

8.8.2 SCHEDULE CALL CENTER REPORT

The screenshot displays the 'Scheduled Report Add' form in the Clearspan system. The form is titled 'Add a Call Center Scheduled Report in the enterprise.' and includes the following sections:

- General Information:** Name (Abandoned Call - CCTesting), Description (Abandoned Calls for CC Testing), and Report Template Name (Abandoned Call Report (System)).
- Scheduling Details:** Report Time (Time Zone: GMT-05:00 US/Central, Schedule Date: (mm/dd/yyyy), Schedule Time: AM), and Recurrence Pattern (Recur: Never).
- Report Details:** Selection (By Call Center), Sampling Period (15-Min), Time Zone (GMT-05:00 US/Central), Date Format (mm/dd/yyyy), Time Format (AM/PM), Report Timeframe (Start Date, End Date, Start Time, End Time), and File Format (PDF/XLS).
- Call Center Selection:** Includes a search criteria section and two columns: 'Available Call Centers' and 'Selected Call Centers for the report', with buttons for 'Add >', 'Remove <', 'Add All >>', and 'Remove All <<'.
- Performance Parameters:** Includes 'Include Service Level (Seconds)' and 'Include Abandoned Call (Seconds)'.
- Destinations for Report Generation:** Includes 'E-mail Address' and 'Additional E-mail addresses'.

Figure 43 Call Center Report Schedule

ATTRIBUTE	CONFIGURATION
Report Template Name	Select the report to be scheduled by choosing the appropriate report template.
Scheduling Details	<p>Select the time zone for the schedule and determine whether the schedule is a recurring or a one-time execution.</p> <ul style="list-style-type: none"> If it is a one-time execution, specify the date and time at which the report is to be run. If it is a recurrence, specify the date at which the scheduled report shall become active and indicate the time at which the report should be run. Indicate the recurrence period (daily, weekly, monthly, or yearly) and indicate the date at which the scheduled report shall expire (if required).

ATTRIBUTE	CONFIGURATION
Report Details	<p>Select <i>By Call Center</i> to schedule a Call Center Report.</p> <p>Select the time zone for the schedule and the timeframe for the report.</p> <p>Indicate the sampling period (15 minute, 30 minute, 60 minute, daily, weekly, or monthly) if the requested report template is interval-based, and indicate the start day of week if the sampling period is set to "weekly".</p> <p>Indicate the report format, date format, and time format.</p>
Call Center Selection	<p>Select the call centers to include in the report.</p> <p>The list of call centers includes former call centers (that is, call centers for which external reporting has been deleted or call centers that have simply been deleted from the system). Records of former call centers are included in reports if there are associated entries in the database for the requested time frame.</p> <p>Note that records of former call centers are only accessible in reports scheduled by administrators via the web portal. On-demand or scheduled reports requested by supervisors only include the current records of call centers.</p>
Performance Parameters	<p>Indicate the service-level threshold values and parameters, the service-level objective, and the abandoned call threshold values.</p> <p>These values are only required for reports that make use of the performance parameters.</p>
Destination for Report Generation	<p>Specify the list of e-mail destinations (up to 9) for the report.</p>

8.8.3 SCHEDULE DNIS REPORT

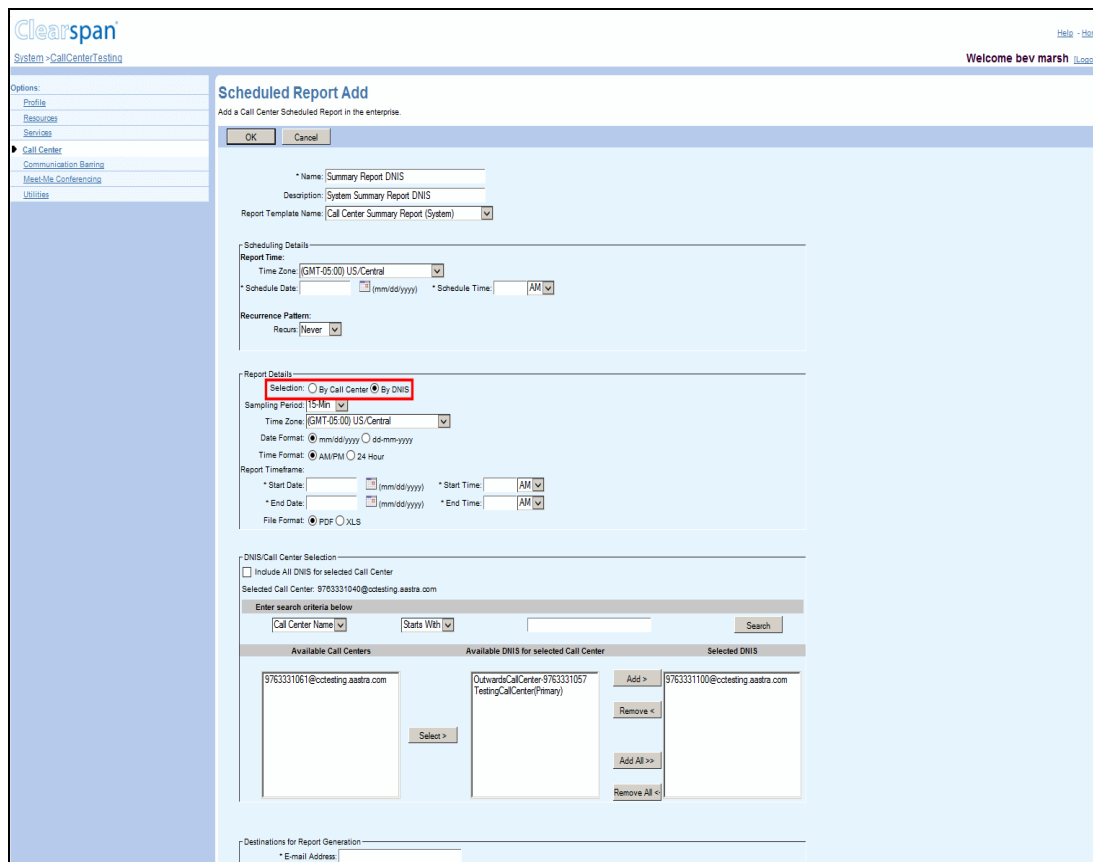


Figure 44 DNIS Report Schedule

ATTRIBUTE	CONFIGURATION
Report Template Name	Select the report to be scheduled by choosing the appropriate report template.
Scheduling Details	<p>Select the time zone for the schedule and determine whether the schedule is a recurring or a one-time execution.</p> <ul style="list-style-type: none"> If it is a one-time execution, specify the date and time at which the report is to be run. If it is a recurrence, specify the date at which the scheduled report shall become active and indicate the time at which the report should be run. Indicate the recurrence period (daily, weekly, monthly, or yearly) and indicate the date at which the scheduled report shall expire (if required).
Report Details	<p>Select <i>By DNIS</i> to schedule a Call Center Report. Select the time zone for the schedule and the time frame for the report.</p> <p>Indicate the sampling period (15 minute, 30 minute, 60 minute, daily, weekly, or monthly) if the requested report template is interval-based, and indicate the start day of week if the sampling period is set to “weekly”.</p> <p>Indicate the report format, date format, and time format.</p>
DNIS/CallCenter Selection	<p>Select the call center and then the DNIS to include in the report.</p> <p>The list of agents includes former agents (that is, agents who have been removed from the call center user license or agents who have simply been</p>

ATTRIBUTE	CONFIGURATION
	<p>deleted from the system). Records of former agents are included in reports if there are associated entries in the database for the requested time frame.</p> <p>Note that records of former entries are only accessible in reports scheduled by administrators via the web portal. On-demand or scheduled reports requested by agents or supervisors only include the current records of agents.</p>
Performance Parameters	<p>Indicate the service-level threshold values and parameters, the service-level objective, and the abandoned call threshold values.</p> <p>These values are only required for reports that make use of the performance parameters.</p>
Destination for Report Generation	<p>Specify the list of e-mail destinations (up to 9) for the report.</p>

9 CUSTOMIZATION OF REPORT HEADER AND FOOTER

Administrators customize the headers and footers of reports by uploading a branding template to Clearspan. The branding template is an XSL-FO document that defines the contents of headers and footers through the use of specific eXtensible Markup Language (XML) tags. The XSL-FO file can be created using the *Oracle BI Publisher Desktop v11.1.1.3* for Windows in the same way that the style template is created.

The header and footer of a report are defined as sub-templates of the style template. The style templates of all canned reports refer to the *getHeader* and *getFooter* sub-templates defined in the branding template.

The following figure shows the rich text format (RTF) representation of the default branding template. The header and footer can be customized by editing the corresponding regions and regenerating the branding template using the *BI Publisher* menu option *Export* → *XSL-FO Stylesheet*.

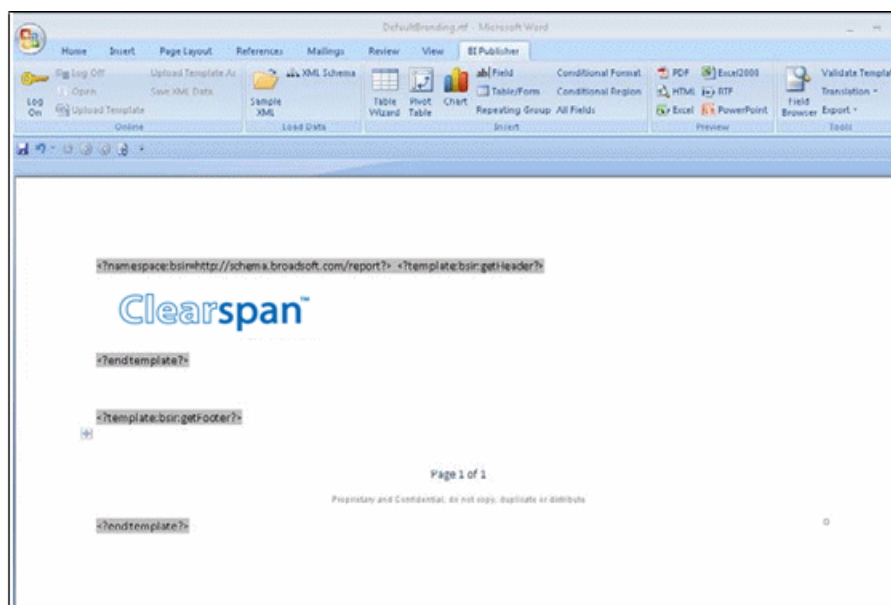


Figure 45 RTF Representation of Default Branding Template

Once the branding template is regenerated using the BI Publisher plug-in, the administrator uploads the XSL-FO style sheet to Clearspan via the web portal. The following figure shows the web portal page for an enterprise. Custom branding templates can be defined at the system level and at the enterprise level.

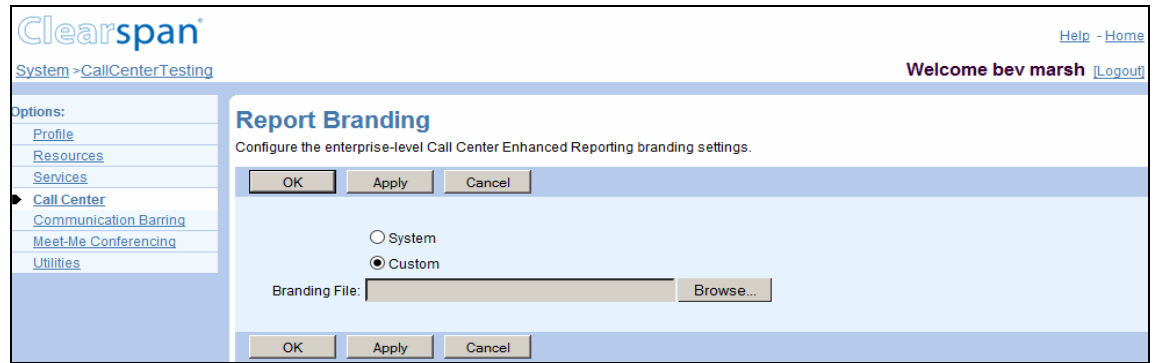


Figure 46 Enterprise Report Branding Page

10 TROUBLESHOOTING

This section describes common problems and suggests possible solutions.

10.1 CALL CENTER AND RECEPTIONIST CLIENT

PROBLEM	LIKELY CAUSE	SUGGESTED ACTION
Unable to log in to the client.	The default domain on the Call Center and/or Receptionist application does not match the system default domain.	Verify that the default domain set in the Call Center CLI and/or Receptionist CLI matches the default domain of the system.
	If the following error message is seen in the client log file, it indicates an access control list (ACL) problem: <i>SEVERE:</i> <i>BwCommunicationMgr: Failed to register OCI-P protocol</i>	Verify that the Xtended Services Platform IP address is in the Application Server CLI (<i>System/NetworkAccessLists/OCI/Provisioning</i>).
	If the following message is seen on the login screen, then the application is not configured correctly: <i>Real time event delivery is not configured correctly. Please contact your service provider.</i>	Verify the following configuration: The network access list for OCI Call Control in the Application Server CLI (<i>System/NetworkAccessLists/OCI/CallControl</i>) has the Xtended Services Platform hosting Xsi-Events. The application ID is mapped to the Xtended Services Platform(s) hosting application in the network access list for OCI Call Control in the Application Server CLI (<i>System/NetworkAccessLists/OCI/CallControl/Application</i>).
	If the following message is seen on the login screen, it indicates a launch profile configuration problem: <i>Your launch profile is not configured to use the thin web client.</i>	Verify that the Application Server CLI setting for the <i>ClientApplicationLaunchProfile</i> is set to use the Thin Client. The <i>UseVersion</i> in the profile should be set to "current".
Reporting link is not showing up in the client.	Call centers (are) not configured for reporting.	From the CommPilot web portal, make sure that the call center profile for each call center has external reporting enabled.
Report request times out for Call Center client.	HTTP time-out set to low.	The <i>HttpSocketTimeout</i> in the client CLI should be increased. It defaults to 60000 milliseconds (1 minute).
Wrong version of client is	The client application launch	Verify the AS_CLI for the

PROBLEM	LIKELY CAUSE	SUGGESTED ACTION
launched from web portal.	profile is set to the wrong value.	<i>ClientApplicationLaunchProfile</i> to ensure the application version is set correctly for the user, group, service provider, and/or system.
Hosted Thin Client is not launched even though <i>ClientApplicationLaunchProfile</i> in Application Server is set correctly	The client application launch URL on the Xtended Services Platform is not set correctly.	Verify that the CommPilot <i>ClientApplicationLaunchURL</i> on the Xtended Services Platform CLI is set correctly.
User is logged out while using the client.	User is not being redirected to the same Xtended Services Platform in a clustered configuration	Verify that the Xtended Services Platform CLI for the HTTP interface configuration on each Xtended Services Platform in the cluster is set to redirect any requests to the cluster FQDN to its own host address.
Report templates are not showing up in the Call Center client.	Public reporting is not configured correctly.	Verify that the public reporting context in the Call Center CLI is set correctly. Verify that the supervisor user who is logged in is assigned as a supervisor or agent of at least one call center.
An error message is seen in the client when an action is taken on a call.	The user for the call has migrated to the secondary Application Server in a redundant Application Server configuration due to failover.	The client resets itself on the next call update it receives from the server for any call or when re-logging to the client.

10.2 ENHANCED REPORTING

PROBLEM	LIKELY CAUSE	SUGGESTED ACTION
A report request is failing with the following error message: <i>[Error 3002] Database not available.</i> <i>Cause: Read/write access to database schema is not available.</i>	After deploying Enhanced Reporting for the first time, this error might indicate that the database is not configured correctly for the <i>CCReporting</i> web application. Post initial deployment, it should be noted that this is an expected error if the Database Server is currently in the process of failing over from one site to another. The <i>CCReporting</i> web application requires a read-write connection to the "bweccr" database schema for report generation.	Verify the configuration of the Database Server for the <i>CCReporting</i> web application (for more information, see section 4.1.3 Install Reporting Engine). Inspect the <i>CCReporting</i> web application logs to verify the status of the database connection. If the "bweccr" schema password is not configured correctly, the following entry is in the log file, in particular in the CommonPersistency input channel: SCHEMA: Could not connect to bweccr (invalid password). In this case, use the CLI (Applications/CCReporting/Database/Schemas) to reset the "bweccr" schema password to the appropriate value. If the password is not configured correctly for a longer period, then it is possible for the "bweccr" schema to

PROBLEM	LIKELY CAUSE	SUGGESTED ACTION
		<p>become locked.</p> <p>SCHEMA: Could not connect to bweccr (account locked).</p> <p>In this case, use the CLI (Applications /CCReporting/Database/Schemas) to reset the “bweccr” schema password to the appropriate value. Then use dbstcl tool from the Database Server to unlock the “bweccr” schema.</p> <p>dbstcl account unlock expired</p> <p>The following entry appears in the log file, in particular in the CommonPersistency input channel, if the application is connecting properly to the “bweccr” schema.</p> <p>SCHEMA: bweccr Access status change from SCHEMA_NA to SCHEMA_RW.</p>
<p>After deploying Enhanced Reporting as described in section 4.1 Deploy Enhanced Reporting, report requests are failing with the following error message:</p> <p>[Error 3069] No agents found for the report.</p> <p>[Error 3070] No call centers found for the report.</p>	<p>This is an indication that the Application Server is not connecting to the “bweccr” schema on the Database Server.</p> <p>This can be caused by the following:</p> <p>The database is not configured correctly on the Application Server.</p> <ul style="list-style-type: none"> • The database was configured properly, but agent, call center, DNIS, and supervisor information are not synchronized on the centralized database. This can occur if Enhanced Reporting is enabled for a group/enterprise prior to configuring the centralized database for the first time. • The database was configured properly, prior to enabling Enhanced Reporting for the group or enterprise, but external reporting is not enabled for the relevant call centers. Enabling external reporting on a call center ensures that supervisor to agent, call center, and DNIS 	<p>Verify the configuration of the Database Server on the Application Server. (For more information, see section 4.1.7 Configure Enhanced Reporting on Application Server.)</p> <p>Inspect the Execution Server (XS) logs to verify the status of the database connection.</p> <p>If the “bweccr” schema password is not configured correctly, the following entry is in the log file, in particular in the CommonPersistency input channel:</p> <p>SCHEMA: Could not connect to bweccr (invalid password).</p> <p>In this case, use the CLI (Applications/ExecutionAndProvisioning/XS/Data base/Schemas) to reset the “bweccr” schema password to the appropriate value.</p> <p>If the password is not configured correctly for a longer period, then it is possible for the “bweccr” schema to become locked.</p> <p>SCHEMA: Could not connect to bweccr (account locked).</p> <p>In this case, use the CLI (Applications/ExecutionAndProvisioning/XS/Data base/Schemas) to reset the “bweccr” schema password to the appropriate value. Then use dbstcl tool from the Database Server to unlock the “bweccr” schema.</p> <p>dbstcl account unlock expired</p> <p>The following entry appears in the log file,</p>

PROBLEM	LIKELY CAUSE	SUGGESTED ACTION
	relationships are stored on the centralized database.	<p data-bbox="938 226 1377 331">in particular in the CommonPersistence input channel, if the application is connecting properly to the “bweccr” schema.</p> <p data-bbox="938 352 1377 411">SCHEMA: bweccr Access status change from SCHEMA_NA to SCHEMA_RW</p> <p data-bbox="938 426 1377 615">If the Application Server connects properly to the “bweccr” schema and the problem still exists, then verify that external reporting is enabled on the relevant call centers. (For more information, see section 6.4.1 Step 1 – Configure Call Center Profile.)</p> <p data-bbox="938 636 1377 793">If external reporting is enabled for the relevant call centers, then use the CLI (System/Util/EnhancedReporting) to resynchronize the group or enterprise call center information to the Database Server.</p>

11 ARCHIVING REPORTING DATA

The *CCReportingDBManagement* application on the Profile Server is responsible for archiving older data on the *CCReportingRepository*.

Data purging occurs on a daily basis based on the data retention parameters. The *purgeExecutionTime* option determines the time at which the purging task is started.

The purged data are stored on the Call Center Reporting repository. The *reportingRepositoryAddress* configuration option specifies the address of the Profile Server hosting the Repository web application.

The data retention parameters can be set for the following type of data:

- *Quarter-hourly Intervals* – The *quarterHourIntervalDataRetention* parameter determines the number of days (30 through 90) before the data is purged from the database. By default, the quarter-hourly interval data are maintained in the database for 90 days.
- *Half-hourly Intervals* – The *halfHourIntervalDataRetention* parameter determines the number of days (30 through 731) before the data is purged from the database. By default, the half-hourly interval data are maintained in the database for 90 days.
- *Hourly Intervals* – The *hourlyIntervalDataRetention* parameter determines the number of days (30 through 731) before the data is purged from the database. By default, the hourly interval data are maintained in the database for 397 days.
- *Detail Data* – The *detailDataRetention* parameter determines the number of days (30 through 90) before the data is purged from the database. By default, the detail data are maintained in the database for 30 days. Detail data include such things as disposition codes entered, unavailable codes used, call details, and so on.
- *Sign-In/Sign-Out Data* – The *signInOutDataRetention* parameter determines the number of days (30 through 397) before the data is purged from the database. By default, the sign-in/sign-out events are maintained in the database for 90 days.

The data retention parameters are configured on the Profile Server.

Example:

```
PS_CLI/Applications/CCReportingDBManagement/DataRetention> get
QuarterHourIntervalDataRetention = 90
HalfHourIntervalDataRetention = 90
HourlyIntervalDataRetention = 397
DetailDataRetention = 30
SignInOutDataRetention = 90
ReportingRepositoryAddress = http://ps.domain.net/ccreportingrepository
PurgeExecutionTime = 02:05:00
...Done
```

The *CCReportingDBManagement* application is deployed in a cluster model. However, the data-purging task needs to be performed by a single application. The applications in the cluster run an election process among themselves to ensure that one and only one application runs the task.

11.1 REPORTING REPOSITORY

The reporting repository root address used by the Call Center Reporting application is defined by the *reportingRepositoryAddress* configuration parameter. Purged data archives are stored in the following path:

```
<root>/DataArchive/
```

... where:

<root> The configured reportingRepositoryAddress.

11.2 COMPRESSED ARCHIVE FORMAT

Standard ZIP format is used as the compression archive for the per-table comma separated value (CSV) files created during a data purge interval. ZIP compression is quick and effective for the call center data set. In addition, it is prevalent in the industry and it is supported by a wide variety of applications on every common operating system (OS).

Compressed archive file names are formatted as follows:

```
<ver>-<yyyy><mm><dd><HH><MM>.zip
```

... where:

<ver> One or more digits that represent the database schema version from which the purged data was extracted

<yyyy> The four-digit year

<mm> The two-digit month number of the year (01 through 12)

<dd> The two-digit day number of the month (01 through 31)

<HH> The two-digit hour in 24-hour format (00 through 23)

<MM> The two-digit minute (00 through 59)

11.2.1 PURGED DATA FILE FORMAT

Data purged from the database are written to CSV files on a per-table basis.

Per-table CSV entries in the compressed archive are named as follows:

```
<table>-<ver>-<yyyy><mm><dd><HH><MM>.csv
```

... where:

<table>	The name of the table in the database
<ver>	One or more digits that represent the database schema version from which the purged data was extracted
<yyyy>	The four-digit year
<mm>	The two-digit month number of the year (01 through 12)
<dd>	The two-digit day number of the month (01 through 31)
<HH>	The two-digit hour in 24-hour format (00 through 23)
<MM>	The two-digit minute (00 through 59)

11.2.2 CSV FORMATTING RULES

Generally accepted CSV formatting rules are used for the purged data files. These rules are:

- The first line in the file is a header row. It contains the column name of each field for each line that follows.
- Subsequent lines are formatted one line per table row.
- Each line is terminated with a carriage return and line feed pair (ASCII/CRLF=0x0D 0x0A).
- Fields are separated with commas.
- Fields with embedded commas are delimited with double-quote characters.
- Fields with double-quote characters are delimited with double quotes, and the embedded double-quote characters are represented as a pair of double quotes.
- Fields that contain line breaks are delimited with double-quote characters. At this time, no data elements are expected to contain line break sequences.

- Fields that contain leading or trailing white space are delimited with double-quote characters.

No version number is included in the file (although the file name does contain this information). Column names are ultimately identified by the column heading line at the top of each file.

Comment lines are not supported or included in the file. It is not generally acceptable to place comments in a CSV file, and applications such as Microsoft Excel do not properly handle comments.

11.2.3 FILE COLUMN DEFINITIONS

The following tables define the column definitions for each CSV file. They largely match the columns as defined in the database with irrelevant data removed.

File: ACTIVITY_AGENT_CALLS

COLUMN NAME	DESCRIPTION
INCOMPLETE	This field keeps track of the calls in progress.
AGENT_UID	This field uniquely identifies an agent in the AGENTS table.
LOCAL_CALLID	The local call identifier is reported in the call detail record (CDR).
START_TIME	This field contains a time stamp capturing the time at which the call was originated or received.
RELEASE_TIME	This field contains a time stamp capturing the time at which the call was released by the agent or remote party.
CALL_TYPE	This field contains the call type.
CC_WAIT_TIME	This field contains the amount of time that a caller waited on a call center queue before being offered to the agent. This value is in seconds and does not contain the ring time associated with the call. It is only present for an inbound call center call.
ANSWER_TIME	This field contains a time stamp capturing the time at which the call was answered by the agent or remote party.
TALK_TIME	This field contains the amount of time the call was in a connected state. It does not include the ring time or held time.
HOLD_TIME	This field contains the amount of time (cumulative) that the call was held, excluding the current holding period, if applicable.
WRAPUP_TIME	This field contains the amount of time (cumulative) that the call was in the <i>Wrap-up</i> state.
REDIRECT_TIME	This field contains a time stamp capturing the time at which the call was redirected by the agent.

File: ACTIVITY_AGENT_CALL_DETAILS

COLUMN NAME	DESCRIPTION
AGENT_UID	This field uniquely identifies an agent in the AGENTS table.
CALL_TYPE_ENUM	This is the detailed call type value.
REMOTE_NUMBER	This is the number calling the agent or the number the agent called.
NUMBER_CALLED	This is the DNIS or queue number the caller used (only valid for incoming ACD calls).
NETWORK_CALLID	This is the network call identifier as reported in the CDR.
LOCAL_CALLID	This is the local call identifier as reported in the CDR.
REMOTE_CALLID	This is the remote side call identifier used for call correlation.
SIGNED_IN	The value set to "T" indicates that the agent who offered the call was signed in to the call center.
REDIRECT_NUMBER	This is the number the call is redirected to.
REDIRECT_TO_QUEUE	The value set to "T" indicates that the call was redirected to another queue.
REDIRECT_CALL_TYPE	The value set to "T" indicates that the call was transferred within the enterprise/group.
PERSONALITY	The value set to "O" indicates that the call was originated. T indicates the call was received.
DNIS_UID	This refers to a unique DNIS in the DNIS table.
ESCALATION	The value set to "S" indicates standard escalation on the call whereas the value set to "E" indicates emergency escalation for the call.
DISPOSITION_CODES	This is a comma-separated list of disposition codes associated with the agent/call.
AGENT_SKILL	This captures an agent's skill level in the queue.

File: ACTIVITY_AGENT_STATE

COLUMN NAME	DESCRIPTION
AGENT_UID	This identifies an agent uniquely in the AGENTS table.
AGENT_STATE	This is the state of the agent.
START_TIME	This is the time the agent entered into this state.
END_TIME	This is the time the agent transitions out of this state.
UNAVAILABLE_CODE	This is the unavailable code used in the state.
WRAPUP_CALLID	This is the call associated with the agent state.

File: ACTIVITY_AGENT_SIGNIN_SIGNOUT

COLUMN NAME	DESCRIPTION
AGENT_UID	This identifies an agent uniquely in the AGENTS table.

SIGNIN_TIME This is the time the agent signed in.

SIGNOUT_TIME This is the agent signed out.

File: ACTIVITY_CC_CALLS

COLUMN NAME	DESCRIPTION
INCOMPLETE	This field keeps track of the calls in progress.
SEQUENCE	This is the sequence number from the Xtended Services Interface (Xsi) event. It is used to keep track of the sequence of the last packet that updated this row.
DNIS_UID	This refers to a unique DNIS in the DNIS table. The call intended for the call center is identified on a per-DNIS basis.
LOCAL_CALLID	This is the local call identifier as reported in the call detail record (CDR).
START_TIME	This field contains a time stamp capturing the time at which the call was originated or received.
END_TIME	This field contains a time stamp capturing the time at which the call is removed from the queue.
INCOMING	This field indicates whether the call was incoming to the ACD.
REMOVE_REASON	This field contains the reason why the call is removed from the queue.
WAIT_TIME_IN_QUEUE	This is the call's wait time in the queue. This wait time includes any preserved wait time if the call was in other queues.
BOUNCED_COUNT	This is the number of times this call was bounced.
TALK_TIME	This is the time an agent spends talking on the call. It does not include hold time.
HOLD_TIME	This is the total time the call was put on hold by the answering agent.
WRAPUP_TIME	This is the time spent in after-call work (related to this call) by the answering agent.
OFFER_TIME	This is the time the call was offered to an agent who eventually answers the call.
OFFER_COUNT	This is the number of times the call was offered to agents.
OVERFLOW_DNIS_UID	This uniquely identifies the call center from where the call overflowed.
OVERFLOW_REASON_SIZE	This field keeps track of the calls in progress.

File: ACTIVITY_CC_CALL_DETAILS

COLUMN NAME	DESCRIPTION
DNIS_UID	This refers to a unique DNIS in the DNIS table. The call

	intended for the call center is identified on a per-DNIS basis.
REMOTE_NUMBER	This is the number calling the ACD.
NUMBER_CALLED	This is the DNIS or queue number the caller used (only valid for incoming ACD calls).
NETWORK_CALLID	This is the network call identifier as reported in the CDR.
LOCAL_CALLID	This is the local call identifier as reported in the CDR.
REMOTE_CALLID	This is the remote side call identifier, used for call correlation.
REDIRECT_NUMBER	This is the transfer number if the call was transferred by a supervisor.
REDIRECT_NUMBER_AGENT	This is the transfer number if the call was transferred by the answering agent.
AGENT_REMOTE_CALLID	This is the call identifier for the agent who answered the call.
AGENT_NETWORK_CALLID	This is the network call identifier for the agent who answered the call.
AGENT_SKILL	This captures an agent's skill level in the queue.

File: ACTIVITY_CC_JOIN

COLUMN NAME	DESCRIPTION
AGENT_UID	This identifies an agent uniquely in the AGENTS table. It is the ID of the agent who is joining/leaving the call center.
DNIS_UID	This identifies a call center uniquely in the DNIS table.
JOIN_STATE	This identifies the state of the agent.
START_TIME	This is the time the agent entered into this state.
END_TIME	This is the time the agent transitions out of this state.

Files: INTSTATS15_AGENT/INTSTATS30_AGENT/INTSTATS60_AGENT

COLUMN NAME	DESCRIPTION
AGENT_UID	This identifies an agent uniquely in the AGENTS table. It is the ID of the agent for whom the statistics are being stored, for the interval indicated by the start time.
START_TIME	This is the interval start time.
INBOUND_CALLS_ANSWERED	This is the number of inbound calls (excluding call center calls and internal calls) that were answered by the agent.
OUTBOUND_CALLS_ANSWERED	This is the number of outbound calls made by this agent, which were answered.
INTERNAL_CALLS_ANSWERED	This is the number of internal calls made or received by the agent, which were answered.
NUM_UNAVAILABLE	This is the number of times the agent was unavailable.
NUM_WRAPUP	This is the number of times the agent was in wrap-up.
NUM_SIGNIN	This is the number of times the agent has signed in.

COLUMN NAME	DESCRIPTION
LONGEST_INBOUND_CALL	This is the longest inbound call the agent is involved in.
LONGEST_OUTBOUND_CALL	This is the longest outbound call the agent is involved in.
LONGEST_INTERNAL_CALL	This is the longest internal call an agent is involved in.
TOTAL_INBOUND_CALL_TIME	This is the total length of this agent's inbound calls during the reporting period.
TOTAL_OUTBOUND_CALL_TIME	This is the total length of this agent's outbound calls during the reporting period.
TOTAL_INTERNAL_CALL_TIME	This is the total length of this agent's internal calls during the reporting period.
TOTAL_TALK_TIME	This is the total length of time that the agent spent talking (for ACD calls). This does not include hold time or ring time.
TOTAL_HOLD_TIME	This is the total length of time that the agent put incoming ACD calls on hold during the reporting period.
TOTAL_IDLE_TIME	This is the time during the collection interval that the agent was in the <i>Available</i> state and not on a call.
TOTAL_WRAPUP_TIME	This is the time that the agent spent in <i>Wrap-up</i> state during the reporting period.
TOTAL_SIGNED_IN_TIME	This is the time that the agent was signed in during the reporting period. This includes time spent in all agent states other than <i>Sign-out</i> .
TOTAL_AVAILABLE_TIME	This is the time that the agent was in the <i>Available</i> state during the reporting period.
TOTAL_UNAVAILABLE_TIME	This is the time that the agent was in the <i>Unavailable</i> state during the reporting period.
TOTAL_UNAVAILABLE_TIME_NOCODE	This is the time that the agent was in the <i>Unavailable</i> state during the reporting period but the agent did not enter any code.

Deprecated Files:

INTSTATS15_AGENT_DNIS/INTSTATS30_AGENT_DNIS/INTSTATS60_AGENT_DNIS

Files:

INTSTATS15_AGENT_DNIS_SKILL/INTSTATS30_AGENT_DNIS_SKILL/INTSTATS60_AGENT_DNIS_SKILL

Note on Release 19 deprecated csv formats:

Statistics captured prior to a Release 19 upgrade will be exported and purged using the deprecated INTSTATSXX_AGENT_DNIS file definitions as their age exceeds the configured retention values. Eventually, all such statistics will be purged and the INTSTATSXX_AGENT_DNIS definitions will no longer be used.

Statistics captured after a Release 19 upgrade will be exported and purged using the new INTSTATSXX_AGENT_DNIS_SKILL file definitions as their age exceeds configured retention values.

Fresh Release 19 installs will never export statistics using the deprecated INTSTATSXX_AGENT_DNIS file definitions. The INTSTATSXX_AGENT_DNIS_SKILL file definitions are used exclusively.

COLUMN NAME	DESCRIPTION
AGENT_UID	This identifies an agent uniquely in the AGENTS table. It is the ID of the agent for whom the statistics are being stored for the interval indicated by the start time.
DNIS_UID	This identifies a DNIS uniquely in the DNIS table. It is the ID of the DNIS on which the statistics are based.
START_TIME	This is the interval start time.
CC_CALLS_PRESENTED	This is the number of call center calls that were presented to the agent. A presented call is a call that is routed from a queue to an agent (rings the agent or attempts to ring the agent).
CC_CALLS_ANSWERED	This is the number of call center calls that were answered by this agent.
CC_OUTBOUND_CALLS_ANSWERED	This is the number of outbound call center calls placed by this agent, which are answered.
CC_CALLS_HELD	This is the number of times the agent put inbound call center calls on hold. A call center call that was put on hold twice still only increments the counter by one.
CC_CALLS_TRANSFERED	This is the number of times the agent transferred inbound call center calls.
CC_NUM_STD_ESCALATIONS	This is the number of times the agent escalated to a supervisor.
CC_NUM_EMG_ESCALATIONS	This is the number of times the agent initiated an emergency call to a supervisor.
LONGEST_CC_CALL	This is the longest ACD call an agent is involved in.
LONGEST_CC_OUTBOUND_CALL	This is the longest outbound call an agent is involved in when made as an ACD call.
TOTAL_CC_CALL_TIME	This is the total length of this agent's ACD calls during the reporting period.
TOTAL_OUTBOUND_CC_CALL_TIME	This is the total length of this agent's outbound calls acting as an ACD during the reporting period.
TOTAL_CC_TALK_TIME	This is the total length of time that the agent spent talking (for ACD calls). This does not include hold time or ring time.
TOTAL_CC_HOLD_TIME	This is the total length of time that the agent put incoming ACD calls on hold during the reporting period.
NUM_CC_DISPOSITION_CALLS	This is the number of calls tagged with the disposition code and completed during the reporting period. Note that if a call is tagged twice with the same disposition code, it counts as two calls.
TOTAL_STAFFED_TIME	This is the time that the agent was logged in to the ACD during the reporting period.

Files:

INTSTATS15_AGENT_DNIS_SKILL/INTSTATS30_AGENT_DNIS_SKILL/INTSTATS
60_AGENT_DNIS_SKILL

COLUMN NAME	DESCRIPTION
AGENT_UID	Identifier referring to a unique agent in the AGENTS table.
DNIS_UID	Identifier referring to a unique DNIS in the DNIS table.
AGENT_SKILL	<p>Skill level of the agent in the call center owning the DNIS identified by DNIS_UID. If that call center is a priority-based call center, this value will be 0.</p> <p>If the skill level is changed in the call center during the interval, there will be a separate row for each unique skill level.</p>
START_TIME	This is the interval start time.
CC_INBOUND_CALLS_PRESENTED	This is the number of call center calls that were presented to the agent at skill level AGENT_SKILL. A presented call is a call that is routed from a queue to an agent (rings the agent or attempts to ring the agent).
CC_INBOUND_CALLS_ANSWERED	This is the number of call center calls that were answered by this agent at skill level AGENT_SKILL.
CC_OUTBOUND_CALLS_ANSWERED	This is the number of outbound call center calls placed by this agent at skill level AGENT_SKILL that are answered.
CC_INBOUND_CALLS_BOUNCED	This is the number of times an inbound call center call bounced when offered to the agent at skill level AGENT_SKILL.
CC_INBOUND_CALLS_HELD	This is the number of times the agent put inbound call center calls, answered at skill level AGENT_SKILL, on hold. A call center call that was put on hold twice still only increments the counter by one.
CC_INBOUND_CALLS_TRANSFERED	This is the number of times the agent transferred inbound call center calls answered at skill level AGENT_SKILL.
CC_LONG_HOLD_BOUNCED_CALLS	This is the number of times inbound call center calls bounced because of a long hold condition for calls answered by the agent at skill level AGENT_SKILL.
NUM_CC_DISPOSITION_CALLS	This is the number of calls, answered at skill level AGENT_SKILL, tagged with a disposition code and completed during the reporting period. Note that if a call is tagged twice with the same disposition code, it counts as two calls.
LONGEST_CC_INBOUND_CALL	This is the longest ACD for each agent, answered at skill level AGENT_SKILL.
LONGEST_CC_OUTBOUND_CALL	This is the longest outbound call an agent is involved in when made as an ACD call at skill

COLUMN NAME	DESCRIPTION
	level AGENT_SKILL.
TOTAL_CC_INBOUND_CALL_TIME	This is the total length of this agent's ACD calls, answered at skill level AGENT_SKILL, during the reporting period.
TOTAL_OUTBOUND_CC_CALL_TIME	This is the total length of this agent's outbound calls acting as an ACD at skill level AGENT_SKILL during the reporting period.
TOTAL_CC_INBOUND_TALK_TIME	This is the total length of time that the agent spent talking for ACD calls answered at skill level AGENT_SKILL. This does not include hold time or ring time.
TOTAL_CC_OUTBOUND_TALK_TIME	This is the total length of time that the agent spent talking, for outbound ACD calls made at skill level AGENT_SKILL. This does not include hold time or ring time.
TOTAL_CC_INBOUND_HOLD_TIME	This is the total length of time that the agent put incoming ACD calls, answered at skill level AGENT_SKILL, on hold during the reporting period.
TOTAL_CC_OUTBOUND_HOLD_TIME	This is the total length of time that the agent put outbound ACD calls, made at skill level AGENT_SKILL, on hold during the reporting period.
TOTAL_STAFF_TIME	This is the time that the agent was logged in to the ACD at skill level AGENT_SKILL during the reporting period.

Files: INTSTATS15_AGENT_UNAVAIL_CODE/INTSTATS30_AGENT_UNAVAIL_CODE/INTSTATS60_AGENT_UNAVAIL_CODE

COLUMN NAME	DESCRIPTION
AGENT_UID	This identifies an agent uniquely in the AGENTS table. It is the ID of the agent for whom the statistics are being stored, for the interval indicated by the start time.
START_TIME	This is the interval start time.
UNAVAILABLE_CODE	This is the unavailable code in consideration.
NUM_TIMES_CODE_USED	This is the number of times the agent used the code during the reporting period.
TOTAL_CODE_DURATION	This is the total duration the agent was using this particular code during the reporting period.

Files: INTSTATS15_AGENT_DISP_CODE/INTSTATS30_AGENT_DISP_CODE/INTSTATS60_AGENT_DISP_CODE

COLUMN NAME	DESCRIPTION
AGENT_UID	This identifies an agent uniquely in the AGENTS table. It is the ID of the agent for whom the statistics are being stored for the interval indicated by the start time.

DNIS_UID	This identifies a DNIS uniquely in the DNIS table. It is the ID of the agent for whom the statistics are being stored for the interval indicated by the start time.
START_TIME	This is the interval start time.
DISPOSITION_CODE	This is the unavailable code in consideration.
NUM_TIMES_CODE_USED	This is the number of times the agent used the code during the reporting period.

Files: INTSTATS15_CC/INTSTATS30_CC/INTSTATS60_CC

COLUMN NAME	DESCRIPTION
DNIS_UID	This identifies a DNIS uniquely in the DNIS table. It is the ID of the agent for whom the statistics are being stored, for the interval indicated by the start time.
START_TIME	This is the interval start time.
OVERFLOW_FROM_OTHER_CC_BY_SIZE	This is the number of calls received by this destination that were transferred because of overflow size.
OVERFLOW_FROM_OTHER_CC_BY_TIME	This is the number of calls received by this destination, which were transferred because of overflow time.
OVERFLOW_BY_SIZE	This is the number of calls that had overflow processing applied because of the maximum queue size.
OVERFLOW_BY_TIME	This is the number of calls that had overflow processing applied because of the maximum wait time.
CALLS_FORCE_FORWARDED	This is the number of calls that had the Forced Forwarding policy applied.
CALLS_TO_NIGHT_SERVICE	This is the number of calls that had the Night Service policy applied.
CALLS_TO_HOLIDAY_SERVICE	This is the number of calls that had the Holiday Service policy applied.
CALLS_TO_QUEUE	This is the number of calls incoming to the queue.
CALLS_OFFERED_TO_AGENTS	This is the number of calls incoming to the queue, which were offered to agents.
CALLS_BOUNCED	This is the number of calls bounced while being presented to an agent.
CALLS_BOUNCED_OUT_OF_QUEUE	This is the number of calls transferred out of the queue because of bounce processing.
CALLS_STRANDED	This is the number of calls that had stranded processing applied.
CALLS_STRANDED_UNAVAILABLE	This is the number of calls that had stranded-unavailable processing applied.
CALLS_TRANSFERRED	This is the number of calls transferred out of the queue by a supervisor.

COLUMN NAME	DESCRIPTION
CALLS_ESCAPED	This is the number of calls that were removed from the queue via the ESCAPE key.
CALLS_ABANDONED	This is the number of calls that are abandoned by the caller when calls are in queue or when calls are ringing for an agent.
CALLS_ABANDONED_AT_ENTRANCE	This is the number of calls that are abandoned by the caller when calls are in queue and being played the entrance message.
CALLS_ANSWERED	This is the number of calls answered.
LONGEST_WAITING_TIME	This is the maximum amount of time a caller waited in the queue (including any preserved wait time from other queues) before being presented to an agent who answered the call for this reporting period.
LONGEST_ANSWERED_TIME	This is the maximum amount of time a caller waited before the call was answered for this reporting period. This is the waiting time (above) plus the ringing time before answer.
LONGEST_WAIT_ABANDONED	This is the maximum amount of time a caller waited (including any preserved wait time from other queues) before abandoning the call for this reporting period.
TOTAL_QUEUE_TIME	This is the total amount of time that calls were in queue (includes offer time to agent) during the reporting period.
TOTAL_WAIT_TIME	This is the sum of all times that calls waited before being answered by an agent during the reporting period. The total wait time does not include the ring time.
TOTAL_RING_TIME	This is the sum of all times that calls were being presented to an agent during the reporting period. The call whisper time counts as ring time and the answer timer is started when the two parties are connected.
TOTAL_ABANDONMENT_WAIT_TIME	This is the sum of all times that calls waited before abandoning the queue during the reporting period.
TOTAL_STAFF_TIME	This is the total length of time during which agents were joined to the queue and not signed out during the reporting period.
NUM_DISPOSITION_CALLS	This is the number of calls tagged with the disposition code and completed during the reporting period. Note that if a call is tagged twice with the same disposition code, it counts as two calls.

Files:

INTSTATS15_CC_OVERFLOW/INTSTATS30_CC_OVERFLOW/INTSTATS60_CC_OVERFLOW

COLUMN NAME	DESCRIPTION
DNIS_UID	This uniquely identifies a DNIS from the DNIS table for which the statistics are being stored.

START_TIME	This is the interval start time.
OVERFLOW_DNIS_UID	This uniquely identifies a DNIS from the DNIS table. It is the DNIS to which the call is being overflowed.
TOTAL_COUNT	This is the number of calls overflowed to the destination identified above.

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