS Calls Group STI 2	Percentage of DNIS calls abandoned in the second time interval (Group STI 2) from total abandoned DNIS calls
% Abandoned DNIS Calls Group STI 3	Percentage of DNIS calls abandoned in the third time interval (Group STI 3) from total abandoned DNIS calls
% Abandoned DNIS Calls Group STI 4	Percentage of DNIS calls abandoned in the fourth time interval (Group STI 4) from total abandoned DNIS calls
% Abandoned DNIS Calls Group STI 5	Percentage of DNIS calls abandoned in the fifth time interval (Group STI 5) from total abandoned DNIS calls
% Abandoned DNIS Calls Group STI 6	Percentage of DNIS calls abandoned in the sixth time interval (Group STI 6) from total abandoned DNIS calls
% Abandoned in Original Group	Percentage of DNIS calls abandoned in their original group, out of the total number of abandoned calls.
% Answered DNIS Calls Group STI 1	Percentage of DNIS calls answered in the first time interval (Group STI 1) from total answered DNIS calls
% Answered DNIS Calls Group STI 2	Percentage of DNIS calls answered in the second time interval (Group STI 2) from total answered DNIS calls
% Answered DNIS Calls Group STI 3	Percentage of DNIS calls answered in the third time interval (Group STI 3) from total answered DNIS calls
% Answered DNIS Calls Group STI 4	Percentage of DNIS calls answered in the fourth time interval (Group STI 4) from total answered DNIS calls
% Answered DNIS Calls Group STI 5	Percentage of DNIS calls answered in the fifth time interval (Group STI 5) from total answered DNIS calls
% Answered DNIS Calls Group STI 6	Percentage of DNIS calls answered in the sixth time interval (Group STI 6) from total answered DNIS calls
% DNIS Calls With no Queue	Percentage of DNIS calls with no queue from DNIS calls accepted by the group

% DNIS Calls Accepted by the Group	Percentage of calls accepted by the group from DNIS calls offered to the group.
% DNIS Calls Accepted by the Group from the incoming trunks	Percentage of calls accepted by the group from DNIS calls from incoming trunks accepted by the group
% DNIS Calls Answered by Announcer	Percentage of DNIS calls answered by announcer from DNIS calls accepted by the group
% DNIS Calls Answered by the Announcer	Percentage of DNIS Calls Answered by the Announcer from DNIS calls accepted by the group.
% Calls Interflowed-in	Percentage of DNIS calls interflowed from all DNIS calls accepted by the group.
% Calls Interflowed-out	Percentage of DNIS calls interflowed out from all DNIS calls accepted by the group.
% DNIS Calls Queued	Percentage of DNIS calls queued from DNIS calls accepted by the group.
% DNIS Calls Transferred from the Group	Percentage of DNIS Calls Transferred from the Group from DNIS calls transferred inside and outside the group.
% DNIS Calls Transferred to the Group	Percentage of DNIS Calls Transferred to the Group from DNIS calls transferred inside and outside the group.
% DOvflowIN ACD Calls	Percentage of ACD calls that have overflow into the group, out of all the DNIS calls accepted in the group.
% Ovflow out	Percentage of DNIS calls that have overflow out of the group, out of all the DNIS calls accepted.
% OvflwdIn Abandoned	Percentage of DNIS calls that have overflow into the group and then abandoned, out of the total number of DNIS calls abandoned in the group.
% Talk Time of DNIS Calls (hh:mm:ss)	Percentage of talk time of DNIS calls answered by the group from treatment time of DNIS calls.
Abandoned DNIS Calls	DNIS calls that come to the group and disconnect before being answered by an agent
Abandoned DNIS Calls Group STI 1	DNIS calls abandoned in the first time interval (Group STI 1)
Abandoned DNIS Calls Group STI 2	DNIS calls abandoned in the second time interval (Group STI 2)
Abandoned DNIS Calls Group STI 3	DNIS calls abandoned in the third time interval (Group STI 3)
Abandoned DNIS Calls Group STI 4	DNIS calls abandoned in the fourth time interval (Group STI 4)
Abandoned DNIS Calls Group STI 5	DNIS calls abandoned in the fifth time interval (Group STI 5)
Abandoned DNIS Calls Group STI 6	DNIS calls abandoned in the sixth time interval (Group STI 6)
Abandoned in Original Group	DNIS calls that have been abandoned in their original group.
Answered by Another Group	DNIS calls that were accepted in the group but have been answered by another group.

Answered DNIS Calls Group STI 1	DNIS calls answered in the first time interval (Group STI 1)
Answered DNIS Calls Group STI 2	DNIS calls answered in the second time interval (Group STI 2)
Answered DNIS Calls Group STI 3	DNIS calls answered in the third time interval (Group STI 3)
Answered DNIS Calls Group STI 4	DNIS calls answered in the fourth time interval (Group STI 4)
Answered DNIS Calls Group STI 5	DNIS calls answered in the fifth time interval (Group STI 5)
Answered DNIS Calls Group STI 6	DNIS calls answered in the sixth time interval (Group STI 6)
Answered DNIS Calls with no Queue	Answered DNIS calls with no queue.
Answered in Original Group	DNIS calls in the group, which have been answered in their original group.
Average Number of DNIS Calls in Queue Concurrently	Average number of DNIS calls in queue concurrently.
Average Wait-Time of Abandoned ACD Calls (hh:mm:ss)	Average wait-time of abandoned ACD calls.
Average Wrap-Up Time of DNIS Calls (hh:mm:ss)	Average wrap-up time of all DNIS calls answered by the group.
Avg Hold Time (hh:mm:ss)	The average hold time
Avg Ring Time of DNIS Calls (hh:mm:ss)	Average ring time of all DNIS calls answered by the group.
Avg Talk Time of DNIS Calls (hh:mm:ss)	Average talk time of DNIS calls answered by the group (hh:mm:ss)
Avg Time Of DNIS Calls when connected to Announcer (hh:mm:ss)	Average time of DNIS calls when connected to announcer
Avg. Wait Time on Queue (hh:mm:ss)	The average wait time of DNIS calls on group queue
Avg Wait Time Until the Call is Answered by the Group (hh:mm:ss)	The answered time of DNIS calls answered more than once will be the time counted until the call is answered the first time.
Cmltv Hold Time (hh:mm:ss)	The cumulative hold time is the sum of hold time for all the times the DNIS calls were held
Cmltv Ring Time of DNIS Calls (hh:mm:ss)	Ring time of all DNIS calls answered by the group
Cmltv Talk Time of DNIS Calls (hh:mm:ss)	Talk time of all DNIS calls answered by the group
Cmltv Time of DNIS Calls When Connected to Announcer (hh:mm:ss)	Cumulative time of DNIS calls when connected to announcer
Cmltv Treatment Time of DNIS Calls (hh:mm:ss)	Cumulative treatment time of all DNIS calls.

Cmltv Wait Time of Abandoned ACD Call (hh:mm:ss)	Cumulative wait time of abandoned ACD call
Cmltv Wait Time on Queue (hh:mm:ss)	The cumulative wait time of DNIS calls on group queue
Cmltv Wait Time Until the Call is Answered (hh:mm:ss)	The accumulated time of a DNIS call that was answered more than once will count from when the call was answered the first time.
Cmltv Wrap-Up Time of DNIS Calls (hh:mm:ss)	The cumulative wrap-up time of all DNIS calls answered by the group.
DNIS Calls Accepted by the Group	Total number of DNIS calls routed to the group queue or to the agent that belongs to the group.
DNIS Calls Accepted by the Group from Incoming Trunks	DNIS calls accepted by the group from incoming trunks.
DNIS Calls Answered by Announcer	Number of DNIS calls answered by announcer because all available agents were busy.
DNIS Calls Answered by the Group	The answered calls are those DNIS calls answered by the agents belonging to the group.
DNIS Calls Interflowed-In	DNIS Calls Interflowed-Inside the group.
DNIS Calls Interflowed-Out	DNIS Calls Interflowed-outside the group.
DNIS Calls Offered to the Group	Total number of DNIS calls offered to the group. Sometimes, group because of the functional will not accept an offered call.
DNIS Calls Queued	DNIS calls queued.
DNIS Calls Transferred from Group	Calls transferred within the group will not be counted.
DNIS Calls Transferred Inside and Outside the Group	A call that was transferred between two agents within the same group will not be counted.
DNIS Calls Transferred to the Group	Calls transferred within the group will not be counted.
Longest Ring-Time of DNIS Calls (hh:mm:ss)	The longest ring time of all DNIS calls that rang at the group.
Longest Talk-Time of DNIS Calls	Longest talk-time of DNIS calls answered by the group.
Longest Time of DNIS Calls When Connected to the Announcer (hh:mm:ss)	Longest time of DNIS calls when connected to the announcer.
Longest Wait-Time of Abandoned ACD Calls (hh:mm:ss)	Longest wait-time of abandoned ACD calls.
Longest Wait-Time on Queue	Longest wait-time on DNIS calls on the group queue.
Longest Wait-Time until DNIS Calls are Answered by the Group	Longest wait-time until the group answers DNIS calls.
Longest Wrap-Up Time of DNIS Calls (hh:mm:ss)	Longest wrap-up time of DNIS calls answered by the group.

Maximum Number of DNIS Calls in Queue Concurrently	Maximum number of DNIS calls in queue concurrently.
Number of Times a DNIS Call was Held	If a DNIS call was held more than once while talking to an agent of the group, all those times are counted.
Original Calls Answered in Another Group	DNIS calls that have been originally accepted into the group, but were answered in another group.
Original Calls Interflowed Out	Calls belonging to the group; include all calls accepted by the group without the calls that overflowed into the group.
Ovflow Out	DNIS calls that have overflowed out of the group.
OvflowIN ACD Calls	DNIS calls that have overflowed into the group.
OvflowIN and Answered	DNIS calls that have overflowed into the group and have been answered here.
OvflowIN and Interflowed Out	DNIS calls that have overflowed into the group, but interflowed out of it.
OvflowIN Answered by another Group	DNIS calls that had overflowed into the group but have been answered in another group.
OvflowIN Abandoned	DNIS calls that have overflowed into the group and then abandoned.
Shortest Wait Time of Abandoned ACD Call (hh:mm:ss)	Shortest wait time of abandoned ACD call.
TSF of the Group for a DNIS Number	If a DNIS call was held more than once while talking to an agent of the group, all the times were counted.

Table 10 H - Agent DNIS Reports Data Columns

Column Name	Description
% Calls transferred by the Agent	Percentage of calls transferred by the agent from DNIS calls answered by the agent.
% Calls transferred to the Agent	Percentage of calls transferred to the agent from DNIS calls answered by the agent.
% Calls with no wrap-up	Percentage of calls with no Wrap-Up from DNIS calls answered by the agent.
% Calls with talk time greater than the groups maximum talk time	Percentage of calls with talk time greater than the groups maximum talk time from all answered calls.
% Calls with talk time less than the groups minimum talk time	Percentage of calls with talk time less than the groups minimum talk time from all answered calls.
% Calls with Wrap-Up code	Percentage of calls with Wrap-Up code from calls answered by the agent.
% DNIS Calls Answered	Percentage of DNIS calls answered from DNIS calls presented.

% DNIS Calls presented but not answered	Percentage of DNIS calls presented but not answered from DNIS calls presented.
Average Ring Time For ACD Calls (hh:mm:ss)	Average Ring Time for ACD calls.
Avg Hold Time (hh:mm:ss)	Average Hold Time.
Avg Talk Time For ACD Calls (hh:mm:ss)	The average talk time for ACD calls.
Avg Treatment Time For ACD Calls (hh:mm:ss)	Average talk time and Wrap-Uptime of DNIS Calls answered by the agent.
Avg Wrap-Up Time (hh:mm:ss)	The average Wrap-Uptime for ACD calls.
Calls transferred by the Agent	Calls transferred by the agent.
Calls transferred to the Agent	Counts calls transferred directly and through group to the agent.
Calls with no wrap-up	Calls with no wrap-up.
Calls with talk time greater than the groups maximum talk time	Calls with talk time greater than the groups maximum talk time.
Calls with talk time less than the groups minimum talk time	Calls with talk time less than the groups minimum talk time.
Calls with Wrap-Up code	Calls with Wrap-Up code.
Cmltv Hold Time (hh:mm:ss)	Cumulative Hold Time.
Cmltv Ring Time For ACD Calls (hh:mm:ss)	Cumulative Ring Time for ACD calls.
Cmltv Talk Time For ACD Calls (hh:mm:ss)	The cumulative talk time for ACD calls.
Cmltv Treatment Time For ACD Calls (hh:mm:ss)	Talk time and Wrap-Uptime of DNIS calls answered by the agent.
Cmltv Wrap-Up Time (hh:mm:ss)	The cumulative Wrap-Uptime for ACD calls.
DNIS Calls Answered	DNIS calls answered.
DNIS Calls Presented	DNIS calls presented.
DNIS Calls presented but not answered	DNIS calls presented but not answered.
Held Calls	The number of calls that were put on hold at least once during their duration.
Longest Ring Time For ACD Calls (hh:mm:ss)	The Longest Ring Time for ACD calls.
Longest Talk Time For ACD Calls (hh:mm:ss)	The longest talk time for ACD calls.
Longest Wrap-Up Time (hh:mm:ss)	The longest Wrap-Uptime for ACD calls.

CHAPTER 5: EXCHANGE CALL CENTER WALL BOARD APPLICATION



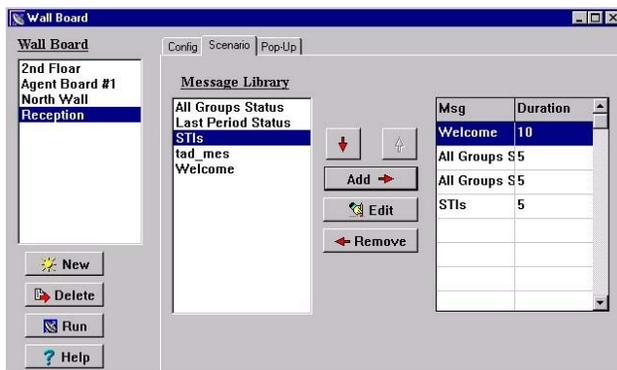
The figures in this guide may not represent exactly what you see on your monitor in all details. Use them only as guidelines.

The Wall Board Administration application enables supervisors to communicate with entire groups of agents and share vital call center information instantaneously. The system can send the information to either traditional wall board or the agent board.

Messages Editor

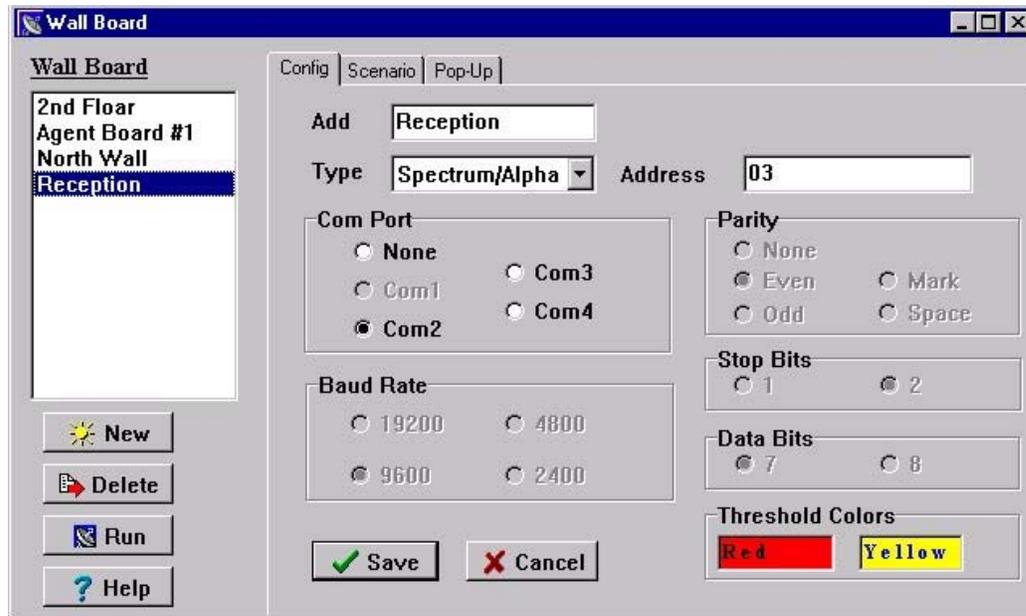
This editor allows you to define messages using free text, cumulative or statistical parameters (for example, calls in queue, average wait time, and so forth) and basic information such as group name. For each message, you can set a DEFAULT GROUP identifier to collect parameters for that group if no other specification is set. A message may include parameters regarding one or more groups or reported entities.

Message components may be colored and set to blink (if supported by the Wall Board device). During editing, messages are displayed simultaneously in two formats: internal explanatory format with specific parameter names, or external format as displayed.



Wall Board Configuration

On this application, Wall Boards are defined with specific connectivity parameters, type, and address for identifying each of them on a chained configuration.



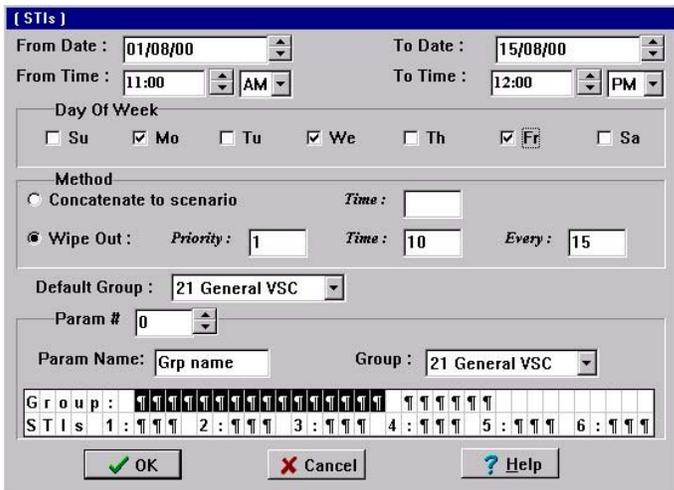
For each of the Wall Boards, supervisors may define scenarios. The message list on the right of the Wall Board Scenario window shows scenarios that each specifies the amount of time that they will be displayed. The defined messages of a scenario are displayed continuously and updated on-line. Parameters are updated immediately regardless of the time that a message to be displayed was defined.

Supervisors may set instantaneous messages to POP-UP at specific times for defined periods by adding to the usual scenario or by overwriting it.

If your wallboard supports colors, you can change the default colors for the threshold values of the displayed fields, double-click the “Red” (low watermark color) or “Yellow” (High watermark color) to change the selected color.

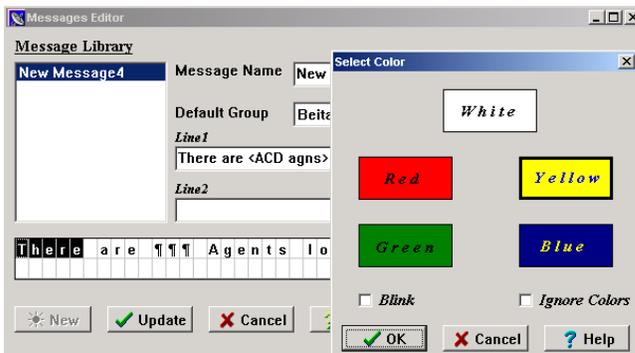


For a detailed explanation of the threshold colors, see “Configuring Group’s Thresholds” in the 3Com eXchange Call Center Administration Guide.



In the Message Editor window you can modify the colors that appear on the wallboard by opening the Select Colors window. In this window you can change the colors of both the text and the background of the display. To change the colors:

- 1 In the work area of the Message Editor, highlight the area on which to apply the color changes and click the right mouse button in the work area. The Select Colors window opens.
- 2 Select a color from the color boxes:
 - Blue — Background is blue; text is yellow.
 - Yellow — Background is yellow; text is blue.
 - White — Background is white; text is black.
 - Red — Background is red; text is black.
 - Green — Background is green; text is black.
- 3 If you want the text on the wallboard to blink, check the check box next to the Blink field.
- 4 To view your color changes, click OK to return to the Message Editor window.



It is also possible to denote the highlighted area as blinking, or to instruct the wallboard to ignore the colors defined in the message by checking the appropriate check boxes.

Real-Time Interval

The Real-time Reports are activated from the Call Center. Real-Time Reports reflect the actions or activities with various performance information items based on statistical calculations performed on monitored ACD entities.

The 3Com eXchange Call Center uses a "sliding window" time period and reports statistical performance information over this amount of time.

The sliding window time period is refereed by the Real-Time Interval and may be differently defined for each group, varying from 3 to 60 minutes. The Real-Time Interval "moves" in increments of 1/60 of the defined period. For example, if set to 15 minutes, the increment is 15 seconds.

Available Fields for the GROUPS in the Wall Board Administration Application

Field name	Description
% abnd calls	Percentage of Abandoned ACD calls from the Accepted ACD calls in the current Real-Time interval.
% ansd calls	Percentage of Answered ACD calls from the Accepted ACD calls in the current Real-Time interval.
%Intfl calls	Percentage of the number of calls that interflowed out of the group, from the total number of ACD calls accepted by the group in the current Real-Time interval
%Intrfl in	Percentage of the number of calls that interflowed into the group, from the total number of ACD calls accepted by the group in the current Real-Time interval
Abnd calls	Number of abandoned ACD calls in the current Real-Time interval.
Abnd LP	Number of abandoned ACD calls in the previous Real-Time interval.
Above T.ASA	Number of ACD calls that were answered after waiting longer than the defined target ASA in the current Real-Time interval.
ACD agns	The number of Agents that are currently in ACD calls.
Agents	The number of agents currently logged in to the group.
Ansd calls	Number of answered ACD calls in the current Real-Time interval.
ASA	The Average speed of answer in the current Real-Time interval.
Avg ACD talk on	The Average talk time of ACD calls in the current Real-Time interval.
Avg calls in que	The average number of call in queue during the current time interval
Avg que time	The Average wait time of an ACD calls in the group's queue in the current Real-Time interval.

Avg que time on	The Average wait time of an ACD calls in the group's queue in the previous Real-Time interval.
Avg time abnd	The Average wait time of an ACD call in the group's queue before the caller abandoned it in the current Real-Time interval.
Avg time Intfl	The Average wait time of an ACD call in the group's queue before it interflowed to an external destination.
Grp name	The name of the group
Grp num	The number of the group
Idle agns	The number of agents CURRENTLY in idle state (i.e. available to receive ACD calls).
Inc calls	The current number of incoming calls .
Interval time	The size of the real time interval in minutes.
Intrfl in	The number of calls that interflowed into the group from other groups in the current Real-Time interval.
Intrfl LP	The number of calls that have interflowed into the group in the previous Real-Time interval.
Intrfl out	The number of calls that interflowed out from the group to other destinations in the current Real-Time interval.
Max ACD talk on	The maximum time spent talking on a single ACD call in the previous Real-Time interval.
Max que time	The maximum wait time of a single ACD call in the current Real-Time interval.
Max que time on	The maximum wait time of a single ACD call in the previous Real-Time interval.
Max talk time	The maximum time spent talking on a single ACD call in the current Real-Time interval.
Max time abnd	The Maximum wait time of a single ACD call in the group's queue before the caller abandoned it in the current Real-Time interval.
Max time Intfl	The Maximum time that a call waited in the queue before interflowing out in the previous Real-Time interval.
Non-ACD agns	The number of agents currently in NON-ACD calls.
Queue calls	The number of calls CURRENTLY waiting in the group's queue
Rls agns	The number of agents in the group that are currently in RELEASE state.
RPH	The rate of receiving ACD calls normalized to an hour in the current Real-Time interval.
RQD agns	The theoretical number of agents required in the current real-time interval calculated using the Erlang C formula assuming a required TSF of 100%.
RQD agns LP	The theoretical number of agents required in the current real-time interval calculated using the Erlang C formula assuming a required TSF of 100%.

Start time	The start time of the current interval
STI 1	The number of calls in the queue that are currently in the 1st service time interval (predefined for the group).
STI 2	The number of calls in the queue that are currently in the 2nd service time interval (predefined for the group).
STI 3	The number of calls in the queue that are currently in the 3rd service time interval (predefined for the group).
STI 4	The number of calls in the queue that are currently in the 4th service time interval (predefined for the group).
STI 5	The number of calls in the queue that are currently in the 5th service time interval (predefined for the group).
STI 6	The number of calls in the queue that are currently in the 6th service time interval (predefined for the group).
T ASA	The target ASA currently defined for the group.
Too long talk	The number of ongoing calls that lasted more than a predefined amount of time.
TSF	The Target Service factor of the group in the current Real-Time interval.
TSF LP	The Target Service factor of the group in the previous Real-Time interval.
Wr-Up agns	The number of agents in the group, which are currently in Wrap-up state.