



Compact Contact Center V5

Report Designer

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CCC Custom Reports

CCC Custom Reports

CCC Custom reports are created in Crystal Reports and then previewed and published within CCC Reporter. A CCC Design Licence is required if more than 3 custom reports are to be published/previewed. With a licence an unlimited number of reports can be created and published.

Custom reports are created using any edition of Crystal Reports Version 9. For more information on the key feature differences between the various Crystal Reports Edition 9, go to www.businessobjects.com/products/reporting/crystalreports.

When creating a custom report for CCC, within Crystal Reports the CCC Field Definition File needs to be selected as the data source. This file is installed as part of the CCC application suite. Do not rename the file as the numbers contain codes referring to CCC version, language and other data. So long as this file is available, reports can be designed without the need to connect directly to the CCC database.

- Previous versions of this documentation included details of fields and reports that either were not supported or are no longer supported. Those fields and reports have been removed from CCC Version 5.0.34 and from this documentation.

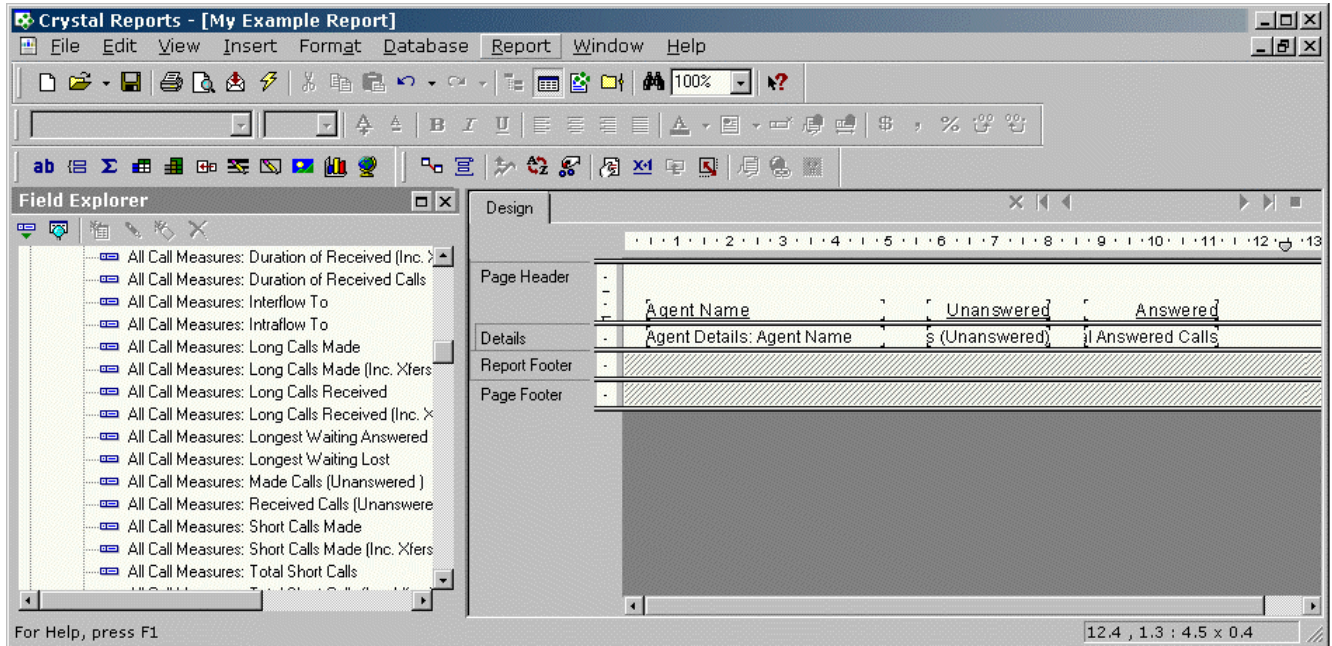
To add a CCC Field Definition File to Crystal Reports

1. When you start a new Crystal Report you have to create a new connection.
2. Select **Field Definitions only** and search for the '.ttx' files.
3. The CCC field definition files are located in the **SDK** subdirectory of the CCC product directory.

Example: Creating a Simple Report

The following report example produces a list of Agents and the number of answered and unanswered calls for each agent.

Below is the report being designed in Crystal Reports.



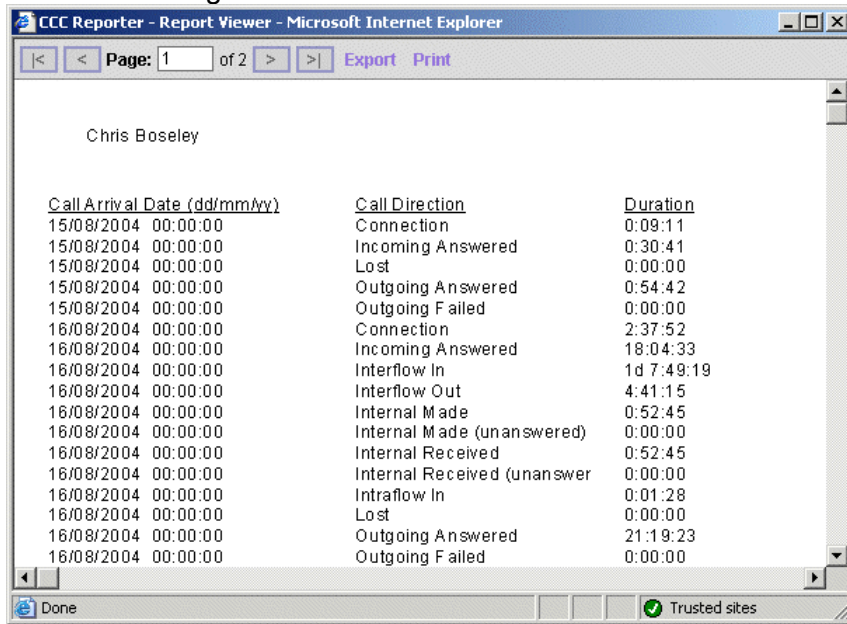
Below is the resulting report when viewed in CCC Reporter.

The screenshot shows the CCC Reporter interface displaying a table of agent call statistics. The table has three columns: Agent Name, Unanswered, and Answered. The data is as follows:

Agent Name	Unanswered	Answered
	193	492
Andy Alexander	7	0
Andy Kemp	0	1
Andy Kilmister	1	1
Asif Momin	1	0
Bahader Mandair	3	5
Ben Clotley	1	0
Brad Trower	0	4
Chris Boseley	1	0
CO Channel 19	0	0
Darren Baker	2	2
Dave Blewett	4	17
Dave Smith	0	4
E Withers DECT	3	7
Emil Ratnam	3	8

Example: A Complex Report

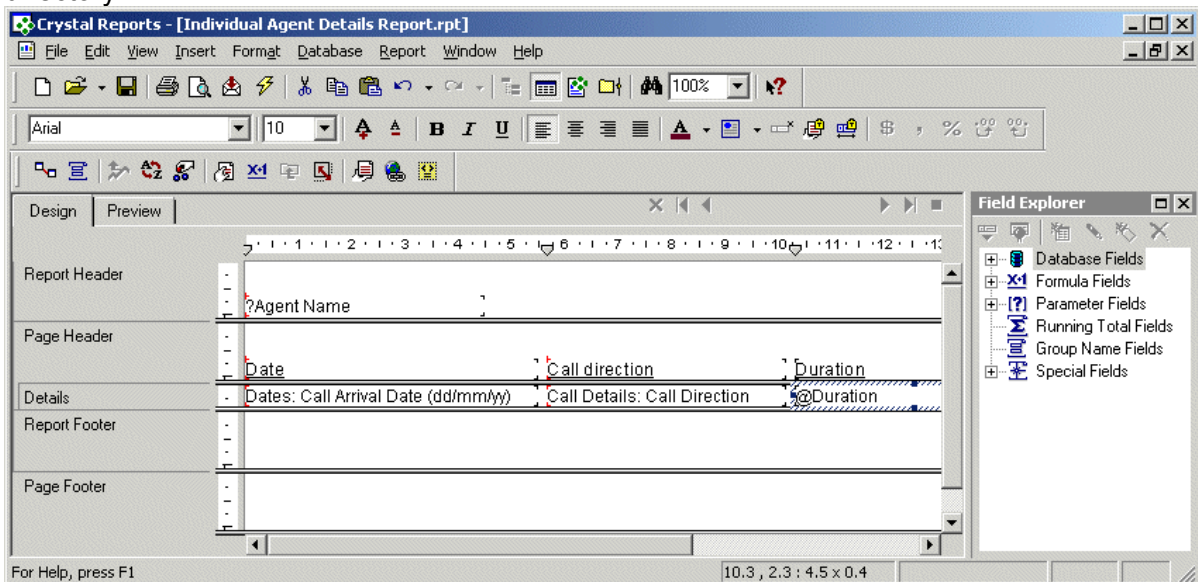
The following custom report, when selected in CCC Reporter, asks for the agent name and then displays details of that agent's calls.



Call Arrival Date (dd/mm/yy)	Call Direction	Duration
15/08/2004 00:00:00	Connection	0:09:11
15/08/2004 00:00:00	Incoming Answered	0:30:41
15/08/2004 00:00:00	Lost	0:00:00
15/08/2004 00:00:00	Outgoing Answered	0:54:42
15/08/2004 00:00:00	Outgoing Failed	0:00:00
16/08/2004 00:00:00	Connection	2:37:52
16/08/2004 00:00:00	Incoming Answered	18:04:33
16/08/2004 00:00:00	Interflow In	1d 7:49:19
16/08/2004 00:00:00	Interflow Out	4:41:15
16/08/2004 00:00:00	Internal Made	0:52:45
16/08/2004 00:00:00	Internal Made (unanswered)	0:00:00
16/08/2004 00:00:00	Internal Received	0:52:45
16/08/2004 00:00:00	Internal Received (unanswer	0:00:00
16/08/2004 00:00:00	Intraflow In	0:01:28
16/08/2004 00:00:00	Lost	0:00:00
16/08/2004 00:00:00	Outgoing Answered	21:19:23
16/08/2004 00:00:00	Outgoing Failed	0:00:00

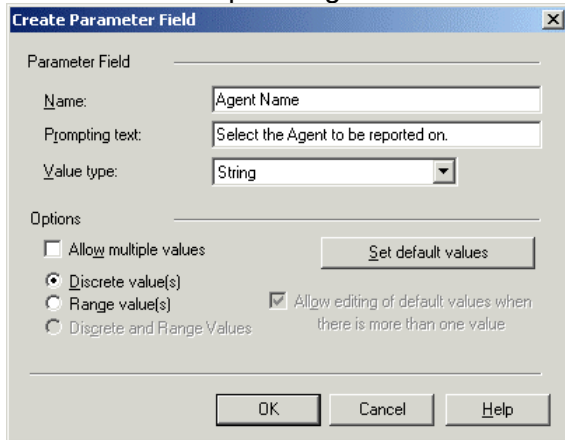
The custom report was created in Crystal Reports as follows:

1. A new blank report was started within Crystal Reports.
2. For the data source select **Field Definitions only** and search for the CCC Reporter Agent '.ttx' file. The CCC field definition files are located in the **SDK** subdirectory of the CCC product directory.

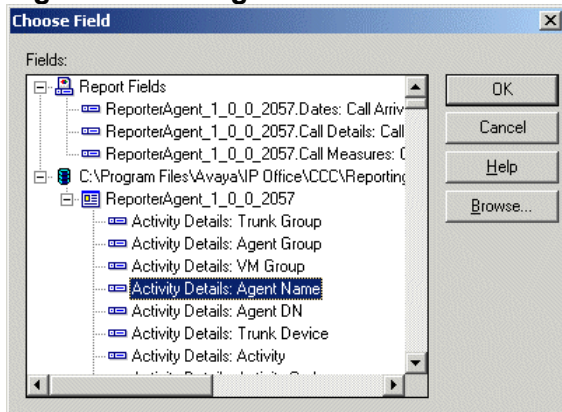


3. The following **Database Fields** were selected and placed in the details area of the report designer tab.
 - **Dates:Call Arrival Date (dd/mm/yy).**
 - **Call Details:Call Direction.**
 - **Call Measures:Call Duration.**
4. The header descriptions were amended. This was done by right clicking on the header field and selecting the option **Edit Text**.

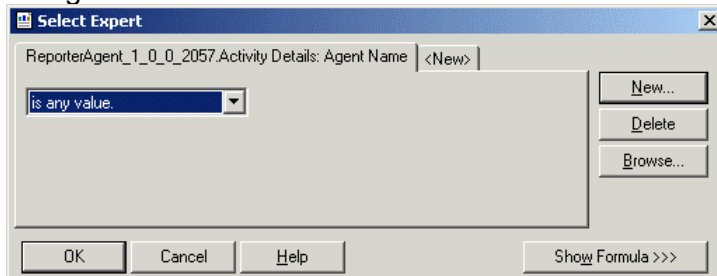
5. In the **Field Explorer** area the '**Parameter Fields**' option was selected and the '**New**' button clicked.
6. In this case the Name was set to **Agent Name**. This is reserved parameter name that will give the user a choice of the current matching options from a list. In this example the listing will show all agents. The **Prompting Text** will instruct the report user what to do and the value type is defined in the ReporterAgent Field Definitions listing. **OK** was clicked on completion.



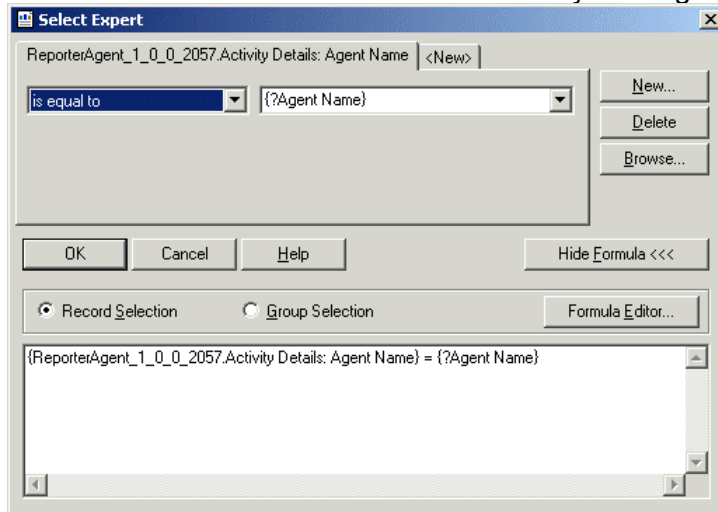
7. The parameter field that has just been created was dragged into the **Report Header** section of the **Design** tab.
8. For the parameter field to work it needs to be linked to the correct field within the database.
 1. The '**Select Expert**' button was clicked to show the following dialog. The field that the parameter needed to be linked to was selected. In this example the selected field was '**Agent Details:Agent Name**'. Once selected **OK** was clicked.



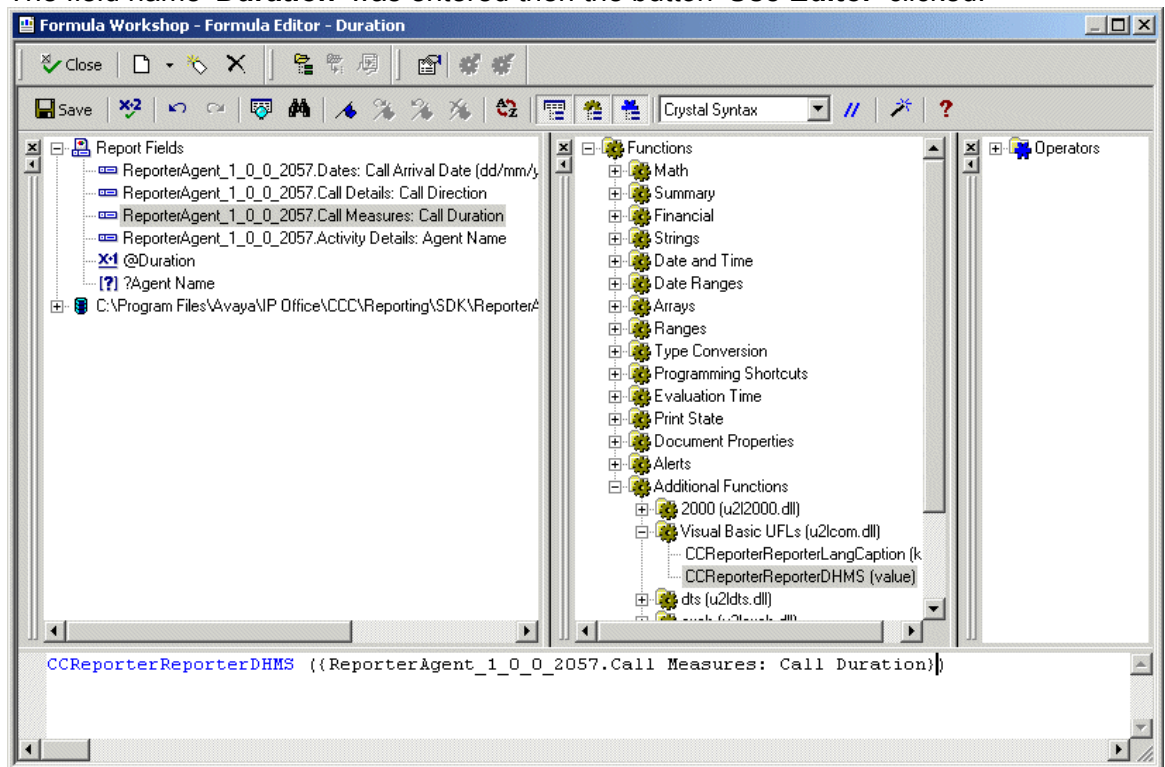
2. From the **Select Expert** dialog the option '**is equal to**' is picked from the drop down listing.



- A new drop down list box appeared where the parameter field name was selected. The formula that was created could be viewed by clicking the **'Show Formula'** button.



- To close the dialog **OK** was clicked.
- The call duration field needed to be amended so that it would show in the DHMS format instead of seconds.
 - The **'Formula Field'** in the **Field Explorer** bar was selected and the **'New'** button clicked.
 - The field name **'Duration'** was entered then the button **'Use Editor'** clicked.



- The function **CCReporterReporterDHMS(value)** was selected by double clicking it.
- In the section **Report Fields** the field **Call Measures:Call Duration** was selected by double clicking it.
- The changes were then saved and the **Formula Editor** closed.
- The field **'Call Measures:Call Duration'** was removed and the formula field **'Duration'** inserted in its place.
- When a report is created you can provide summary information for each report (in the File drop down menu). Within the summary information there is a Title Field which can be completed with a descriptive title for the report. When a custom report is published within Reporter the text

entered in the Title Field will be shown as the file name, not the actual name of the report. If this field is left blank then the report name will be used by Reporter.

12. The report was saved and then previewed from within the Reporter application.

Previewing and Publishing Reports

Custom reports are created in Crystal Reports and then previewed and published within CCC Reporter. A CCC Design Licence is required if more than 3 custom reports are to be published/previewed. With a licence an unlimited number of reports can be created and published.

When a report is created you can provide summary information for each report (in the File drop down menu). Within the summary information there is a Title Field which can be completed with a descriptive title for the report. When a custom report is published within Reporter the text entered in the Title Field will be shown as the file name, not the actual name of the report. If this field is left blank then the report name will be used by Reporter.

- **Warning:** Do not replace pre-defined reports with a custom reports.

Previewing a Custom Report

This process is used to allow a custom report to be viewed before it is published on the server.

1. Within CCC Reporter, from the **Administration** tab click on **Custom Report**.
2. Click on **Preview**.
3. Use the **Browse** button to locate the custom report to be previewed.
4. Click on **OK**.
5. The report will be created and viewed on the screen. If it contains the information required it can be published to Reporter.

Adding a Custom Report

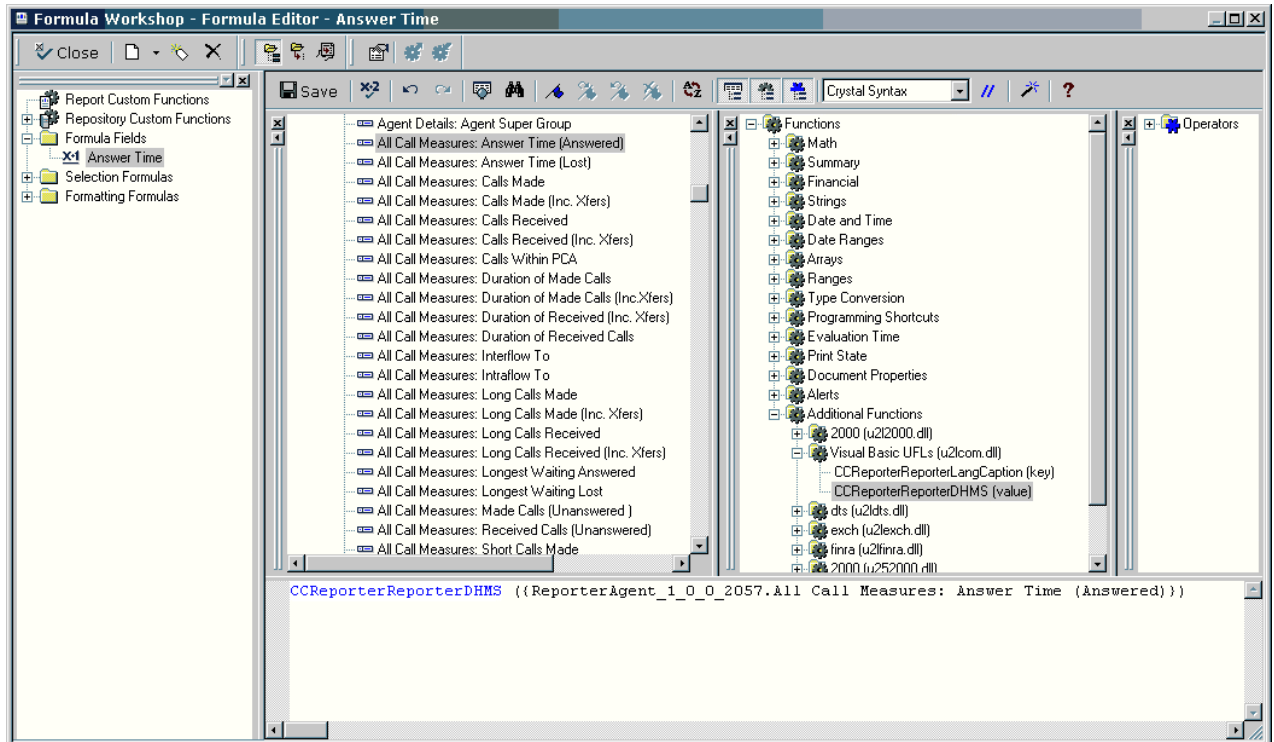
This process is used to add a custom report to the set of reports available to all CCC Reporter users.

1. From the **Administration** tab click on **Custom Report**.
2. Click on **Add**.
3. Use the **Browse** button to locate the custom report to be published.
4. Click on **OK** to publish the report.
5. When the first custom report is published, a new category **Custom Reports** appears on the report selection screen,

Changing the Time Format

Field definitions that show time will by default be shown in seconds. Using the process below fields can be formatted to show as Days:Hours:Minutes:Seconds.

1. Select the **Formula Field** in the Field Explorer bar and click the **New** button.
2. Enter the required field name, for example **Answer Time**.
3. Click on the **Use Editor** button.



4. From the Functions panel select the function **Function | Additional Functions | Visual Basic UFLs | CCReporterReporterDHMS (value)** which has been added during the CCC installation.
5. In the section **Report Fields** select the report field that needs to be formatted. In this example **All Call Measures: Answer Time (Answered)** was selected.
6. Save the changes and close the Formula Editor.
7. If the original field where **All Call Measures: Answer Time (Answered)** has been used in the report it needs to be deleted and replaces with the formula field **Answer Time**.

CCC Fields and Parameters

Call Directions

The following definitions are used for call directions mention in reports.

Code	Name	Description
C	Connection	Incoming calls either not answered by an agent or not marked as answered by Voicemail Pro.
D	Internal Unanswered	Internal calls made and not answered.
E	Internal Transactions	Internal calls received and not answered.
F	Outgoing Failed,	Outgoing external calls not answered by the receiving party.
G	Intraflow In	The transfer of an external incoming call between two agents with the same highest numbered group.
H	Intraflow Out	The transfer of an external outgoing call between two agents with the same highest numbered group.
I	Incoming Answered	Incoming calls answered by an agent or indicated as answered by Voicemail Pro.
J	Intraflow Received	The transfer of internal calls between parties with the same highest numbered group and the device in the agent field is not the initial originator.
K	Interflow Received	The transfer of internal calls between parties have a different highest numbered group and the device in the agent field is not the initial originator.
M	Internal Made	Internal calls, excluding transfers, where the device in the agent field is the originator.
N	Lost	Incoming calls that is unanswered by either voicemail or agent. Lost is where the originator of the transaction terminates the incoming transaction before it is answered or connected to voicemail and excludes lost redirected transactions.
O	Outgoing Answered	User makes a successful outgoing call and it is answered by the called party or a successful outgoing transaction and it is answered by the transaction device.
R	Internal Received	Internal received excluding transfers, where the device in the agent field is the recipient.
V	Intraflow Made	The transfer of internal calls where both connected parties have the same highest numbered group for reporting purposes and the device in the agent field is the initial originator.
W	Interflow Made	The transfer of internal calls where the connected parties have a different highest numbered group and the device in the agent field is the initial originator.
X	Interflow In	The transfer of an external calls delivered to the switch by a PSTN trunk or tie line. This transfer connects two parties with a different highest numbered group for reporting purposes.
Y	Interflow Out	The transfer of an external calls carried away from the switch by a PSTN trunk or tie line. This transfer connects two parties with a different highest numbered group for reporting purposes.

Report Parameters

When a report is being designed you can add a parameters field (see Example: Creating a Complex Report) to allow filtering of the records. For example, a report could have the Agent Name parameter added so that when the report is run the user can select the agent to report on.

When a parameter is created it can be given a **Reserved Report Parameter** name that can give the user a choice of current options from a list. The name should be entered exactly as shown and the field type should be the type as indicated in brackets.

The following reserved parameter names and data types **MUST NOT** be used:

- **Date Range (Single Date) [Date]**
- **Date Range (End Date) [Date]**
- **Date Range (Start Date) [Date]**
- **Date Range [String]**

Reporter Agent Reserved Reporter Parameter Names

Listed below are all the **Reserved Report Parameter** names that provide a choice list.

- **Account Code From [String]**
- **Account Code To [String]**
- **Agent Group Name [String]**
- **Agent Name [String]**
- **Call Identifier Number [Number]**
- **CLI [String]**
- **CLI From [String]**
- **CLI To [String]**
- **Date Breakdown Value [String]**
- **DDI Number (All Media) [String]**
- **DDI Number [String]**
- **DDI Number From (All Media) [String]**
- **DDI Number From [String]**
- **DDI Number To (All Media) [String]**
- **DDI Number To [String]**
- **DDI Numbers (All Media) [String(multiselect)]**
- **DDI Numbers [String (multiselect)]**
- **Media Type [String]**
- **Minute Intervals Value [Number]**
- **Target Name (All Media) [String]**
- **Target Name [String]**
- **Time Breakdown 2 Value [String]**
- **Time Breakdown Value [String]**
- **Trunk Group Name [String]**
- **Trunk Group Names [String]**
- **VM Group [String]**

The following Reserved Report Parameters can also be used, though there will not be a list to choose from. The input field will be recognised and the data produced by the report will be accurate.

- **Long call Duration [Number]**
- **Long Transaction Duration [Number]**
- **PTA Break [Number]**
- **PCA Break 1 [Number]**
- **PCA Break 2 [Number]**
- **PCA Break 3 [Number]**
- **PCA Break 4 [Number]**
- **PCA Break 5 [Number]**
- **PCA Break 6 [Number]**
- **Shift Start Time [Time]**
- **Shift End Time [Time]**
- **Short Transaction Duration [Number]**
- **Short Call Duration [Number]**

Reporter Agent Field Definitions

Activities and Calls

All these fields start with **Activities and Calls**: followed by:

Agent Name	The agent name taken from both call and activity records.
Agent Group	The agent group name taken from both call and activity records.
Trunk Group	The trunk group name taken from both call and activity records.
VM Group	The voicemail group name taken from both call and activity records.
Date	The date of an activity or call record.

Activity Dates

All these fields start with **Activity Details\Activity Dates**: followed by:

Activity Start Date	The date that the activity of the device was recorded.
Activity End Date	The date that the end of the activity of the device was recorded.
Breakdown	A range, selected by the user, to run a report of activities by day or 15, 30 or 60 minute intervals.
15 mins	A breakdown of data by 15 minute intervals for activity details.
30 mins	A breakdown of data by 30 minute intervals for activity details.
60 mins	A breakdown of data by 60 minute intervals for activity details.
Day	Returns the day that the information of the activity was recorded.
Day 2	Returns the date that the information of the activity was recorded.

Activity Dates Measures

All these fields start with **Activity Details\Activity Dates\Activity Dates Measures**: followed by:

From Date	Report covers from date.
To Date	Report cover to date.

Activity Details

Details of all the activities of device types, from the time that the devices entered that activity, to the time it exited.

All these fields start with **Activity Details:** followed by:

Trunk Group	A description of the type of trunk device. Used specifically for queries filtering on trunk type devices.
Agent Group	The group name to which the agent device belongs.
VM Group	The name of the group to which the voice manager has been assigned.
Agent Name	The agent name of all agent device types. The list of values shows the device description associated with each agent device.
Agent DN	The device number of device types that are agents.
Trunk Device	The device number of device types that are trunk devices.
Activity	The code description for device activities.
Activity Code	The activity code for device activities.
Busy NA Reason	Description of the reason for the busy na activity. Not supported.
Minute Intervals	Breakdown of date and time for querying on breakdowns of data by 15, 30 and 60 minute intervals.

Activity measures

All these fields start with **Activity Details\Activity Measures:** followed by:

Time in Activity	The total time in activity (including busy, logged on etc.).
No. of Times Busy	A count of the number of times that the specified Trunk Group was in a busy state.
No. of Times Busy NA	A count of the number of times that the specified agent was in a busy not available state.
Total Time Busy	The total time that the specified Trunk Group remained in a busy state.

Agent Details

All these fields start with **Agent Details:** followed by:

Agent Super Group	The super group name which houses a collection of groups of agents.
Agent Group	The name of the group to which the agent has been assigned.
Agent Name	The agent name of all agent device types. The list of values shows the device description associated with each agent device.
Agent DN	The device number of device types that are agents.
Agent Device	A description of the device type that the agent is associated with.

All Call Measures

- External: These are calls identified by the call directions: **G, H, I, O, X, Y, F, N.**
- Internal: These are calls identified by the call directions: **D, E, J, K, M, R, V, W.**

All these fields start with **All Call Measures:** followed by:

Calls Made	Outgoing external calls that are successful and internal made calls that are successful.
Made Calls (Unanswered)	External outgoing calls and internal made calls that were not answered.
Calls Made (Inc. Xfers)	Outgoing external calls and transfers that are successful. and made internal calls and transfers that are successful.
Short Calls Made	Successful external and internal calls that are outgoing and internal made and the duration is less than or equal to the short call duration as entered by the user.
Long Calls Made	Successful external and internal calls that are outgoing and internal made and the duration is greater than or equal to the long call duration as entered by the user.
Short Calls Made (Inc. Xfers)	Successful external and internal calls, including transfers that are outgoing and internal made and the duration is less than or equal to the short call duration as entered by the user.
Long Calls Made (Inc. Xfers)	Successful external and internal calls, including transfers that are outgoing and internal made and the duration is greater than or equal to the long call duration as entered by the user.
Duration of Made Calls	The duration of outgoing external calls and internal made calls that are successful.
Duration of Made Calls (Inc.Xfers)	The duration of outgoing external calls and internal made calls and transfers that are successful and the duration of successful internal calls and transfers that are made.
Calls Received	Incoming external calls that are successful and successful internal calls that are received.
Received Calls (Unanswered)	External incoming calls and internal received calls that were not answered.
Calls Received (Inc. Xfers)	Incoming external calls and transfers that are successful and successful internal calls and transfers that are received.
Short Calls Received	Successful external calls that are incoming and internal received calls and the duration is less than or equal to the short call duration as entered by the user.
Long Calls Received	Successful external calls that are incoming and internal received calls and the duration is greater than or equal to the long call duration as entered by the user.
Short Calls Received (Inc. Xfers)	Successful external calls, internal received; including transfers that are incoming and the duration is less than or equal to the short call duration as entered by the user.
Long Calls Received (Inc. Xfers)	Successful external calls, internal received calls, including transfers, that are incoming and the duration is greater than or equal to the long call duration as entered by the user.
Duration of Received Calls	The duration of incoming external calls and internal received calls that are successful.
Duration of Received (Inc. Xfers)	The duration of incoming external calls, internal received calls and transfers that are successful.
Answer Time (Answered)	Total time taken to answer all external and internal incoming answered calls.
Answer Time (Lost)	Total time taken to waiting for all external and internal incoming

	unanswered calls.
Longest Waiting Answered	The oldest call answered, measured as time from arrival to answer or time from transfer by voicemail to answer, as appropriate (external and internal).
Longest Waiting Lost Number	The oldest call lost, measured as time from arrival to the time that the caller disconnected (external and internal).
Calls Within PCA	Number of incoming calls answered before PCA Break (for external and internal).
Total Answered Calls	Total external and internal calls that are successful.
Total Calls (Unanswered)	External and internal calls that were not answered.
Total Calls (inc. Xfers)	Incoming and outgoing external calls and transfers.
Total Short Calls	Successful external and internal calls, the duration is less than or equal to the short call duration as entered by the user.
Total Long Calls	Successful external and internal calls, the duration is greater than or equal to the long call duration as entered by the user.
Total Short Calls (Inc. Xfers)	Successful external and internal calls, including transfers, the duration is less than or equal to the short call duration as entered by the user.
Total Long Calls (Inc. Xfers)	Successful external and internal calls, including transfers, the duration is greater than or equal to the long call duration as entered by the user.
Total Duration	The duration of outgoing external calls that are successful.
Total Duration (Inc. Xfers)	The duration of outgoing external and internal calls and transfers that are successful.
Total Transfers Calls	Count of transfers of external and internal calls.
Total Transfers Call Duration	The duration of successful transfers of external outgoing calls. Connected parties have a different highest numbered group..
Interflow To Number	Count of successful transfers of external incoming calls.
Intraflow To Number	Count if successful transfers of external outgoing calls. Connected parties have the same highest numbered group..

All Transactions

These measures combine external and internal transactions.

- External: These are transactions identified by the call directions: *G, H, I, O, X, Y, F, N.*
- Internal :These are transactions identified by the call directions: *D, E, J, K, M, R, V, W.*

All these fields start with **interaction Manager\Measures\All Transactions:** followed by:

Transactions Made	Outgoing external transactions that are successful and internal made transactions that are successful.
Transactions Made (Unanswered)	External outgoing transactions and internal made transactions that were not answered.
Transactions Made (Inc. Xfers)	Outgoing external transactions and transfers that are successful and made internal transactions and transfers that are successful.
Short Transactions Made	Successful external and internal transactions that are outgoing and internal made and the duration is less than or equal to the short transaction duration as entered by the user.
Long Transactions Made	Successful external and internal transactions that are outgoing and internal made and the duration is greater than or equal to the long transaction duration as entered by the user.
Short Trans Made (Inc. Xfers)	Successful external and internal transactions, including transfers, that are outgoing and internal made and the duration is less than or equal to the short transaction duration as entered by the user.
Long Trans Made (Inc. Xfers)	Successful external and internal transactions, including transfers, that are outgoing and internal made and the duration is greater than or equal to the long transaction duration as entered by the user.
Duration of Transactions Made	The duration of outgoing external transactions and internal made transactions that are successful.
Duration of Trans Made (Inc. Xfers)	The duration of outgoing external calls and internal made calls and transfers that are successful.
Transactions Received	Incoming external transactions that are successful and successful internal transactions that are received.
Transactions Received (Unanswered)	External incoming transactions and internal received transactions that were not answered.
Transactions Received (Inc. Xfers)	Incoming external transactions and transfers that are successful and successful internal transactions and transfers that are received.
Short Transactions Received	Successful external transactions that are incoming and internal received transactions and the duration is less than or equal to the short transaction duration as entered by the user.
Long Transactions Received	Successful external transactions that are incoming and internal received transactions and the duration is greater than or equal to the long transaction duration as entered by the user.
Short Trans Received (Inc. Xfers)	Successful external transactions, internal received , including transfers,that are incoming and the duration is less than or equal to the short transaction duration as entered by the user.

Long Trans Received (Inc. Xfers)	Successful external transactions, internal received transactions, including transfers, that are incoming and the duration is greater than or equal to the long transaction duration as entered by the user.
Duration of Transactions Received	The duration of incoming external transactions and internal received transactions that are successful.
Duration of Trans Rcvd (Inc. Xfers)	The duration of incoming external transactions, internal received transactions and transfers that are successful.
Answer Time (Answered)	Total time taken to answer all external and internal incoming answered transactions.
Answer Time (Lost)	Total time taken to waiting for all external and internal incoming unanswered transactions.
Longest Waiting Answered	The oldest transaction answered, measured as time from arrival to answer or time from transfer by voicemail to answer, as appropriate (external and internal).
Longest Waiting Lost	The oldest transaction lost, measured as time from arrival to the time the initiator disconnected (external and internal).
Total Answered	Total external and internal transactions that are successful.
Total Unanswered	External and Internal transactions that were not answered.
Total Transfers	Transfers of external and internal transactions.
Total Transactions (Inc. Xfers)	Incoming and outgoing external transaction and transfers.
Total Short Transactions	Successful external and internal transactions, the duration is less than or equal to the short transaction duration as entered by the user.
Total Short Trans (Inc. Xfers)	Successful external and internal transactions, including transfers, where the duration is less than or equal to the short transaction duration as entered by the user.
Total Long Transactions	Successful external and internal transactions, the duration is less than or equal to the short transaction duration as entered by the user.
Total Long Trans (Inc. Xfers)	Successful external and internal transactions, including transfers, where the duration is greater than or equal to the long transaction duration as entered by the user.
Total Duration	The duration of outgoing external transactions that are successful.
Total Duration (Inc. Xfers)	The duration of outgoing external and internal transactions and transfers that are successful.
Total Transfers Duration	The duration of successful transfers of external outgoing transactions. Connected parties have a different highest numbered group..
Interflow To	The successful transfers of external incoming transactions.
Intraflow To	The successful transfers of external outgoing transactions. Connected parties have the same highest numbered group..

Call Details

All these fields start with **Call Details:** followed by:

Number Dialed	Number dialed by originator.
CLI	Originating line ID.
DDI Number	Direct Dialed inwards number.
Pilot Number	Pilot Number. Not supported.
Pilot Name	Pilot Name. Not supported.
Call Direction	The description of the call direction code.
Call Direction Code	The direction code of the call. The list of values shows the code description associated with each call direction.
Account Code	Last account code.
Call Identifier Number	Call Sequence number.
End of Call Flag	End of call flag (boolean).
Terminal Device	The terminal device type and description.

Call Direction - Incoming

All these fields start with **Call Direction\Incoming:** followed by:

Incoming	All incoming answered and lost and internal and external.
Received	All incoming answered external and internal.
Incoming Answered	External incoming answered.
Internal Received	Internal received answered.
Lost	All lost and external and internal.
Incoming Lost	External lost.
Internal Received (Unanswered)	Internal received and not answered.

Call Direction - Outgoing

All these fields start with **call Direction\Outgoing:** followed by:

Outgoing	Outgoing external calls that are successful and internal made calls that are successful. External outgoing calls and internal made calls that were not answered.
Made	Outgoing external calls that are successful and internal made calls that are successful.
Outgoing Answered	Outgoing external calls that are successful.
Internal Made	Internal made calls that are successful.
Made (Unanswered)	External outgoing calls and internal made calls that were not answered.
Outgoing Failed	External outgoing calls that were not answered.
Internal Made (Unanswered)	Internal made calls that were not answered.

Call Measures

All these field start with **Call Measures:** followed by:

Call Duration Group by	The duration of the call is the actual speech time of the call.
Call Duration Bandwidth	The duration of the call is the bandwidth of 20 seconds.
No. of Calls	A count of the number of calls recorded as having connected to the switch.
Call Duration	The duration of the call is the actual speech time of the call.
Answer Time	This part of the call spent queued and/or ringing.
Ring Time	The period for which this phase of the call rang an agent.
Total Age of the Call	This calculates the total age of the call to the point that the call was lost or answered.
Total Age of the Call (Answered)	This calculates the total age of the call to the point that the call was answered.
Total Age of the Call (Lost)	This calculates the total age of the call to the point that the call was lost.
ISDN Cost	The cost of the call. Note: cost information is only contained in the last segment of each call.

Cost Details

All these fields start with **Interaction Manager:** followed by:

ISDN Units	ISDN units of cost. Note: Cost information is only contained in the last segment of each transaction.
ISDN Cost	ISDN cost (pence). Note: Cost information is only contained in the last segment of each transaction.
Max ISDN Cost	The maximum ISDN cost (pence) Note: Cost information is only contained in the last segment of each transaction.

Dates

All these fields start with **Dates:** followed by:

Call Arrival Date (dd/mm/yy)	Date of call arrival in format dd/mm/yy.
Time of Call Arrival	The time of the call arrival.
Breakdown	A range, selected by the user, to run a report for call details by day or 15, 30 or 60 minute intervals.
5 mins	A breakdown of data by 5 minute intervals for call details.
15 mins	A breakdown of data by 15 minute intervals for call details.
30 mins	A breakdown of data by 30 minute intervals for activity details.
60 mins	A breakdown of data by 60 minute intervals for activity details.
Day	Returns the day that the call information was recorded.
Day 2	Returns the date that the call information was recorded.

Dates Measures

All these fields start with **Dates\Dates Measures:** followed by:

From Date	The earliest date for the recorded being reported on.
To Date	The latest date for the records being reported on.

External

These are transactions identified by the call directions: **G, H, I, O, X, Y, F, N.**

All these fields start with **Interaction Manager\Measures\External:** followed by:

I/C Presented	Incoming external transactions that are successful and incoming external transactions that were not answered.
I/C Answered	Incoming external transactions that are successful.
I/C Answered (Inc. Xfers)	Incoming external media transactions and transfers that are successful.
I/C Unanswered	Incoming external transactions that are not answered.
I/C Duration	The duration of incoming external transactions that are successful.
I/C Duration (Inc. Xfers)	The duration of incoming external transactions and transfers that are successful.
I/C Short Transactions	Successful external transactions that are incoming and the duration is less than or equal to the short transaction duration as entered by the user.
I/C Short Transactions (Inc. Xfers)	Successful external transactions, including transfers, that are incoming and the duration is less than or equal to the short transaction duration as entered by the user.
I/C Short Duration (Inc. Xfers)	Successful external transaction duration, including transfers, that are incoming and the duration is less than or equal to the short transaction duration as entered by the user.
I/C Long Transactions	Successful external transactions that are incoming and the duration is greater than or equal to the long transaction duration as entered by the user.
I/C Long Transactions (Inc. Xfers)	Successful external transactions, including transfers, that are incoming and the duration is greater than or equal to the long transaction duration as entered by the user.
Longest I/C Interaction Time	Longest incoming duration time of transaction (Includes transfers).
O/G Answered	Outgoing external transactions that are successful.
O/G Answered (Inc. Xfers)	Outgoing external media transactions and transfers that are successful.
O/G Unanswered	External outgoing transactions that were not answered.
O/G Short Transactions	Successful external transactions that are outgoing and the duration is less than or equal to the short transaction duration as entered by the user.
O/G Short Transactions (Inc. Xfers)	Successful external transactions, including transfers, that are outgoing and the duration is less than or equal to the short transaction duration as entered by the user.
O/G Long Transactions	Successful external transactions that are outgoing and the duration is greater than or equal to the long transaction duration as entered by the user.
O/G Long Transactions (Inc. Xfers)	Successful external transactions, including transfers, that are outgoing and the duration is greater than or equal to the long transaction duration as entered by the user.
O/G Duration	The duration of outgoing external transactions that are successful.
O/G Duration (Inc.Xfers)	The duration of outgoing external transactions and transfers that are successful.
Longest O/G Interaction Time	Longest outgoing duration time of transaction (Includes transfers).

Longest Interaction Time	Longest duration time of transaction (Includes transfers).
Longest Waiting Answered	The oldest transaction answered, measured as time from arrival to answer or time from transfer by voicemail to answer, as appropriate.
Longest Waiting Lost	The oldest transaction lost, measured as time from arrival to the time disconnected.
Answer Time (Answered)	Total time taken to answer all external incoming answered transactions.
Answer Time (Lost)	Total time taken to waiting for all external incoming unanswered transactions.
Interflow To	The successful transfers of external incoming transactions.
Intraflow To	The successful transfers of external outgoing transactions. Connected parties have the same highest numbered group.
Interflow In	The successful transfers of external incoming transactions. Connects parties with a different highest numbered group.
Interflow Out	The successful transfers of external outgoing transactions. Connects parties with a different highest numbered group.
Intraflow In	The successful transfers of external incoming transactions. Connected parties have the same highest numbered group.
Intraflow Out	The successful transfers of external outgoing transactions. Connected parties have the same highest numbered group.
Total Answered Transaction	Incoming and outgoing external transactions that are successful.
Total Unanswered Transactions	External outgoing and incoming transactions that were not answered.
Total Transactions (Inc. Xfers)	Incoming and outgoing external media transactions and transfers.
Total Short Transaction	Successful external transactions that are outgoing and incoming and the duration is less than or equal to the short transaction duration as entered by the user.
Total Short Trans (Inc. Xfers)	Successful external transactions, including transfers, that are incoming and outgoing and the duration is less than or equal to the short transaction duration as entered by the user.
Total Long Transaction	Successful external transactions that are outgoing and incoming and the duration is greater than or equal to the long transaction duration as entered by the user.
Total Long Trans (Inc. Xfers)	Successful external transactions, including transfers, that are incoming and outgoing and the duration is greater than or equal to the long transaction duration as entered by the user.
Total Transfers	Transfers of external transactions. Connected parties have a different highest numbered group.
Total Duration	The duration of outgoing and incoming external transactions that are successful.
Total Duration (Inc.Xfers)	The duration of outgoing and incoming external media transactions and transfers that are successful.

External Call Measure

These are calls identified by the call directions: *G, H, I, O, X, YF, N.*

All these fields start with **External Call Measures:** followed by:

Outgoing	Outgoing external calls that are successful and External outgoing calls that were not answered.
O/G Answered	Outgoing external calls that are successful.
O/G Answered (Inc. Xfers)	Outgoing external calls and transfers that are successful.
O/G Unanswered	External outgoing calls that were not answered.
O/G Short Calls	Successful external calls that are outgoing and the duration is less than or equal to the short call duration as entered by the user.
O/G Long Calls	Successful external calls that are outgoing and the duration is greater than or equal to the long call duration as entered by the user.
O/G Short Calls (Inc. Xfers)	Successful external calls, including transfers, that are outgoing and the duration is less than or equal to the short call duration as entered by the user.
O/G Long Calls (Inc. Xfers)	Successful external calls, including transfers, that are outgoing and the duration is greater than or equal to the long call duration as entered by the user.
O/G Calls Duration	The duration of outgoing external calls that are successful.
O/G Calls Duration (Inc.Xfers)	The duration of outgoing external calls and transfers that are successful.
I/C Presented	Incoming external calls that are successful and External incoming calls that were not answered.
I/C Answered	Incoming external calls that are successful.
I/C Answered (Inc. Xfers)	Incoming external calls and transfers that are successful.
I/C Unanswered	Incoming external calls that are not answered.
I/C Lost	External incoming calls that were not answered including voicemail connections.
I/C Short Calls	Successful external calls that are incoming and the duration is less than or equal to the short call duration as entered by the user.
I/C Long Calls	Successful external calls that are incoming and the duration is greater than or equal to the long call duration as entered by the user.
I/C Short Calls (Inc. Xfers)	Successful external calls, including transfers that are incoming and the duration is less than or equal to the short call duration as entered by the user.
I/C Long Calls (Inc. Xfers)	Successful external calls, including transfers that are incoming and the duration is greater than or equal to the long call duration as entered by the user.
I/C Calls Duration	The duration of incoming external calls that are successful.
I/C Calls Duration (Inc. Xfers)	The duration of incoming external calls and transfers that are successful.
I/C Short Call Duration(Inc. Xfers)	Successful external call duration, including transfers that are incoming and the duration is less than or equal to the short call duration as entered by the user.
Answer Time (Answered)	Total time taken to answer all external incoming answered calls.
Answer Time (Lost)	Total time taken to waiting for all external incoming unanswered calls.
Answer Time (Lost) Inc. VM	Total time taken to waiting for all external incoming unanswered calls, including calls to voicemail.
Longest Waiting Answered	The oldest call answered, measured as the time from arrival to answer or the time from transfer by voicemail to answer, as appropriate.
Longest Waiting Lost	The oldest call lost, measured as the time from arrival to the time that the caller disconnected.

Total Answered Calls	Incoming and outgoing external calls that are successful.
Total Unanswered Calls	External outgoing and incoming calls that were not answered.
Total Calls (Inc. Xfers)	Incoming and outgoing external calls and transfers.
Total Short Calls	Successful external calls that are outgoing and incoming and the duration is less than or equal to the short call duration as entered by the user.
Total Long Calls	Successful external calls that are outgoing and incoming and the duration is greater than or equal to the long call duration as entered by the user.
Total Short Calls (Inc. Xfers)	Successful external calls, including transfers, that are incoming and outgoing and the duration is less than or equal to the short call duration as entered by the user.
Total Long Calls (Inc. Xfers)	Successful external calls, including transfers, that are incoming and outgoing and the duration is greater than or equal to the long call duration as entered by the user.
Total Duration	The duration of outgoing and incoming external calls that are successful.
Total Duration (Inc.Xfers)	The duration of outgoing and incoming external calls and transfers that are successful.
Total Transfers Calls	Transfers of external calls. Connected parties have a different highest numbered group.
Interflow In	The successful transfers of external incoming calls. Connects parties with a different highest numbered group.
Interflow Out	The successful transfers of external incoming calls. Connects parties with a different highest numbered group.
Interflow To	The successful transfers of external incoming calls.
Intraflow In	The successful transfers of external incoming calls. Connected parties have the same highest numbered group.
Intraflow Out	The successful transfers of external outgoing calls. Connected parties have the same highest numbered group.
Intraflow To	The successful transfers of external outgoing calls. Connected parties have the same highest numbered group.

Internal Call Measure

These are calls identified by the call directions: *D, E, J, K, M, R, V*, and *W*.

All these fields start with **Internal Call Measures**: followed by:

Internal Made	Successful internal calls that are made.
Internal Made (Inc. Xfers)	Successful internal made calls and transfers.
Internal Made Refused Calls	Internal made calls that were not answered.
Internal Made Short Calls	Successful internal calls that are made and the duration is less than or equal to the short call duration as entered by the user.
Internal Made Long Calls	Successful internal calls that are made and the duration is greater than or equal to the long call duration as entered by the user.
Internal Made Short (Inc. Xfers)	Successful internal calls, including transfers, that are made and the duration is less than or equal to the short call duration as entered by the user.
Internal Made Long (Inc. Xfers)	Successful internal calls, including transfers, that are made and the duration is greater than or equal to the long call duration as entered by the user.
Internal Made Duration	The duration of successful internal calls that are made.
Internal Made Duration (Inc.Xfers)	The duration of successful internal calls and transfers that are made.
Internal Received	Successful internal calls that are received.
Internal Received (Inc. Xfers)	Successful internal calls and transfers that are received.
Internal Received Refused Calls	Internal received calls that were not answered.
Internal Received Short Calls	Successful internal calls that are received and the duration is less than or equal to the short call duration as entered by the user.
Internal Received Long Calls	Successful internal calls that are received and the duration is greater than or equal to the long call duration as entered by the user.
Internal Rcvd Short (Inc. Xfers)	Successful internal calls, including transfers, that are received and the duration is less than or equal to the short call duration as entered by the user.
Internal Rcvd Long (Inc. Xfers)	Successful internal calls, including transfers, that are received and the duration is greater than or equal to the long call duration as entered by the user.
Internal Received Duration	The duration of successful internal calls that are received.
Internal Rcvd Duration (Inc. Xfers)	The duration of successful internal calls and transfers that are received.
Internal Interflow Made	The successful transfers of internal made calls. Connected parties have a different highest numbered group.
Internal Interflow Received	The successful transfers of internal received calls. Connected parties have a different highest numbered group.
Internal Intraflow Made	The successful transfers of internal made calls. Connected parties have the same highest numbered group.
Internal Intraflow Received	The successful transfers of internal received calls. Connected parties have the same highest numbered group.
Total Internal Answered Calls	Made and received internal calls that are successful.
Total Internal Calls (Inc. Xfers)	Made and received internal calls and transfers.
Total Internal Unanswered Calls	Internal made and received calls that were not answered.
Total Internal Short Calls	Successful internal calls that are made and received and the duration is less than or equal to the short call duration as entered by the user.

Total Long Calls	Successful internal calls that are made and received and the duration is greater than or equal to the long call duration as entered by the user.
Total Internal Short (Inc. Xfers)	Successful internal calls, including transfers, that are made and received and the duration is less than or equal to the short call duration as entered by the user.
Total Internal Long (Inc. Xfers)	Successful internal calls, including transfers, that are made and received and the duration is greater than or equal to the long call duration as entered by the user.
Total Internal Duration	The duration of made and received internal calls that are successful.
Total Internal Duration (Inc. Xfers)	The duration of made and received internal calls and transfers that are successful.
Total Internal Transfers Calls	Count of transfers of internal calls.

Percentage Time In State

All these fields start with **Activity Details\Activity measures\Percentage Time in State:** followed by:

Ready (%)	The percentage of time spent in a ready state.
Incoming (%)	The percentage of time spent in an incoming state.
Outgoing(%)	The percentage of time spent in an outgoing state.
Holding (%)	The percentage of time spent in an holding state.
Busy (%)	The percentage of time spent in a busy state.
Busy Wrap-Up (%)	The percentage of time spent in a busy wrap-up state.
Busy N/A (%)	The percentage of time spent in a busy not available state. Not supported.
Ringling (%)	The percentage of time spent in a ringing state.
Ringling Refused (%)	The percentage of total time logged on spent in the ringing state that ended with the call being refused.
Internal Made (%)	The percentage of time spent in an internal made state.
Internal Received (%)	The percentage of time spent in an internal received state.
Made (%)	The percentage of time spent in an outgoing and internal made state.
Received (%)	The percentage of time spent in an incoming and internal received state.

PCA Measures

All these fields start with **PCA Measures:** followed by:

Calls Within PCA (I/C Answered)	Number of incoming calls answered before PCA Break.
Calls Within PCA (Inc. Xfers)	Number of incoming and transferred calls answered before PCA Break.
Calls Within PCA (Transfers)	Number of transferred calls answered before PCA Break.
Calls Outside PCA (I/C Answered)	Number of incoming calls answered before PCA Break.
Calls Outside PCA (Inc. Xfers)	Number of incoming calls answered before PCA Break.
Calls Outside PCA (Transfers)	Number of incoming calls answered before PCA Break.
Calls Within PCA 1 (I/C Answered)	Number of incoming calls answered before PCA Break 1.
Calls Within PCA 1 (Inc. Xfers)	Number of incoming and transferred calls answered before PCA Break 1.
Calls Within PCA 1 (Transfers)	Number of transferred calls answered before PCA Break 1.
Calls Outside PCA 1 (I/C Answered)	Number of incoming calls answered before PCA Break 1.
Calls Outside PCA 1 (Inc. Xfers)	Number of incoming calls answered before PCA Break 1.
Calls Outside PCA 1 (Transfers)	Number of incoming calls answered before PCA Break 1.
Calls Within PCA 2 (I/C Answered)	Number of incoming calls answered between break 1 and break 2.
Calls Within PCA 2 (Inc. Xfers)	Number of incoming and transferred calls answered between break 1 and break 2.
Calls Within PCA 2 (Transfers)	Number of transferred calls answered between break 1 and break 2.
Calls Outside PCA 2 (I/C Answered)	Number of incoming calls answered between break 1 and break 2.
Calls Within PCA 3 (I/C Answered)	Number of incoming calls answered between break 2 and break 3.
Calls Within PCA 3 (Inc. Xfers)	Number of incoming and transferred calls answered between break 2 and break 3.
Calls Within PCA 3 (Transfers)	Number of transferred calls answered between break 2 and break 3.
Calls Outside PCA 3 (I/C Answered)	Number of incoming calls answered between break 2 and break 3.
Calls Within PCA 4 (I/C Answered)	Number of incoming calls answered between break 3 and break 4.
Calls Within PCA 4 (Inc. Xfers)	Number of incoming and transferred calls answered between break 3 and break 4.
Calls Within PCA 4 (Transfers)	Number of transferred calls answered between break 3 and break 4.
Calls Outside PCA 4 (I/C Answered)	Number of incoming calls answered between break 3 and break 4.
Calls Within PCA 5 (I/C Answered)	Number of incoming calls answered between break 4 and break 5.
Calls Within PCA 5 (Inc. Xfers)	Number of incoming and transferred calls answered between break 4 and break 5.
Calls Within PCA 5 (Transfers)	Number of transferred calls answered between break 4 and break 5.
Calls Outside PCA 5 (I/C Answered)	Number of incoming calls answered between break 4 and break 5.

Target Details

Last Target: The group or device to which the switch has 'decided' to present the call (not necessarily its first preference).

All these fields start with **Call Details\Target Details:** followed by:

Target Name	The last target is the group or device to which the switch has presented the call (not necessarily its first preference).
Target DN	The last target directory number. The target is the group or device to which the switch has presented the call (not necessarily its first preference).
Target Type	The device type of the last target. The target is the group or device to which the switch has presented the call (not necessarily its first preference).

Time in State

All these fields start with **Activity Details\Activity Measures\Time in State:** followed by:

Logged On	The total time spent logged on (seconds).
Logged Off	The total time spent logged off (seconds).
Ready	The total time spent time in ready (seconds).
Incoming	The total time spent time in an incoming state (seconds).
Outgoing	The total time spent time in an outgoing state (seconds).
Holding	The total time spent holding (seconds).
Busy	The total time spent in a busy state (seconds).
Busy Wrap-Up	The total time spent in busy wrap-up (seconds).
Busy N/A	The total time spent in busy not available (seconds). Not currently supported.
Ringing	The total time spent in a ringing state (seconds).
Ringing Refused	The amount of time in seconds than an agent was in the ringing state without answering.
Internal Made	The total time spent in a internal made state (seconds).
Internal Received	The total time spent in an internal received state (seconds).
Made	The total time spent in an outgoing plus an internal made state (seconds).
Received	The total time spent in an incoming plus an internal received state (seconds).

Transferor

All these fields start with **Transferor:** followed by:

Transferor DN	Transferor DN.
Transferor Group Name	Transferor group name.
Transferor Type	Transferor device type.
Transferor Name	Transferor device name.
Transfer Destination Type	Transfer destination device type.
Transfer Destination DN	Transfer destination DN.
Transfer destination name	Transfer destination name.
Transfer destination group	Transfer destination group name.
Transfer Destination Supergroup	Transfer destination supergroup name.

Trunk Details

All these fields start with **Trunk Details:** followed by:

Trunk Super Group	The super group name which houses a collection of groups of trunks.
Trunk Group	The name of the group to which the trunk has been assigned.
Trunk Name	The trunk name of all trunk device types. The list of values shows the device description associated with each trunk device.
Trunk DN	The device number of device types that are trunks.
Trunk Device	A description of the device type that the trunk is associated with.

Trunk Occupancy

All these field start with **Interaction Manager\Measures\Trunk Occupancy:** followed by

Outgoing	Trunk : Outgoing external calls that are successful and internal made calls that are successful plus external outgoing calls and internal made calls that were not answered.
O/G Answered	Trunk : Outgoing external calls that are successful and internal made calls that are successful.
O/G Unanswered	Trunk : External outgoing calls and internal made calls that were not answered.
O/G Ans. Trans	Total duration of outgoing internal and external answered transactions (including transfers).
O/G Ans. Short	Total duration of answered outgoing external and internal short calls (including transfers).
O/G Ans. long Trans	Total duration of answered outgoing external and internal long calls (including transfers).
O/G Transactions	Count of outgoing completed transactions that are successful or have failed and outgoing internal completed made transactions that are successful or have failed.
O/G Transactions Length	Outgoing transaction duration measuring device occupancy rather than Talk-time. Hence the time from outgoing seize to clear.
O/G Short Transactions	Count of outgoing completed external short transactions that are successful or have failed and outgoing internal completed made short transactions that are successful or have failed.
O/G Long Transactions	Count of outgoing completed external long transactions that are successful or have failed and outgoing internal completed made short transactions that are successful or have failed.
O/G Long Trans Length	Outgoing long transaction duration measuring device occupancy rather than Talk-time. Hence the time from outgoing seize to clear.
I/C Transactions	Count of incoming external completed transactions that are successful or have failed and incoming internal completed transactions that are successful or have failed.
I/C Presented	Count of incoming (external and internal) transactions that are successful and (external and internal) incoming transactions that failed.
I/C Answered	Count of incoming (external and internal) transactions that are successful.
I/C Lost	Count of incoming (external and internal) completed transactions that failed.
I/C Ans. Trans Length	Total duration of incoming transactions that were answered including external, internal and transfers.
I/C Ans. Short Trans	Count of incoming completed external short transactions that are successful and completed internal received short transactions that are successful.
I/C Ans. Short Trans length	Total duration of incoming short transactions that were answered including external, internal and transfers.
I/C Ans. Long Trans	Count of incoming completed external long transactions that are successful and completed internal received long transactions that are successful.
I/C Ans. Long Trans Length	Total duration of incoming long transactions that were answered including external, internal and transfers.
No of trans. transferred to PSTN	Number of transactions transferred to PSTN.
PSTN transfers via trunk group	Number of times a PSTN transaction was transferred to lines in the trunk group.

Trunk Occupancy Measures

All these fields start with **Trunk Details\Trunk Occupancy Measures:** followed by:

Outgoing	Trunk : Outgoing external calls that are successful and internal made calls that are successful plus external outgoing calls and internal made calls that were not answered.
O/G Answered	Trunk : Outgoing external calls that are successful and internal made calls that are successful.
O/G Unanswered	Trunk : External outgoing calls and internal made calls that were not answered.
O/G Ans. Call Length	Total time spent by Trunks in the group on outgoing calls that were answered by their recipient including external, internal and transfers.
O/G Ans. Short Call Length	Total time spent by Trunks in the group on outgoing short calls that were answered by their recipient. Including external, internal and transfers.
O/G Ans. Long Call Length	Total time spent by Trunks in the group on outgoing long calls that were answered by their recipient. Including external, internal and transfers.
O/G Calls	Trunk : Outgoing completed external calls that are successful or failed and internal completed made calls that are successful or failed.
O/G Call Length	Outgoing call length measures device occupancy rather than Talk-time. Hence, the time from outgoing seize to trunk-clear.
O/G Short Calls	Trunk : Outgoing completed external short calls that are successful or failed and internal completed made short calls that are successful or failed.
O/G Short Call Length	Outgoing call length measures device occupancy rather than Talk-time. Hence, the time from outgoing seize to trunk-clear.
O/G Long Calls	Trunk : Outgoing completed external long calls that are successful or failed and internal completed long made calls that are successful or failed.
O/G Long Call Length	Outgoing call length measures device occupancy rather than Talk-time. Hence, the time from outgoing seize to trunk-clear.
I/C Calls	Trunk incoming calls.
I/C Presented	Trunk incoming (external, internal) calls that are successful and (external, internal) incoming calls that were not answered.
I/C Answered	Incoming external calls that are successful and successful internal calls that are received.
I/C Lost	External incoming calls and internal received calls that were not answered.
I/C Ans. Call Length	Total time spent by Trunks in the group on incoming calls that were answered by their recipient. (Including external, internal and transfers).
I/C Ans. Short Calls	Trunk: Incoming completed external short calls that are successful and internal completed received short calls that are successful.
I/C Ans. Short Call Length	Total time spent by Trunks in the group on incoming short calls that were answered by their recipient. (Including external, internal and transfers).
I/C Ans. Long Calls	Trunk: Incoming completed external long calls that are successful and internal completed received long calls that are successful.
I/C Ans. Long Call Length	Total time spent by Trunks in the group on incoming long calls that were answered by their recipient. (Including external, internal and transfers).
No. of calls transferred to PSTN	Number of calls transferred to PSTN.
PSTN transfers via trunk group	Number of times a PSTN call was transferred to lines in this group.

VM Call Measures

All these fields start with **VM Call Measures:** followed by:

Number of Transactions	The number of connections made to the Voice Manager.
Transaction Duration	The duration of connections made to the Voice Manager.
Transaction Time (Answered)	The ringing and queuing time of connections made to the Voice Manager.
Terminated Calls	The number of unsuccessful connections made to the Voice Manager.
Lost in VM	<ol style="list-style-type: none">1. Calls that were answered by the VM but cleared before being transferred or reached an answer flag in VM.2. Calls that failed to be answered after transfer by VM (without reaching answer flag).
Maximum Duration	The maximum duration of connections made to the Voice Manager.
Minimum Duration	The minimum duration of connections made to the Voice Manager.

VM Details

VM Group	The name of the group to which the voice manager has been assigned.
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Glossary

Abandoned Time: Abandoned time relates to lost calls and is the total age of a new incoming call at the point it was lost.

ARS: Automatic Route Selection Call Segment A part of a call for which a pair of devices were connected i.e. inbound call from ringing to transfer is a segment, from transfer to next transfer is a segment, from answer or transfer to end of call (if no further transfers occur) is a segment.

C: Connection - Incoming transactions (e.g. calls) connected to voicemail but not answered e.g. Never been answered by agent or received answered flag from voicemail.

D: Internal made and not answered.

DDI: Direct Dial Inwards A number that is associated to an incoming call through its lifecycle. This number gets translated to call an agent or a group. This number is presented by the PSTN when an incoming call rings: if the facility has been bought by the subscriber

DN: Directory Number The number that is associated with each agent name Failed Calls Unanswered Calls. (E.g. Agent dials external number and does not receive connect message from the PSTN.)

E: Internal transactions (e.g. calls) received and not answered, e.g. an internal transaction from another extension and it is not answered.

F: Outgoing failed, e.g. user makes an outgoing external transaction (e.g. call) and it is not answered by the receiving party.

G: Intraflow In - The transfer of an external incoming media type (e.g. calls) delivered to the switch by a PSTN trunk or tie line (permanent link between two switches). For reporting purposes this transfer connects two parties with the same highest numbered group.

GOS: Grade of Service Similar to PCA. $GOS = \frac{\text{No. of calls answered within target}}{\text{total of calls answered} + \text{lost calls}}$. (Always less than or equal to PCA).

H: Intraflow Out - The transfer of an external media type (e.g. calls) carried away from the switch by a PSTN trunk or tie line (permanent link between two switches). For reporting purposes this transfer connects two parties with the same highest numbered group.

HNG: Highest Numbered Group An agent may be a member of a number of groups. The report will only show the information of the agent in the highest numbered group to which the agent belongs. (HNG is relevant for collective reports).

I: Incoming Answered - Incoming media type (e.g. calls) answered by voicemail/agent or an incoming media type answered.

J: Intraflow Received - The transfer of internal transactions (e.g. calls) where both connected parties have the same highest numbered group and the device in the agent field is not the initial originator.

K: Interflow Received - The transfer of internal transactions (e.g. calls) where the connected parties have a different highest numbered group and the device in the agent field is not the initial originator.

Lost Calls: Incoming calls that neither connected to voice mail nor agent Calls that were answered by VM but cleared before being transferred or reaching an answer flag in VM Calls that failed to be answered after transfer by VM (without reaching answer flag).

M: Internal made transactions (e.g. calls), excluding transfers, where the device in the agent field is the originator.

N: Lost - Incoming lost transaction (e.g. calls) that is unanswered by either voicemail or agent. Lost is where the originator of the transaction terminates the incoming transaction before it is answered or connected to voicemail and excludes lost redirected transactions.

O: Outgoing Answered - e.g. User makes a successful outgoing transaction (e.g. calls) and it is answered by the called party or a successful outgoing transaction and it is answered by the transaction device.

PBX: Private Branch Exchange (switch)

PCA: Percentage Calls Answered. A popular quality metric to show the frequency with which calls are being answered within the user selected target answer time. $PCA = \text{No. of calls answered within target} / \text{total of calls answered}$. This is for a group/agent/trunk/trunk group. (NB:- This calculation does NOT take lost calls into consideration)

PSTN: Public Switched Telephone Network Target Target is the group or device to which the switch has 'decided' to present the call (not necessarily its first preference). (E.g. The device which was targeted when the call was last queued, answered or alerting). Notes: 1. Calls which are targeted at a group will have the group name as the last queued, answered or alerting, and NOT the individual agent or device. 2. Where TARGET is using LOST CALLS as the context, it is the device that was originally targeted by the switch. Note 3, In systems front ended by the VM where no answer flag is issued and the VM transfers the call. The original target is re-assessed as that device to which the call is first transferred.

R: Internal received excluding transfers, where the device in the agent field is the recipient.

Tie Line: Notes: 1. Calls which are targeted at a group will have the group name as the last queued, answered or alerting, and NOT the individual agent or device. 2. Where TARGET is using LOST CALLS as the context, it is the device that was originally targeted by the switch. Note 3, In systems front ended by the VM where no answer flag is issued and the VM transfers the call. The original target is re-assessed as that device to which the call is first transferred.

Total Answer Time: The time between arrival at switch or point of transfer (whichever is appropriate to this call segment), and point of answer (or call clear in case of unanswered segments).

Trunk: A connection to either another PBX or the PSTN.

V: Intraflow Made - The transfer of internal transactions (e.g. calls) where both connected parties have the same highest numbered group for reporting purposes and the device in the agent field is the initial originator.

W: Interflow Made - The transfer of internal transactions (e.g. calls) where the connected parties have a different highest numbered group and the device in the agent field is the initial originator.

X: Interflow In - The transfer of an external media type (e.g. calls) delivered to the switch by a PSTN trunk or tie line. This transfer connects two parties with a different highest numbered group for reporting purposes.

Y: Interflow Out - The transfer of an external media type (e.g. calls) carried away from the switch by a PSTN trunk or tie line. This transfer connects two parties with a different highest numbered group for reporting purposes.

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