Avaya Call Management System Database Items and Calculations

Release 18
July 2016

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Chapter 1: Introduction

Purpose

The document describes how Avaya Call Management System (CMS) calculates the numbers that CMS displays on CMS reports and CMS Supervisor reports. The document also describes each database item and calculation that CMS tracks.

Intended audience

This document is intended for all CMS users who want to know how CMS calculates numbers for reporting purpose.

Document changes since last issue

The following changes have been made to this document since the last issue:

- The following new database item has been added for the tenancy feature:
  - TENANT
- The following new database items have been added for the time zone changes:
  - TIMEZONE
  - ROW_TIME_UTC
- The following database items were converted from an integer field to a 20 character field:
  - ATTRIB_ID
  - ANS_ATTRIB_ID
  - OBS_ATTRIB_ID
  - ORIG_ATTRIB_ID
- The database item ATTRIB_ID was added to the following tables:
  - Agent Exceptions
  - Trunk Group Exceptions

  - Malicious Call Trace Exceptions
  - Agent Login/Logout
- Added Appendix C.
- Corrected the definition of WORKCODE.

July 2016

- The database type of the following database items was changed to Integer in the hvector table:
  - ABNCALLS
  - ABNQUECALLS
  - ABNRINGCALLS
  - ACDCALLS
  - ACDCALLS_R1
  - ACDCALLS_R2
  - ADJATTEMPTS
  - ADJROUTED
  - BACKUPCALLS
  - BUSYCALLS
  - DEFLECTCALLS
  - DISCCALLS
  - GOTOCALLS
  - INCALLS
  - INFLOWCALLS
  - INTERFLOWCALLS
  - LOOKATTEMPTS
  - LOOKFLOWCALLS
  - NETDISCCALLS
  - OTHERCALLS
  - OUTFLOWCALLS
  - PHANTOMABNS
  - RINGCALLS
  - VDISCCALLS
- The database type of the following database items was changed to Integer in the hvdn table:
  - ABNCALLS
  - ABNCALLS1-ABNCALLS10

- ABNQUECALLS
- ABNRINGCALLS
- ACCEPTABLE
- ACDCALLS
- ACDCALLS _R1
- ACDCALLS _R2
- ADJATTEMPTS
- ADJROUTED
- ANSCONNCALLS 1-10
- BACKUPCALLS
- BUSYCALLS
- CONNECTCALLS
- DEFLECTCALLS
- DISCCALLS
- HOLDABNCALLS
- HOLDACDCALLS
- HOLDCALLS
- INCALLS
- INFLOWCALLS
- INTERFLOWCALLS
- LOOKATTEMPTS
- LOOKFLOWCALLS
- MAXWAITING
- NETDISCCALLS
- NETINCALLS
- NOANSREDIR
- OTHERCALLS
- OUTFLOWCALLS
- PHANTOMABNS
- RETURNCALLS
- RINGCALLS
- SKILLCALLS1-SKILLCALLS3
- TRANSFERRED

- VDISCCALLS

Related resources

Documentation

Table 1: Related documents

Title	Use this document to:	Audience
Using		
Avaya CMS Supervisor Reports	Learn how to use CMS Supervisor Reports.	Call center supervisors and administrators

Viewing Avaya Mentor videos

Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

About this task

Videos are available on the Avaya Support website, listed under the video document type, and on the Avaya-run channel on YouTube.

Procedure

- To find videos on the Avaya Support website, go to http://support.avaya.com and perform one of the following actions:
  - In **Search**, type `Avaya Mentor Videos` to see a list of the available videos.
  - In **Search**, type the product name. On the Search Results page, select **Video** in the **Content Type** column on the left.
- To find the Avaya Mentor videos on YouTube, go to www.youtube.com/AvayaMentor and perform one of the following actions:
  - Enter a key word or key words in the **Search Channel** to search for a specific product or topic.
  - Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the website.

Note:

Videos are not available for all products.

Documentation websites

All CMS documentation can be found at support.avaya.com. New issues of CMS documentation will be placed on this website when available.

Use the following websites to view related support documentation:

- Information about Avaya products and service

  www.avaya.com

- Sun hardware documentation

  docs.sun.com

- Dell hardware documentation

  www.dell.com

Support

Go to the Avaya Support website at http://support.avaya.com for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

Chapter 2: CMS database overview

This chapter gives you foundational information about how the CMS database is set up and what the different types of data are.

The topics covered in this chapter are as follows:

- Availability of database items on page 25
- Database tables on page 25
- Database item types on page 28
- Database item information for report types on page 29
- Terminology on page 33

Availability of database items

Unless noted in the definition of a database item, the database items defined in this document are available on all Avaya communication servers.

Database tables

The CMS database is comprised of several database tables. The categories of the database tables include the following:

- Agent
- Agent Login/Logout
- Agent Trace
- Call Record
- Call Work Codes
- Current Day Configuration (forecasting)
- Current Day Report (forecasting)
- Exceptions
- Split/Skill

- Trunk Group
- Trunk
- Vector
- VDN

Note:

The database item tables from which data is retrieved most frequently are the agent, split/skill, trunk group, trunk, vector, and VDN tables.

Database table names

To select data for custom reports, you must use the names that are listed in the tables in this section. For definitions of the individual database items that reside in each table, see Dictionary of CMS database items on page 143.

Real-time database table names

The following table lists the real-time database tables and the data that are stored in them:

Name	Data stored	Interval
csplit	split/skill	current
psplit	split/skill	previous
cagent	agent	current
pagent	agent	previous
ctkgrp	trunk group	current
ptkgrp	trunk group	previous
ctrunk	trunk	current
ptrunk	trunk	previous
cvector	vector	current
pvector	vector	previous
cvdn	VDN	current
pvdn	VDN	previous
ccwc	Call Work Code (CWC)	current
pcwc	CWC	previous

Historical database table names

The following table lists historical database tables and the data that are stored in them:

Name	Data stored	Interval
hsplit	split/skill	intrahour
dsplit	split/skill	day
wsplit	split/skill	week
msplit	split/skill	month
hagent	agent	intrahour
dagent	agent	day
wagent	agent	week
magent	agent	month
htkgrp	trunk group	intrahour
dtkgrp	trunk group	day
wtkgrp	trunk group	week
mtkgrp	trunk group	month
htrunk	trunk	intrahour
dtrunk	trunk	day
wtrunk	trunk	week
mtrunk	trunk	month
hvector	vector	intrahour
dvector	vector	day
wvector	vector	week
mvector	vector	month
hvdn	VDN	intrahour
dvdn	VDN	day
wvdn	VDN	week
mvdn	VDN	month
hcwc	CWC	intrahour
dcwc	CWC	day
wcwc	CWC	week
mcwc	CWC	month
call_rec	Call record	not applicable
agex	Agent exceptions	not applicable
spex	Split exceptions	not applicable
tgex	Trunk group exceptions	not applicable
vecex	Vector exceptions	not applicable
vdnex	VDN exceptions	not applicable
linkex	Link down exceptions	not applicable

Table continues…

Name	Data stored	Interval
mctex	Malicious call trace exceptions	not applicable
f_cday	Forecast current day configuration data by split/skill	not applicable
f_cdayrep	Current day forecast data by split/skill	not applicable
haglog	Agent login and logout information	not applicable
ag_actv	Agent activity trace data	not applicable

Database item types

Each database item contains one of the following types of data:

Administrative data - Administered on the communication server or on CMS. For example, the database item INTRVL in the split/skill real-time table contains the number of minutes in the intrahour interval (15, 30, 60) currently assigned to the specified split/skill on CMS.

Busy Hour data - Data that is only meaningful for the busy hour.

Cumulative data - Accumulates throughout the collection interval. Most real-time database items contain cumulative data.

Maximum Interval Value data - The maximum reached for any value in the specified interval.

Row Identifier data - Shows data that is common to all tables, such as time, date, and split in the split/skill tables.

Special Table data - Shows data that belongs only to a specific table, such as the Historical Agent Login/Logout table or Current Day Forecast table.

Status data - Shows the current status (a snapshot of a particular ACD element). For example, the database item INQUEUE in the split/skill real-time table contains the number of split/skill calls currently waiting in queue.

The type of data that each database item contains is specified at the end of the database item definition in Dictionary of CMS database items on page 143.

Historical and real-time data

Cumulative, Administrative, Maximum Value, Row Identifier and Busy Hour data items apply to historical and real-time database items. Status items apply only to real-time database items.

Call-based versus interval-based data

In addition to the types of data described above, items in the CMS database can be either call-based or interval-based. Most CMS database items are call-based.

Call-based data

Call-based data is committed to the database after a call completes. Therefore, if a call starts and ends in different collection intervals, all of the data is recorded in the interval in which the call and any after call work is completed.

Interval-based data

Interval-based data represents the amount of time during a collection interval spent doing a particular activity. Interval-based items are updated throughout the collection interval and timing is restarted at the end of the interval. Most interval-based items start with I_ or TI_. The database items ALLINUSETIME (trunk-group tables) and MBUSYTIME (trunk and trunk-group tables) are also interval-based.

Interval-based items should be used only to calculate percentages such as the percentage of time staffed or in AUX work. Interval-based items should not be used, for example, to calculate average talk time; use call-based items for this type of calculation.

Call-based and interval-based data in reports

Because call-based and interval-based items may not track the same events, a calculation should use only one type of item and comparisons of call-based calculations and interval-based calculations may not be relevant or meaningful. For example, the call-based ACD time and interval-based ACD time for an agent will not be equal if the agent handled one or more ACD calls that crossed over interval boundaries.

Note:

Report data may not add up if the report has a combination of call-based and interval-based items.

Database item information for report types

Split/skill database items

Split/skill database item descriptions apply to real-time and historical items.

Real-time database items

Real-Time split/skill database items apply to the Current Interval Split/Skill (csplit) and Previous Interval Split/Skill (psplit) tables. The real-time indexes are ACD and SPLIT.

Historical database items

Historical split/skill database items apply to the Intrahour Split/Skill (hsplit), Daily Split/Skill (dsplit), Weekly Split/Skill (wsplit), and Monthly Split/Skill (msplit) tables, except as noted. Historical indexes are SPLIT and ROW_DATE.

Agent database items

Agent database item descriptions apply to real-time and historical items.

Real-time database items

Real-time agent database items apply to the Current Interval Agent (cagent) and Previous Interval Agent (pagent) tables. The real-time indexes are ACD, LOGID, POSITION, and SPLIT.

Historical database items

Historical agent database items apply to the Intrahour Agent (hagent), Daily Agent (dagent), Weekly Agent (wagent), and Monthly Agent (magent) tables, except as noted here. The historical indexes are LOGID, SPLIT, and ROW_DATE.

Trunk group database items

Trunk group database item descriptions apply to real-time and historical items.

Real-time database items

Real-time trunk group database items apply to the Current Interval Trunk Group (ctkgrp) and Previous Interval Trunk Group (ptkgrp) tables. The real-time indexes are ACD and TKGRP.

Historical database items

Historical trunk group database items apply to the Intrahour Trunk Group (htkgrp), Daily Trunk Group (dtkgrp), Weekly Trunk Group (wtkgrp), and Monthly Trunk Group (mtkgrp) tables, except as noted. The historical indexes are ROW_DATE and TKGRP.

Trunk database items

Trunk database item descriptions apply to real-time and historical items.

Real-time database items

Real-time trunk database items apply to the Current Interval Trunk (ctrunk) and Previous Interval Agent (ptrunk) tables. The real-time indexes are ACD, ITN, EQLOC, and TKGRP.

Historical database items

Historical trunk database items apply to the Intrahour Trunk (htrunk), Daily Trunk (dtrunk), Weekly Trunk Group (wtrunk), and Monthly Trunk (mtrunk) tables, except as noted. The historical indexes are EQLOC, ROW_DATE and TKGRP.

Vector database items

Vector database item descriptions apply to real-time and historical items. Vector database items are available only if you purchased the Vectoring feature and it has been authorized for use.

Real-time database items

Real-time vector database items apply to the Current Interval Vector (cvector) and Previous Interval Vector (pvector) tables. The real-time indexes are ACD and VECTOR.

Historical database items

Historical vector database items apply to the Intrahour Vector (hvector), Daily Vector (dvector), Weekly Vector (wvector), and Monthly Vector (mvector) tables. The historical indexes are ROW_DATE and VECTOR.

VDN database items

The VDN database item descriptions apply to real-time and historical items. VDN database items are available only if you purchased the vectoring feature and it is authorized for use.

Real-time database items

Real-time VDN database items apply to the Current Interval VDN (cvdn) and Previous Interval VDN (pvdn) tables. The real-time indexes are ACD, VDN, and VECTOR.

Historical database items

Historical VDN database items apply to the Intrahour VDN (hvdn), Daily VDN (dvdn), Weekly VDN (wvdn), and Monthly VDN (mvdn) tables, except as noted. The historical indexes are ROW_DATE and VDN.

Call work codes database items

Call work codes database item descriptions apply to real-time and historical items.

Real-time database items

Real-time call work codes apply to the Current Interval CWC (ccwc) and Previous Interval (pcwc) tables. The real-time indexes are ACD and CWC.

Historical database items

Historical call work codes database items apply to the Intrahour Call Work Codes (hcwc), Daily Call Work Codes (dcwc), Weekly Call Work Codes (wcwc), and Monthly Call Work Codes (mcwc) tables, except as noted. The indexes are ROW_DATE and CWC.

Agent login/logout database items

Agent login/logout database item descriptions apply to historical items that are specific to the Agent Login/Logout (haglog) table. The indexes are SPLIT and ROW_DATE.

Agent trace database items

Agent trace database item descriptions apply to historical items that are specific to the Agent Trace (ag_actv) table. The indexes are LOGID and ROW_DATE.

Current day configuration database items

Current day configuration database item descriptions apply to historical items that are used specifically to collect values that are entered in the Forecast: Current Day window. They apply to the Current Day (f_cday) table. The indexes are ACD, ROW_DATE and SPLIT.

Current day report database items

Current day report database item descriptions apply to historical items that are used specifically to collect values that are entered in the Forecast: Current Day window. They apply to the Current Day Report (f_cdayrep) table. The indexes are ACD, ROW_DATE and SPLIT.

Forecast data

Forecast data for a split/skill is automatically generated when the Forecast Manager runs if you have also completed a Current Day Configuration for the split/skill.

Call record database items

Call record database item descriptions apply to historical items, specifically to the Call Record (call_rec) table. The indexes are ACD and ROW_DATE.

Exceptions historical database items

Exception Database item descriptions apply to historical items that are specific to agent (agex), split (spex), trunk group (tgex), VDN (vdnex), vector (vecex), link (linkex), and Malicious Call Trace (mctex) exceptions.

Exception type storage

CMS stores exception types as numerical values in the EXTYPE or REASON database items.

When the standard exception reports are run, the numerical value is translated to the text string.

Selecting exception types for reports

Procedure

To select specific exception types for a custom report, enter the numerical values in the `Select rows where:` statement.

Terminology

The following terms are used in the database item descriptions.

Abandoned call

A call in which the caller hangs up before the call is answered or connected. Calls also can be considered abandoned if certain timers in the communication server time out. See the explanations of the wait answer supervision time (WAST), the phantom abandon calls, and the trunk no answer timeout (NATO). These timers are used primarily in locations where the central office trunks lack disconnect supervision.

Calls may abandon during many phases of processing, including during vector processing, after being queued to a split/skill, and while they are ringing at an agent or station.

The calls that are counted as abandons differ from table to table as follows:

- The agent table counts as abandons those split/skill ACD calls that abandon while they are ringing at the agent.
- The split/skill table counts as abandons those calls that abandon while they are queued to the split/skill or while they are ringing at an agent in the split/skill. For multiple split/skill queuing, only the first queued split/skill has an abandoned call counted against it.
- The VDN table counts as abandons those ACD calls that abandon while in the VDN, including calls in vector processing that are not yet queued to a split/skill. For example, calls that abandon while listening to an announcement, calls that are queued to one or more splits/skills, and calls that are ringing at agent stations (ACD calls).

When abandoned calls are included in a database item, the definition of that item states the type of abandoned calls that are included in that database item.

ACD call

A call that queues to a split/skill and is answered by an agent in that split/skill or a call that queues as a direct agent call and is answered by the agent to whom it was queued.

After Call Work (ACW)

Work that is done when an agent is not on a call. There are two types of after call work (ACW): call-related ACW and ACW that is not associated with a call. An agent enters a call-related ACW state by completing a manual-in call, or by pressing the ACW feature button during an automatic-in call, and then completing the call. CMS tracks call-related after call work in the call-based ACWTIME item and in the interval-based I_ACWTIME item.

An agent can enter the ACW state without having an associated call by pressing the ACW feature button while available or in the auxiliary (AUX) mode. CMS will track this ACW time in the I_ACWTIME item, but not in the ACWTIME item.

For Avaya communication servers without the Expert Agent Selection (EAS) feature, the ACW time that is not associated with an ACD call is tracked for the split for which the agent pressed the ACW feature button. For Avaya communication servers with EAS, the ACW time that is not associated

with an ACD call is tracked for the first skill that is administered for and successfully logged in to by the agent.

An agent in ACW who reconnects to a held AUXIN or AUXOUT call returns to the ACW mode when the AUXIN/OUT call is terminated. The ACW time that accrues following the termination of the AUXIN/OUT call is ACW that is not associated with an ACD call and counts as I_ACWTIME, not as ACWTIME.

Agent

The login ID used by an individual to log into the splits or skills. This term is often extended to mean the person who used the ID to log in to the split or skill. In all cases, the term “agent” implies measurement by CMS.

Agent position (without EAS)

The combination of the agent login ID and the split to which the agent is logged in. Agents who are logged in to multiple splits have multiple positions associated with them. Because call data are collected separately for each combination of agent-split, reporting is possible on the calls that are handled and time spent by agents in each of the splits they were in. To report on the total work that is performed by the agent, call data must be summed for the agent over all of the splits in which the agent worked.

A person that logged in to splits or skills. The person logs in from an extension (voice terminal) using the person’s assigned login ID.

Agent position (with EAS)

The login ID of the agent, regardless of the number of skills that are assigned to the agent. Data are still collected for the agent by skill, so the total work for the agent must be summed over all skills in which the agent worked.

Answered call

The agent's state changes to ACD or Direct Agent ACD (DACD). The term “answered” is used only for split/skill and direct agent ACD calls. For manual answer agents, the call is answered when the agent selects the ringing line appearance. For automatic answer agents, the call is answered directly after the zip tone is applied.

See the definition of Connected for information on non-ACD calls.

Automatic-in mode (AI)

A call answering mode. With AI and if calls are in queue, the agent receives a new ACD call immediately after releasing the current call. If timed ACW is in use, then the agent receives the next call after the timed ACW period is complete.

AUX work mode

A work mode in which agents are engaged in non-ACD work. This may represent time that is taken for a break, eating, training, dealing with mail, attending team meetings, and so on.

Extension (non-ACD) calls that agents make or receive while available in auto-in or manual-in mode are tracked as AUXOUT or AUXIN calls.

Best Service Routing (BSR)

A method of automatic call distribution between communication servers that is based on the Expected Wait Time (EWT) at each communication servers. BSR can be used either as a single-site feature or as a multisite feature.

Call segment

Call records are made up of call segments, each of which represents a related call. A new call segment is started whenever a call is made or received, including whenever a call is made to transfer or conference another call. Call segments that are related share the same call ID. Unrelated call segments have different call IDs.

Connected call

A non-ACD call, not a split/skill or direct agent call, that rings and does not abandon at an extension. Only calls that are routed to an extension are tracked as connected calls.

Direct agent ACD call

A call that queues to a specific agent. Direct agent ACD calls can be generated by an ASAI adjunct or, with the EAS feature, by calling an agent's login ID. Direct agent ACD calls are tracked as ACD calls along with split/skill ACD calls in the trunk, trunk group, VDN, and vector tables. Direct agent ACD calls are tracked separately from split/skill ACD calls in the agent tables. Direct agent ACD calls are not tracked in the split/skill tables because they are not split/skill ACD calls.

Expert Agent Selection (EAS)

An Avaya communication server feature that makes it possible to assign an agent to certain capabilities (skills). Each call is then distributed to the appropriate skill and answered on the basis of which agents have the capability to best handle the call.

External call

A call that is made to an off-communication server destination. This includes calls to other communication server in a DCS network.

Extension call

A call that is originated by an agent or a non-ACD call that is received by an agent. This includes calls that an agent makes to set up a conference or a transfer.

Flex Agents

Agents whose ROLE is Backup, Allocated or Rove.

Hold

A call that is placed on hold as a result of the agent pressing the HOLD feature button or the hard hold feature access code, by pressing the TRANSFER or CONFERENCE feature button, or by flashing the switch hook.

Manual-in mode (MI)

A call answering mode. With MI, when an agent releases an ACD call, the agent is put into the ACW mode and must manually request another ACD call by pushing the MI button.

Multibyte character set

A mixed-width character set in which some characters consist of more than 1 byte. The Japanese kanji character set is an example of a Multibyte character set.

Nonprimary split/skill

The second and third splits/skills to which the call queues in a VDN are called “non-primary splits/skills.” They are also referred to as secondary and tertiary splits/skills, respectively.

Overload thresholds

Administered in the hunt group form on the communication server, the number of seconds at which Reserve Level 1 and Reserve Level 2 agents will be activated.

Primary split/skill

The first split/skill to which the call queues in a VDN. If the call leaves vector processing and queues to another split/skill (for example, if the call is routed to a split/skill extension or routed to another VDN), that new split/skill becomes the primary split/skill. If the call leaves vector processing and does not queue to another split/skill (for example, routes to an extension), there is no new primary split/skill.

Reserve Agent

An agent that receives calls for a skill only when the skill is in an overload 1 or 2. A reserve agent is considered activated while the overload 1 or 2 threshold is being exceeded. The agent is considered to be in standby when the skill is normal.

Queued

A split/skill or direct agent call that is directed to a split/skill. Even if a call is delivered immediately to an agent and never occupies a queue slot CMS is still notified that the call was queued to the split/skill.

Secondary split/skill

The second split/skill to which the call queues in a VDN.

Service Level Supervisor

An Avaya Business Advocate feature that can automatically override normal agent call handling preferences and activate reserve agents when preset thresholds are exceeded.

Skill level

The level of expertise of an agent with respect to all skills to which the agent is assigned. Skill level can be primary or secondary. The skill levels help to determine which call, that is waiting for one of the agent's skills, will be delivered to the agent first when the agent becomes available. Skill levels help determine the most expert agent who can handle a call to the skill.

Skill state

A level of use for each skill that is used to help determine when to add agents to a skill to handle a large volume of skills. Skills can be in one of four states: unknown, normal, overload 1, and overload 2. The state of the skill is based on the expected wait time (EWT) threshold. A skill is considered normal while the EWT is not exceeding the overload 1 or 2 threshold. The skill is considered to be in overload 1 while the EWT is exceeding this overload 1 threshold. While the overload 2 is being exceeded the skill is in overload 2. Time spent in each state except unknown is tracked in the CMS split table. The state is unknown when the link between the CMS and the communication server is down, the split is non-EAS, or when a new skill is added and the state message has not yet arrived from the communication server.

Split/skill ACD call

A call that queued to a split/skill and was answered by an agent in that split/skill.

Standby

Describes the time that Reserve Agents spend logged into a skill and not active because the skill is not in an overload 1 or 2 state.

Station

In a non-EAS environment, a station is an extension that is not a member of an unmeasured split/skill or hunt group. In an EAS environment, a station is an extension that is not associated with a logged in agent; that is, an agent did not log in via this extension.

Tertiary split/skill

The third split/skill to which the call queues in a VDN.

Top skill

The agent's first-administered, highest-level skill. This concept is most useful with agents who are using skill level call handling preference. In this case, the agent's top skill represents the skill for which the agent is most likely to receive a call. Agents for whom a given skill is the top skill are the agents whom a skill supervisor can depend on to handle calls for the skill.

This concept is not useful for agents using the greatest need or percent allocation call handling preference or for agents who are not EAS agents. For non-EAS agents, the top “skill” is the split the agent has been logged into the longest.

Uniform Call Distribution (UCD)

A method of agent selection that is available in both EAS and non-EAS environments, in which all idle agents are included in a single group. The least occupied (UCD-LOA) or most idle (UCD-MIA) agent is selected for call delivery. In an EAS environment, the selection is made regardless of skill level.

Universal Call Identifier (UCID)

A number that uniquely identifies a call in a network of nodes that support UCID. This number is a part of the records in the CMS Call History feature.

Chapter 3: Communication Manager capabilities that impact CMS

This chapter provides a set of tables that cross-reference which CMS database items are available on each of the Avaya Communication Manager servers. It also provides information on how Communication Manager features and capabilities are tracked by the CMS or can affect the data that the CMS produces for report.

Example of table layout

CMS database items apply to specific Communication Manager releases. The cross-reference tables that follow list each database item by Communication Manager release. Below is an example of how the table information is presented.

Database item	Release 2.x, 3.x, 4.x, 5.x	Release 6.x	Release 7.x
DATABASE ITEM	X	X	X

Communication Manager server cross-reference

The following tables list which database items are supported by each of the Communication Manager server releases. The tables are presented in alphabetical order by database table name (Agent, Agent Login/Logout, Agent Trace, and so on).

The tables are presented alphabetically by database item type in the following order:

- Agent database items on page 40
- Agent login/logout database items on page 46
- Agent trace database items on page 47
- Call record database items on page 48
- Call work codes database items on page 51
- Current day configuration database items on page 51
- Current day report database items on page 52

- Split/skill database items on page 52
- Trunk database items on page 59
- Trunk group database items on page 60
- VDN database items on page 63
- Vector database items on page 66

Note:

The database item tables from which data is retrieved most frequently are the agent, split/skill, trunk group, trunk, vector, and VDN tables.

Key to tables

- The items marked with an “X” indicate that the database item is supported by that Communication Manager release.
- The items marked with an “a” are populated for the releases shown, but the values are meaningful only for Communication Manager deployments that use the EAS feature and Avaya Business Advocate.
- The items marked with “RC” are populated for the releases shown, but the values are meaningful only for Communication Manager deployments that use the Expert Agent Selection (EAS) feature and Reason Codes.
- The items marked with “EAS” require that the EAS feature be active on the Communication Manager deployment for the items to be populated.
- The items marked with “e” are populated for the releases shown, but the values are meaningful only for Communication Manager deployments that use the EAS feature.
- The items marked with a “t” are populated for the releases shown, but the values are meaningful only for Communication Manager deployments that use the EAS feature and skill level distribution of calls.
- The items marked with “NA” are populated for the releases shown, but the values might not be meaningful.

Agent database items

Agent database items Communication Manager cross-reference			
Database item	**Release 2.x, 3.x, 4.x, 5.x**	**Release 6.x**	**Release 7.x**
ABNCALLS	X	X	X
ABNTIME	X	X	X
ACCEPTEDINTRS	NA	e	e

Table continues…

Agent database items Communication Manager cross-reference			
Database item	**Release 2.x, 3.x, 4.x, 5.x**	**Release 6.x**	**Release 7.x**
ACD	X	X	X
ACD_RELEASE	X	X	X
ACDAUXOUTCALLS	X	X	X
ACDCALLS	X	X	X
ACDCALLS_R1	a	a	a
ACDCALLS_R2	a	a	a
ACDONHOLD	X	X	X
ACDTIME	X	X	X
ACWINCALLS	X	X	X
ACWINTIME	X	X	X
ACWOUTADJCALLS	X	X	X
ACWOUTCALLS	X	X	X
ACWOUTOFFCALLS	X	X	X
ACWOUTOFFTIME	X	X	X
ACWOUTTIME	X	X	X
ACWTIME	X	X	X
AGDURATION	X	X	X
AGSTATE	X	X	X
AGTIME	X	X	X
ANSRINGTIME	X	X	X
ASSIST	X	X	X
ASSISTS	X	X	X
ATTRIB_ID	NA	NA	X
AUXINCALLS	X	X	X
AUXINTIME	X	X	X
AUXOUTADJCALLS	X	X	X
AUXOUTCALLS	X	X	X
AUXOUTOFFCALLS	X	X	X
AUXOUTOFFTIME	X	X	X
AUXOUTTIME	X	X	X
AUXREASON	RC	RC	RC
AWORKMODE	X	X	X
CHANGED	X	X	X
CONFERENCE	X	X	X

Table continues…

Agent database items Communication Manager cross-reference			
Database item	**Release 2.x, 3.x, 4.x, 5.x**	**Release 6.x**	**Release 7.x**
DA_ABNCALLS	X	X	X
DA_ABNTIME	X	X	X
DA_ACDCALLS	X	X	X
DA_ACDTIME	X	X	X
DA_ACWINCALLS	X	X	X
DA_ACWINTIME	X	X	X
DA_ACWOADJCALLS	X	X	X
DA_ACWOCALLS	X	X	X
DA_ACWOOFFCALLS	X	X	X
DA_ACWOOFFTIME	X	X	X
DA_ACWOTIME	X	X	X
DA_ACWTIME	X	X	X
DA_ANSTIME	X	X	X
DA_INQUEUE	X	X	X
DA_OLDESTCALL	X	X	X
DA_OTHERCALLS	X	X	X
DA_OTHERTIME	X	X	X
DA_RELEASE	X	X	X
DA_SKILL	EAS	EAS	EAS
DACALLS_FIRST	a	a	a
DESTINATION	X	X	X
DIRECTION	X	X	X
DURATION	X	X	X
EVENT1-EVENT9	X	X	X
EXTENSION	X	X	X
GNSKILL	EAS	EAS	EAS
HOLDABNCALLS	X	X	X
HOLDACDTIME	X	X	X
HOLDCALLS	X	X	X
HOLDTIME	X	X	X
I_ACDAUXINTIME	X	X	X
I_ACDAUX_OUTTIME	X	X	X
I_ACDOTHERTIME	X	X	X
I_ACDTIME	X	X	X

Table continues…

Agent database items Communication Manager cross-reference			
Database item	**Release 2.x, 3.x, 4.x, 5.x**	**Release 6.x**	**Release 7.x**
I_ACWINTIME	X	X	X
I_ACWOUTTIME	X	X	X
I_ACWTIME	X	X	X
I_AUXINTIME	X	X	X
I_AUXOUTTIME	X	X	X
I_AUXSTBYTIME	a	a	a
I_AUXTIME	X	X	X
I_AUXTIME0–99	RC	RC	RC
I_AUXTIME_R1	a	a	a
I_AUXTIME_R2	a	a	a
I_AVAILTIME	X	X	X
I_DA_ACDTIME	X	X	X
I_DA_ACWTIME	X	X	X
I_OTHERSTBYTIME	a	a	a
I_OTHERSTBYTIME_R1	a	a	a
I_OTHERSTBYTIME_R2	a	a	a
I_OTHERTIME	X	X	X
I_RINGTIME	X	X	X
I_STAFFTIME	X	X	X
ICRPULLCALLS	NA	X	X
ICRPULLRINGCALLS	NA	X	X
ICRPULLTIME	NA	X	X
INCOMPLETE	X	X	X
INTRDELIVERIES	NA	e	e
INTRNOTIFIES	NA	e	e
INTRSTATUS	NA	e	e
INTRTYPE	X	X	X
INTRVL	X	X	X
LEVEL	EAS	EAS	EAS
LOC_ID	X	X	X
LOGID	X	X	X
LOGONSKILL	X	X	X
LOGONSKILL2-LOGONSKILL4	X	X	X

Table continues…

Agent database items Communication Manager cross-reference			
Database item	**Release 2.x, 3.x, 4.x, 5.x**	**Release 6.x**	**Release 7.x**
LOGONSKILL5	EAS	EAS	EAS
LOGONSKILL6-LOGONSKILL20	EAS	EAS	EAS
LOGONSKILL21-LOGONSKILL60	EAS	EAS	EAS
LOGONSKILL61-LOGONSKILL120	NA	EAS	EAS
LOGONSTART	X	X	X
MALICIOUS	X	X	X
MOVEPENDING	X	X	X
NOANSREDIR	X	X	X
O_ACDCALLS	X	X	X
O_ACDTIME	X	X	X
O_ACWTIME	X	X	X
OLDEST_LOGON	X	X	X
ONHOLD	X	X	X
ORIGIN	X	X	X
PENDINGSPLIT	X	X	X
PERCENT	a	a	a
PHANTOMABNS	X	X	X
POSITION	X	X	X
PREFERENCE	EAS	EAS	EAS
REJECTEDINTRS	NA	e	e
RINGCALLS	X	X	X
RINGTIME	X	X	X
ROLE	X	X	X
ROW_DATE	X	X	X
RSV_LEVEL	a	a	a
SKILLTYPE	X	X	X
SKILLTYPE2-SKILLTYPE4	X	X	X
SKINTRTYPE1-SKINTRTYPE120	NA	e	e
SKLEVEL	EAS	EAS	EAS
SKLEVEL2-SKLEVEL4	EAS	EAS	EAS

Table continues…

Agent database items Communication Manager cross-reference			
Database item	**Release 2.x, 3.x, 4.x, 5.x**	**Release 6.x**	**Release 7.x**
SKLEVEL5-SKLEVEL20	EAS	EAS	EAS
SKLEVEL21-SKLEVEL60	EAS	EAS	EAS
SKLEVEL61-SKLEVEL120	NA	EAS	EAS
SKPERCENT	a	a	a
SKPERCENT2-SKPERCENT20	a	a	a
SKPERCENT21-SKPERCENT60	a	a	a
SKPERCENT61-SKPERCENT120	NA	a	a
SPLIT	X	X	X
STARTED	X	X	X
STARTTIME	X	X	X
STARTTIME_UTC	X	X	X
TENANT	X - Release 5.2 only	X	X
TI_AUXTIME	X	X	X
TI_AUXTIME0–99	RC	RC	RC
TI_AUXTIME0	RC	RC	RC
TI_AUXTIME1-9	RC	RC	RC
TI_AVAILTIME	X	X	X
TI_OTHERTIME	X	X	X
TI_STAFFTIME	X	X	X
TOPSKILL	t	t	t
TRANSFERRED	X	X	X
TYPE	X	X	X
USE_SVC_OBJ	a	a	a
VDN	X	X	X
WORKMODE	X	X	X
WORKSKLEVEL	EAS	EAS	EAS
WORKSKILL	e	e	e
WORKSPLIT	X	X	X
WORKSPLIT2-WORKSPLIT3	X	X	X
WORKSPLIT4	EAS	EAS	EAS

Table continues…

Agent database items Communication Manager cross-reference			
Database item	**Release 2.x, 3.x, 4.x, 5.x**	**Release 6.x**	**Release 7.x**
WORKSPLIT5	EAS	EAS	EAS
WORKSPLIT6-WORKSPLIT20	EAS	EAS	EAS
WORKSPLIT21-WORKSPLIT60	EAS	EAS	EAS
WORKSPLIT61-WORKSPLIT120	NA	e	e

Agent login/logout database items

Agent login/logout database items Communication Manager server cross-reference			
Database item	**Release 2.x 3.x, 4.x, 5.x**	**Release 6.x**	**Release 7.x**
ACD	X	X	X
EXTN	X	X	X
INFLAG	X	X	X
LOC_ID	X	X	X
LOGID	X	X	X
LOGIN	X	X	X
LOGIN_UTC	X	X	X
LOGONSKILL2-LOGONSKILL4	EAS	EAS	EAS
LOGONSKILL5	EAS	EAS	EAS
LOGONSKILL6-LOGONSKILL20	EAS	EAS	EAS
LOGONSKILL21-LOGONSKILL60	EAS	EAS	EAS
LOGONSKILL61-LOGONSKILL120	NA	EAS	EAS
LOGOUT	X	X	X
LOGOUT_UTC	X	X	X
LOGOUT_DATE	X	X	X
LOGOUTREASON	RC	RC	RC
OUTFLAG	X	X	X
PREFERENCE	EAS	EAS	EAS
ROW_DATE	X	X	X

Table continues…

Agent login/logout database items Communication Manager server cross-reference			
Database item	**Release 2.x 3.x, 4.x, 5.x**	**Release 6.x**	**Release 7.x**
SKILLTYPE	X	X	X
SKILLTYPE2-SKILLTYPE4	X	X	X
SKINTRTYPE1-SKINTRTYPE120	NA	e	e
SKLEVEL	EAS	EAS	EAS
SKLEVEL2-SKLEVEL4	EAS	EAS	EAS
SKLEVEL5-SKLEVEL20	EAS	EAS	EAS
SKLEVEL21-SKLEVEL60	EAS	EAS	EAS
SKLEVEL61-SKLEVEL120	NA	EAS	EAS
SKPERCENT	a	a	a
SKPERCENT2-SKPERCENT20	a	a	a
SKPERCENT21-SKPERCENT60	a	a	a
SKPERCENT61-SKPERCENT120	NA	a	a
SPLIT	X	X	X
TENANT	X - Release 5.2 only	X	X

Agent trace database items

Agent trace database items Communication Manager server cross-reference			
Database item	**Release 2.x, 3.x, 4.x, 5.x**	**Release 6.x**	**Release 7.x**
ACD	X	X	X
AGT_RELEASED	X	X	X
ASSIST_ACTV	X	X	X
ATTRIB_ID	NA	NA	X
AUXREASON	RC	RC	RC
CALLER_HOLD	X	X	X
CALLING_II	X	X	X
CALLING_PTY	X	X	X
CONFERENCE	X	X	X
DIGITS_DIALED	X	X	X

Table continues…

Agent trace database items Communication Manager server cross-reference			
Database item	**Release 2.x, 3.x, 4.x, 5.x**	**Release 6.x**	**Release 7.x**
DIRECTION	X	X	X
DURATION	X	X	X
EVENT_TIME	X	X	X
EXT_CALL_ORIG	X	X	X
INTERRUPTED	NA	e	e
KEYBD_DIALED	X	X	X
LOC_ID	X	X	X
LOGID	X	X	X
LOGOUTREASON	RC	RC	RC
MCT	X	X	X
RECONNECT	X	X	X
ROW_DATE	X	X	X
SPLIT	X	X	X
STARTTIME	X	X	X
STARTTIME_UTC	NA	NA	X
TENANT	X - Release 5.2 only	X	X
TRANSFERRED	X	X	X
UCID	X	X	X
WMODE_SEQ	X	X	X
WORKCODE	X	X	X
WORKMODE	X	X	X

Call record database items

Call record database items Communication Manager server cross-reference			
Database item	**Release 2.x, 3.x, 4.x, 5.x**	**Release 6.x**	**Release 7.x**
ACD	X	X	X
ACWTIME	X	X	X
AGENTSKILLLEVEL	NA	e	e
AGENTSURPLUS	NA	e	e
AGT_RELEASED	X	X	X
ANSHOLDTIME	X	X	X
ANSLOCID	X	X	X
ANSLOGIN	X	X	X

Table continues…

Call record database items Communication Manager server cross-reference			
Database item	**Release 2.x, 3.x, 4.x, 5.x**	**Release 6.x**	**Release 7.x**
ANSREASON	RC	RC	RC
ANS_ATTRIB_ID	NA	NA	X
ASAI_UUI	X	X	X
ASSIST	X	X	X
AUDIO	X	X	X
CALLID	X	X	X
CALLING_II	X	X	X
CALLING_PTY	X	X	X
CONFERENCE	X	X	X
CONSULTTIME	X	X	X
CWC1	X	X	X
CWC2	X	X	X
CWC3	X	X	X
CWC4	X	X	X
CWC5	X	X	X
DA_QUEUED	X	X	X
DIALED_NUM	X	X	X
DISPIVECTOR	X	X	X
DISPOSITION	X	X	X
DISPPRIORITY	X	X	X
DISPSKLEVEL	EAS	EAS	EAS
DISPSPLIT	X	X	X
DISPTIME	X	X	X
DISPVDN	X	X	X
DURATION	X	X	X
EQLOC	X	X	X
EQLOCID	X	X	X
EVENT1-EVENT9	X	X	X
FIRSTIVECTOR	X	X	X
FIRSTVDN	X	X	X
HELD	X	X	X
HOLDABN	X	X	X
INTERRUPTDEL	NA	e	e
LASTCWC	X	X	X

Table continues…

Call record database items Communication Manager server cross-reference			
Database item	**Release 2.x, 3.x, 4.x, 5.x**	**Release 6.x**	**Release 7.x**
LASTDIGITS	X	X	X
LASTOBSERVER	X	X	X
MALICIOUS	X	X	X
NETINTIME	X	X	X
OBSERVINGCALL	X	X	X
OBSLOCID	X	X	X
OBS_ATTRIB_ID	NA	NA	X
ORIGHOLDTIME	X	X	X
ORIGLOCID	X	X	X
ORIGLOGIN	X	X	X
ORIGREASON	RC	RC	RC
ORIG_ATTRIB_ID	NA	NA	X
PREFSKILLLEVEL	NA	e	e
QUEUETIME	X	X	X
RINGTIME	X	X	X
ROW_DATE	X	X	X
ROW_TIME	X	X	X
SEGMENT	X	X	X
SEGSTART	X	X	X
SEGSTART_UTC	X	X	X
SEGSTOP	X	X	X
SEGSTOP_UTC	X	X	X
SEQNUM	X	X	X
SPLIT1	X	X	X
SPLIT2	X	X	X
SPLIT3	X	X	X
TALKTIME	X	X	X
TENANT	X - Release 5.2 only	X	X
TKGRP	X	X	X
TRANSFERRED	X	X	X
UCID	X	X	X
UUI_LEN	X	X	X
VDN2-9	X	X	X

Call work codes database items

Call work codes database items Communication Manager server cross-reference			
Database item	**Release 2.x, 3.x, 4.x, 5.x**	**Release 6.x**	**Release 7.x**
ACD	X	X	X
ACDCALLS	X	X	X
ACDTIME	X	X	X
ACWTIME	X	X	X
CWC	X	X	X
INCOMPLETE	X	X	X
INTRVL	X	X	X
ROW_DATE	X	X	X
STARTTIME	X	X	X
STARTTIME_UTC	X	X	X
TENANT	X - Release 5.2 only	X	X

Current day configuration database items

Current day configuration database items Communication Manager server cross-reference		
Database item	**Release 2.x, 3.x, 4.x, 5.x**	**Release 6.x and up**
ACD	X	X
CHANGE	X	X
CHPROF	X	X
FMETHOD	X	X
HDATE1	X	X
HDATE2	X	X
HDATE3	X	X
HDATE4	X	X
ROW_DATE	X	X
SPLIT	X	X
TRENDBASE	X	X
WT1	X	X
WT2	X	X
WT3	X	X
WT4	X	X

Current day report database items

Current day report database items Communication Manager server cross-reference		
Database item	**Release 2.x, 3.x, 4.x, 5.x**	**Release 6.x and up**
ACD	X	X
AGOCC	X	X
AVGAGSERV	X	X
AVGSPEEDANS	X	X
FCALLS	X	X
INTRVL	X	X
NUMAGREQ	X	X
RAGOCC	X	X
RAVGSPEEDANS	X	X
ROW_DATE	X	X
RSERVLEVELP	X	X
SERVLEVELP	X	X
SERVLEVELT	X	X
SPLIT	X	X
STARTTIME	X	X

Split/skill database items

Split/skill database items Communication Manager server cross-reference			
Database item	**Release 2.x, 3.x, 4.x, 5.x**	**Release 6.x**	**Release 7.x**
ABNCALLS	X	X	X
ABNCALLS1-ABNCALLS10	X	X	X
ABNRINGCALLS	X	X	X
ABNTIME	X	X	X
ACCEPTABLE	X	X	X
ACD (index)	X	X	X
ACDAUXOUTCALLS	X	X	X
ACDCALLS	X	X	X
ACDCALLS_R1	a	a	a
ACDCALLS_R2	a	a	a

Table continues…

Split/skill database items Communication Manager server cross-reference			
Database item	**Release 2.x, 3.x, 4.x, 5.x**	**Release 6.x**	**Release 7.x**
ACDCALLS1-ACDCALLS10	X	X	X
ACDTIME	X	X	X
ACWINCALLS	X	X	X
ACWINTIME	X	X	X
ACWOUTADJCALLS	X	X	X
ACWOUTCALLS	X	X	X
ACWOUTOFFCALLS	X	X	X
ACWOUTOFFTIME	X	X	X
ACWOUTTIME	X	X	X
ACWTIME	X	X	X
AGINRING	X	X	X
AGSURPDELIVERIES	NA	e	e
AGSURPNPREFCALLS	NA	e	e
AGSURPPREFCALLS	NA	e	e
ANSTIME	X	X	X
ASA	X	X	X
ASSISTS	X	X	X
AUXINCALLS	X	X	X
AUXINTIME	X	X	X
AUXOUTADJCALLS	X	X	X
AUXOUTCALLS	X	X	X
AUXOUTOFFCALLS	X	X	X
AUXOUTOFFTIME	X	X	X
AUXOUTTIME	X	X	X
AVAILABLE	X	X	X
BACKUPCALLS	X	X	X
BUSYCALLS	X	X	X
BUSYTIME	X	X	X
CALLSOFFERED	X	X	X
CALLSURPDELIVERIES	NA	e	e
CONFERENCE	X	X	X
DA_ACWINCALLS	X	X	X
DA_ACWINTIME	X	X	X

Table continues…

Split/skill database items Communication Manager server cross-reference			
Database item	**Release 2.x, 3.x, 4.x, 5.x**	**Release 6.x**	**Release 7.x**
DA_ACWOCALLS	X	X	X
DA_ACWOTIME	X	X	X
DA_INACW	X	X	X
DA_INQUEUE	X	X	X
DA_INRING	X	X	X
DA_OLDESTCALL	X	X	X
DA_ONACD	X	X	X
DEQUECALLS	X	X	X
DEQUETIME	X	X	X
DISCCALLS	X	X	X
DISCTIME	X	X	X
EVENT1-EVENT9	X	X	X
EWTHIGH	X	X	X
EWTLOW	X	X	X
EWTMEDIUM	X	X	X
EWTTOP	X	X	X
FAGINRING	X	X	X
FAVAILABLE	X	X	X
FINACD	X	X	X
FINAUX	X	X	X
FONACD	X	X	X
FOTHER	X	X	X
FSTAFFED	X	X	X
GNAGINRING	EAS	EAS	EAS
GNAVAILABLE	EAS	EAS	EAS
GNINACW	EAS	EAS	EAS
GNINAUX	EAS	EAS	EAS
GNINAUX0	RC	RC	RC
GNINAUX1-GNINAUX9	RC	RC	RC
GNONACD	EAS	EAS	EAS
GNONACDAUXOUT	EAS	EAS	EAS
GNONACDOUT	EAS	EAS	EAS
GNONACWIN	EAS	EAS	EAS
GNONACWOUT	EAS	EAS	EAS

Table continues…

Split/skill database items Communication Manager server cross-reference			
Database item	**Release 2.x, 3.x, 4.x, 5.x**	**Release 6.x**	**Release 7.x**
GNONAUXIN	EAS	EAS	EAS
GNONAUXOUT	EAS	EAS	EAS
GNDA_INACW	EAS	EAS	EAS
GNDA_ONACD	EAS	EAS	EAS
GNOTHER	EAS	EAS	EAS
GNSTAFFED	EAS	EAS	EAS
HIGHCALLS	X	X	X
HOLDABNCALLS	X	X	X
HOLDCALLS	X	X	X
HOLDTIME	X	X	X
I_ACDAUXINTIME	X	X	X
I_ACDAUX_OUTTIME	X	X	X
I_ACDOTHERTIME	X	X	X
I_ACDTIME	X	X	X
I_ACDTIME_R1	a	a	a
I_ACDTIME_R2	a	a	a
I_ACWINTIME	X	X	X
I_ACWOUTTIME	X	X	X
I_ACWTIME	X	X	X
I_ACWTIME_R1	a	a	a
I_ACWTIME_R2	a	a	a
I_ARRIVED	X	X	X
I_AUXINTIME	X	X	X
I_AUXOUTTIME	X	X	X
I_AUXSTBYTIME_R1	a	a	a
I_AUXSTBYTIME_R2	a	a	a
I_AUXTIME	X	X	X
I_AUXTIME_R1	a	a	a
I_AUXTIME_R2	a	a	a
I_AUXTIME0	RC	RC	RC
I_AUXTIME1-9	RC	RC	RC
I_AVAILTIME	X	X	X
I_DA_ACDTIME	X	X	X
I_DA_ACWTIME	X	X	X

Table continues…

Split/skill database items Communication Manager server cross-reference			
Database item	**Release 2.x, 3.x, 4.x, 5.x**	**Release 6.x**	**Release 7.x**
I_NORMTIME	a	a	a
I_OL1TIME	a	a	a
I_OL2TIME	a	a	a
I_OTHERSTBYTIME_R1	a	a	a
I_OTHERSTBYTIME_R2	a	a	a
I_OTHERTIME	X	X	X
I_OTHERTIME_R1	a	a	a
I_OTHERTIME_R2	a	a	a
I_RINGTIME	X	X	X
I_RINGTIME_R1	a	a	a
I_RINGTIME_R2	a	a	a
I_STAFFTIME	X	X	X
I_TAUXTIME	t	t	t
I_TOTHERTIME	t	t	t
I_TAVAILTIME	t	t	t
ICRPULLCALLS	NA	X	X
ICRPULLRINGCALLS	NA	X	X
ICRPULLTIME	NA	X	X
INACW	X	X	X
INAUX	X	X	X
INAUX0	RC	RC	RC
INAUX1-INAUX9	RC	RC	RC
INCOMPLETE	X	X	X
INFLOWCALLS	X	X	X
INQUEUE	X	X	X
INRING	X	X	X
INTERFLOWCALLS	X	X	X
INTRDELIVERIES	NA	e	e
INTRVL	X	X	X
LOWCALLS	X	X	X
MAXINQUEUE	X	X	X
MAXOCWTIME	X	X	X
MAXSTAFFED	X	X	X
MAXTOP	t	t	t

Table continues…

Split/skill database items Communication Manager server cross-reference			
Database item	**Release 2.x, 3.x, 4.x, 5.x**	**Release 6.x**	**Release 7.x**
MAX_TOT_PERCENTS	a	a	a
MEDCALLS	X	X	X
NOANSREDIR	X	X	X
O_ABNCALLS	X	X	X
O_ACDCALLS	X	X	X
O_ACDTIME	X	X	X
O_ACWTIME	X	X	X
O_OTHERCALLS	X	X	X
OLDESTCALL	X	X	X
ONACD	X	X	X
ONACDAUXOUT	X	X	X
ONACDOUT	X	X	X
ONACWIN	X	X	X
ONACWOUT	X	X	X
ONAUXIN	X	X	X
ONAUXOUT	X	X	X
ONHOLD	X	X	X
OTHER	X	X	X
OTHERCALLS	X	X	X
OTHERTIME	X	X	X
OUTFLOWCALLS	X	X	X
OUTFLOWTIME	X	X	X
PERIOD 1-9	X	X	X
PERIODCHG	X	X	X
PHANTOMABNS	X	X	X
POSITIONS	X	X	X
R1AGINRING	a	a	a
R1AVAILABLE	a	a	a
R1INACW	a	a	a
R1INAUX	a	a	a
R1INAUXSTBY	a	a	a
R1ONACD	a	a	a
R1OTHER	a	a	a
R1OTHERSTBY	a	a	a

Table continues…

Split/skill database items Communication Manager server cross-reference			
Database item	**Release 2.x, 3.x, 4.x, 5.x**	**Release 6.x**	**Release 7.x**
R1STAFFED	a	a	a
R2AGINRING	a	a	a
R2AVAILABLE	a	a	a
R2INACW	a	a	a
R2INAUX	a	a	a
R2INAUXSTBY	a	a	a
R2ONACD	a	a	a
R2OTHER	a	a	a
R2OTHERSTBY	a	a	a
R2STAFFED	a	a	a
REDIRECTCALLS	X	X	X
RINGCALLS	X	X	X
RINGTIME	X	X	X
ROW_DATE	X	X	X
RSV_LEVEL	a	a	a
SERVICELEVEL	X	X	X
SKSTATE	a	a	a
SLVLABNS	X	X	X
SLVLOUTFLOWS	X	X	X
SPLIT	X	X	X
STAFFED	X	X	X
STARTTIME	X	X	X
STARTTIME_UTC	X	X	X
SVCLEVELCHG	X	X	X
TAGINRING	t	t	t
TAVAILABLE	t	t	t
TDA_INACW	t	t	t
TDA_ONACD	t	t	t
TENANT	X - Release 5.2 only	X	X
TINACW	t	t	t
TINAUX	t	t	t
TINAUX0	RC and t	RC and t	RC and t
TINAUX1-TINAUX9	RC and t	RC and t	RC and t
TONACD	t	t	t

Table continues…

Split/skill database items Communication Manager server cross-reference			
Database item	**Release 2.x, 3.x, 4.x, 5.x**	**Release 6.x**	**Release 7.x**
TONACDAUXOUT	t	t	t
TONACDOUT	t	t	t
TONACWIN	t	t	t
TONACWOUT	t	t	t
TONAUXIN	t	t	t
TONAUXOUT	t	t	t
TOPCALLS	X	X	X
TOTHER	t	t	t
TOT_PERCENTS	a	a	a
TRANSFERRED	X	X	X
TSTAFFED	t	t	t

Trunk database items

Trunk database items Communication Manager server cross-reference			
Database item	**Release 2.x, 3.x, 4.x, 5.x**	**Release 6.x**	**Release 7.x**
ABNCALLS	X	X	X
ACD	X	X	X
ACDCALLS	X	X	X
ACDCALLS_R1	a	a	a
ACDCALLS_R2	a	a	a
AUDIO	X	X	X
CALLING_LOGID	X	X	X
DIRECTION	X	X	X
DURATION	X	X	X
EQLOC	X	X	X
EXTENSION	X	X	X
FAILURES	X	X	X
I_INOCC	X	X	X
ICRPULLCALLS	NA	X	X
I_OUTOCC	X	X	X
INCALLS	X	X	X
INCOMPLETE	X	X	X
INTIME	X	X	X

Table continues…

Trunk database items Communication Manager server cross-reference			
Database item	**Release 2.x, 3.x, 4.x, 5.x**	**Release 6.x**	**Release 7.x**
INTRVL	X	X	X
ITN	X	X	X
LOC_ID	X	X	X
LOGID	X	X	X
MBUSYTIME	X	X	X
O_ABNCALLS	X	X	X
O_ACDCALLS	X	X	X
O_OTHERCALLS	X	X	X
OTHERCALLS	X	X	X
OUTCALLS	X	X	X
OUTTIME	X	X	X
PRIORITY	X	X	X
PRIORITY2-PRIORITY3	X	X	X
QUECOUNT	X	X	X
QUETYPE	X	X	X
QUETYPE2-QUETYPE3	X	X	X
ROW_DATE	X	X	X
SHORTCALLS	X	X	X
SPLIT	X	X	X
SPLIT2-SPLIT3	X	X	X
STARTED	X	X	X
STARTTIME	X	X	X
STARTTIME_UTC	X	X	X
TENANT	X - Release 5.2 only	X	X
TKGRP	X	X	X
TKSTATE	X	X	X
VDN	X	X	X
VECTOR	X	X	X

Trunk group database items

Trunk group database item Communication Manager server cross-reference			
Database item	**Release 2.x, 3.x, 4.x, 5.x**	**Release 6.x**	**Release 7.x**
ABNCALLS	X	X	X

Table continues…

Trunk group database item Communication Manager server cross-reference			
Database item	**Release 2.x, 3.x, 4.x, 5.x**	**Release 6.x**	**Release 7.x**
ABNQUECALLS	X	X	X
ABNRINGCALLS	X	X	X
ABNVECCALLS	X	X	X
ACD (index)	X	X	X
ACDCALLS	X	X	X
ACDCALLS_R1	a	a	a
ACDCALLS_R2	a	a	a
ADJUNCTOUT	X	X	X
ALLINUSE	X	X	X
ALLINUSETIME	X	X	X
AUDIO	X	X	X
BH_ABNCALLS	X	X	X
BH_ACDCALLS	X	X	X
BH_ALLINUSETIME	X	X	X
BH_BUSYCALLS	X	X	X
BH_DISCCALLS	X	X	X
BH_INCALLS	X	X	X
BH_INTERVAL	X	X	X
BH_INTIME	X	X	X
BH_OABNCALLS	X	X	X
BH_OACDCALLS	X	X	X
BH_OOTHERCALLS	X	X	X
BH_OTHERCALLS	X	X	X
BH_OUTCALLS	X	X	X
BH_OUTTIME	X	X	X
BH_STARTTIME	X	X	X
BACKUPCALLS	X	X	X
BLOCKAGE	X	X	X
BUSYCALLS	X	X	X
COMPLETED	X	X	X
CONNECTCALLS	X	X	X
DISCCALLS	X	X	X
FAILURES	X	X	X
I_INOCC	X	X	X

Table continues…

Trunk group database item Communication Manager server cross-reference			
Database item	**Release 2.x, 3.x, 4.x, 5.x**	**Release 6.x**	**Release 7.x**
I_OUTOCC	X	X	X
ICRPULLCALLS	NA	X	X
ICRPULLQUECALLS	NA	X	X
ICRPULLRINGCALLS	NA	X	X
ICRPULLVECCALLS	NA	X	X
INBOUND	X	X	X
INCALLS	X	X	X
INCOMPLETE	X	X	X
INTIME	X	X	X
INTRVL	X	X	X
MBUSY	X	X	X
MBUSYTIME	X	X	X
NUMINUSE	X	X	X
O_ABNCALLS	X	X	X
O_ACDCALLS	X	X	X
O_OTHERCALLS	X	X	X
OTHERCALLS	X	X	X
OUTBOUND	X	X	X
OUTCALLS	X	X	X
OUTTIME	X	X	X
ROW_DATE	X	X	X
SETUPTIME	X	X	X
SHORTCALLS	X	X	X
SPLIT	X	X	X
STARTTIME	X	X	X
STARTTIME_UTC	X	X	X
TENANT	X - Release 5.2 only	X	X
TKGRP	X	X	X
TRANSFERRED	X	X	X
TRUNKS	X	X	X
VDN	X	X	X
VECTOR	X	X	X

VDN database items

VDN database items communication server cross-reference			
Database item	**Release 2.x, 3.x, 4.x, 5.x**	**Release 6.x**	**Release 7.x**
ABNCALLS	X	X	X
ABNCALLS1-ABNCALLS10	X	X	X
ABNQUECALLS	X	X	X
ABNRINGCALLS	X	X	X
ABNTIME	X	X	X
ACCEPTABLE	X	X	X
ACD	X	X	X
ACDCALLS	X	X	X
ACDCALLS_R1	a	a	a
ACDCALLS_R2	a	a	a
ACDTIME	X	X	X
ACTIVECALLS	X	X	X
ACWTIME	X	X	X
ADJATTEMPTS	X	X	X
ADJROUTED	X	X	X
AGSURPDELIVERIES	NA	e	e
AGSURPNPREFCALLS	NA	e	e
AGSURPPREFCALLS	NA	e	e
ANSCONNCALLS1-ANSCONNCALLS10	X	X	X
ANSTIME	X	X	X
ASA	X	X	X
ATAGENT	X	X	X
BH_ABNCALLS	X	X	X
BH_ACDCALLS	X	X	X
BH_ACDTIME	X	X	X
BH_BUSYCALLS	X	X	X
BH_DISCCALLS	X	X	X
BH_OTHERCALLS	X	X	X
BH_INTERVAL	X	X	X
BH_STARTTIME	X	X	X

Table continues…

VDN database items communication server cross-reference			
Database item	**Release 2.x, 3.x, 4.x, 5.x**	**Release 6.x**	**Release 7.x**
BH_VDNCALLS	X	X	X
BACKUPCALLS	X	X	X
BSRPLAN	X	X	X
BUSYCALLS	X	X	X
BUSYTIME	X	X	X
CALLSURPDELIVERIES	NA	e	e
CONNECTCALLS	X	X	X
CONNECTTIME	X	X	X
CONNTALKTIME	X	X	X
DEFLECTCALLS	X	X	X
DISCCALLS	X	X	X
DISCTIME	X	X	X
HOLDABNCALLS	X	X	X
HOLDACDCALLS	X	X	X
HOLDACDTIME	X	X	X
HOLDCALLS	X	X	X
HOLDTIME	X	X	X
I_ARRIVED	X	X	X
ICRPULLCALLS	NA	X	X
ICRPULLQUECALLS	NA	X	X
ICRPULLRINGCALLS	NA	X	X
ICRPULLTIME	NA	X	X
ILN	X	X	X
INCALLS	X	X	X
INCOMPLETE	X	X	X
INFLOWCALLS	X	X	X
INPROGRESS	X	X	X
INQUEUE	X	X	X
INRING	X	X	X
INTERFLOWCALLS	X	X	X
INTIME	X	X	X
INTRVL	X	X	X
INVECTOR	X	X	X
LOOKATTEMPTS	X	X	X

Table continues…

VDN database items communication server cross-reference			
Database item	**Release 2.x, 3.x, 4.x, 5.x**	**Release 6.x**	**Release 7.x**
LOOKFLOWCALLS	X	X	X
MAXOCWTIME	X	X	X
MAXWAITING	X	X	X
NETDISCCALLS	X	X	X
NETINCALLS	X	X	X
NETINTIME	X	X	X
NETPOLLS	X	X	X
NOANSREDIR	X	X	X
NUMTGS	X	X	X
OLDESTCALL	X	X	X
OTHERCALLS	X	X	X
OTHERTIME	X	X	X
OUTFLOWCALLS	X	X	X
OUTFLOWTIME	X	X	X
PERIOD1-PERIOD9	X	X	X
PERIODCHG	X	X	X
PHANTOMABNS	X	X	X
RETURNCALLS	X	X	X
RINGCALLS	X	X	X
RINGTIME	X	X	X
ROW_DATE	X	X	X
SERVICELEVEL	X	X	X
SKILL1-SKILL3	EAS	EAS	EAS
SKILLACWTIME1-SKILLACWTIME3	EAS	EAS	EAS
SKILLCALLS1-SKILLCALLS3	EAS	EAS	EAS
SKILLTIME1-SKILLTIME3	EAS	EAS	EAS
SLVLABNS	X	X	X
SLVLOUTFLOWS	X	X	X
STARTTIME	X	X	X
STARTTIME_UTC	X	X	X
SVCLEVELCHG	X	X	X
TENANT	X - Release 5.2 only	X	X
TRANSFERRED	X	X	X

Table continues…

VDN database items communication server cross-reference			
Database item	**Release 2.x, 3.x, 4.x, 5.x**	**Release 6.x**	**Release 7.x**
VDISCCALLS	X	X	X
VDN	X	X	X
VECTOR	X	X	X

Vector database items

Vector database items communication server cross-reference			
Database item	**Release 2.x, 3.x, 4.x, 5.x**	**Release 6.x**	**Release 7.x**
ABNCALLS	X	X	X
ABNQUECALLS	X	X	X
ABNRINGCALLS	X	X	X
ABNTIME	X	X	X
ACD	X	X	X
ACDCALLS	X	X	X
ACDCALLS_R1	a	a	a
ACDCALLS_R2	a	a	a
ADJATTEMPTS	X	X	X
ADJROUTED	X	X	X
ANSTIME	X	X	X
BACKUPCALLS	X	X	X
BUSYCALLS	X	X	X
BUSYTIME	X	X	X
DEFLECTCALLS	X	X	X
DISCCALLS	X	X	X
DISCTIME	X	X	X
GOTOCALLS	X	X	X
GOTOTIME	X	X	X
ICRPULLCALLS	NA	X	X
ICRPULLQUECALLS	NA	X	X
ICRPULLRINGCALLS	NA	X	X
ICRPULLTIME	NA	X	X
INCALLS	X	X	X
INCOMPLETE	X	X	X
INFLOWCALLS	X	X	X

Table continues…

Vector database items communication server cross-reference			
Database item	**Release 2.x, 3.x, 4.x, 5.x**	**Release 6.x**	**Release 7.x**
INPROGRESS	X	X	X
INQUEUE	X	X	X
INRING	X	X	X
INTERFLOWCALLS	X	X	X
INTIME	X	X	X
INTRVL	X	X	X
LOOKATTEMPTS	X	X	X
LOOKFLOWCALLS	X	X	X
NETDISCCALLS	X	X	X
NETPOLLS	X	X	X
NUMVDNS	X	X	X
OTHERCALLS	X	X	X
OTHERTIME	X	X	X
OUTFLOWCALLS	X	X	X
OUTFLOWTIME	X	X	X
PHANTOMABNS	X	X	X
RINGCALLS	X	X	X
RINGTIME	X	X	X
ROW_DATE	X	X	X
STARTTIME	X	X	X
STARTTIME_UTC	X	X	X
TENANT	X - Release 5.2 only	X	X
VDISCCALLS	X	X	X
VECTOR	X	X	X

Communication Manager features and capabilities and their impact on CMS data

The following Communication Manager features and capabilities have an impact on how the CMS tracks data from Communication Manager and on how the CMS creates the database item information for reports.

The Communication Manager features and capabilities that can impact CMS tracking of data are dealt with in alphabetical order. They include:

- Abandoned calls on page 69

- Adjunct-placed calls and adjunct-routed calls on page 69
- Agent state tracking at login on page 69
- Agents in multiple splits/skills on page 69
- Audio difficulty on page 71
- Average Speed of Answer (ASA) on page 70
- Best Service Routing on page 71
- Avaya Business Advocate on page 71
- Call handling preference on page 72
- Call pickup on page 72
- Conference tracking on page 73
- “converse” vector command on page 73
- Direct agent calling on page 73
- Expanded Agent Capabilities on page 74
- Forced disconnect on page 74
- Forced multiple call handling on page 75
- Go to vector command on page 75
- Hold tracking on page 75
- Location on page 75
- Look-ahead interflow calls (BSR and NCR) on page 76
- Move agent while staffed on page 76
- Multiple call handling on page 76
- Multiple split/skill queuing on page 76
- Outbound Call Management (OCM) on page 77
- Personal calls on page 77
- Phantom-abandon calls on page 79
- Redirect on No Answer on page 79
- Reserve Agent Work Time Tracking on page 80
- Ringing on page 86
- Skill state on page 86
- Timed ACW on page 87
- Time/duration tracking on page 87
- Transfer tracking on page 87
- Transferred and conferenced calls on page 87

- Trunk No Answer Timeout on page 88
- Universal Call Identifier on page 88
- VDN active calls on page 88
- Vector Disconnect Timer on page 89
- Wait Answer Supervision Timer on page 89

Abandoned calls

In general, any call that hangs up before an agent or station answers is an abandoned call. VDN calls, whether they are ACD calls or not, that are routed to extensions and are then abandoned are counted as abandoned calls for the VDN. For more information see Phantom-abandon calls on page 79.

Adjunct-placed calls and adjunct-routed calls

For communication servers with the ASAI feature, CMS tracks outbound calls that are placed by an adjunct processor or host computer on behalf of an agent and adjunct-routed calls. Database items that start with O_ track outbound split/skill calls and database items that contain ADJ track adjunct-routed calls. Adjunct-placed outbound split/skill calls are also included as part of ACD database items, such as ACDCALLS, ACDTIME, and ACWTIME. Inbound split/skill calls can be calculated as ACDCALLS minus O_ACDCALLS.

Agent state tracking at login

Until it is notified by the communication server, CMS does not know what state agents are in. The communication server notifies CMS immediately after an agent logs in or right after the link to the communication server is operational after it was out of service. The time the agent spends in this “state” is tracked as I_OTHERTIME, I_OTHERSTBYTIME and TI_OTHERTIME and the agent's state displays as OTHER on reports.

The time between logging in and moving to the AUX state depends on the time that it takes for the agent who is logging in to release the call or go on-hook, or for the communication server to time the call out. This time is typically between 5 and 10 seconds.

Agents in multiple splits/skills

CMS requires agents to log in to multiple splits/skills using the same login ID for all splits/skills. This requirement allows CMS to track the agent as a single person and to coordinate the data for that agent.

An agent who is logged in to multiple splits/skills is tracked as a single agent, not as one agent for each split/skill. For non-EAS ACD operation, agents must log in with the same login ID for all splits.

"TI_" database items have been added to indicate the time that the agent spent in various work states independent of the split/skill in which the agent is working. These are interval-based items.

When an agent is logged in to multiple splits/skills, the items counting AUXIN/AUXOUT calls and time are usually associated with the split/skill that the agent has been logged into the longest. In other words, the first split the agent logged into. However, when an agent puts a split/skill or direct agent ACD call on hold and then makes an AUXOUT call, the outgoing call and its talk time are counted for the split/skill that is associated with the ACD call.

Real-time reports

Real-time reports assume that agents can be in only one of the following states: AVAIL, ACD, ACW, AUX, DACD, DACW, RINGING, UNKNOWN, OTHER, or UNSTAFFED. When an agent logs into multiple splits/skills, the split/skill numbers are shown on the reports for the states that are associated with the call. For example, if an agent logged into split/skill 1 and split/skill 2 and answered an ACD call for split/skill 2, then the split/skill number shown in the standard real-time reports is "2."

Splits shown on real-time reports

As long as the agent is not on a call or the agent is in AUX and is available in at least some splits, real-time reports show all of the splits in which the agent is available. For skills, the agent cannot be available in some skills and not available in others unless Multiple Call Handling (MCH) is active or the agent is a reserve agent in some of the skills. The Skill Status report shows all of the agent's login skills. If an ACD call is ringing the agent's telephone, the real-time report shows the RINGING state. If a personal call is ringing at the agent's telephone, the real-time report shows the OTHER state. No split/skill is shown for the AUX and UNKNOWN states because these states are not split/skill related unless the agent is on a call (AUXIN or AUXOUT), in which case the split/skill is shown in the report. The agent is shown as being in AUX only if the agent is in AUX in all splits/skills.

Real-time split/skill reports

With real-time split/skill reports, if an agent is available in split 1 and in AUX in split 2 and the Split/Skill report that displays both splits is requested then the report shows the agent is AVAIL in split 1 and OTHER in split 2.

Average Speed of Answer (ASA)

Avaya communication servers calculate a rolling Average Speed of Answer (ASA) for splits/skills and for VDNs on real-time reports. This ASA can be used in vector conditionals to determine where to queue calls.

The ASA for a split/skill includes the time that is spent in the split/skill queue and the time ringing at an agent. The ASA for a VDN includes the time spent in vector processing, the time spent in queue, and the time ringing for the VDN associated with the call when it was answered. This server-generated, rolling ASA is a running, weighted average calculation. In general, the ASA will not match the average speed of answer on CMS.

Audio difficulty

CMS records the trunk associated with audio difficulty for personal calls if the trunk group is measured. Without personal call tracking, audio difficulty is restricted to ACD calls.

Best Service Routing

Best Service Routing (BSR) is available with Avaya communication servers. BSR allows calls to be balanced at a single site or between multiple sites. BSR is enhanced multisite routing that provides call vectoring functions that build upon the Look-Ahead Interflow feature to route a call to the “best” split/skill on a single communication server or to the “best” split/skill in a network of communication servers. The “best” split/skill is defined as the local split/skill or remote split/skill that offers the shortest waiting time for the call in a call surplus (calls queued) situation for the application. The waiting time is calculated by using the Expected Wait Time (EWT) predictor of the communication server, and can be adjusted by the user. In a situation where agents are idle, the “best” split/skill is determined on the basis of the assigned available agent strategy. BSR data is tracked in the vector, VDN, and call history tables.

Avaya Business Advocate

Avaya Business Advocate is available on Avaya communication servers. Avaya Business Advocate introduced database tracking items for CMS in the following areas:

- Skill State — Skills can now be in one of four states (unknown, normal, overload 1 or overload 2), based on the EWT threshold. Time spent in each state except “unknown” is tracked in the split/skill tables. The state is unknown when the link is down, or the split is non-EAS, or when a new skill is added and the state message has not yet arrived.
- Reserve Agent — Agents can have a skill level of Reserve 1 or Reserve 2 that corresponds to skill states overload 1 and overload 2. Only when the skill is in an overload state will the appropriate reserve agents serve that skill. These agents have a special agent “service” role.
- Agent Counts — The number of agents that are in various states is stored in the split/skill tables by agent type. Reserve agents are stored in the R1xxx and R2xxx database items. Top agents are stored in the Txxx database items and flex agents are stored in Fxxx database items. Flex agents can have a role of roving, backup, or allocated.
- Agent Time in Skill — Agents’ time spent logged into a skill, whether in the Available work mode, on an ACD call, or in the ACW work mode. Non-ACD time in standard skills is as follows: agents with the tracked skill as the top skill use 100%, whereas agents who are percent allocated use the same percentage for both ACD and non-ACD time. Backup, roving, or reserve agents track none of their non-ACD time toward this skill.
- Agent Role — The ROLE database item in the agent tables describes how an agent participates in a skill. The agent’s role is based on both the agent’s skill level, from 1 to 16, and call handling preference, which is skill level, greatest need, or percent allocation. Agents with a

reserve skill have a role of reserve. Non-EAS agents and agents with greatest need call handling preference have a role of roving. Top agents have a role of top. Skill level call handling preference agents who are neither top or reserve have a role of backup. Agents who are percent allocated have a role of allocated.

- Reserve Agents ACD Calls — ACD calls that are received by Reserve 1 and Reserve 2 agents can be tracked by the ACDCALLS_R1 and ACDCALLS_R2 real-time and historical database items.
- Reserve Agent Work Time Tracking - This feature provides real time and historical tracking of agents administered as Reserve Level 1 and Reserve Level 2. Reserve agents are eligible to take calls from a reserve skill only when that skill is in an overload state. Essentially, when the skill is not in an overload state, reserve agents who are logged into that skill and not needed are “standing by”. CMS tracks this reserve agent “standby time” separately from the time that the reserve agent is actively working in the skill. Only the time spent by reserve agents actively working in the overloaded skill is added to the skill’s STAFFTIME.

Call handling preference

The agent’s call handling preference determines which call the agent receives when there are calls waiting for more than one of the agent’s skills. It is also used to help determine which agent receives a call when multiple agents are available in a given skill. The possible call handling preferences are as follows:

- Skill level - An agent who is assigned the Skill Level call handling preference receives calls first on the basis of the level assigned to the skill and then on the basis of the queue priority and wait time of the call. This capability is available on Avaya communication servers with the EAS feature.
- Greatest need - An agent who is assigned the Greatest Need call handling preference receives calls on the basis of queue priority and the current wait time or predicted wait time of the call, not on the basis of the level that is assigned for the skill. This capability is available on Avaya communication servers with the EAS feature.
- Percent allocation - An agent who is assigned the Percent Allocation call handling preference receives calls on the basis of a comparison of the times that are spent on calls for each skill level and the percentage of time that the agent is allocated for each skill level. This capability is available on Avaya communication servers with the EAS feature.

Call pickup

CMS tracks ACD calls that are answered by an agent using the Call Pickup feature as AUXIN calls.

Conference tracking

CMS tracks conference calls. Agents who transfer a call by conferencing and then dropping off are credited with a conference, not a transfer.

“converse” vector command

The “converse” vector command is available on Avaya communication servers.

The “converse” vector command integrates Voice Response Units (VRUs) and the Vectoring feature. The “converse” command allows voice-response scripts to be executed while, for example, a call waits in queue. This command also allows data to be passed between the communication server and a VRU or from a VRU through the communication server to an ASAI adjunct processor.

There is no vector or VDN tracking for this command. If the VRU ports are administered as a measured split/skill, then agent and split/skill tracking is available.

Direct agent calling

Direct agent calls are tracked separately from other ACD calls in the CMS database tables. Because direct agent calls are not split/skill calls but rather are calls to a specific agent, most of the direct agent data are collected in the agent tables in items starting with DA_ or I_DA. Direct agent calls are counted as ACD calls in trunk, trunk group, VDN, and vector tables.

Direct agent data in reports

Reports can be customized to include direct agent data. In the real-time split/skill table, the number of agents on direct agent calls and the number of agents in ACW that is associated with direct agent calls are collected, but they are subsets of the number of agents in the OTHER agent state; that is, they are doing work but not for the split/skill. Only the OTHER value appears on standard real-time reports. The number of direct agent calls that are queued and ringing appears on the Queue/Agent Summary report.

Communication server-specific capabilities

A direct agent call can be initiated by an adjunct. For Avaya communication servers with the EAS feature, a direct agent call can be initiated by dialing the agent’s login number or through the “route to number” vector command. The call is treated like an ACD call and is delivered to the agent in front of any split/skill ACD calls queue.

Expanded Agent Capabilities

The Expanded Agent capabilities feature allows EAS agents to have up to 60 skills assigned. Each skill can be assigned a level from 1 to 16, where 1 is the highest level and 16 is the lowest. The numeric level, from 1 to 16, replaces the skill type, p for primary or s for secondary, that is used in earlier communication server releases. Agents can have a call handling preference that is based either on the skill level, on the greatest need, or percent allocation. A skill level call handling preference means that agents service the calls that are waiting for their highest level skill before servicing the calls that are waiting for any lower level skills. A greatest need call handling preferences means that agents serve the highest-priority, oldest call waiting for any of their skills, or percent allocation, based on the percent distribution of calls among the agent's skills, regardless of the agent's skill level in that skill. Percent Allocation call handling preference means that agents receive calls based on meeting an allocated percent for each skill.

The expanded agent capabilities feature also makes it possible to specify a skill that is used only for direct agent calls. Specifying a direct agent skill makes it possible to control when direct agent calls are delivered in relation to ACD calls. For example, if the direct agent skill has a skill level of 1 and the agent is assigned the skill level call handling preference, then direct agent call are always answered first. Also, if the direct agent skill has a skill level of 1 and the agent is assigned the greatest need call handling preference, then the direct agent calls will be answered on the basis of priority and time-in-queue.

The "top skill" can be useful in EAS implementations that use skill level call handling preference for the agents. An agent's first-administered, highest level skill is the agent's top skill because the agent is most likely to handle calls for this skill. Agents in a skill that is their "top skill" are "Top Agents" and are considered to be the most reliable and knowledgeable agents for that skill.

The expanded agent capabilities on the Avaya communication server include new options for Most Idle Agent (MIA) call distribution. The new options allow selection of MIA distribution across skills, rather than for each skill, and selection of whether agents in ACW are or are not included in the agent free list. These options have no direct impact on CMS because CMS does not track the most idle agent.

Forced disconnect

A call is counted as a forced disconnect call whenever the forced disconnect vector step is executed. The call is counted as a disconnected call even if the caller hangs up before listening to the entire announcement. A call that is dropped by the communication server because the vector disconnect timer timed out or reached the end of vector processing without being queued is also recorded as a forced disconnect call.

Forced multiple call handling

The forced multiple call handling feature makes it possible for an ACD call to ring at an agent's telephone even if that agent is already talking on an ACD call. The agent continues to accrue talk time until the agent puts the current call on hold or releases it.

Go to vector command

When a "go to vector" command is executed, an outflow and a "go to call" are counted for the first vector and an inflow is counted for the second vector. In addition, the timing and statistics that are associated with the first vector for that call stop and then start for the second vector. The call remains in the original VDN, however, and tracking in that VDN continues.

Hold tracking

CMS tracks and reports the hold state for all calls that are put on hold. CMS is notified by the communication server when an agent puts a call on hold.

Location

A location, or site, refers to a physical location. This can be a building, a section of a building, or it can be what was once a separate ACD before the ATM WAN capability was used to merge separate ACDs with other ACDs into one large call center. A location is typically assigned one location ID, although more than one location ID can be assigned. A location, despite being part of a larger call center, may continue to have sole responsibility for handling certain 800 numbers. A location may also share responsibility for handling an 800 number by having some of its agents be part of a larger split/skill that includes agents from other locations.

Location ID for agents

An agent location ID is the ID of the agent terminal to which the agent is logged in. It is associated with the Avaya communication server port network ID to which the agent terminal is attached. An agent cannot be assigned a location ID for reporting purposes until he or she logs into the ACD. This capability is available on Avaya communication servers with ATM. This capability is supported by the LOC_ID database item in the CMS.

Location ID for trunks

The location ID for a trunk is the communication server network location ID associated with a trunk. A location ID is not directly assigned to a trunk; instead, it is assigned to a port network on the Change Cabinet X form. Therefore, each trunk that has an equipment location that belongs to that

port network is associated with that port network's location ID. The location ID for trunks is supported by the LOC_ID database item in the CMS.

Look-ahead interflow calls (BSR and NCR)

CMS tracks look-ahead interflow calls and Best Service Routing (BSR) interflow calls that are attempted and completed using database items that start with LOOK.

Network Call Redirection (NCR) attempts that are successful are counted as DEFLECTCALLS.

Look-ahead interflow calls, BSR interflow calls, and NCR calls are subsets of interflow calls.

Move agent while staffed

Avaya communication servers support moving a staffed agent between splits or changing the skill assignments for staffed agents. If the agent has any call on the telephone or is in ACW, the move cannot take place immediately and is pending until the agent calls have been terminated or the agent changes out of the ACW mode. CMS provides two real-time database items in the agent data, MOVEPENDING and PENDINGSPLIT. These database items can be used in custom reports to provide information about whether agents have moves pending and, if so, the split/skill to which they are being moved. Note that in the case in which the agent's skills are being changed and the change adds more than one skill, the PENDINGSPLIT item shows the first skill that is being added. It is also possible for MOVEPENDING to be set but for PENDINGSAPLIT to be blank (or 0). This can happen when the link to the communication server comes up and a move is pending for an agent. CMS will be notified by the communication server that the move is pending, but PENDINGSPLIT will not be set.

Multiple call handling

The multiple call handling (MCH) feature allows an ACD agent to put a call on hold and push the Auto-In or Manual-In key to take another ACD call. CMS tracks the hold state as a call state, not an agent state. This means that hold time is counted for each call. For example, an agent who places two calls on hold for 5 minutes to answer a third call accrues 10 minutes hold time for the two calls in only 5 minutes of real clock time.

Multiple split/skill queuing

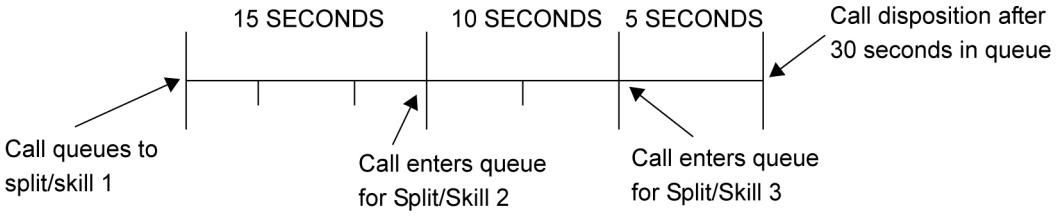
Calls can be queued to as many as three splits/skills simultaneously. For the first split/skill to which a call queues, CMS counts an answer, outflow (leaves vector processing or is answered by an agent in another split/skill), or abandon. For the second or third splits/skills to which a call queues, CMS counts an answer and an inflow if the call is answered in that split/skill. If the call is answered in another split, if the call outflows, or of the caller abandons, CMS counts the call as dequeued.

Note:

If a call rings in a second or third split and then abandons, an inflow and abandon are counted for that split; an outflow or dequeue is counted for the other splits.

Multiple split/skill queuing example

In the following Multiple-Split/Skill Queuing example, the call queues to split/skill 1 first, then queues to split/skill 2 after 15 seconds. After another 10 seconds, the call queues to split/skill 3. The call is now queued to splits/skills 1, 2, and 3 at the same time. See the example for disposition of the call for all three splits if the call abandons, is answered, or is routed to a VDN.



Call disposition	Split/skill 1	Split/skill 2	Split/skill 3
Abandoned from queue	ABNCALLS ABNTIME = 30	DEQUEUECALLS DEQUETIME = 15	DEQUEUECALLS DEQUETIME = 5
Split/skill 2 answered	OUTFLOWCALLS OUTFLOWTIME = 30	ACDCALLS ANSTIME = 15 INFLOWCALLS	DEQUEUECALLS DEQUETIME = 5
Route to VDN	OUTFLOWCALLS OUTFLOWTIME = 30	DEQUEUECALLS DEQUETIME = 15	DEQUEUECALLS DEQUETIME = 5
Abandoned from ringing split/skill 2	OUTFLOWCALLS OUTFLOWTIME = 30	ABNCALLS ABNTIME = 15	DEQUEUECALLS DEQUETIME = 5

Outbound Call Management (OCM)

Outbound call management (OCM) calls to splits/skills are included as a subset of the ACD call database items (talk time, ringing, ACW, and so on). OCM calls also have their own database items, which start with O_ in the agent, split/skill, trunk, and trunk group tables. Inbound split/skill calls can be calculated as ACDCALLS minus O_ACDCALLS. See “Adjunct-Placed and Adjunct-Routed Calls” for more information.

Personal calls

CMS tracks hold time, transfers, and conferences for personal calls (non-ACD or extension calls).

Tracking of AUXIN and AUXOUT time

CMS separately tracks the AUXIN and AUXOUT time for calls made and received when an agent has an ACD call on hold. These calls are now distinguished from time that is spent on other AUXIN or AUXOUT calls.

Tracking for “Route To” calls

In the VDN database tables, connect calls and abandoned calls and their times are tracked for calls that “route to” an extension. Call pickup calls are tracked as personal calls, even if an ACD call is picked up by an agent in the same split/skill.

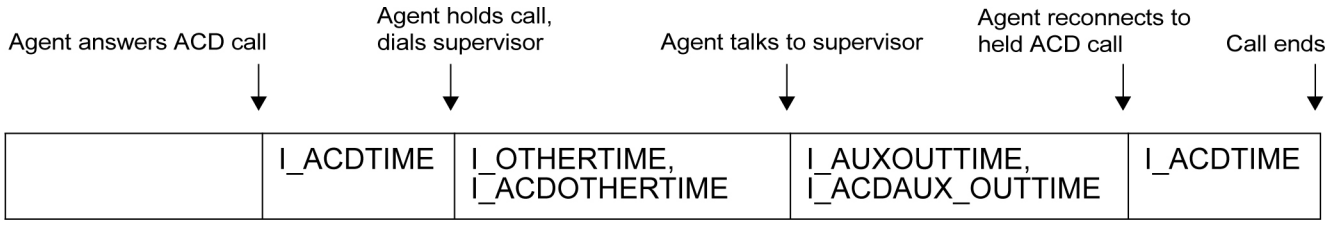
Data tracking capabilities

Personal call tracking offers the following data-tracking capabilities:

- Data is available for calls on hold, time for calls on hold, and calls abandoned from hold.
- CMS split and agent data reflect calls that are made while another call is on hold.
- Agents who place calls on hold return to their previous state before the call unless the previous state was AVAIL. If an agent was in the AVAIL state, the agent is placed in the OTHER state until the agent dials a valid number (if the number dialed is invalid, the agent remains in OTHER), reconnects to the held call, or the held call abandons. When the agent reconnects to the held call, the agent returns to the original state for the call.
- Agents do not have a HOLD state. Hold time is associated with a call that is placed on hold. Agent states reflect the current activity of the agent.
- HOLDTIME is the time that the call spent on hold. HOLDCALLS is the number of calls that were placed on hold at least once, and HOLDABNCALLS is the number of calls abandoned while on hold.
- I_OTHERTIME is the time during the collection interval that the agent was doing other work. This includes time while in the Auto-In or Manual-In mode during which the agent put a call on hold and performed no further action, the agent placed a call or activated a feature, or a personal call rang with no further activity. When an agent dials a valid extension, the agent's state changes to AUXOUT if the agent was in AUX or OTHER, or to ACWOUT if the agent was in ACW.

Hold tracking for supervisor assist example

The following figure shows how CMS tracks hold calls.



Phantom-abandon calls

In countries where central offices do not provide the communication server with disconnect supervision, all calls with talk times that are less than an administrable threshold can be counted as abandoned calls. CMS supports a phantom-abandon call timer that can be administered to count calls with talk times less than 10 seconds as phantom-abandon calls.

Phantom-abandon call timer

The phantom-abandon call timer can be set from 1 to 10 seconds. Any calls for which the total talk time or connect time is less than the set number of seconds are pegged as PHANTOMABNS, instead of ACDCALLS. The abandon time for phantom calls is as follows:

- For splits, from the time that the call queues until the agent or answering station hangs up.
- For VDNs, from the time the call encounters the VDN until the agent or answering station hangs up.
- For vectors, from the time the call enters the vector until the agent or answering station hangs up. When a call leaves a vector by means of a “route to split” command, the call is not pegged as an outflow and can be pegged as a phantom- abandon call if the call duration is shorter than the administered phantom-abandon time.

PHANTOMABNS database item

The database item PHANTOMABNS records the total number of such calls. Also, these calls are counted as abandoned calls (ABNCALLS) rather than answered calls (ACDCALLS). The abandon time for these calls is equivalent to the time elapsed when the agent released the call.

Phantom-abandon call timer not enabled

When the phantom-abandon call timer is not enabled, short ACD calls are not counted as phantom-abandons, and the values of the PHANTOMABNS database items are 0.

Phantom-abandon exceptions

Any call that is put on hold, transferred, or conferenced is not recorded as a phantom-abandon, even if its duration is less than the setting of the phantom-abandon call timer.

Redirect on No Answer

When a ringing call times out, the call can be requeued to the same split/skill or to a Vector Directory Number (VDN) by the Redirect on No Answer (RONA) feature. When redirected to the same split/skill, an outflow and an inflow are counted for the split/skill. Thus, the redirected call appears as two offered calls to the split/skill. The database item NOANSREDIR is also incremented. The number of unique calls offered to the split/skill can then be calculated by subtracting the value of NOANSREDIR from CALLSOFFERED.

Note:

This assumes that the split/skill is set up so that normal split/skill calls do not requeue to the same split/skill except through the RONA feature. If they can cover back to the same split/skill, each call that does this is counted as an outflow and inflow to that same split/skill. In this case, NOANSREDIR is not incremented.

When a ringing call times out and is routed to a VDN an outflow and NOANSREDIR are incremented.

Reserve Agent Work Time Tracking

The Reserve Agent Work Time Tracking feature provides real time and historical CMS tracking of agents administered as Reserve Level 1 agents and Reserve Level 2 agents. Reserve agents are assigned and administered using the Avaya Business Advocate Service Level Supervisor feature.

Avaya Business Advocate Service Level Supervisor provides options to automate staffing during call center operation. One of these options is the ability to assign reserve agents and overload thresholds to skills to determine when those reserve agents will be activated.

These features simplify call center management and eliminate the need for moving agents from skill to skill to ensure coverage as call conditions change. The Reserve Agent Work Time Tracking feature provides new split/skill and agent database items to help the call center manager understand the utilization of reserve agents, including:

- The portion of a particular skill's work that was performed by Reserve Agents
- The amount of an agent's time that was spent doing Reserve Agent work

Reserve agents are eligible to take calls from a reserve skill only when that skill is in overload 1 or 2. When the skill returns to normal, calls from that skill are not sent to reserve agents.

Essentially, when the skill is not in overload 1 or 2, reserve agents who are logged into that skill and not needed are "standing by." CMS tracks this reserve agent "standby time" separately from the time that the reserve agent is actively working in the skill. Reserve agents' standby time is not considered STAFFTIME for the skill. Only the time spent by reserve agents actively working in the overloaded skill is added to the skill's STAFFTIME.

CMS Reserve Agent Work Time Tracking considers reserve agents staffed only when activated. You can assign reserve agents so that they can assist with skills that might become overloaded during peak times. Reserve skills can be assigned in addition to an agent's standard skills or you can assign them to an agent who would not handle any calls unless contingency operations are in effect.

For best results in tracking the activities of agents with both standard skills and reserve skills, the standard skills should be administered first on the agent's EAS login ID.

For more information about the Avaya Business Advocate Service Level Supervisor feature and required communication server administration for Reserve Agents, see the Avaya Business Advocate User Guide.

STAFFTIME

STAFFTIME includes only the time that agents spend actively working in a skill. This approach provides a better idea of the number of agents required to handle the work for the skill.

The calculation for Average Positions Staffed for a skill uses the total accumulated STAFFTIME of all Reserve Level 1, Reserve Level 2, and Regular (Skill Level 1-16) agents who were staffed in the skill.

Reserve Level 1 and Reserve Level 2 agents do not accumulate STAFFTIME unless the skill is in overload 1 or 2. For example, if two regular agents and one Reserve 1 agent are staffed in Skill 1 and the skill was in overload 1 for 15 minutes, the accumulated STAFFTIME would be 75 minutes. The average positions staffed is 2.5:

(I_STAFFTIME) / (INTERVAL * 60)

((30 + 30 + 15) * 60) / (30 * 60) = 2.5

Reserve Agent Work Time feature database items

The Split/Skill database items for the Reserve Agent Work Time Tracking feature are:

I_ACDTIME_R1	I_OTHERTIME_R1	I_AUXSTBYTIME_R1
I_ACDTIME_R2	I_OTHERTIME_R2	I_AUXSTBYTIME_R2
I_ACWTIME_R1	I_AUXTIME_R1	R1OTHERSTBY
I_ACWTIME_R2	I_AUXTIME_R2	R2OTHERSTBY
I_RINGTIME_R1	I_OTHERSTBYTIME_R1	R1INAUXSTBY
I_RINGTIME_R2	I_OTHERSTBYTIME_R2	R2INAUXSTBY

The Agent database items for the Reserve Agent Work Time Tracking feature are:

- RSV_LEVEL
- I_OTHERSTBYTIME
- I_AUXSTBYTIME

Note:

The Reserve Agent Work Time Tracking feature database items are available in Avaya Business Advocate Service Level Supervisor working with CMS.

For more information, see Dictionary of CMS database items on page 143.

Real-time Split/Skill Status items

The following items are included in the Real Time Split/Skill tables to provide real time status of Reserve Agents:Reserve Agents:

Real-time Split/Skill Status items	Description
R1OTHERSTBY	The number of Reserve Level 1 Agents who are logged in and available but in standby because the Skill State is Normal. The number of Reserve Level 1 Agents in R1OTHERSTBY is not included in R1OTHER. Reserve Level 1 Agents in R1OTHERSTBY are not considered staffed, therefore, are not included in R1STAFFED or STAFFED.
R2OTHERSTBY	The number of Reserve Level 2 Agents who are logged in and available but in standby because the Skill State is Normal. The number of Reserve Level 2 Agents in R2OTHERSTBY is not included in R2OTHER. Reserve Level 2 Agents on R2OTHERSTBY are not considered staffed, therefore, are not included in R2STAFFED or STAFFED.
R1INAUXSTBY	The number of Reserve Level 1 Agents in AUX Work in standby because the Skill State is Normal. The number of Reserve Level 1 Agents in R1INAUXSTBY is not included in R1INAUX, R1STAFFED, or STAFFED.
R2INAUXSTBY	The number of Reserve Level 2 Agents in AUX Work in standby because the Skill State is Normal. The number of Reserve Level 2 Agents in R2INAUXSTBY is not included in R2INAUX, R2STAFFED, or STAFFED.

Because Reserve Level Agents are considered staffed only when active, the total number of Reserve 1 Agents logged in can be obtained as follows:

- Total R1 Agents Logged In = R1STAFFED + R1OTHERSTBY + R1INAUXSTBY
- Total R2 Agents Logged In = R2STAFFED + R2OTHERSTBY + R2INAUXSTBY

Historical Split/Skill database items

The determining factor for tracking Reserve Level 1 and Reserve Level 2 agent time at the skill level is the condition of the skill. The database items added to the Split/Skill tables track the amount of call-related time and non-call-related time in a skill that can be attributed to Reserve Level 1 or Reserve Level 2 positions.

Note:

The Split/Skill database items that are related to the Reserve Agent Work Time Tracking feature are all interval-based items. Interval-based data items are typically used to calculate percentages, such as percentage of time doing ACD related work for the skill or percentage of time in AUX work.

About tracking Reserve Agents time when the skill is not in overload 1 or 2

When the skill has not exceeded the overload 1 or 2 threshold the time for Reserve Agents in the skill is tracked as:

Reserve Agents Time	Description
I_OTHERTIME_R1 or I_OTHERTIME_R2	Tracks the length of time that Reserve Agents spend logged in and not in AUX while in standby for the current skill. This includes the time that Reserve Agents spend working on calls for other skill, while in standby in the current skill.
I_AUXSTBYTIME_R1 or I_AUXSTBYTIME_R2	Tracks the length of time that Reserve Agents spend in AUX work while in standby for the current skill. This ensures that the skill does not accumulate I_AUXTIME for agents who are not contributing to the work being done for the current skill.

About tracking Reserve Agents when the skill is in Over Threshold 1 or 2 condition

When the skill is in overload 1 or 2, the active work time for Reserve Agents in the skill will be tracked as follows:

Reserve Agents Time	Description
I_ACD call-related time	Tracked as I_ACDTIME_R1/R2, I_ACWTIME_R1/R2 and I_RINGTIME_R1/R2. This tracking continues if the skill changes from overload 1 or 2 back to Normal (until the ACD call and associated ACW work is completed).
I_OTHERTIME_R1 or R2	The time spent by Reserve Agents doing work for another skill (while activated by this skill).
I_AUXTIME_R1 and R2	The length of time spent by Reserve Agents in AUX while activated by this skill. I_AUXTIME_R1 and R2 database items include all AUX related time regardless of direction and AUX reason code.

Non-reserve Split/Skill Database Items

The following Standard Split/Skill time tracking database items include active reserve time:

- I_ACDTIME includes I_ACDTIME_R1 and I_ACDTIME_R2
- I_ACWTIME includes I_ACWTIME_R1 and I_ACWTIME_R2
- I_RINGTIME includes I_RINGTIME_R1 and I_RINGTIME_R2
- I_AUXTIME includes I_AUXTIME_R1 and I_AUXTIME_R2 (does not include I_AUXSTBYTIME_R1 or I_AUXSTBYTIME_R2)
- I_OTHERTIME includes I_OTHERTIME_R1 and I_OTHERTIME_R2 (does not include I_OTHERSTBYTIME_R1 or I_OTHERSTBYTIME_R2)
- I_STAFFTIME = I_AVAILTIME + I_ACDTIME + I_ACWTIME + I_AUXTIME + I_RINGTIME + I_OTHERTIME

Note:

The time that Reserve Agents spend logged into a skill but not active is not included in the overall STAFFTIME for the skill.

If necessary, you can create a custom calculation to add the time that agents spend logged into a skill but not active into I_STAFFTIME. For example:

Total Reserve Stafftime = I_STAFFTIME + I_OTHERSTBYTIME_R1 + I_AUXSTBYTIME_R1 + I_OTHERSTBYTIME_R2 + I_AUXSTBYTIME_R2

The following tree structure illustrates the database items and sub-items included in the Total Reserve Stafftime calculation:

I_STAFFTIME

- I_AVAILTIME
- I_ACDTIME
  - ACDTIME_R1
  - ACDTIME_R2
- I_ACWTIME
  - I_ACWTIME_R1
  - I_ACWTIME_R2
- I_RINGTIME
  - I_RINGTIME_R1
  - I_RINGTIME_R2
- I_OTHERTIME
  - I_OTHERTIME_R1
  - I_OTHERTIME_R2
- I_AUXTIME
  - I_AUXTIME_R1
  - I_AUXTIME_R2

I_OTHERSTBYTIME-R1

I_OTHERSTBYTIME-R2

I_AUXSTBYTIME_R1

I_AUXSTBYTIME_R2

Agent database items

Agent time for Reserve Level 1 and Reserve Level 2 Agents is not broken down into separate database items. Because the agent tables create records for each of the skills that an agent logs into, three database items are used to track Reserve Agent Work Time:

- RSV_LEVEL provides a way to separate the time an agent spends working as Reserve Level 1 or Reserve Level 2 from the time the agent spends working as a regular Skill Level 1-16 agent. At login, CMS records the agent's Reserve Level for the skill. Acceptable values for RSV_LEVEL are 0 for a non-reserve agent, 1 for a Reserve Level 1 Agent, and 2 for a Reserve Level 2 Agent.

The following database items are used to track the time that an agent spends logged into a skill and in standby:

- I_OTHERSTBYTIME is the time accumulated by an agent who is logged into and available in a skill as Reserve Level 1 or Reserve Level 2 but in standby. When the skill is in overload 1 or 2, the agent stops accumulating I_OTHERSTBYTIME, receives the ACD call, and begins accumulating time for the appropriate state (i.e., I_ACDTIME, I_RINGTIME, and I_ACWTIME).
- I_AUXSTBYTIME is the time that an agent spends in AUX Work while logged into a skill that is Normal.

Note:

Reserve Agents are not considered staffed unless activated, so I_OTHERSTBYTIME and I_AUXSTBYTIME are not included in I_STAFFTIME for the agent.

About Tracking Reserve Agents when a skill is in a Normal condition

When a skill is Normal, the individual time a Reserve Agent spends for that skill is tracked as:

Reserve Agents Time	Description
I_OTHERSTBYTIME	The time that an agent spends logged into the skill as Reserve Level 1 or Reserve Level 2 but is in standby (any state except AUX).
I_AUXSTBYTIME	The time that an agent spends logged into the skill as Reserve Level 1 or Reserve Level 2 and is in AUX Work while in standby.

About Tracking Reserve Agents when the skill is in Over Threshold 1 or 2 condition

When the skill is in overload 1 or 2, tracking of the individual Reserve Agent's time for that skill will be consistent with the tracking of a Regular Agent's time. For example:

Reserve Agents Time	Description
I_ACD call-related time	Tracked as I_ACDTIME, I_ACWTIME, I_RINGTIME
I_OTHERTIME	The time that the agent spends working in another skill when activated in this skill.
I_ AUXTIME	The time that the agent spends in AUX work when activated in this skill.

TI database items

No new TI items were added to the Agent Tables to support the Reserve Agent Work Time Tracking feature. TI_STAFFTIME and TI_AUXTIME include the time even if the agent is not needed.

The following tree structure illustrates the database items included in the TI_STAFFTIME database item:

TI_STAFFTIME

- TI_AVAILTIME
- I_ACDTIME
- I_ACWTIME

- I_RINGTIME
- TI_OTHERTIME
  - I_OTHERSTBYTIME
- TI_AUXTIME
  - I_AUXSTBYTIME

Non-reserve Agent database items

The time that a Reserve Agent spends logged into a skill and in standby is not included in the overall STAFFTIME for the agent. If necessary, a custom calculation can be created to provide a total of the time the agent accumulates in I_STAFFTIME plus the time the agent spends in standby. For example: Reserve Stafftime = I_STAFFTIME + I_OTHERSTBYTIME + I_AUXSTBYTIME.

The following diagram shows the database items included in the Reserve Stafftime custom calculation:

The following tree structure illustrates the database items included in the Reserve Stafftime calculation:

I_STAFFTIME

- I_AVAILTIME
- I_ACDTIME
- I_ACWTIME
- I_RINGTIME
- I_OTHERTIME
- I_AUXTIME

I_OTHERSTBYTIME

I_AUXSTBYTIME

Ringing

CMS displays the number of agents with split/skill ACD calls and direct agent calls ringing at their telephones. This information is meaningful only if agents' telephones are administered to ring rather than receive zip tone. The communication server sends a message to CMS when a call is directed to an agent and alerting begins.

Skill state

Skills can be in different states based on Expected Wait Time (EWT) threshold. Time that is spent in each state except UNKNOWN is tracked in the split table. The state is UNKNOWN when the link is

out of service or the split is non-EAS, or when a new skill is added and the state message has not yet arrived.

Timed ACW

The timed ACW feature provides Auto-In agents with a fixed ACW period after each Auto-In call. Timed ACW makes no changes in CMS tracking of ACW time. Timed ACW is tracked identically to manually entered ACW or ACW that results from Manual-In calls.

Time/duration tracking

In the trunk, trunk group, and VDN tables, the TIME items typically accumulate until the trunk drops at the end of the call, unless the items are queue time, ring time, other similar items.

In the split/skill and vector tables, the TIME items typically accumulate until the call leaves the split/skill or vector and the disposition is known, for example, when the call outflows or when the caller starts hearing the forced busy.

Transfer tracking

CMS tracks all transferred calls that are made by measured agents. The agent and split/skill reports display these transfers. Transfers into a split/skill, agent, or VDN are not tracked explicitly. For example, the party who initiates the transfer is credited with a transfer, not the party who receives the transfer.

Transferred and conferenced calls

With personal call tracking, CMS tracks transferred and conferenced calls as follows:

- Transferred and conferenced calls are tracked as held calls while the calls wait to be transferred or added to a conference.
- When agents end a conference call, they return to the call state they were in before they set up the conference.
- If an agent is talking, places the ACD call on hold to transfer the call, and then completes the transfer, the agent goes to the AVAIL state (Auto-In) or to the ACW state (Manual-In) following the transfer.
- Transferred or conferenced unmeasured split, trunk group, or VDN calls are now tracked. Without personal call tracking, these calls were not tracked.

Trunk No Answer Timeout

The Trunk No Answer Timeout timer starts when the communication server first seizes the trunk and stops when answer supervision is sent for the call. If it times out, the call is dropped by the communication server and the CMS counts the call as an abandoned call.

Note:

This timer is for communication servers in countries that lack disconnect supervision for trunks. The assumption is that the caller abandoned long ago.

Universal Call Identifier

A Universal Call Identifier (UCID) is a unique tag that is assigned to a call. The purpose of the UCID is to allow call-related data to be collected and aggregated from multiple sources and multiple sites. The UCID can then be used to group all the data from various sources about a particular call.

When this feature is enabled on the communication server, CMS receives the UCID that is assigned to calls by the communication server. The UCID is then stored, along with data about the call itself, by the Call History feature, which includes either Internal or External Call History. The data is available to both Custom Reports and the Report Designer. UCID data is stored in the call history and agent trace tables.

VDN active calls

Avaya communication servers provide a vector conditional that is based on a count of the active calls to a VDN. Incoming trunk calls that route directly to the VDN by Direct Inward Dialing (DID), DCS, PRI, tie or tandem trunks, or incoming trunk calls, where the VDN is considered to be the incoming destination, are considered active calls for a VDN. Incoming trunk night service calls where the VDN is the night service destination, or calls that forward or cover to the VDN, and that have not already routed to another VDN on this communication server are also considered active calls for a VDN.

The current active VDN call count is sent to the CMS, where it can be displayed on real-time reports. Note that the count of “active” calls on the communication server is not the same as the CMS count of INPROGRESS calls in the VDN, since the definition of “active in the VDN” differs between the communication server and CMS. That is, CMS counts calls as INPROGRESS in the VDN whether they are inbound trunk calls or internal calls and regardless of whether this is the first VDN for the call or not.

Vector Disconnect Timer

On Avaya communication servers, the vector disconnect timer starts when a call begins vector processing and stops when the call is routed successfully. This means that the call rings at a destination or the trunk is connected to a destination. In the case of adjunct routing, the timer is stopped when the call is routed successfully. If the timer times out, the call is dropped by the communication server and the CMS records a forced disconnect for the call.

Wait Answer Supervision Timer

The wait answer supervision timer (WAST) is started when a call begins ringing at an agent or station. It is stopped if the call is answered, connected, or redirected. Once a redirected call begins ringing, the timer is restarted. In the case of redirection on no answer, if the call cannot be redirected, the WAST is restarted. If the WAST times out, the call is dropped by the communication server and the CMS records an abandon (from ringing) for the call.

Chapter 4: Database tables

This section describes the CMS historical database tables and includes the following topics:

- CMS database logic structure on page 90
- CMS database table names on page 91
- Description of the CMS database tables on page 93
- CMS database table items on page 95
- About generating a CMS database schema on page 140

CMS database logic structure

CMS historical tables store information in one record per row format. When accessing data in the historical tables, you may need to sum the information to retrieve complete data.

For example, a record will be created for each split/skill that an agent is logged into in the agent tables. If an agent is logged into four splits/skills, there will be four records for that agent. Similarly, if an agent starts the day with four splits/skills, and is added to a fifth split/skill before the end of the day, the agent's fifth record will be generated only from the point at which the additional split/skill was added. The other four records will reflect the total logon time.

This section contains the following topics:

- Agent tables on page 90
- VDN tables on page 91
- Circular structure tables on page 91

Agent tables

If an agent logs off and logs on more than once in a specified interval, another complete set of records is created for that agent for each logon in the agent tables.

For example, if an agent logs into four split/skills, logs out, and then logs back on during a set interval, there will be two sets of four records for that agent, one set per logon.

VDN tables

The VDN tables store one record per vector on which a VDN terminates. Therefore, if the terminating vector for a specific VDN changes in a set interval, there are two records for that VDN - one per terminating vector. This logic also applies to the Vector, Trunk, Trunk Group, and Split/Skill tables. If information is required from these tables, a sum structured query language (SQL) query may be necessary to access complete data from each table.

Circular structure tables

The Exceptions, Call Record, and Agent Trace tables are circular files. These tables populate continuously, until the table capacity plus ten percent has been reached. At that point, the oldest ten percent of the records are deleted.

For example, if an agent trace table has a capacity of 100 rows, and the total rows populated equals 110, the oldest ten rows will automatically be deleted. Therefore, the data in that table will change continuously as the table is updated.

CMS database table names

To select data for external use, you must use the names listed in the following table in your queries. The following table contains all the tables that are accessible in CMS and a brief description of the data in each. The table will still be accessible by root. All tables included in this chapter have read-only external user access.

Table 2: ODBC accessible tables

Name	Data stored
hsplit	Split/Skill data for each intrahour interval
dsplit	Split/Skill data summarized by day
wsplit	Split/Skill data summarized by week
msplit	Split/Skill data summarized by month
hagent	Agent data for each intrahour interval
dagent	Agent data summarized by day
wagent	Agent data summarized by week
magent	Agent data summarized by month
htkgrp	Trunk group data for each intrahour interval
dtkgrp	Trunk group data summarized by day

Table continues…

Name	Data stored
wtkgrp	Trunk group data summarized by week
mtkgrp	Trunk group data summarized by month
htrunk	Trunk data for intrahour interval
dtrunk	Trunk data summarized by day
wtrunk	Trunk data summarized by week
mtrunk	Trunk data summarized by month
hvector	Vector data for each intrahour interval
dvector	Vector data summarized by day
wvector	Vector data summarized by week
mvector	Vector data summarized by month
hvdn	VDN data for each intrahour interval
dvdn	VDN data summarized by day
wvdn	VDN data summarized by week
mvdn	VDN data summarized by month
hcwc	Call work code data for each intrahour interval
dcwc	Call work code data summarized by day
wcwc	Call work code data summarized by week
mcwc	Call work code data summarized by month
call_rec	Call record data
d_secs	The number of seconds in the daily data collection period
m_secs	The number of seconds in the monthly data collection period
w_secs	The number of seconds in the weekly data collection period
arch_stat	The status of archiver executions
customer_log	The customer error log data
agroups	Agent group definitions
synonyms	Dictionary synonyms
acd_shifts	Shift times and maximum agents logged in for each shift
dbitems	Dictionary standard and custom database items, constants, and calculations
f_cday	Forecast current day configuration data by split/skill
f_cdayrep	Current day forecast data by split/skill
haglog	Agent login and logout information
ag_actv	Agent activity trace data
agex	Agent exceptions
fullex	Disk full exceptions
spex	Split/skill exceptions

Table continues…

Name	Data stored
tgex	Trunk group exceptions
vecex	Vector exceptions
vdnex	VDN exceptions
linkex	Link down exceptions
mctex	Malicious call trace exceptions

Description of the CMS database tables

This section provides an overview of the types of data collected by CMS and definitions for the data presented in CMS database table items on page 95 and contains the following information:

- About the Database item column on page 93
- About the Data types column on page 94
- About the Column type and Length columns on page 94

About the Database item column

The Database item column contains the name of a particular database item. Many database items are contained in more than one database table.

Index database items

The index database items in each table are marked (index). Indexes add structure to table rows so that CMS can retrieve data faster. The row search criteria you define for custom reports should be based on indexes whenever possible. For historical custom reports, always include a “where” clause based on the ROW_DATE database item.

Call-based data and interval-based data

Items in the CMS database can be either call-based or interval-based. Most CMS database items are call-based. *Call-based data is* committed to the database after a call completes. Therefore, if a call starts and ends in different collection intervals, all of the data are recorded in the interval in which the call and any After Call Work (ACW) are completed.

Interval-based data represents the amount of time during a collection interval that is used for a particular activity. Interval-based items are updated throughout the collection interval and timing is restarted at the end of the interval. Most interval-based items start with I_ or TI_. The database items ALLINUSETIME (trunk-group tables) and MBUSYTIME (trunk and trunk-group tables) are also interval-based.

Each database item has a defined column type.

About the Data types column

The Data type column contains a letter that represents a specific data type. The following table describes the data types:

Data type ID and name	Description
A = Administrative data	Administered on Communication Manageror on CMS. For example, the database item INTRVL in the split/skill table contains the number of minutes in the intrahour interval (15, 30, 60) assigned for the specified ACD on CMS.
B = Busy Hour data	Gives data that is only meaningful for the busy hour.
C = Cumulative data	Accumulates throughout the collection interval. Most real-time database items contain cumulative data.
I = Row Identifier data	Gives data that is common to all tables, such as time, date, split in the split/skill tables, and so on.
M = Maximum Interval Value data	Gives data that is the maximum reached for any value in the specified interval.
N = Special Table data	Belongs only to a specific table, such as the Historical Agent Login/Logout table or Current Day Forecast table.
S = Status data	Shows the current status (a snapshot of a particular ACD element). For example, the database item INQUEUE in the split/skill real-time table contains the number of split/skill calls currently waiting in queue.

Note:

Administrative, Cumulative, Maximum Interval Value, Row Identifier and Busy Hour data items apply to historical and real-time database items.

Special Table data items apply only to historical database items.

About the Column type and Length columns

The Column type and Length columns describe the format of a database item. These columns include either the length in bits of the database item or the Informix data type.

Column type and length information is included for the user's reference. Because data gathered through ODBC can be used in a variety of applications, it is helpful to know what type of data you are accessing and how long it is in bytes. Any difference or exception in the column type or length between tables in a table group is indicated in the Column type and Length columns.

Informix data column types table

The following table defines the data column types.

Column type	Definition
char(*n*)	An ASCII string of *n* characters, 1 byte per character.
date	Informix date type, 4 bytes long. The Informix date format is yyyy-mm-dd. For example, May 19, 1998 would display as: 1998-05-19.
integer	4 byte integer
smallint	2 byte integer
smallfloat	Informix floating point numerical type, 4 bytes long. The Informix smallfloat format is a decimal type used for percentages, and includes a comma and a plus/minus sign.

CMS database table items

This section provides a list of the database items. Not all database items will be available with every CMS or switch release.

For additional information about specific database items, see the appropriate database items and calculations document for your CMS release. Descriptions are provided for any items that are not included in the database items and calculations document.

This section contains the following topics:

- Agent database items on page 96
- Agent Login/Logout database items on page 105
- Agent Trace database items on page 106
- Call Record database items on page 107
- Call Work Codes database items on page 109
- Exceptions historical database items on page 110
- Split/Skill database items on page 114
- Trunk Group database items on page 122
- Trunk database items on page 126
- Vector database items on page 128
- VDN database items on page 130
- Forecasting database tables on page 134
- Administrative database tables on page 136

Agent database items

The Agent database item descriptions apply only to historical items. Historical agent database items apply to the following tables:

- Intrahour Agent (hagent)
- Daily Agent (dagent)
- Weekly Agent (wagent)
- Monthly Agent (magent)

Unless indicated otherwise, all items listed here are included in all four database tables.

Database item	Data type	Column type	Length
ABNCALLS	C	smallint (dagent, hagent)	2 bytes
		integer (magent, wagent)	4 bytes
ABNTIME	C	integer	4 bytes
		smallint (hagent)	2 bytes
ACCEPTEDINTRS	C	smallint (hagent)	2 bytes
		integer (dagent, magent, wagent	4 bytes
ACD (index)	I	smallint	2 bytes
ACD_RELEASE	C	integer (*not* in hagent table)	4 bytes
ACDAUXOUTCALLS	C	smallint (dagent, hagent)	2 bytes
		integer (magent, wagent)	4 bytes
ACDCALLS	C	smallint (dagent, hagent)	2 bytes
		integer (magent, wagent)	4 bytes
ACDCALLS_R1	C	integer	4 bytes

Table continues…

Database item	Data type	Column type	Length
		smallint (hagent)	2 bytes
ACDCALLS_R2	C	integer	4 bytes
		smallint (hagent)	2 bytes
ACDTIME	C	integer	4 bytes
		smallint (hagent)	2 bytes
ACWINCALLS	C	smallint (dagent, hagent)	2 bytes
		integer (magent, wagent)	4 bytes
ACWINTIME	C	integer	4 bytes
		smallint (hagent)	2 bytes
ACWOUTADJCALLS	C	smallint (dagent, hagent)	2 bytes
		integer (magent, wagent)	4 bytes
ACWOUTCALLS	C	smallint (dagent, hagent)	2 bytes
		integer (magent, wagent)	4 bytes
ACWOUTOFFCALLS	C	smallint (dagent, hagent)	2 bytes
		integer (magent, wagent)	4 bytes
ACWOUTOFFTIME	C	integer	4 bytes
		smallint (hagent)	2 bytes
ACWOUTTIME	C	integer	4 bytes
		smallint (hagent)	2 bytes
ACWTIME	C	integer	4 bytes

Table continues…

Database item	Data type	Column type	Length
		smallint (hagent)	2 bytes
ANSRINGTIME	C	integer	4 bytes
		smallint (hagent)	2 bytes
ASSISTS	C	smallint (dagent, hagent)	2 bytes
		integer (magent, wagent)	4 bytes
ATTRIB_ID	A	char(20)	20 byte alphanumeric string
AUXINCALLS	C	smallint (dagent, hagent)	2 bytes
		integer (magent, wagent)	4 bytes
AUXINTIME	C	integer	4 bytes
		smallint (hagent)	2 bytes
AUXOUTADJCALLS	C	smallint (dagent, hagent)	2 bytes
		integer (magent, wagent)	4 bytes
AUXOUTCALLS	C	smallint (dagent, hagent)	2 bytes
		integer (magent, wagent)	4 bytes
AUXOUTOFFCALLS	C	smallint (dagent, hagent)	2 bytes
		integer (magent, wagent)	4 bytes
AUXOUTOFFTIME	C	integer	4 bytes
		smallint (hagent)	2 bytes

Table continues…

Database item	Data type	Column type	Length
AUXOUTTIME	C	integer	4 bytes
		smallint (hagent)	2 bytes
CONFERENCE	C	smallint (dagent, hagent)	2 bytes
		integer (magent, wagent)	4 bytes
DA_ABNCALLS	C	smallint (dagent, hagent)	2 bytes
		integer (magent, wagent)	4 bytes
DA_ABNTIME	C	integer	4 bytes
		smallint (hagent)	2 bytes
DA_ACDCALLS	C	smallint (dagent, hagent)	2 bytes
		integer (magent, wagent)	4 bytes
DA_ACDTIME	C	integer	4 bytes
		smallint (hagent)	2 bytes
DA_ACWINCALLS	C	smallint (dagent, hagent)	2 bytes
		integer (magent, wagent)	4 bytes
DA_ACWINTIME	C	integer	4 bytes
		smallint (hagent)	2 bytes
DA_ACWOADJCALLS	C	smallint (dagent, hagent)	2 bytes
		integer (magent, wagent)	4 bytes
DA_ACWOCALLS	C	smallint (dagent, hagent)	2 bytes

Table continues…

Database item	Data type	Column type	Length
		integer (magent, wagent)	4 bytes
DA_ACWOOFFCALLS	C	smallint (dagent, hagent)	2 bytes
		integer (magent, wagent)	4 bytes
DA_ACWOOFFTIME	C	integer	4 bytes
		smallint (hagent)	2 bytes
DA_ACWOTIME	C	integer	4 bytes
		smallint (hagent)	2 bytes
DA_ACWTIME	C	integer	4 bytes
		smallint (hagent)	2 bytes
DA_ANSTIME	C	integer	4 bytes
		smallint (hagent table)	2 bytes
DA_ICRPULLCALLS	C	integer	4 bytes
DA_ICRPULLTIME	C	integer	4 bytes
DA_OTHERCALLS	C	smallint (dagent, hagent)	2 bytes
		integer (magent, wagent)	4 bytes
DA_OTHERTIME	C	integer	4 bytes
		smallint (hagent)	2 bytes
DA_RELEASE	C	integer	4 bytes
EVENT1-EVENT9	C	smallint (dagent, hagent)	2 bytes
		integer (magent, wagent)	4 bytes
EXTENSION	A	char(16)	16 byte ASCII text string

Table continues…

Database item	Data type	Column type	Length
HOLDABNCALLS	C	smallint (dagent, hagent)	2 bytes
		integer (magent, wagent)	4 bytes
HOLDACDTIME	C	integer	4 bytes
HOLDCALLS	C	smallint (dagent, hagent)	2 bytes
		integer (magent, wagent)	4 bytes
HOLDTIME	C	integer	4 bytes
		smallint (hagent)	2 bytes
I_ACDAUXINTIME	C	integer	4 bytes
		smallint (hagent)	2 bytes
I_ACDAUX_OUTTIME	C	integer	4 bytes
		smallint (hagent)	2 bytes
I_ACDOTHERTIME	C	integer	4 bytes
		smallint (hagent)	2 bytes
I_ACDTIME	C	integer	4 bytes
		smallint (hagent)	2 bytes
I_ACWINTIME	C	integer	4 bytes
		smallint (hagent)	2 bytes
I_ACWOUTTIME	C	integer	4 bytes
		smallint (hagent)	2 bytes
I_ACWTIME	C	integer	4 bytes
		smallint (hagent)	2 bytes
I_AUXINTIME	C	integer	4 bytes

Table continues…

Database item	Data type	Column type	Length
		smallint (hagent)	2 bytes
I_AUXOUTTIME	C	integer	4 bytes
		smallint (hagent)	2 bytes
I_AUXSTBYTIME	C	integer	4 bytes
		smallint (hagent)	2 bytes
I_AUXTIME	C	integer	4 bytes
I_AUXTIME0 - 99	C	integer	4 bytes
I_AUXTIME_R1	C	integer	4 bytes
I_AUXTIME_R2	C	integer	4 bytes
I_AVAILTIME	C	integer	4 bytes
		smallint (hagent)	2 bytes
I_DA_ACDTIME	C	integer	4 bytes
		smallint (hagent)	2 bytes
I_DA_ACWTIME	C	integer	4 bytes
		smallint (hagent table	2 bytes
I_OTHERSTBYTIME	C	integer	4 bytes
		smallint (hagent)	2 bytes
I_OTHERSTBYTIME_R1	C	integer	4 bytes
		smallint (hagent)	2 bytes
I_OTHERSTBYTIME_R2	C	integer	4 bytes
		smallint (hagent)	2 bytes
I_OTHERTIME	C	integer	4 bytes
		smallint (hagent)	2 bytes
I_RINGTIME	C	integer	4 bytes

Table continues…

Database item	Data type	Column type	Length
		smallint (hagent)	2 bytes
I_STAFFTIME	C	integer	4 bytes
		smallint (hagent)	2 bytes
ICRPULLCALLS	C	integer	4 bytes
ICRPULLTIME	C	integer	4 bytes
INCOMPLETE	C	smallint	2 bytes
INTRDELIVERIES	C	smallint (hagent)	2 bytes
		integer (dagent, magent, wagent)	4 bytes
INTRNOTIFIES	C	smallint (hagent)	2 bytes
		integer (dagent, magent, wagent)	4 bytes
INTRVL	A	smallint (only in hagent table)	2 bytes
LOC_ID	I	smallint	2 bytes
LOGID (index)	A	char(16)	16 byte ASCII text string
NOANSREDIR	C	smallint (dagent, hagent)	2 bytes
		integer (magent, wagent)	4 bytes
O_ACDCALLS	C	smallint (dagent, hagent)	2 bytes
		integer (magent, wagent)	4 bytes
O_ACDTIME	C	integer	4 bytes
		smallint (hagent)	2 bytes
O_ACWTIME	C	integer	4 bytes
		smallint	2 bytes

Table continues…

Database item	Data type	Column type	Length
		(hagent)	
PHANTOMABNS	C	smallint (dagent, hagent)	2 bytes
		integer (magent, wagent)	4 bytes
REJECTEDINTRS	C	smallint (hagent)	2 bytes
		integer (dagent, magent, wagent)	4 bytes
RINGCALLS	C	smallint (dagent, hagent)	2 bytes
		integer (magent, wagent)	4 bytes
RINGTIME	C	integer	4 bytes
		smallint (hagent)	2 bytes
ROW_DATE (index)	I	date	4 byte Informix date
RSV_LEVEL (index)	I	smallint	2 bytes
SPLIT (index)	I	smallint	2 bytes
STARTTIME	I	smallint (only in hagent table)	2 bytes
STARTTIME_UTC	I	integer (only in hagent only)	4 bytes
TENANT	I	integer	4 bytes
TI_AUXTIME	C	integer	4 bytes
		smallint (hagent)	2 bytes
TI_AUXTIME0 - 9 or TI_AUXTIME0 - 99	C	integer	4 bytes
TI_AVAILTIME	C	integer	4 bytes

Table continues…

Database item	Data type	Column type	Length
		smallint (hagent)	2 bytes
TI_OTHERTIME	C	integer	4 bytes
		smallint (hagent)	2 bytes
TI_STAFFTIME	C	integer	4 bytes
		smallint (hagent)	2 bytes
TIMEZONE	A	char(40) (dagent, wagent, magent)	40 byte ASCII text string
TRANSFERRED	C	smallint (dagent, hagent)	2 bytes
		integer (magent, wagent)	4 bytes

Agent Login/Logout database items

The Agent Login/Logout database items are historical items that apply to the Agent Login/Logout (haglog) table.

Database item	Column type	Length
ACD (index)	smallint	2 bytes
ATTRIB_ID	char(20)	20 byte alphanumeric string
EXTN	char(16)	16 byte ASCII text string
INFLAG	char(1)	1 byte ASCII text string
LOC_ID	smallint	2 bytes
LOGID	char(16)	16 byte ASCII text string
LOGIN	integer	4 bytes
LOGIN_UTC	integer	4 bytes
LOGONSKILL2-LOGONSKILL120	smallint	2 bytes
LOGOUT	integer	4 bytes
LOGOUT_UTC	integer	4 bytes
LOGOUT_DATE	date	4 byte Informix date
LOGOUT_REASON	smallint	2 bytes
OUTFLAG	char(1)	1 byte ASCII text string
PREFERENCE	integer	4 bytes

Table continues…

Database item	Column type	Length
SKLEVEL	integer	4 bytes
SKLEVEL2020	integer	4 bytes
SKINTRTYPE	smallint	2 bytes
SKINTRTYPE2-SKINTRTYPE120	smallint	2 bytes
SKPERCENT	integer	4 bytes
SKPERCENT2-SKPERCENT120	integer	4 bytes
ROW_DATE (index)	date	4 byte Informix date
SKILLTYPE	char(1)	1 byte ASCII text string
SKILLTYPE2-SKILLTYPE4	char(1)	1 byte ASCII text string
SPLIT (index)	smallint	2 bytes
TENANT	integer	4 bytes

Agent Trace database items

The Agent Trace database item descriptions are historical items that apply specifically to the Agent Trace (ag_actv) table.

Database item	Column type	Length
ACD (index)	smallint	2 bytes
AGT_RELEASED	char(1)	1 byte ASCII text string
ASSIST_ACTV	char(1)	1 byte ASCII text string
ATTRIB_ID	char(20)	20 byte alphanumeric string
AUXREASON	smallint	2 bytes
CALLER_HOLD	char(1)	1 byte ASCII text string
CALLING_II	char(2)	2 byte ASCII text string
CALLING_PTY	char(24)	24 byte ASCII text string
CONFERENCE	char(1)	1 byte ASCII text string
DIGITS_DIALED	char(16)	16 byte ASCII text string
DIRECTION	smallint	2 bytes
DURATION	integer	4 bytes
EVENT_TIME	integer	4 bytes
EXT_CALL_ORIG	char(1)	1 byte ASCII text string

Table continues…

Database item	Column type	Length
INTERRUPTED	char(1)	1 byte ASCII text string
KEYBD_DIALED	char(1)	1 byte ASCII text string
LOC_ID	smallint	2 bytes
LOGID (index)	char(16)	16 byte ASCII text string
LOGOUTREASON	smallint	2 bytes
MCT	char(1)	1 byte ASCII text string
RECONNECT	char(1)	1 byte ASCII text string
ROW_DATE (index)	date	4 byte Informix date
SPLIT	smallint	2 bytes
STARTTIME	smallint	2 bytes
STARTTIME_UTC	integer	4 bytes
TENANT	integer	4 bytes
TRANSFERRED	char(1)	1 byte ASCII text string
UCID	char(20)	20 byte ASCII text string
WMODE_SEQ	smallint	2 bytes
WORKCODE	char(16)	16 byte ASCII text string
WORKMODE	smallint	2 bytes

Call Record database items

The Call Record database item descriptions are historical items that apply specifically to the Call Record (call_rec) table.

Database item	Column type	Length
ACD (index)	smallint	2 bytes
ACWTIME	integer	4 bytes
AGENTSKILLLEVEL	smallint	2 bytes
AGENTSURPLUS	smallint	2 bytes
AGT_RELEASED	smallint	2 bytes
ANSHOLDTIME	integer	4 bytes
ANSLOCID	smallint	2 bytes
ANSLOGIN	char(16)	16 byte ASCII text string

Table continues…

Database item	Column type	Length
ANSREASON	smallint	2 bytes
ANS_ATTRIB_ID	char(20)	20 byte alphanumeric string
ASAI_UUI	char(96)	2 bytes
ASSIST	smallint	2 bytes
AUDIO	smallint	2 bytes
CALLID	integer	4 bytes
CALLING_II	char(2)	2 byte ASCII text string
CALLING_PTY	char(24)	24 byte ASCII string
CONFERENCE	smallint	2 bytes
CONSULTTIME	integer	4 bytes
CWC1-CWC5	char(16)	16 byte ASCII text string
DA_QUEUED	smallint	2 bytes
DIALED_NUM	char(24)	24 byte ASCII text string
DISPIVECTOR	smallint	2 bytes
DISPOSITION	smallint	2 bytes
DISPPRIORITY	smallint	2 bytes
DISPSKLEVEL	smallint	2 bytes
DISPSPLIT	smallint	2 bytes
DISPTIME	integer	4 bytes
DISPVDN	char(16)	16 byte ASCII text string
DURATION	integer	4 bytes
EQLOC	char(9)	9 byte ASCII text string
EQLOCID	smallint	2 bytes
EVENT1-EVENT9	smallint	2 bytes
FIRSTIVECTOR	smallint	2 bytes
FIRSTVDN	char(16)	16 byte ASCII text string
HELD	smallint	2 bytes
HOLDABN	smallint	2 bytes
ICRPULLREASON	smallint	2 bytes
ICRRESENT	smallint	2 bytes
INTERRUPTDEL	smallint	2 bytes
LASTCWC	char(16)	16 byte ASCII text string
LASTDIGITS	char(16)	16 byte ASCII text string
LASTOBSERVER	char(16)	16 byte ASCII text string
MALICIOUS	smallint	2 bytes

Table continues…

Database item	Column type	Length
NETINTIME	integer	4 bytes
OBSERVINGCALL	smallint	2 bytes
OBSLOCID	smallint	2 bytes
OBS_ATTRIB_ID	char(20)	20 byte alphanumeric string
ORIGHOLDTIME	integer	4 bytes
ORIGLOCID	smallint	2 bytes
ORIGLOGIN	char(16)	16 byte ASCII text string
ORIGREASON	smallint	2 bytes
ORIG_ATTRIB_ID	char(20)	20 byte alphanumeric string
PREFSKILLLEVEL	smallint	2 bytes
QUEUETIME	integer	4 bytes
RINGTIME	integer	4 bytes
ROW_DATE	date	4 byte Informix date
ROW_TIME	smallint	2 bytes
SEGMENT	smallint	2 bytes
SEGSTART	integer	4 bytes
SEGSTART_UTC	integer	4 bytes
SEGSTOP	integer	4 bytes
SEGSTOP_UTC	integer	4 bytes
SEQNUM	integer	4 bytes
SPLIT1	smallint	2 bytes
SPLIT2	smallint	2 bytes
SPLIT3	smallint	2 bytes
TALKTIME	integer	4 bytes
TENANT	integer	4 bytes
TKGRP	smallint	2 bytes
TRANSFERRED	smallint	2 bytes
UCID	char(20)	20-byte ASCII text string
UUI_LEN	smallint	2 bytes
VDN2-9	char(16)	16 byte ASCII text string

Call Work Codes database items

The Call Work Codes database item descriptions apply to historical items. Historical call work codes database items apply to the following tables:

- Intrahour Call Work Codes (hcwc)

- Daily Call Work Codes (dcwc)
- Weekly Call Work Codes (wcwc)
- Monthly Call Work Codes (mcwc)

Unless indicated otherwise, all items listed here are included in all four database tables.

Database item	Datatype	Column type	Length
ACD (index)	I	smallint	2 bytes
ACDCALLS	C	integer	4 bytes
		smallint (hcwc)	2 bytes
ACDTIME	C	integer	4 bytes
ACWTIME	C	integer	4 bytes
CWC (index)	I	char(16)	16 byte ASCII text string
INCOMPLETE	C	smallint	2 bytes
INTRVL	A	smallint (hcwc only)	2 bytes
ROW_DATE (index)	I	date	4 byte Informix date
STARTTIME	I	smallint (hcwc only)	2 bytes
STARTTIME_UTC	I	integer (hcwc only)	4 bytes
TENANT	I	integer	4 bytes
TIMEZONE	A	char(40) (dcwc, wcwc, mcwc)	40 byte ASCII text string

Exceptions historical database items

CMS stores exception types using the numerical values, then translates the numbers into the text you see in standard exception reports.

This section contains the following exception tables:

- Agent Exceptions database items on page 111
- Split/Skill Exceptions database items on page 111
- Trunk Group Exceptions database items on page 112
- VDN Exceptions database items on page 112
- Vector Exceptions database items on page 113
- Malicious Call Trace Exceptions database items on page 113

- Data Collection Exceptions database items on page 114
- Disk Full Exceptions database items on page 114

Agent Exceptions database items

The Agent Exceptions database items apply to the Agent Exceptions (agex) table.

Database item	Column type	Length
ACD	smallint	2 bytes
ATTRIB_ID	char(20)	20 byte alphanumeric string
EXTYPE	smallint	2 bytes
LOGID	char(16)	16 byte ASCII text string
REASON_CODE	smallint	2 bytes
ROW_DATE (index)	date	4 byte Informix date
ROW_TIME	smallint	2 bytes
ROW_TIME_UTC	integer	4 bytes
SEQNO	integer	4 bytes
SPLIT	smallint	2 bytes
TENANT	integer	4 bytes
THRESHOLD	smallint	2 bytes
TIME	smallint	2 bytes
AGLOCID	smallint	2 bytes

Split/Skill Exceptions database items

The Split/Skill Exceptions database items apply to the Split/Skill Exceptions (spex) table.

Database item	Column type	Length
ACD	smallint	2 bytes
EXTYPE	smallint	2 bytes
ROW_DATE (index)	date	4 byte Informix date
ROW_TIME	smallint	2 bytes
ROW_TIME_UTC	integer	4 bytes
SEQNO	integer	4 bytes
SPLIT	smallint	2 bytes
TENANT	integer	4 bytes
THRESHOLD	smallint	2 bytes
TIME	smallint	2 bytes

Trunk Group Exceptions database items

The Trunk Group Exceptions database items apply to the Trunk Group Exceptions (tgex) table.

Database item	Column type	Length
ACD (index)	smallint	2 bytes
ATTRIB_ID	char(20)	20 byte alphanumeric string
EXTYPE	smallint	2 bytes
EQLOC	char(9)	9 byte ASCII text string
LOGID	char(16)	16 byte ASCII text string
ROW_DATE	date	4 byte Informix date
ROW_TIME	smallint	2 bytes
ROW_TIME_UTC	integer	4 bytes
SEQNO	integer	4 bytes
TENANT	integer	4 bytes
THRESHOLD	smallint	2 bytes
TIME	smallint	2 bytes
TKGRP	smallint	2 bytes

VDN Exceptions database items

The VDN Exceptions database items apply to the VDN Exceptions (vdnex) table. VDN exceptions are only available with the Vectoring feature.

Database item	Column type	Length
ACD (index)	smallint	2 bytes
EXTYPE	smallint	2 bytes
ROW_DATE	date	4 byte Informix date
ROW_TIME	smallint	2 bytes
ROW_TIME_UTC	integer	4 bytes
SEQNO	integer	4 bytes
TENANT	integer	4 bytes
THRESHOLD	smallint	2 bytes
TIME	smallint	2 bytes
VDN	char(16)	16 byte ASCII text string
VECTOR	smallint	2 bytes

Vector Exceptions database items

The Vector Exceptions database items apply to the Vector Exceptions (vecex) table. Vector exceptions are only available with the Vectoring feature.

Database item	Column type	Length
ACD (index)	smallint	2 bytes
EXTYPE	smallint	2 bytes
ROW_DATE	date	4 byte Informix date
ROW_TIME	smallint	2 bytes
ROW_TIME_UTC	integer	4 bytes
SEQNO	integer	4 bytes
TENANT	integer	4 bytes
THRESHOLD	smallint	2 bytes
TIME	smallint	2 bytes
VECTOR	smallint	2 bytes

Malicious Call Trace Exceptions database items

The Malicious Call Trace Exceptions database items apply to the Malicious Call Trace Exceptions (mctex) table.

Database item	Column type	Length
ACD (index)	smallint	2 bytes
ANI_SID	char(8)	8 byte ASCII text string
ATTRIB_ID	char(20)	20 byte alphanumeric string
EQLOC	char(9)	9 byte ASCII text string
II_DIGITS	smallint	2 bytes
LOGID	char(16)	16 byte ASCII text string
ROW_DATE	date	4 byte Informix date
ROW_TIME	smallint	2 bytes
ROW_TIME_UTC	integer	4 bytes
SEQNO	integer	4 bytes
SPLIT	smallint	2 bytes
TENANT	integer	4 bytes
TKGRP	smallint	2 bytes
VDN	char(16)	16 byte ASCII text string

Data Collection Exceptions database items

The Data Collection Exceptions database items apply to the Data Collection Exceptions (linkex) table.

Database item	Column type	Length
ACD (index)	smallint	2 bytes
DURATION	integer	4 bytes
REASON	smallint	2 bytes
ROW_DATE	date	4 byte Informix date
ROW_TIME	smallint	2 bytes
ROW_TIME_UTC	integer	4 bytes
SEQNO	integer	4 bytes
THRESHOLD	smallint	2 bytes

Disk Full Exceptions database items

The Disk Full Exceptions database items apply to the Disk Full Exceptions (fullex) table.

Database item	Description	Column type	Length
PROC_NAME	The name of the process that failed because the disk was full.	char(30)	30 byte ASCII text string
ROW_DATE	The date at which the disk became full.	date	4 byte Informix date
ROW_TIME	The time at which the disk became full.	smallint	2 bytes
ROW_TIME_UTC	The UTC time at which the disk became full.	integer	4 bytes
SEQNO	The sequence number of this record.	smallint	2 bytes
TASK_GRP	The activity that failed because the disk was full.	char(2)	2 byte ASCII text string

Split/Skill database items

The Split/Skill database item descriptions apply to historical items. Historical split/skill database items apply to the following tables:

- Intrahour Split/Skill (hsplit)
- Daily Split/Skill (dsplit)
- Weekly Split/Skill (wsplit)
- Monthly Split/Skill (msplit)

Unless indicated otherwise, all of the database items listed here are included in all four database tables.

Database item	Data type	Column type	Length
ABNCALLS	C	integer	4 bytes
		smallint (hsplit)	2 bytes
ABNCALLS1-ABNCALLS10	C	integer	4 bytes
		smallint (hsplit)	2 bytes
ABNRINGCALLS	C	integer	4 bytes
		smallint (hsplit)	2 bytes
ABNTIME	C	integer	4 bytes
ACCEPTABLE	C	integer	4 bytes
ACD (index)	C	integer	4 bytes
		smallint (hsplit)	2 bytes
ACDAUXOUTCALLS	A	smallint	2 bytes
ACDCALLS	C	integer	4 bytes
		smallint in hsplit table	2 bytes in hsplit table
ACDCALLS1-ACDCALLS10	C	integer	4 bytes
		smallint (hsplit)	2 bytes
ACDCALLS_R1	C	integer	4 bytes
		smallint (hsplit)	2 bytes
ACDCALLS_R2	C	integer	4 bytes
		smallint (hsplit)	2 bytes
ACDTIME	C	integer	4 bytes
		smallint (hsplit)	2 bytes
ACWINCALLS	C	integer	4 bytes
ACWINTIME	C	integer	4 bytes
		smallint	2 bytes

Table continues…

Database item	Data type	Column type	Length
		(hsplit)	
ACWOUTADJCALLS	C	integer	4 bytes
ACWOUTCALLS	C	integer	4 bytes
		smallint (hsplit)	2 bytes
ACWOUTOFFCALLS	C	integer	4 bytes
		smallint (hsplit)	2 bytes
ACWOUTOFFTIME	C	integer	4 bytes
		smallint (hsplit)	2 bytes
ACWOUTTIME	C	integer	4 bytes
ACWTIME	C	integer	4 bytes
AGSURPDELIVERIES	C	integer	4 bytes
AGSURPNPREFCALLS	C	integer	4 bytes
AGSURPPREFCALLS	C	integer	4 bytes
ANSTIME	C	integer	4 bytes
ASSISTS	C	integer	4 bytes
ASSISTS	C	smallint (hsplit)	2 bytes
AUXINCALLS	C	integer	4 bytes
		smallint (hsplit)	2 bytes
AUXINTIME	C	integer	4 bytes
AUXOUTADJCALLS	C	integer	4 bytes
		smallint (hsplit)	2 bytes
AUXOUTCALLS	C	integer	4 bytes
		smallint (hsplit)	2 bytes
AUXOUTOFFCALLS	C	integer	4 bytes
		smallint (hsplit)	2 bytes
AUXOUTOFFTIME	C	integer	4 bytes

Table continues…

Database item	Data type	Column type	Length
AUXOUTTIME	C	integer	4 bytes
BACKUPCALLS	C	integer	4 bytes
		smallint (hsplit)	2 bytes
BUSYCALLS	C	integer	4 bytes
		smallint (hsplit)	2 bytes
BUSYTIME	C	integer	4 bytes
CALLSOFFERED	C	integer	4 bytes
		smallint (hsplit)	2 bytes
CALLSURPDELIVERIES	C	integer	4 bytes
CONFERENCE	C	integer	4 bytes
		smallint (hsplit)	2 bytes
DA_ACWINCALLS	C	integer	4 bytes
		smallint (hsplit)	2 bytes
DA_ACWINTIME	C	integer	4 bytes
DA_ACWOCALLS	C	integer	4 bytes
		smallint (hsplit)	2 bytes
DA_ACWOTIME	C	integer	4 bytes
DEQUECALLS	C	integer	4 bytes
		smallint (hsplit)	2 bytes
DEQUETIME	C	integer	4 bytes
DISCCALLS	C	integer	4 bytes
		smallint (hsplit)	2 bytes
DISCTIME	C	integer	4 bytes
EVENT1-EVENT9	C	integer	4 bytes
		smallint (hsplit)	2 bytes

Table continues…

Database item	Data type	Column type	Length
HIGHCALLS	C	integer	4 bytes
		smallint (hsplit)	2 bytes
HOLDABNCALLS	C	integer	4 bytes
		smallint (hsplit)	2 bytes
HOLDCALLS	C	integer	4 bytes
		smallint (hsplit)	2 bytes
HOLDTIME	C	integer	4 bytes
I_ACDAUXINTIME	C	integer	4 bytes
I_ACDAUX_OUTTIME	C	integer	4 bytes
I_ACDOTHERTIME	C	integer	4 bytes
I_ACDTIME	C	integer	4 bytes
I_ACDTIME_R1	C	integer	4 bytes
I_ACDTIME_R2	C	integer	4 bytes
I_ACWINTIME	C	integer	4 bytes
I_ACWOUTTIME	C	integer	4 bytes
I_ACWTIME	C	integer	4 bytes
I_ACWTIME_R1	C	integer	4 bytes
I_ACWTIME_R2 3	C	integer	4 bytes
I_ARRIVED	C	integer	4 bytes
I_AUXINTIME	C	integer	4 bytes
I_AUXOUTTIME	C	integer	4 bytes
I_AUXTIME	C	integer	4 bytes
I_AUXTIME0	C	integer	4 bytes
I_AUXTIME1-9	C	integer	4 bytes
I_AUXSTBYTIME_R1	C	integer	4 bytes
I_AUXSTBYTIME_R2	C	integer	4 bvytes
I_AUXTIME_R1	C	integer	4 bytes
I_AUXTIME_R2	C	integer	4 bytes
I_AVAILTIME	C	integer	4 bytes
I_DA_ACDTIME	C	integer	4 bytes
I_DA_ACWTIME	C	integer	4 bytes
I_NORMTIME	C	integer	4 bytes

Table continues…

Database item	Data type	Column type	Length
I_OL1TIME	C	integer	4 bytes
I_OL2TIME	C	integer	4 bytes
I_OTHERSTBYTIME_R1	C	integer	4 bytes
I_OTHERSTBYTIME_R2	C	integer	4 bytes
I_OTHERTIME	C	integer	4 bytes
I_OTHERTIME_R1	C	integer	4 bytes
I_OTHERTIME_R2	C	integer	4 bytes
I_RINGTIME	C	integer	4 bytes
I_RINGTIME_R1	C	integer	4 bytes
I_RINGTIME_R2	C	integer	4 bytes
I_STAFFTIME	C	integer	4 bytes
I_TAUXTIME	C	integer	4 bytes
I_TAVAILTIME	C	integer	4 bytes
I_TOTHERTIME	C	integer	4 bytes
ICRPULLCALLS	C	integer	4 bytes
ICRPULLRINGCALLS	C	integer	4 bytes
ICRPULLTIME	C	integer	4 bytes
INCOMPLETE	C	smallint	2 bytes
INFLOWCALLS	C	integer	4 bytes
		smallint (hsplit)	2 bytes
INTERFLOWCALLS	C	integer	4 bytes
		smallint (hsplit)	2 bytes
INTRDELIVERIES	C	integer	4 bytes
INTRVL	A	smallint (only in hsplit)	2 bytes
LOWCALLS	C	integer	4 bytes
		smallint (hsplit)	2 bytes
MAXINQUEUE	M	integer	4 bytes
		smallint (hsplit)	2 bytes
MAXOCWTIME	M	integer	4 bytes
MAXSTAFFED	M	integer	4 bytes

Table continues…

Database item	Data type	Column type	Length
		smallint (hsplit)	2 bytes
MAXTOP	M	integer	4 bytes
MAX_TOT_PERCENTS	C	integer	4 bytes
MEDCALLS	C	integer	4 bytes
		smallint (hsplit)	2 bytes
NOANSREDIR	C	integer	4 bytes
		smallint (hsplit)	2 bytes
O_ABNCALLS	C	integer	4 bytes
		smallint (hsplit)	2 bytes
O_ACDCALLS	C	integer	4 bytes
		smallint (hsplit)	2 bytes
O_ACDTIME	C	integer	4 bytes
O_ACWTIME	C	integer	4 bytes
O_OTHERCALLS	C	integer	4 bytes
		smallint (hsplit)	2 bytes
OTHERCALLS	C	integer	4 bytes
OTHERTIME	C	integer	4 bytes
OUTFLOWCALLS	C	integer	4 bytes
		smallint (hsplit)	2 bytes
OUTFLOWTIME	C	integer	4 bytes
PERIOD1-PERIOD9	A	smallint	2 bytes
PERIODCHG	A	integer	4 bytes
		smallint (hsplit)	2 bytes
PHANTOMABNS	C	integer	4 bytes
		smallint (hsplit)	2 bytes
REDIRECTCALLS	C	integer	4 bytes

Table continues…

Database item	Data type	Column type	Length
RINGCALLS	C	integer	4 bytes
		smallint (hsplit)	2 bytes
RINGTIME	C	integer	4 bytes
ROW_DATE (index)	I	date	4 bytes Informix date
RSV_LEVEL		smallint	2 bytes
SERVICELEVEL	A	integer	4 bytes
		smallint (hsplit)	2 bytes
SLVLABNS	C	integer	4 bytes
SLVLOUTFLOWS	C	integer	4 bytes
SPLIT (index)	I	smallint	2 bytes
STARTTIME	I	smallint (only in hsplit table)	2 bytes
STARTTIME_UTC	I	integer (only in hsplit table)	4 bytes
SVCLEVELCHG	A	integer	4 bytes
		smallint (hsplit)	2 bytes
TENANT	I	integer	4 bytes
TIMEZONE	A	char(40) (dsplit, wsplit, msplit)	40 byte ASCII text string
TOPCALLS	C	integer	4 bytes
		smallint (hsplit)	2 bytes
TRANSFERRED	C	integer	4 bytes
		smallint (hsplit)	2 bytes

Trunk Group database items

The Trunk Group database item descriptions apply to historical items. Historical trunk group database items apply to the following tables:

- Intrahour Trunk Group (htkgrp)
- Daily Trunk Group (dtkgrp)
- Weekly Trunk Group (wtkgrp)
- Monthly Trunk Group (mtkgrp)

Unless indicated otherwise, items listed here are included in all four database tables.

Database item	Data type	Column type	Length
ABNCALLS	C	integer	4 bytes
		smallint (htkgrp)	2 bytes
ABNQUECALLS	C	integer	4 bytes
		smallint (htkgrp)	2 bytes
ABNRINGCALLS	C	integer	4 bytes
ABNVECCALLS	C	integer	4 bytes
		smallint (htkgrp)	2 bytes
ACD (index)	I	smallint	2 bytes
ACDCALLS	C	integer	4 bytes
		smallint (htkgrp)	2 bytes
ACDCALLS_R1	C	integer	4 bytes
		smallint (htkgrp)	2 bytes
ACDCALLS_R2	C	integer	4 bytes
		smallint (htkgrp)	2 bytes
ALLINUSETIME	C	integer	4 bytes
AUDIO	C	integer	4 bytes
		smallint	2 bytes

Table continues…

Database item	Data type	Column type	Length
		(htkgrp)	
BACKUPCALLS	C	integer	4 bytes
		smallint (htkgrp)	2 bytes
BH_ABNCALLS	B	integer	4 bytes
		smallint (htkgrp)	2 bytes
BH_ACDCALLS	B	integer	4 bytes
		smallint (htkgrp)	2 bytes
BH_ALLINUSETIME	B	integer	4 bytes
BH_BUSYCALLS	B	integer	4 bytes
		smallint (htkgrp)	2 bytes
BH_DISCCALLS	B	integer	4 bytes
		smallint (htkgrp)	2 bytes
BH_INCALLS	B	integer	4 bytes
		smallint (htkgrp)	2 bytes
BH_INTERVAL	B	integer (only in dtkgrp table)	4 bytes
BH_INTIME	B	integer	4 bytes
BH_OABNCALLS	B	integer	4 bytes
		smallint (htkgrp)	2 bytes
BH_OACDCALLS	B	integer	4 bytes
		smallint (htkgrp)	2 bytes
BH_OOTHERCALLS	B	integer	4 bytes
		smallint (htkgrp)	2 bytes
BH_OTHERCALLS	B	integer	4 bytes
		smallint	2 bytes

Table continues…

Database item	Data type	Column type	Length
		(htkgrp)	
BH_OUTCALLS	B	integer	4 bytes
		smallint (htkgrp)	2 bytes
BH_OUTTIME	B	integer	4 bytes
BH_STARTTIME	B	integer	4 bytes
BLOCKAGE	C	integer	4 bytes
		smallint (htkgrp)	2 bytes
BUSYCALLS	C	integer	4 bytes
		smallint (htkgrp)	2 bytes
COMPLETED	C	integer	4 bytes
		smallint (htkgrp)	2 bytes
CONNECTCALLS	C	integer	4 bytes
DISCCALLS	C	integer	4 bytes
		smallint (htkgrp)	2 bytes
FAILURES	C	integer	4 bytes
		smallint (htkgrp)	2 bytes
I_INOCC	C	integer	4 bytes
I_OUTOCC	C	integer	4 bytes
ICRPULLCALLS	C	integer	4 bytes
ICRPULLQUECALLS	C	integer	4 bytes
ICRPULLRINGCALLS	C	integer	4 bytes
ICRPULLVECCALLS	C	integer	4 bytes
INCALLS	C	integer	4 bytes
		smallint (htkgrp)	2 bytes
INCOMPLETE	C	smallint	2 bytes
INTIME	C	integer	4 bytes
INTRVL	A	smallint	2 bytes

Table continues…

Database item	Data type	Column type	Length
		(only in htkgrp table)	
MBUSYTIME	C	integer	4 bytes
O_ABNCALLS	C	integer	4 bytes
		smallint (htkgrp)	2 bytes
O_ACDCALLS	C	integer	4 bytes
		smallint (htkgrp)	2 bytes
O_OTHERCALLS	C	integer	4 bytes
		smallint (htkgrp)	2 bytes
OTHERCALLS	C	integer	4 bytes
		smallint (htkgrp)	2 bytes
OUTCALLS	C	integer	4 bytes
		smallint (htkgrp)	2 bytes
OUTTIME	C	integer	4 bytes
ROW_DATE (index)	I	date	4 byte Informix date
SETUPTIME	C	integer	4 bytes
SHORTCALLS	C	integer	4 bytes
SPLIT	A	smallint	2 bytes
STARTTIME	I	smallint (only in htkgrp table)	2 bytes
STARTTIME_UTC	I	integer (only in htkgrp table)	4 bytes
TENANT	I	integer	4 bytes
TIMEZONE	A	char(40) (dtkgrp, wtkgrp, mtkgrp)	40 byte ASCII text string
TKGRP (index)	I	smallint	2 bytes
TRANSFERRED	C	integer	4 bytes
		smallint	2 bytes

Table continues…

Database item	Data type	Column type	Length
		(htkgrp)	
TRUNKS	A	smallint	2 bytes
VDN	A	char(16)	16 byte ASCII text string
VECTOR	A	smallint	2 bytes

Trunk database items

The Trunk database item descriptions apply to historical items. Historical trunk database items apply to the following tables:

- Intrahour Trunk (htrunk)
- Daily Trunk (dtrunk)
- Weekly Trunk Group (wtrunk)
- Monthly Trunk (mtrunk)

Unless indicated otherwise, all items listed here are included in all four database tables.

Database item	Data type	Column type	Length
ABNCALLS	C	integer	4 bytes
		smallint (htrunk)	2 bytes
ACD (index)	I	smallint	2 bytes
ACDCALLS	C	integer	4 bytes
		smallint (htrunk)	2 bytes
ACDCALLS_R1	C	integer	4 bytes
		smallint (htrunk)	2 bytes
ACDCALLS_R2	C	integer	4 bytes
		smallint (htrunk)	2 bytes
AUDIO	C	integer	4 bytes
		smallint (htrunk)	2 bytes

Table continues…

Database item	Data type	Column type	Length
EQLOC (index)	A	char(8)	8 byte ASCII text string
FAILURES	C	integer	4 bytes
		smallint (htrunk)	2 bytes
I_INOCC	C	integer	4 bytes
		smallint (htrunk)	2 bytes
I_OUTOCC	C	integer	4 bytes
		smallint (htrunk)	2 bytes
ICRPULLCALLS	C	integer	4 bytes
INCALLS	C	integer	4 bytes
		smallint (htrunk)	2 bytes
INCOMPLETE	C	smallint	2 bytes
INTIME	C	integer	4 bytes
		smallint (htrunk)	2 bytes
INTRVL	A	smallint (only in htrunk table)	2 bytes
LOC_ID	A	smallint	2 bytes
MBUSYTIME	C	integer	4 bytes
		smallint (htrunk)	2 bytes
O_ABNCALLS	C	integer	4 bytes
		smallint (htrunk)	2 bytes
O_ACDCALLS	C	integer	4 bytes
		smallint (htrunk)	2 bytes
O_OTHERCALLS	C	integer	4 bytes
		smallint (htrunk)	2 bytes

Table continues…

Database item	Data type	Column type	Length
OUTCALLS	C	integer	4 bytes
		smallint (htrunk)	2 bytes
OTHERCALLS	C	integer	4 bytes
		smallint (htrunk)	2 bytes
OUTTIME	C	integer	4 bytes
		smallint (htrunk)	2 bytes
ROW_DATE (index)	I	date	4 byte Informix date
SHORTCALLS	C	integer	4 bytes
		smallint (htrunk)	2 bytes
STARTTIME	I	smallint (only in htrunk table)	2 bytes
STARTTIME_UTC	I	integer (only in htrunk table)	4 bytes
TENANT	I	integer	4 bytes
TIMEZONE	A	char(40) (dtrunk, wtrunk, mtrunk)	40 byte ASCII text string
TKGRP (index)	A	smallint	2 bytes

Vector database items

The Vector database item descriptions apply to historical items. Vector database items are only available if you purchased the optional Vectoring feature.

Historical vector database items apply to the following tables:

- Intrahour Vector (hvector)
- Daily Vector (dvector)
- Weekly Vector (wvector)
- Monthly Vector (mvector)

Unless indicated otherwise, all items listed here are included in all four database tables.

Database item	Data type	Column type	Length
ABNCALLS	C	integer	4 bytes
ABNQUECALLS	C	integer	4 bytes
ABNRINGCALLS	C	integer	4 bytes
ABNTIME	C	integer	4 bytes
ACD (index)	I	smallint	2 bytes
ACDCALLS	C	integer	4 bytes
ACDCALLS_R1	C	integer	4 bytes
ACDCALLS_R2	C	integer	4 bytes
ADJATTEMPTS	C	integer	4 bytes
ADJROUTED	C	integer	4 bytes
ANSTIME	C	integer	4 bytes
BACKUPCALLS	C	integer	4 bytes
BUSYCALLS	C	integer	4 bytes
BUSYTIME	C	integer	4 bytes
DEFLECTCALLS	C	integer	4 bytes
DISCCALLS	C	integer	4 bytes
DISCTIME	C	integer	4 bytes
GOTOCALLS	C	integer	4 bytes
GOTOTIME	C	integer	4 bytes
INCALLS	C	integer	4 bytes
ICRPULLCALLS	C	integer	4 bytes
ICRPULLQUECALLS	C	integer	4 bytes
ICRPULLRINGCALLS	C	integer	4 bytes
ICRPULLTIME	C	integer	4 bytes
INCOMPLETE	C	smallint	2 bytes
INFLOWCALLS	C	integer	4 bytes
INTERFLOWCALLS	C	integer	4 bytes
INTIME	C	integer	4 bytes
INTRVL	A	smallint (only in hvector table)	2 bytes
LOOKATTEMPTS	C	integer	4 bytes
LOOKFLOWCALLS	C	integer	4 bytes
NETDISCCALLS	C	integer	4 bytes
NETPOLLS	C	integer	4 bytes

Table continues…

Database item	Data type	Column type	Length
		smallint (hvector)	2 bytes
OTHERCALLS	C	integer	4 bytes
OTHERTIME	C	integer	4 bytes
OUTFLOWCALLS	C	integer	4 bytes
OUTFLOWTIME	C	integer	4 bytes
PHANTOMABNS	C	integer	4 bytes
RINGCALLS	C	integer	4 bytes
RINGTIME	C	integer	4 bytes
ROW_DATE (index)	I	date	4 byte Informix date
STARTTIME	I	smallint (only in hvector table)	2 bytes
STARTTIME_UTC	I	integer (only in hvector table)	4 bytes
TENANT	I	integer	4 bytes
TIMEZONE	A	char(40) (dvector, wvector, mvector)	40 byte ASCII text string
VDISCCALLS	C	integer	4 bytes
VECTOR (index)	I	smallint	2 bytes

VDN database items

The VDN Database item descriptions apply to historical items. VDN database items are only available if you purchased the optional Vectoring feature.

Historical VDN database items apply to the following tables:

- Intrahour VDN (hvdn)
- Daily VDN (dvdn)
- Weekly VDN (wvdn)
- Monthly VDN (mvdn)

Unless indicated otherwise, all items listed here are included in all four database tables.

Database item	Data type	Column type	Length
ABNCALLS	C	integer	4 bytes

Table continues…

Database item	Data type	Column type	Length
ABNCALLS1-ABNCALLS10	C	integer	4 bytes
ABNQUECALLS	C	integer	4 bytes
ABNRINGCALLS	C	integer	4 bytes
ABNTIME	C	integer	4 bytes
ACCEPTABLE	C	integer	4 bytes
ACD (index)	I	smallint	2 bytes
ACDCALLS	C	integer	4 bytes
ACDCALLS _R1	C	integer	4 bytes
ACDCALLS _R2	C	integer	4 bytes
ACDTIME	C	integer	4 bytes
ACWTIME	C	integer	4 bytes
ADJATTEMPTS	C	integer	4 bytes
ADJROUTED	C	integer	4 bytes
AGSURPDELIVERIES	C	integer	4 bytes
AGSURPNPREFCALLS	C	integer	4 bytes
AGSURPPREFCALLS	C	integer	4 bytes
ANSCONNCALLS 1-10	C	integer	4 bytes
ANSTIME	C	integer	4 bytes
BACKUPCALLS	C	integer	4 bytes
BH_ABNCALLS	B	integer	4 bytes
		smallint (hvdn)	2 bytes
BH_ACDCALLS	B	integer	4 bytes
		smallint (hvdn)	2 bytes
BH_ACDTIME	B	integer	4 bytes
		smallint (hvdn)	2 bytes
BH_BUSYCALLS	B	integer	4 bytes
		smallint (hvdn)	2 bytes
BH_DISCCALLS	B	integer	4 bytes
		smallint (hvdn)	2 bytes

Table continues…

Database item	Data type	Column type	Length
BH_INTERVAL	B	integer (only in dvdn table)	4 bytes
BH_OTHERCALLS	B	integer	4 bytes
		smallint (hvdn)	2 bytes
BH_STARTTIME	B	integer	4 bytes
		smallint (hvdn)	2 bytes
BH_VDNCALLS	B	integer	4 bytes
		smallint (hvdn)	2 bytes
BSRPLAN	A	smallint	2 bytes
BUSYCALLS	C	integer	4 bytes
BUSYTIME	C	integer	4 bytes
CALLSURPDELIVERIES	C	integer	4 bytes
CONNECTCALLS	C	integer	4 bytes
CONNECTTIME	C	integer	4 bytes
CONNTALKTIME	C	integer	4 bytes
		smallint (hvdn)	2 bytes
DEFLECTCALLS	C	integer	4 bytes
DISCCALLS	C	integer	4 bytes
DISCTIME	C	integer	4 bytes
HOLDABNCALLS	C	integer	4 bytes
HOLDACDCALLS	C	integer	4 bytes
HOLDACDTIME	C	integer	4 bytes
HOLDCALLS	C	integer	4 bytes
HOLDTIME	C	integer	4 bytes
I_ARRIVED	C	integer	4 bytes
ICRPULLCALLS	C	integer	4 bytes
ICRPULLQUECALLS	C	integer	4 bytes
ICRPULLRINGCALLS	C	integer	4 bytes
ICRPULLTIME	C	integer	4 bytes
INCALLS	C	integer	4 bytes
INCOMPLETE	C	smallint	2 bytes

Table continues…

Database item	Data type	Column type	Length
INFLOWCALLS	C	integer	4 bytes
INTERFLOWCALLS	C	integer	4 bytes
		smallint (hvdn)	2 bytes
INTIME	C	integer	4 bytes
INTRVL	A	smallint (only in hvdn table)	2 bytes
LOOKATTEMPTS	C	integer	4 bytes
LOOKFLOWCALLS	C	integer	4 bytes
MAXOCWTIME	M	integer	4 bytes
		smallint (hvdn)	2 bytes
MAXWAITING	M	integer	4 bytes
NETDISCCALLS	C	integer	4 bytes
NETINCALLS	C	integer	4 bytes
NETINTIME	C	integer	4 bytes
NETPOLLS	C	integer	4 bytes
		smallint (hvdn)	2 bytes
NOANSREDIR	C	integer	4 bytes
NUMTGS	A	integer	4 bytes
OTHERCALLS	C	integer	4 bytes
OTHERTIME	C	integer	4 bytes
OUTFLOWCALLS	C	integer	4 bytes
OUTFLOWTIME	C	integer	4 bytes
PERIOD1-PERIOD9	A	smallint	2 bytes
PERIODCHG	A	integer	4 bytes
		smallint (hvdn)	2 bytes
PHANTOMABNS	C	integer	4 bytes
RETURNCALLS	C	integer	4 bytes
RINGCALLS	C	integer	4 bytes
RINGTIME	C	integer	4 bytes
ROW_DATE (index)	I	date	4 byte Informix date

Table continues…

Database item	Data type	Column type	Length
SERVICELEVEL	A	integer	4 bytes
		smallint (hvdn)	2 bytes
SKILLACWTIME1-SKILLACWTIME3	C	integer	4 bytes
SKILLCALLS1-SKILLCALLS3	C	integer	4 bytes
SKILLTIME1-SKILLTIME3	C	integer	4 bytes
SKILL1-SKILL3	A	smallint	2 bytes
SLVLABNS	C	integer	4 bytes
SLVLOUTFLOWS	C	integer	4 bytes
STARTTIME	I	smallint (only in hvdn table)	2 bytes
STARTTIME_UTC	I	integer (only in hvdn table))	4 bytes
SVCLEVELCHG	A	integer	4 bytes
		smallint (hvdn)	2 bytes
TENANT	I	integer	4 bytes
TIMEZONE	A	char(40) (dvdn, wvdn, mvdn)	40 byte ASCII text string
TRANSFERRED	C	integer	4 bytes
VDISCCALLS	C	integer	4 bytes
VDN (index)	I	char(16)	16 byte ASCII text string
VECTOR (index)	A	smallint	2 bytes

Forecasting database tables

The Forecasting database tables are only available if you purchased the optional Avaya CMS Forecast package.

This section contains the following topics:

- Current Day Configuration database items on page 135
- Current Day Report database items on page 135

Current Day Configuration database items

The Current Day Configuration database items apply to the Current Day (f_cday) table.

Database item	Column type	Length
ACD (index)	smallint	2 bytes
CHANGE	smallfloat	4 byte Informix floating point type
CHPROF	smallint	2 bytes
FMETHOD	smallint	2 bytes
HDATE1-HDATE4	date	4 byte Informix date
ROW_DATE (index)	date	4 byte Informix date
SPLIT (index)	smallint	2 bytes
TRENDBASE	date	4 byte Informix date
WT1-WT4	smallint	2 bytes

Current Day Report database items

The Current Day Report database items apply to the Current Day Report (f_cdayrep) table.

Database item	Column type	Length
ACD (index)	smallint	2 bytes
AGOCC	smallfloat	4 byte Informix floating point type
AVGAGSERV	smallint	2 bytes
AVGSPEEDANS	smallint	2 bytes
FCALLS	integer	4 bytes
INTRVL	smallint	2 bytes
NUMAGREQ	smallint	2 bytes
RAGOCC	smallfloat	4 byte Informix floating point type
RAVGSPEEDANS	smallint	2 bytes
ROW_DATE (index)	date	4 byte Informix date
RSERVLEVELP	smallfloat	4 byte Informix floating point type
SERVLEVELP	smallfloat	4 byte Informix floating point type
SERVLEVELT	smallint	2 bytes
SPLIT	smallint	2 bytes

Table continues…

Database item	Column type	Length
(index)		
STARTTIME	smallint	2 bytes

Administrative database tables

Administrative database tables require read permission from the Maintenance sub-menu. Most of these database items require you to enter additional information in order to become functional. Administrative database tables are available with any CMS or switch release.

This section contains the following topics:

- Data Collection Period database items on page 136
- Archiver Execution Status database items on page 137
- Customer Log database items on page 138
- Agent Group database items on page 138
- Synonyms database items on page 138
- ACD Shifts database items on page 139
- Database Items on page 140

Data Collection Period database items

The Administrative data collection period database items apply to the following tables:

- Daily Data Collection Period (d_secs)
- Weekly Data Collection Period (w_secs)
- Monthly Data Collection Period (m_secs)

The tables indicate the number of seconds in the data collection period (daily, weekly, monthly). Unless indicated otherwise, all items listed here are included in all three database tables.

Database item	Description	Data type	Column type	Length
ACD (index)	The ACD number for which data was collected.	A	smallint	2 bytes
ROW_DATE	The day for which data was collected or the exception occurred.	A	date	4 byte Informix date
SECSPERDAY	The number of seconds in the daily data collection period	A	integer (only in d_secs table)	4 bytes

Table continues…

Database item	Description	Data type	Column type	Length
SECSPERMN	The number of seconds in the monthly data collection period.	A	integer (only in m_secs table)	4 bytes
SECSPERWK	The number of seconds in the weekly data collection period.	A	integer (only in w_secs table)	4 bytes

Archiver Execution Status database items

The Archiver Execution Status database item descriptions apply specifically to items in the Archiver Execution Status (arch_stat) table. The table contains status information on recent archiver executions, and displays status and the next run scheduled.

Database item	Description	Data type	Column type	Length
ACD (index)	The ACD number for which data was collected.	A	smallint	2 bytes
ARCH_TYPE (index)	The type of archiver executions being run. Values are: 1 = interval, 2 = daily, 3 = weekly, 4 = monthly.	A	char(20)	20 byte ASCII text string
LAST_TIME	The last time the archiver execution was run.	A	char(20)	20 byte ASCII text string
STATUS	The status of the archiver execution. This field indicates if the execution was not run, is currently running, or has finished. Values are: 1 = not run 2 = finished, the archive was successful 3 = finished, the archive had a failure 4 = running If the status field displays 3, for finished, but had a failure, you should consult the error log (customer_log table) and the archive log for the reason prior to troubleshooting.	A	char(9)	9 byte ASCII text string

Customer Log database items

The Customer Log database items apply to the Customer Log (customer_log) table. The table contains customer error log information on recent archiver executions. The information includes the error code, the date the error occurred, the severity, the associated event, and a description of the error. The Customer Log table is not backed up by the CMS Maintenance backup.

Database item	Description	Data type	Column type	Length
ACD_ID	The ACD number for which data was collected.	A	integer	4 bytes
COUNTS	The number of occurrences of the error.	A	integer	4 bytes
DATE_OCCURRED	The date that the error occurred.	A	date	4 byte Informix date
DESCRIPTION	A text description of the error.	A	char(256)	256 byte ASCII text string
ERROR_CODE	The error code number.	A	integer	4 bytes
LAST_TIME	The last time the error occurred.	A	integer	4 bytes
SEVERITY	The level of severity of the error.	A	char(10)	10 byte ASCII text string

Agent Group database items

The Agent Group database items apply to the Agent Group (agroups) table. The table contains dictionary information on agent groups.

Database item	Description	Data type	Column type	Length
ACD_NO (index)	The ACD number for which data was collected.	A	smallint	2 bytes
ITEM_TYPE (index)	The type “agent group”.	A	char(20)	20 byte ASCII text string
ITEM_NAME (index)	The name of the agent group.	A	char(60)	60 byte ASCII text string
VALUE (index)	An agent login ID belonging to the agent group.	A	char(18)	18 byte ASCII text string

Synonyms database items

The Synonyms database items apply to items in the Synonyms (synonyms) table. The table contains dictionary synonyms.

Database item	Description	Data type	Column type	Length
ACD_NO (index)	The ACD number for which data was collected.	A	smallint	2 bytes
DESCR	The description, or definition, of the dictionary synonym.	A	char(150) (Only first 50 are significant)	150 byte ASCII text string
ITEM_TYPE (index)	The type of synonym.	A	char(20)	20 byte ASCII text string
ITEM_NAME (index)	The name of the synonym. There can be many ITEM_NAMEs for a specific ITEM_TYPE.	A	char(60) (Only first 20 are significant)	60 byte ASCII text string
STANDARD	This item indicates if the item is a standard or custom synonym. Values are: 1 = standard, not 1 = custom.	A	smallint	2 bytes
VALUE (index)	The item name's corresponding value. Because each ITEM_TYPE can have many different ITEM_NAMEs, a discrete value is assigned to each synonym ITEM_NAME.	A	char(40) (Only first 15 are significant)	40 byte ASCII text string

ACD Shifts database items

The ACD Shifts database items apply to the ACD Shifts (acd_shifts) table. The table contains information on ACD shift times and the maximum number of agents logged in for each shift.

Database item	Description	Data type	Column type	Length
ACD (index)	The ACD number for which data was collected.	A	smallint	2 bytes
SHIFT_ID	The identification number of the ACD shift. Values are 1 - 4.	A	smallint	2 bytes
START_TIME	The ACD shift start time.	A	smallint	2 bytes
STOP_TIME	The ACD shift stop time.	A	smallint	2 bytes
MAX_AGENTS	The maximum number of agents logged in per shift.	A	integer	4 bytes

Database Items

Database Items applies to items in the Database Items (dbitems) table. The table contains definitions for:

- Dictionary standard and custom database items
- Constants
- Calculations

Database item	Description	Data type	Column type	Length
DESCR	The description of the database calculation, constant, or standard/ custom database item.	A	char(150) (Only first 50 are significant)	150 byte ASCII text string
ITEM_TYPE (index)	The type of data for the row. Valid values are: dbase = database item calc = calculation constant = constant cust_def = customer-defined database item	A	char(8)	8 byte ASCII text string
ITEM_NAME (index)	The name of the data item. There can be many ITEM_NAMEs for a specific ITEM_TYPE.	A	char(60) (Only first 20 are significant)	60 byte ASCII text string
FORMULA	The formula for the database constant or calculation.	A	char(70)	70 byte ASCII text string
STANDARD	This item indicates if the item is a standard or custom database item. Values are: 1 = standard, not 1 (null) = custom.	A	smallint	2 bytes

About generating a CMS database schema

This section explains how to generate the schema definition information of the CMS database.

This section contains the following topics:

- Generating the schema for the entire CMS database on page 141
- Modifying the dbschema command on page 141

Generating the schema for the entire CMS database

About this task

To generate the CMS database schema:

Procedure

1. Log into the system as root.
2. Enter the following command to set the Informix environment:

   ```
   . /opt/informix/bin/setenv
   ```

3. Enter:

   ```
   cd /tmp
   ```

   Note:

   You can use a different directory to contain your database schema with one exception. Never use the `root` (/) directory to store a database schema. A database schema can be very large and will use up all of the disk space allocated to the `root` directory. If the `root` directory does not have enough disk space, the CMS system will not function correctly.

4. Enter:

   ```
   dbschema -d cms cms.sql
   ```

   The system saves the CMS database schema in the `/tmp` directory as a file named `cms.sql`.

   Note:

   You can use different options to modify the **dbschema** command used in Step 4 on page 141. For more information, see Modifying the dbschema command on page 141.

Modifying the dbschema command

About this task

You can modify the **dbschema** command using additional command options.

For more information about the **dbschema** command options:

Procedure

1. Log into the system as root.
2. Enter the following command to set the Informix environment:

   ```
   . /opt/informix/bin/setenv
   ```

3. Enter:

   ```
   dbschema
   ```

   The system displays all of the options that you can use to modify the **`dbschema`** command.

Chapter 5: Dictionary of CMS database items

This section provides a definition for each item that is contained in one of the CMS database tables.

The database items are listed in alphabetical order.

For information on which database tables individual items are stored in, see Communication Manager capabilities that impact CMS on page 39.

Unless noted in the definition of a database item, the database items defined in this dictionary are available on all releases of Communication Manager systems.

ABNCALLS

The ABNCALLS item is included in the following database tables:

Split/skill tables

The number of CALLSOFFERED that are abandoned while in queue or ringing at an agent position.

When a call is abandoned while it is queued to multiple splits/skills, only the primary split/skill increments ABNCALLS. If a split/skill ACD call is ringing at an agent and then abandons, the split/skill that routed the call to the agent gets credit for the abandon. ABNCALLS includes PHANTOMABNS, which are ACD calls and calls routed to an agent or extension with talk times less than the value of the phantom-abandon call timer.

ABNCALLS = ABNCALLS1 + ABNCALLS2 + ABNCALLS3 + ABNCALLS4 + ABNCALLS5 + ABNCALLS6 + ABNCALLS7 + ABNCALLS8 + ABNCALLS9 + ABNCALLS10

ABNCALLS includes ABNRINGCALLS, O_ABNCALLS, PHANTOMABNS, SLVLABNS.

This is a cumulative item.

Agent tables

The number of split/skill ACD calls that are abandoned while ringing the agent's telephone (after being directed to the agent telephone, but before being answered). ABNCALLS includes PHANTOMABNS, which are ACD calls and calls routed to an agent or extension with talk times less than the value of the phantom-abandon call timer.

This is a cumulative item.

Trunk group tables

The number of calls carried by this trunk group that are abandoned by the caller before being answered by an agent.

ABNCALLS includes PHANTOMABNS, which are ACD calls and calls routed to an agent or extension with talk times less than the value of the phantom-abandon call timer.

This is a cumulative item.

Trunk tables

The number of calls carried by this trunk that are abandoned by the caller before they are answered by an agent. Direct calls to unmeasured stations that do not go through a measured VDN or split/skill are not recorded. ABNCALLS includes all calls abandoned by the caller that are carried by this trunk, except for direct calls to unmeasured stations that do not go through a measured VDN or split/skill. ABNCALLS includes PHANTOMABNS, which are ACD calls and calls routed to an agent or extension with talk times less than the value of the phantom-abandon call timer. Calls that abandon while listening to a forced disconnect are also included in ABNCALLS.

ABNCALLS includes ABNVECCALLS, ABNQUEUECALLS, ABNRINGCALLS, and PHANTOMABNS.

This is a cumulative item.

Vector tables

The number of INCALLS that are abandoned while INPROGRESS for this vector. This includes split/skill and direct agent ACD calls that abandon from queue or from ringing, and calls that abandon from vector processing.

ABNCALLS includes ABNQUECALLS, ABNRINGCALLS, and PHANTOMABNS.

This is a cumulative item.

VDN tables

The number of INCALLS that are abandoned while INPROGRESS for this VDN. This includes split/skill and direct agent ACD calls that abandon from queue or from ringing, calls that abandon from vector processing, and calls that abandon after being routed to an extension by the “route to" vector command. ABNCALLS includes PHANTOMABNS, which are ACD calls and calls routed to an agent or extension with talk times less than the value of the phantom-abandon call timer.

ABNCALLS includes ABNCALLS1 through ABNCALLS10, ABNQUECALLS, ABNRINGCALLS, PHANTOMABNS, and SLVLABNS.

This is a cumulative item.

ABNCALLS1 through ABNCALLS10

The ABNCALLS1 through ABNCALLS10 items appear in the following database tables:

Split/skill tables

The number of CALLSOFFERED that are abandoned during the collection interval in each of the service-level increments PERIOD1 through PERIOD9, as defined on the Call Center Administration: Split/Skill Call Profile window. If call profiles are not set, the data is stored in the first interval (ABNCALLS1). ABNCALLS10 counts calls that abandoned after PERIOD9.

This is a cumulative item.

VDN tables

The number of INCALLS that are abandoned in each of the service-level increments PERIOD1 through PERIOD9, as defined on the Call Center Administration: VDN Call Profile Setup window. ABNCALLS10 counts calls that abandoned after PERIOD9.

This is a cumulative item.

ABNQUECALLS

The ABNQUECALLS item is included in the following database tables:

Trunk group tables

The number of ABNCALLS that are abandoned while in a split/skill or direct agent ACD queue.

This is a cumulative item.

Vector tables

The number of ABNCALLS that are abandoned while in a split/skill or direct agent ACD queue.

This is a cumulative item.

VDN tables

The number of ABNCALLS that are abandoned while in a split/skill or direct agent ACD queue.

This is a cumulative item.

ABNRINGCALLS

The ABNRINGCALLS item is included in the following database tables:

Split/skill tables

The number of split/skill or direct agent ABNCALLS that are abandoned while ringing at an agent position.

This is a cumulative item.

Trunk group tables

The number of split/skill or direct agent ABNCALLS that are abandoned while ringing at an agent position.

This is a cumulative item.

Vector tables

The number of split/skill or direct agent ABNCALLS that are abandoned while ringing at an agent position.

This is a cumulative item.

VDN tables

The number of split/skill and direct agent ABNCALLS that are abandoned while ringing at an agent.

This is a cumulative item.

ABNTIME

The ABNTIME item is included in the following database tables:

Split/skill tables

The length of time that callers waited in queue and ringing at an agent's telephone before abandoning the call. For phantom abandons, ABNTIME includes the total time until the agent releases the call.

This is a cumulative item.

Agent tables

The length of time that split/skill ACD callers waited while ringing the agent's telephone before abandoning the call. For phantom abandons, ABNTIME includes the total time until the agent releases the call.

This is a cumulative item.

Vector tables

The length of time that a caller spent waiting while vector steps were executed, the call was queued and ringing before abandoning. For phantom abandons, ABNTIME includes the total time until the agent releases the call.

This is a cumulative item.

VDN tables

The length of time that a caller spent waiting while vector steps were executed, the call was queued and ringing before abandoning. For phantom abandon calls, ABNTIME includes the total time from entering the VDN until the agent releases the call.

This is a cumulative item.

ABNVECCALLS

The ABNVECCALLS item is included in the following database tables:

Trunk group tables

The number of ABNCALLS that abandoned while in vector processing. This includes vector calls that abandoned while in queue or while ringing at an agent position. The ABNVECCALLS item is available with the Vectoring feature.

ABNVECCALLS includes ABNQUECALLS and ABNRINGCALLS.

This is a cumulative item.

ACCEPTABLE

The ACCEPTABLE item is included in the following database tables:

Split/skill tables

The number of ACDCALLS that are answered by an agent within the predefined acceptable service level (SERVICELEVEL) as defined on the Call Center Administration: Split/Skill Call Profile window.

This is a cumulative item.

VDN tables

The number of ACDCALLS and CONNECTCALLS that are answered within the acceptable service level (SERVICELEVEL) as defined on the Call Center Administration: VDN Call Profile Setup window.

This is a cumulative item.

ACCEPTEDINTRS

The ACCEPTEDINTRS item appears in the following tables:

Agent tables

The number of interrupts accepted by the agent when the agent is in an interruptible AUX state. It is counted against the agent's top skill.

This is a cumulative item.

ACD (index)

The ACD (index) item is included in the following database tables:

Split/skill tables

The ACD number for which data was collected.

This is a row identifier item.

Agent tables

The ACD number for which data was collected.

This is a row identifier item.

Trunk group tables

The ACD number for which data was collected.

This is a row identifier item.

Trunk tables

The ACD number for which data was collected.

This is a row identifier item.

Vector tables

The ACD number for which data was collected.

This is a row identifier item.

VDN tables

The ACD number for which data was collected.

This is a row identifier item.

Call work codes tables

The ACD number for which data was collected.

This is a row identifier item.

Agent login/logout table

The ACD number for which data was collected.

This is a row identifier item.

Agent trace table

The ACD number for which data was collected.

This is a row identifier item.

Current day configuration table

The ACD number for which data was collected.

This is a row identifier item.

Current day report table

The ACD number for which data was collected.

This is a row identifier item.

Call record table

The ACD number for which data was collected.

This is a row identifier item.

Agent exception table

The ACD number for which data was collected.

This is a row identifier item.

Split/skill exception table

The ACD number for which data was collected.

This is a row identifier item.

Trunk group exception table

The ACD number for which data was collected.

This is a row identifier item.

VDN exception table

The ACD number for which data was collected.

This is a row identifier item.

Vector exception table

The ACD number for which data was collected.

Malicious call trace exception table

The ACD number for which data was collected.

This is a row identifier item.

Data collection exception table

The ACD number for which data was collected.

This is a row identifier item.

ACD_RELEASE

The ACD_RELEASE item is included in the following database tables:

Agent tables

The number of split/skill ACD calls that the agent released or dropped before the far end released. Calls that are transferred or conferenced are always recorded as agent-released calls.

This is a cumulative item.

ACDAUXOUTCALLS

The ACDAUXOUTCALLS item is included in the following database tables:

Split/skill tables

The number of AUXOUTCALLS that agents in the split/skill placed with at least one split/skill ACD call for this split/skill on hold. On Avaya communication servers with multiple call handling and agents in multiple skills, the call is recorded for the skill of the last ACD call that the agent put on hold. ACDAUXOUTCALLS includes calls placed to transfer or conference the ACD call.

This is a cumulative item.

Agent tables

The number of AUXOUTCALLS that the agent placed with at least one split/skill or direct agent ACD call on hold. On Avaya communication servers with multiple call handling and agents in multiple skills, the call is recorded for the skill of the last ACD call that the agent put on hold. This includes calls that are placed to transfer or conference the ACD call.

This is a cumulative item.

ACDCALLS

The ACDCALLS item is included in the following database tables:

Split/skill tables

The number of CALLSOFFERED calls that are answered by an agent in the split/skill.

ACDCALLS = ACDCALLS1 + ACDCALLS2 + ACDCALLS3 + ACDCALLS4 + ACDCALLS5 + ACDCALLS6 + ACDCALLS7 + ACDCALLS8 + ACDCALLS9 + ACDCALLS10.

ACDCALLS includes ACCEPTABLE, ACDCALLS1 through ACDCALLS10, ACDCALLS_R1, ACDCALLS_R2, BACKUPCALLS, CONFERENCE, HIGHCALLS, HOLDCALLS, LOWCALLS, MEDCALLS, O_ACDCALLS, TOPCALLS, and TRANSFERRED.

This is a cumulative item.

Agent tables

The number of calls that are queued to SPLIT and answered by this agent in this SPLIT. ACDCALLS includes ACDCALLS_R1, ACDCALLS_R2, O_ACDCALLS and ACD_RELEASE.

This is a cumulative item.

Trunk group tables

The number of INCALLS that are answered by an agent as a split/skill or direct agent ACD call. ACDCALLS includes ACDCALLS_R1, ACDCALLS_R2, and BACKUPCALLS.

This is a cumulative item.

Trunk tables

The number of INCALLS that are answered by an agent as a split/skill or direct agent ACD call. ACDCALLS includes ACDCALLS_R1, ACDCALLS_R2.

This is a cumulative item.

Vector tables

The number of split/skill and direct agent ACD calls that are answered by an agent from “queue to, “ “check,” “messaging split/skill,” “route to,” “split/skill” or “direct agent,” and “adj rout link” to split/skill or direct agent. ACDCALLS includes ACDCALLS_R1, ACDCALLS_R2, and BACKUPCALLS.

This is a cumulative item.

VDN tables

The number of split/skill and direct agent ACD calls that are answered by an agent from “queue to”, “check”, “messaging split/skill”, “route to” split/skill or direct agent, and “adj rout link” to split/skill or direct agent. ACDCALLS includes ACDCALLS_R1, ACDCALLS_R2, ACCEPTABLE, ANSCONNCALLS1 through ANSCONNCALLS10, BACKUPCALLS, and TRANSFERRED.

This is a cumulative item.

Call work codes tables

The number of times that this call work code was entered while an agent was on a split/skill or direct agent ACD call or in call-related ACW.

This is a cumulative item.

ACDCALLS_R1

The ACDCALLS_R1 item is included in the following database tables:

Split/skill tables

The number of ACDCALLS calls that are answered by a Reserve 1 Agent in the split/skill.

This is a cumulative item.

Agent tables

The number of ACDCALLS that are queued to SPLIT and answered by this Reserve 1 Agent in this SPLIT.

This is a cumulative item.

Trunk group tables

The number of ACDCALLS that are answered by a Reserve 1 Agent as a split/skill ACD call.

This is a cumulative item.

Trunk tables

The number of ACDCALLS that are answered by a Reserve 1 Agent as a split/skill ACD call.

This is a cumulative item.

Vector tables

The number of ACDCALLS that are answered by a Reserve 1 Agent.

This is a cumulative item.

VDN tables

The number of ACDCALLS that are answered by a Reserve 1 Agent.

This is a cumulative item.

ACDCALLS_R2

The ACDCALLS_R2 item is included in the following database tables:

Split/skill tables

The number of ACDCALLS calls that are answered by a Reserve 2 Agent in the split/skill.

This is a cumulative item.

Agent tables

The number of ACDCALLS that are queued to SPLIT and answered by this Reserve 2 Agent in this SPLIT.

This is a cumulative item.

Trunk group tables

The number of ACDCALLS that are answered by a Reserve 2 Agent as a split/skill ACD call.

This is a cumulative item.

Trunk tables

The number of ACDCALLS that are answered by a Reserve 2 Agent as a split/skill ACD call.

This is a cumulative item.

Vector tables

The number of ACDCALLS that are answered by a Reserve 2 Agent.

This is a cumulative item.

VDN tables

The number of ACDCALLS that are answered by a Reserve 2 Agent.

This is a cumulative item.

ACDCALLS1 through ACDCALLS10

The ACDCALLS1 through ACDCALLS10 items appear in the following database tables:

Split/skill tables

The number of ACDCALLS during the collection interval that are answered in each of the service level increments PERIOD1 through PERIOD9 as defined on the Call Center Administration: Split/Skill Call Profile window. ACDCALLS10 is the number of calls answered after the last increment PERIOD9. If call profiles are not set, then the data is stored in the first interval (ACDCALLS1).

This is a cumulative item.

ACDONHOLD (real-time)

The ACDONHOLD item is included in the following database tables:

Agent tables

The number of direct agent and split/skill ACD calls that are on hold for the agent.

This is a status item.

ACDTIME

The ACDTIME item is included in the following database tables:

Split/skill tables

The talk time of all ACDCALLS. ACDTIME includes O_ACDTIME but does not include HOLDTIME.

This is a cumulative item.

Agent tables

The talk time of all ACDCALLS. ACDTIME includes O_ACDTIME but does not include HOLDTIME.

This is a cumulative item.

VDN tables

The talk time of all ACDCALLS. ACDTIME does not include HOLDTIME. ACDTIME includes SKILLTIME1, SKILLTIME2, and SKILLTIME3.

This is a cumulative item.

Call work codes tables

The talk time of all ACDCALLS that are associated with this call work code.

This is a cumulative item.

ACTIVECALLS (real-time)

The ACTIVECALLS item is included in the following database tables:

VDN tables

The communication server-generated count of the number of calls that are active in the VDN. This includes only incoming trunk calls that go directly to the VDN. It does not include internal calls to the VDN, transfers to the VDN, or calls that route to the VDN or redirect from ringing to the VDN after having been through another VDN. The ACTIVECALLS item is available on Avaya communication servers with the Vectoring feature.

This is a status item.

ACWINCALLS

The ACWINCALLS item is included in the following database tables:

Split/skill tables

The number of inbound extension calls that are received by agents while they are in ACW. This includes ACW for split/skill, direct agent ACD calls, and ACW not associated with a call.

This is a cumulative item.

Agent tables

The number of inbound extension calls that are received by agents while they are in ACW. This includes ACW for split/skill, direct agent ACD calls, and ACW not associated with a call.

This is a cumulative item.

ACWINTIME

The ACWINTIME item is included in the following database tables:

Split/skill tables

The talk time of all ACWINCALLS. ACWINTIME includes DA_ACWINTIME but it does not include HOLDTIME.

This is a cumulative item.

Agent tables

The talk time of all ACWINCALLS. ACWINTIME includes DA_ACWINTIME but it does not include HOLDTIME.

This is a cumulative item.

ACWOUTADJCALLS

The ACWOUTADJCALLS item is included in the following database tables:

Split/skill tables

The number of ACWOUTCALLS that are placed by an adjunct on behalf of an agent (keyboard-dialed). If such calls are placed to off-communication server destinations, they are also counted as ACWOUTOFFCALLS. ACWOUTADJCALLS is available with the ASAI feature.

This is a cumulative item.

Agent tables

The number of ACWOUTCALLS that are placed by an adjunct on behalf of an agent (keyboard-dialed). If such calls are placed to off-communication server destinations, they are also counted as ACWOUTOFFCALLS. ACWOUTADJCALLS is available with the ASAI feature.

This is a cumulative item.

ACWOUTCALLS

The ACWOUTCALLS item is included in the following database tables:

Split/skill tables

The number of outbound extension calls that are placed by agents or on behalf of the agent while they are in ACW. This includes ACW for ACD calls and ACW that is not associated with a call. ACWOUTCALLS includes ACWOUTADJCALLS and ACWOUTOFFCALLS.

This is a cumulative item.

Agent tables

The number of outbound extension calls that are placed by the agent or on behalf of the agent while they are in ACW. This includes ACW for ACD calls and ACW that is not associated with a call. ACWOUTCALLS includes ACWOUTADJCALLS, ACWOUTOFFCALLS, and DA_ACWOCALLS.

This is a cumulative item.

ACWOUTOFFCALLS

The ACWOUTOFFCALLS item is included in the following database tables:

Split/skill tables

The number of ACWOUTCALLS that are placed to an off-communication server destination. If these calls are placed by an adjunct on behalf of an agent while the agent is in ACW, they are also counted as ACWOUTADJCALLS.

This is a cumulative item.

Agent tables

The number of ACWOUTCALLS that are placed to an off-communication server destination. If these calls are placed by an adjunct on behalf of an agent while the agent is in ACW, they are counted as ACWOUTADJCALLS.

This is a cumulative item.

ACWOUTOFFTIME

The ACWOUTOFFTIME item is included in the following database tables:

Split/skill tables

The talk time of all ACWOUTOFFCALLS. ACWOUTOFFTIME does not include HOLDTIME. ACWOUTTIME includes ACWOUTOFFTIME.

This is a cumulative item.

Agent tables

The talk time of all ACWOUTOFFCALLS. ACWOUTOFFTIME does not include HOLDTIME. ACWOUTTIME includes ACWOUTOFFTIME.

This is a cumulative item.

ACWOUTTIME

The ACWOUTTIME item is included in the following database tables:

Split/skill tables

Talk time of all ACWOUTCALLS. ACWOUTTIME does not include hold time. It does include time spent for the following activities:

- Non-ACD calls made while in ACW
- ACWOUTADJCALLS
- ACWOUTOFFCALLS

This is a cumulative item.

Agent tables

The talk time of all ACWOUTCALLS. ACWOUTTIME does not include HOLDTIME. ACWOUTTIME includes time spent for the following activities:

- Non-ACD calls made while in ACW
- ACWOUTADJCALLS
- ACWOUTOFFCALLS

This is a cumulative item.

ACWTIME

The ACWTIME item is included in the following database tables:

Split/skill tables

The length of time that agents spend in ACW that is associated with ACDCALLS. The ACWTIME database item includes portions of ACWINTIME, ACWOUTTIME, and O_ACWTIME that are associated with ACD calls. Only the ACWINTIME and ACWOUTTIME associated with calls made or received while in ACW associated with Split/Skill ACD calls are included. This is a cumulative item.

Agent tables

The length of time that agents spend in ACW that is associated with ACDCALLS. ACWTIME does not include the time that is spent in ACW that is not associated with an ACD call. ACWINTIME and ACWOUTTIME associated with calls made or received while in ACW associated with Split/Skill and direct agent ACD calls are included.

This is a cumulative item.

VDN tables

The length of time that agents spend in ACW that is associated with ACDCALLS. ACWTIME includes SKILLACWTIME1 through SKILLACWTIME3.

This is a cumulative item.

Call work codes tables

The length of time that agents spend in ACW for ACDCALLS that are associated with this call work code.

This is a cumulative item.

Call record tables

The length of time that agents spend in ACW that is associated with this call by the answering agent in this segment.

ADJATTEMPTS

The ADJATTEMPTS item is included in the following database tables:

Vector tables

The number of adjunct-routing attempts for calls in this VECTOR. ADJATTEMPTS includes ADJROUTED. ADJATTEMPTS is available with the vectoring and the ASAI feature.

This is a cumulative item.

VDN tables

The number of adjunct-routing attempts for calls in this VDN. ADJATTEMPTS includes ADJROUTED. ADJATTEMPTS is available with the vectoring and the ASAI feature.

This is a cumulative item.

ADJROUTED

The ADJROUTED item is included in the following database tables:

Vector tables

The number of adjunct-routing calls that are redirected by an adjunct processor or host computer. ADJROUTED is available with the Vectoring and the ASAI features.

This is a cumulative item.

VDN tables

The number of adjunct-routing calls that are redirected by an adjunct processor or host computer. ADJROUTED is available with the Vectoring and the ASAI features.

This is a cumulative item.

ADJUNCTOUT (real-time)

The ADJUNCTOUT item is included in the following database tables:

Trunk group tables

The number of OUTBOUND calls currently in progress that an adjunct processor originated. The ADJUNCTOUT item is available with the ASAI feature.

This is a status item.

AGDURATION (real-time)

The AGDURATION item is included in the following database tables:

Agent tables

The elapsed time since the last agent WORKMODE or DIRECTION change for any split/skill. For example, if the agent goes from AUX to AUXOUT to AUX, AGTIME resets for each DIRECTION change.

This is a status item.

AGENTSKILLLEVEL

The AGENTSKILLLEVEL item appears in the following tables:

Call record tables

The skill level of the agent the call is delivered to.

AGENTSURPLUS

The AGENTSURPLUS item appears in the following tables:

Call record tables

Whether the call is delivered upon agent surplus condition. Valid values are:

- 0: NA
- 1: Agent Surplus
- 2: Call Surplus

AGINRING (real-time)

The AGINRING item is included in the following database tables:

Split/skill tables

The number of agents for which split/skill or direct agent calls are currently ringing. When an agent makes or answers a personal call while an ACD call is ringing, that position is no longer counted in AGINRING because the agent is then on an AUXIN or AUXOUT call. Agents who are talking on ACD calls and receive a forced MCH call are counted in ONACD and are not counted in AGINRING.

This is a status item.

AGLOCID

The AGLOCID item is included in the following database tables:

Agent Exceptions

Location ID of the agent associated with the agent exception.

Malicious Call Trace Exceptions

Location ID of the agent associated with the malicious call.

Trunk Group Exceptions

Location ID of the agent associated with the trunk exception.

AGOCC

The AGOCC item is included in the following database tables:

Current day report tables

The objective maximum percentage of time that an agent will be on ACD calls. This is known as agent occupancy.

This is an administrative item.

AGSTATE (real-time)

The AGSTATE item is included in the following database tables:

Agent tables

The agent's current WORKMODE and call DIRECTION, for example, AUXOUT.

This is a status item.

AGSURPDELIVERIES

The AGSURPDELIVERIES item appears in the following tables:

Split/skill tables

The number of calls delivered to agents in the skill upon agent surplus condition.

This is a cumulative item.

VDN tables

The number of calls delivered to agents via the VDN upon agent surplus condition.

This is a cumulative item.

AGSURPNPREFCALLS

The AGSURPNPREFCALLS item appears in the following tables:

Split/skill tables

The number of calls delivered to not preferred agents in the skill upon agent surplus condition. A preferred agent is an agent with a skill level for the skill matches the level specified in the check vector command.

This is a cumulative item.

VDN tables

The number of calls delivered to not preferred agents via the VDN upon agent surplus condition. A preferred agent is an agent with a skill level for the skill matches the level specified in the check vector command.

This is a cumulative item.

AGSURPPREFCALLS

The AGSURPPREFCALLS item appears in the following tables:

Split/skill tables

The number of calls delivered to preferred agents in the skill upon agent surplus condition. A preferred agent is an agent with a skill level for the skill matches the level specified in the check vector command.

This is a cumulative item.

VDN tables

The number of calls delivered to preferred agents via the VDN upon agent surplus condition. A preferred agent is an agent with a skill level for the skill matches the level specified in the check vector command.

This is a cumulative item.

AGT_RELEASED

The AGT_RELEASED item is included in the following database tables:

Agent trace tables

The agent released or dropped the split/skill or direct agent ACD call, including transferred and conferenced calls. Valid values are n, which means that the call was not released or dropped, and y, which means that the call was released or dropped.

Call record tables

The agent released or dropped the split/skill or direct agent ACD call, including transferred and conferenced calls. Valid values are n, which means that the call was not released or dropped, and y, which means that the call was released or dropped.

AGTIME (real-time)

The AGTIME item is included in the following database tables:

Agent tables

The elapsed time since the last agent WORKMODE change for any split/skill. This item is not reset if the DIRECTION changes, but WORKMODE remains the same. For example, if the agent goes from AUX to AUXOUT to AUX, AGTIME continues without resetting.

This is a status item.

ALLINUSE (real-time)

The ALLINUSE item is included in the following database tables:

Trunk group tables

The current use status of all trunks in the trunk group. Usage for a trunk is on a call or maintenance busy. Values for ALLINUSE are YES and NO.

This is a status item.

ALLINUSETIME

The ALLINUSETIME item is included in the following database tables:

Trunk group tables

The length of time during the interval that all trunks in the trunk group are in use. Usage for a trunk is on a call or maintenance busy.

This is a cumulative item.

ANI_SID

The ANI_SID item is included in the following database tables:

Malicious call trace exception table

The billing number or phone number from which the malicious call originated. ANI_SID is available only if the communication server has ANI/SID service.

This is a status item.

ANSCONNCALLS1 through ANSCONNCALLS10

The ANSCONNCALLS1 through ANSCONNCALLS10 items appear in the following database tables:

VDN tables

The number of times that calls are answered (ACDCALLS) or connected (CONNECTCALLS) during each of the service level increments PERIOD1 through PERIOD9. The service level increments are defined in the Call Center Administration: VDN Call Profile Setup window. The ANSCONNCALLS10 item counts calls answered or connected after PERIOD9. Answered and connected calls include split/skill and direct agent ACD calls and extension calls by a “route to” or “adj rout link” vector command.

This is a cumulative item.

ANSHOLDTIME

The ANSHOLDTIME item is included in the following database tables:

Call record tables

The total time, in seconds, for which the call was put on hold by the answering agent in this call segment. In agent-to-agent calls, ANSHOLDTIME is accrued for the answering agent if the agent puts the call on hold. The other agent continues to accrue talk time. Hold time accrues for any type of call.

ANSLOCID

The ANSLOCID item is included in the following database tables:

Call record tables

The location ID that is associated with the EXTENSION at which the answering agent logged in.

This is an administrative item.

ANSLOGIN

The ANSLOGIN item is included in the following database tables:

Call record tables

The login ID of the agent who answered the call in this segment. This field is blank for unmeasured extensions when EAS is not active.

ANSREASON

The ANSREASON item is included in the following database tables:

Call record tables

The reason code, from 0 through 99, that is associated with the answering agent's mode if the agent is in the AUX mode. On Avaya communication servers without EAS and reason codes, ANSREASON is always 0.

ANSRINGTIME

The ANSRINGTIME item is included in the following database tables:

Agent tables

The length of time that split/skill and direct agent ACD calls spent ringing at the agent's telephone before being answered.

This is a cumulative item.

ANSTIME

The ANSTIME item is included in the following database tables:

Split/skill tables

The length of time that is spent by callers in queue or ringing before an agent answers the call.

This is a cumulative item.

Vector tables

The length of time that split/skill and direct agent ACD calls waited while vector steps are executed, in queue, and ringing before an agent answers the call. ANSTIME includes RINGTIME.

This is a cumulative item.

VDN tables

The length of time that split/skill and direct agent ACD calls waited while vector steps are executed, in queue, and ringing before an agent answers the call. ANSTIME includes RINGTIME.

This is a cumulative item.

ANS_ATTRIB_ID

The ANS_ATTRIB_ID database item is included in the following database table:

Call record table

An alphanumeric field which the call center customer enters as a character string. This string represents a combination of characteristics of an agent defined by the call center management for use in reporting. This database item accepts NULLs.

ASA (real-time)

The ASA item is included in the following database tables:

Split/skill tables

The communication server-provided rolling average speed of answer for this split/skill. The communication server sends this value to CMS whenever the value changes on the communication server, such as when a call is answered. EWT and ASA should not be expected to match. ASA gives a historical perspective, while EWT changes constantly to match current conditions, such as queue length and staffing changes. The ASA item is available on Avaya communication servers with the Vectoring feature.

This is a status item.

VDN tables

The communication server-provided rolling average speed of answer for this VDN. The communication server sends this value to CMS whenever the value changes on the communication server when a call is answered. The ASA item is available on Avaya communication servers with the Vectoring feature.

This is a status item.

ASAI_UUI

The ASAI_UUI item is included in the following database tables:

Call record tables

The last ASAI User to User Information associated with the call segment.

ASSIST (real-time)

The ASSIST item is included in the following database tables:

Agent tables

A request for supervisor assistance is active for this agent for any split/skill. Values for ASSIST are 0, which means that no request for assistance was made, and 1, which means that the agent requested assistance.

This is a status item.

Call record tables

An indication of whether the answering agent in this call segment requested supervisor assistance on this call. Values for ASSIST are 0, which means that no request for assistance was made, and 1, which means that the agent requested assistance.

ASSIST_ACTV

The ASSIST_ACTV item is included in the following database tables:

Agent trace tables

The agent requested supervisor assistance (pressed the ASSIST button).

ASSISTS

The ASSISTS item is included in the following database tables:

Split/skill tables

The number of times that agents requested supervisor assistance while they were on split/skill ACD calls, direct agent ACD calls, or in call-related ACW for this split/skill.

This is a cumulative item.

Agent tables

The number of times that agents requested supervisor assistance while they were on split/skill ACD calls, direct agent ACD calls, or in call-related ACW for this split/skill.

This is a cumulative item.

ATAGENT (real-time)

The ATAGENT item is included in the following database tables:

VDN tables

The number of INPROGRESS ACD and non-ACD calls that are answered by an agent or connected to a station.

This is a status item.

ATTRIB_ID

The ATTRIB_ID database item is included in the following database tables:

Agent, Agent trace, Agent exception, Agent login/logout, Malicious call trace, and Trunk Group exception tables

An alphanumeric field which the call center customer enters as a character string. This string represents a combination of characteristics of an agent defined by the call center management for use in reporting.This database item accepts NULLs.

AUDIO

The AUDIO item is included in the following database tables:

Trunk group tables

The number of calls for which audio difficulty problems were reported for a trunk or for trunks in this trunk group.

This is a cumulative item.

Trunk tables

The number of calls for which audio difficulty problems were reported for this trunk.

This is a cumulative item.

Call record tables

An indication of whether an agent in this segment reported an audio difficulty problem. Values for AUDIO are 0, which means that no audio difficulty was reported, and 1, which means that audio difficulty was reported.

AUXINCALLS

The AUXINCALLS item is included in the following database tables:

Split/skill tables

The number of inbound extension calls that are received by agents while they are in AUX or AVAILABLE, or while the agents have an ACD, AUXIN, or AUXOUT call on hold. AUXINCALLS are recorded in the SPLIT that is the OLDEST_LOGON for agents in multiple splits/skills.

This is a cumulative item.

Agent tables

The number of inbound extension calls that are received by agents while they are in AUX or AVAILABLE, or while the agents have an ACD, AUXIN, or AUXOUT call on hold. AUXINCALLS are recorded in the SPLIT that is the OLDEST_LOGON for agents in multiple splits/skills.

This is a cumulative item.

AUXINTIME

The AUXINTIME item is included in the following database tables:

Split/skill tables

The talk time of all AUXINCALLS. AUXINTIME does not include HOLDTIME.

This is a cumulative item.

Agent tables

The talk time of all AUXINCALLS. AUXINTIME does not include HOLDTIME.

This is a cumulative item.

AUXOUTADJCALLS

The AUXOUTADJCALLS item is included in the following database tables:

Split/skill tables

The number of AUXOUTCALLS that are placed by an adjunct on behalf of an agent (keyboard dialed). If such calls are placed to off-communication server destinations, they are also counted as AUXOUTOFFCALLS. AUXOUTADJCALLS is available with the ASAI feature.

This is a cumulative item.

Agent tables

The number of AUXOUTCALLS that are placed by an adjunct on behalf of an agent (keyboard dialed). If such calls are placed to off-communication server destinations, they are also counted as AUXOUTOFFCALLS. AUXOUTADJCALLS is available with the ASAI feature.

This is a cumulative item.

AUXOUTCALLS

The AUXOUTCALLS item is included in the following database tables:

Split/skill tables

The number of outbound extension calls that are placed by agents while they are in AUX or AVAILABLE, or while the agents have an ACD, AUXIN, or AUXOUT call on hold. AUXOUTCALLS are recorded in the SPLIT that is the OLDEST_LOGON, unless the agent placed the call with an ACD call on hold. In this case, AUXOUTCALLS are recorded for the split/skill of the ACD call. AUXOUTCALLS includes ACDAUXOUTCALLS, AUXOUTADJCALLS, and AUXOUTOFFCALLS.

This is a cumulative item.

Agent tables

The number of outbound extension calls that are placed by the agent or on behalf of the agent while the agent is in AUX or AVAILABLE, or while the agent has an ACD, AUXIN, or AUXOUT call on hold. Calls the agent makes to transfer or conference an ACD call are included as AUXOUT calls. AUXOUTCALLS includes ACDAUXOUTCALLS, AUXOUTADJCALLS, and AUXOUTOFFCALLS.

For agents with multiple skills AUXOUTCALLS are recorded in the SPLIT that is the OLDEST_LOGON, unless the agent placed the call with an ACD call on hold. In this case, AUXOUTCALLS are recorded for the split/skill of the ACD call.

This is a cumulative item.

AUXOUTOFFCALLS

The AUXOUTOFFCALLS item is included in the following database tables:

Split/skill tables

The number of AUXOUTCALLS that are placed to a destination outside the communication server. If such calls are placed by an adjunct on behalf of an agent, they are also counted as AUXOUTADJCALLS.

This is a cumulative item.

Agent tables

The number of AUXOUTCALLS that are placed to a destination outside the communication server. If such calls are placed by an adjunct on behalf of an agent, they are also counted as AUXOUTADJCALLS.

This is a cumulative item.

AUXOUTOFFTIME

TheAUXOUTOFFTIME item is included in the following database tables:

Split/skill tables

The talk time of all AUXOUTOFFCALLS not including HOLDTIME. AUXOUTOFFTIME is included in AUXOUTTIME.

This is a cumulative item.

Agent tables

The talk time of all AUXOUTOFFCALLS not including HOLDTIME. This time is included in AUXOUTTIME.

This is a cumulative item.

AUXOUTTIME

The AUXOUTTIME item is included in the following database tables:

Split/skill tables

The talk time of all AUXOUTCALLS. AUXOUTTIME does not include HOLDTIME. AUXOUTTIME includes AUXOUTOFFTIME.

This is a cumulative item.

Agent tables

The talk time of all AUXOUTCALLS.

AUXOUTTIME includes AUXOUTOFFTIME.

This is a cumulative item.

AUXREASON (real-time)

The AUXREASON item is included in the following database tables:

Agent tables

The reason code that is associated with the agent's current state. AUXREASON is blank if the agent is not in the AUX state. On Avaya communication servers that do not have EAS and reason codes active, AUXREASON is zero.

This is a status item.

Agent trace tables

The reason code that is associated with the agent's current state. AUXREASON is blank if the agent is not in the AUX state. On communciation servers that do not have EAS and reason codes active, AUXREASON is zero.

This is a status item.

AVAILABLE (real-time)

The AVAILABLE item is included in the following database tables:

Split/skill tables

The number of agents that are currently available in this split/skill.

This is a status item.

AVGAGSERV

The AVGAGSERV item is included in the following database tables:

Current day report tables

The objective average number of seconds that it takes for an agent to service a call.

This is an administrative item.

AVGSPEEDANS

The AVGSPEEDANS item is included in the following database tables:

Current day report tables

The objective average speed of answer, in seconds, for this type of call.

This is an administrative item.

AWORKMODE (real-time)

The AWORKMODE item is included in the following database tables:

Agent tables

The work mode that the agent is currently using. This item is identical to WORKMODE, except when the agent is available in some, but not all, splits/skills. In this case, AWORKMODE is set to AVAIL only if the agent is available in this SPLIT. Otherwise, AWORKMODE is set to OTHER.

This is a status item.

BACKUPCALLS

The BACKUPCALLS item is included in the following database tables:

Split/skill tables

The number of ACDCALLS that are delivered by a vector command other than “queue to” and answered by this split/skill plus the number of ACDCALLS that are delivered to this split/skill by a “queue to” vector command and answered by an agent who has either Reserve 1 or Reserve 2 skill levels assigned for this skill.

This allows tracking of calls that are answered by agents with a Reserve 1 or Reserve 2 skill level assigned for a particular skill. This includes calls delivered by messaging split/skill, check, route to split/skill or direct agent, and redirect on no answer vector routing. Calls that are redirected back to the split/skill from ringing by the redirect on no answer feature that are subsequently answered by an agent in the split/skill are counted as BACKUPCALLS. To calculate the number of calls that are answered in a main split/skill (MAINCALLS), subtract BACKUPCALLS from ACDCALLS. Note that this calculation does not include direct agent calls. The BACKUPCALLS item is available with the Vectoring feature.

This is a cumulative item.

Trunk group tables

The number of ACDCALLS that are delivered by a vector command other than “queue to” and answered by this split/skill plus the number of ACDCALLS that are delivered to this split/skill by a “queue to” vector command and answered by an agent who has either Reserve 1 or Reserve 2 skill levels assigned for this skill.

This allows tracking of calls that are answered by agents with a Reserve 1 or Reserve 2 skill level assigned for a particular skill. This includes calls delivered by messaging split/skill, check, route to split/skill or direct agent, and redirect on no answer vector routing. Calls that are redirected back to the split/skill from ringing by the redirect on no answer feature and are subsequently answered by an agent in the split/skill are counted as BACKUPCALLS. To calculate the number of calls that are answered in a main split/skill (MAINCALLS), subtract BACKUPCALLS from ACDCALLS. Note that this calculation does not include direct agent calls. The BACKUPCALLS item is available with the Vectoring feature.

This is a cumulative item.

Vector tables

The number of ACDCALLS that are delivered by a vector command other than “queue to” and answered by this split/skill plus the number of ACDCALLS that are delivered to this split/skill by a “queue to” vector command and answered by an agent who has either Reserve 1 or Reserve 2 skill levels assigned for this skill.

This allows tracking of calls that are answered by agents with a Reserve 1 or Reserve 2 skill level assigned for a particular skill. This includes calls delivered by messaging split/skill, check, route to split/skill or direct agent, and redirect on no answer vector routing. Calls that are redirected back to the split/skill from ringing by the redirect on no answer feature and are subsequently answered by an agent in the split/skill are counted as BACKUPCALLS. To calculate the number of calls that are answered in a main split/skill (MAINCALLS), subtract BACKUPCALLS from ACDCALLS. Note that this calculation does not include direct agent calls. The BACKUPCALLS item is available with the Vectoring feature.

This is a cumulative item.

VDN tables

The number of ACDCALLS that are delivered by a vector command other than “queue to” and answered by this split/skill plus the number of ACDCALLS that are delivered to this split/skill by a “queue to” vector command and answered by an agent who has either Reserve 1 or Reserve 2 skill levels assigned for this skill.

This allows tracking of calls that are answered by agents with a Reserve 1 or Reserve 2 skill level assigned for a particular skill. This includes calls delivered by messaging split/skill, check, route to split/skill or direct agent, and redirect on no answer vector routing. Calls and are redirected back to the split/skill from ringing by the redirect on no answer feature that are subsequently answered by an agent in the split/skill are counted as BACKUPCALLS. To calculate the number of calls that are answered in a main split/skill (MAINCALLS), subtract BACKUPCALLS from ACDCALLS. Note that this calculation does not include direct agent calls. The BACKUPCALLS item is available with the Vectoring feature.

This is a cumulative item.

BH_ABNCALLS (daily only)

The BH_ABNCALLS item is included in the following database tables:

Trunk group tables

The number of incoming calls carried by the trunk group that are abandoned by callers during the busy hour.

This is a busy hour item.

VDN tables

The number of INCALLS that are abandoned by callers during the busy hour.

This is a busy hour item.

BH_ACDCALLS (daily only)

The BH_ACDCALLS item is included in the following database tables:

Trunk group tables

The number of incoming calls that are carried by this trunk group during the busy hour and are answered by an agent as split/skill or direct agent ACD calls.

This is a busy hour item.

VDN tables

The number of ACDCALLS that are completed during the busy hour.

This is a busy hour item.

BH_ACDTIME (daily only)

The BH_ACDTIME item is included in the following database tables:

VDN tables

The talk time for ACDCALLS that are completed during the busy hour.

This is a busy hour item.

BH_ALLINUSETIME (daily only)

The BH_ALLINUSETIME item is included in the following database tables:

Trunk group tables

The length of time during the busy hour that all trunks in the trunk group were in use.

This is a busy hour item.

BH_BUSYCALLS (daily only)

The BH_BUSYCALLS item is included in the following database tables:

Trunk group tables

The number of incoming calls that are carried by the trunk group during the busy hour and are given a busy signal by the communication server.

This is a busy hour item.

VDN tables

The number of INCALLS that are given a busy signal by the communication server during the busy hour.

This is a busy hour item.

BH_DISCCALLS (daily only)

The BH_DISCCALLS item is included in the following database tables:

Trunk group tables

The number of incoming calls that are carried by the trunk group during the busy hour and are forced by the communication server to disconnect.

This is a busy hour item.

VDN tables

The number of INCALLS that are disconnected by the communication server during the busy hour.

This is a busy hour item.

BH_INCALLS (daily only)

The BH_INCALLS item is included in the following database tables:

Trunk group tables

The number of incoming calls that are carried by this trunk group and complete during the busy hour. BH_INCALLS includes BH_ABNCALLS, BH_ACDCALLS, and BH_OTHERCALLS.

This is a busy hour item.

BH_INTIME (daily only)

The BH_INTIME item is included in the following database tables:

Trunk group tables

The trunk holding time of all incoming calls that are carried by this trunk group and complete during the busy hour.

This is a busy hour item.

BH_OABNCALLS (daily only)

The BH_OABNCALLS item is included in the following database tables:

Trunk group tables

The number of outgoing adjunct-originated calls that: are carried by the trunk group and are abandoned during the busy hour. The BH_OABNCALLS item is available with the ASAI feature.

This is a busy hour item.

BH_OACDCALLS (daily only)

The BH_OACDCALLS item is included in the following database tables:

Trunk group tables

The number of outgoing adjunct-originated ACD calls that are carried by the trunk group, that are answered by an agent as split/skill or direct agent ACD calls, and that complete during the busy hour. The BH_OACDCALLS is available with the ASAI feature.

This is a busy hour item.

BH_OOTHERCALLS (daily only)

The BH_OOTHERCALLS item is included in the following database tables:

Trunk group tables

The number of outgoing calls that are carried by the trunk group during the busy hour and are not answered or abandoned as ACD calls. BH_OOTHERCALLS include extension out calls, outbound call management calls forced busy or forced disconnect, short outgoing calls, and outgoing calls with unknown disposition.

This is a busy hour item.

BH_OTHERCALLS (daily only)

The BH_OTHERCALLS item is included in the following database tables:

Trunk group tables

The number of incoming calls that are carried by the trunk group during the busy hour and are not answered or abandoned as ACD calls. BH_OTHERCALLS includes extension in calls, calls forced busy or disconnected, calls that outflowed off the communication server, short inbound calls, and inbound calls of unknown disposition. BH_OTHERCALLS includes BH_BUSYCALLS and BH_DISCCALLS.

This is a busy hour item.

VDN tables

The number of OTHERCALLS that completed during the busy hour. BH_OTHERCALLS includes forced-busy calls or force-disconnected calls, calls that outflow from the VDN, and non-ACD calls that were answered.

This is a busy hour item.

BH_OUTCALLS (daily only)

The BH_OUTCALLS item is included in the following database tables:

Trunk group tables

The number of outgoing calls that are carried by the trunk group and complete during the busy hour. BH_OUTCALLS includes BH_OABNCALLS, BH_OACDCALLS, and BH_OOTHERCALLS.

This is a busy hour item.

BH_OUTTIME (daily only)

The BH_OUTTIME item is included in the following database tables:

Trunk group tables

The trunk holding time of all outgoing calls that are carried by the trunk group and complete during the busy hour.

This is a busy hour item.

BH_STARTTIME (daily only)

The BH_STARTTIME item is included in the following database tables:

Trunk group tables

The starting time of the hour for which busy hour data was collected. The busy hour is that set of contiguous intervals during the day totaling an hour in which the trunk holding time for the trunk group was a maximum.

This is a busy hour item.

VDN tables

The starting time of the hour for which busy hour data was collected. The busy hour is that set of contiguous intervals during the day totaling one hour in which the number of INCALLS to the VDN was a maximum. This is a busy hour item.

BH_VDNCALLS (daily only)

The BH_VDNCALLS item is included in the following database tables:

VDN tables

The number of INCALLS to the VDN that are complete during the busy hour. BH_VDNCALLS includes answered calls that complete, calls that abandon, calls given a forced busy, calls that are forced to disconnect, and calls that outflow from the VDN during the busy hour.

This is a busy hour item.

BLOCKAGE

The BLOCKAGE item is included in the following database tables:

Trunk group tables

The number of outbound call attempts that are blocked because all trunks are busy. This item is available for G2 only and is no longer supported.

This is a cumulative item.

BSRPLAN

The BSRPLAN item is included in the following database tables:

VDN tables

The multi-site BSR Application plan assigned to the VDN. The plan number ranges from 1 to 511.

This is an administrative item.

BUSYCALLS

The BUSYCALLS item is included in the following database tables:

Split/skill tables

The number of CALLSOFFERED that are given a busy signal by the communication server. This occurs when the “busy” vector command is executed while the call is queued to this split/skill and this is the primary split/skill to which the call is queued, or if a call queued to this split/skill forwards to another split/skill whose queue is full. A busy is given when a nonvector-controlled split has: a full queue, no queue and no available agents, or no agents that are staffed. This is a cumulative item.

Trunk Group tables

The number of INCALLS that are given a busy signal by the communication server. This occurs when the “busy” vector command executes. BUSYCALLS occurs if a call is routed to a split/skill with coverage set to “yes” and there are no agents available, the queue is full or there is no queue, there is no coverage, and an announcement has played or the trunk is not a CO trunk. BUSYCALLS can

occur if a call is routed to a direct agent with coverage set to “yes”, the agent is not logged in, no coverage path is administered, and an announcement has played or the trunk is not a CO trunk. BUSYCALLS can occur without vectoring when a split queue is full or there are no queue slots available, no busy coverage is administered and an announcement has played, or the trunk is not a CO trunk.

This is a cumulative item.

Vector tables

The number of INCALLS that are given a busy signal by the communication server. This occurs when the “busy" vector command executes. In addition, BUSYCALLS occurs if a call is routed to a split/skill with coverage set to “yes” where there are no agents available, the queue is full or there is no queue, no coverage path is administered, and an announcement has played or the trunk is not a CO trunk. BUSYCALLS occurs if a call is routed to a direct agent with coverage set to “yes”, the agent is not logged in, there is no coverage path administered, and an announcement has played or the trunk is not a CO trunk.

This is a cumulative item.

VDN tables

The number of INCALLS that are given a busy signal by the communication server. This occurs when the “busy" vector command executes. BUSYCALLS also occurs if a call is routed to a split/skill with coverage set to “yes” where there are no agents available, the queue is full or there is no queue, no coverage path is administered, and an announcement has played or the trunk is not a CO trunk. BUSYCALLS occurs if a call is routed to a direct agent with coverage set to “yes”, the agent is not logged in, there is no coverage path administered, and an announcement has played or the trunk is not a CO trunk.

This is a cumulative item.

BUSYTIME

The BUSYTIME item is included in the following database tables:

Split/skill tables

The length of time that callers wait in queue before hearing a busy tone for all BUSYCALLS.

This is a cumulative item.

Vector tables

The length of time that callers wait in queue before hearing a busy tone for all BUSYCALLS.

This is a cumulative item.

VDN tables

The duration of all BUSYCALLS before the trunk goes idle.

This is a cumulative item.

CALLER_HOLD

The CALLER_HOLD item is included in the following database tables:

Agent trace tables

An indication that the agent put the current call on hold.

CALLID

The CALLID item is included in the following database tables:

Call record tables

A unique number that is assigned to this call and all of its call segments. For conferenced and transferred calls, two (or more) calls are associated with each other. When the entire call is recorded, one CALLID is used to join all of the associated call segments. In “meet-me” conferences, this may result in a “later” segment of the call starting earlier than the first segment. CALLIDs are not strictly sequential, but will be unique for all calls recorded over the course of a day.

CALLING_II

The CALLING_II item is included in the following database tables:

Agent trace tables

The Information Indicator (II) digits that are associated with the call. These digits are a two-digit string that is provided by ISDN PRI to indicate the type of originating line of the caller. These digits supply information about the originator location, for example, pay phone, hospital, or prison. The column is blank if the call does not contain II digits.

Call record tables

The Information Indicator (II) digits that are associated with the call. These digits are a two-digit string that is provided by ISDN PRI to indicate the type of originating line of the caller. These digits supply information about the originator location, for example, pay phone, hospital, or prison. The column is blank if the call does not contain II digits.

CALLING_LOGID (real-time)

The CALLING_LOGID item is included in the following database tables:

Trunk tables

The login ID of the agent who originated the current call on this trunk. CALLING_LOGID is NULL when the trunk is idle.

This is a status item.

CALLING_PTY

The CALLING_PTY item is included in the following database tables:

Agent trace tables

The calling party identification. On communication servers without ISDN ANI delivery, the identification is the extension or trunk equipment location that identifies the originator of the call. On communication servers with ISDN ANI delivery, the identification is the ANI/SID. The CALLING_PTY item is blank if the trunk is not measured or, for internal calls, if the originating extension is not measured. This field can contain up to 24 digits.

Call record tables

The calling party identification. On communication servers without ISDN ANI delivery, the identification is the extension or trunk equipment location that identifies the originator of the call. On communication servers with ISDN ANI delivery, the identification is the ANI/SID. The CALLING_PTY item is blank if the trunk is not measured or, for internal calls, if the originating extension is not measured. This field can contain up to 24 digits.

CALLSOFFERED

The CALLSOFFERED item is included in the following database tables:

Split/skill tables

The number of calls that queued to the split/skill and that completed during the interval. This does not include calls that could not queue to the split/skill because the queue was full or there was no queue. CALLSOFFERED = ACDCALLS + ABNCALLS + BUSYCALLS + DISCCALLS + OUTFLOWCALLS + DEQUECALLS + ICRPULLCALLS.

CALLSOFFERED includes ABNCALLS, RINGCALLS, OTHERCALLS, and INFLOWCALLS.

This is a cumulative item.

CALLSURPDELIVERIES

The CALLSURPDELIVERIES item appears in the following tables:

Split/skill tables

The number of calls delivered to agents in the skill upon call surplus condition.

This is a cumulative item.

VDN tables

The number of calls delivered to agents via the VDN upon call surplus condition.

This is a cumulative item.

CHANGE

The CHANGE item is included in the following database tables:

Current day configuration tables

Additional change factor (percent).

This is an administrative item.

CHANGED (real-time)

The CHANGED item is included in the following database tables:

Agent tables

The time of day at which new agent activity started. For example, when WORKMODE or DIRECTION is changed. Valid values for CHANGED are blank and the time-of-day.

This is a status item.

CHPROF

The CHPROF item is included in the following database tables:

Current day configuration tables

The number of the call handling profile that is used.

This is an administrative item.

COMPLETED

The COMPLETED item is included in the following database tables:

Trunk group tables

The number of OUTCALLS that are completed by being answered at the far end.

This is a cumulative item.

CONFERENCE

The CONFERENCE item is included in the following database tables:

Split/skill tables

The number of ACDCALLS that are conferenced at least once.

This is a cumulative item.

Agent tables

The number of times that the agent completed a conference. A conference is considered completed when the agent pushes the conference key a second time.

This is a cumulative item.

Agent trace tables

An indication that the agent activated a conference. Valid values for CONFERENCE are 0, which means that the agent did not initiate a conference, and 1, which means that the agent did initiate a conference.

Call record tables

An indication that the answering agent initiated a conference on this call segment. Valid values for CONFERENCE are 0, which means that the agent did not initiate a conference, and 1, which means that the agent did initiate a conference.

CONNECTCALLS

The CONNECTCALLS item is included in the following database tables:

Trunk group tables

The number of INCALLS that are answered at a station and are not split/skill or direct agent ACD calls.

This is a cumulative item.

VDN tables

The number of non-ACD INCALLS that are delivered to a station extension (other than a VDN or direct agent login ID) by a “route to” or “adj rout link” vector command and that do not abandon. CONNECTCALLS includes ANSCONNCALLS1 through ANSCONNCALLS10.

This is a cumulative item.

CONNECTTIME

The CONNECTTIME item is included in the following database tables:

VDN tables

The length of time that CONNECTCALLS waited before being answered.

This is a cumulative item.

CONNTALKTIME

The CONNTALKTIME item is included in the following database tables:

VDN tables

The talk time for all CONNECTCALLS. CONNTALKTIME does not include HOLDTIME.

This is a cumulative item.

CONSULTTIME

The CONSULTTIME item is included in the following database tables:

Call record tables

The length of time that an agent talks on any outbound call while in AUX work, ACW, or in OTHER with a call on hold. This includes the time the originating agent spent talking to the destination party while establishing a conference or transferring a call, which is the time between presses of the transfer or conference button. CONSULTTIME includes wait time if the agent is calling a VDN or split/skill extension, but the wait time can be subtracted out by subtracting the DISPTIME item from CONSULTTIME.

CWC (index)

The CWC item is included in the following database tables:

Call work codes tables

The Call Work Code for which data was collected.

This is a row identifier item.

CWC1 through CWC5

The CWC1 through CWC5 items are included in the following database tables:

Call record tables

The first, second, third, fourth, or fifth Call Work Code entered by an agent for the Call Segment.

Items CWC1 through CWC5 are supported by the Multiple Call Work Codes per Call Record feature.

This is a row identifier item.

DA_ABNCALLS

The DA_ABNCALLS item is included in the following database tables:

Agent tables

The number of direct agent ACD calls that are abandoned by callers while in queue or ringing at an agent telephone. DA_ABNCALLS includes calls that are considered abandoned because their talk time was less than the phantom-abandon call timer. The DA_ABNCALLS item is available with the ASAI or EAS feature.

This is a cumulative item.

DA_ABNTIME

The DA_ABNTIME item is included in the following database tables:

Agent tables

The length of time that DA_ABNCALLS wait in queue or ring before abandoning. DA_ABNTIME includes the time that elapses before the agent releases the call on phantom abandon calls. DA_ABNTIME is available with the ASAI or EAS feature.

This is a cumulative item.

DA_ACDCALLS

The DA_ACDCALLS item is included in the following database tables:

Agent tables

The number of direct agent ACD calls that the agent answers. DA_ACDCALLS is available with the ASAI or EAS feature. DA_ACDCALLS includes DA_RELEASE.

This is a cumulative item.

DA_ACDTIME

The DA_ACDTIME item is included in the following database tables:

Agent tables

The length of time that agents spend talking on DA_ACDCALLS. DA_ACDTIME does not include HOLDTIME. DA_ACDTIME is available with the ASAI or EAS feature.

This is a cumulative item.

DA_ACWINCALLS

The DA_ACWINCALLS item is included in the following database tables:

Split/skill tables

The number of inbound extension calls answered by ACW agents, who entered that work mode as a result of direct agent calls from this split/skill. Requires a communication server with the ASAI or EAS feature for direct agent calling.

This is a cumulative item.

Agent tables

The number of inbound extension calls answered by the ACW agent, who entered that work mode as a result of a direct agent call. Requires a communication server with the ASAI or EAS feature for direct agent calling.

This is a cumulative item.

DA_ACWINTIME

The DA_ACWINTIME item is included in the following database tables:

Split/skill tables

The length of time that agents spent on inbound extension calls that they answered while in ACW for direct agent ACD calls that queued through this split/skill. DA_ACWINTIME is available with the ASAI or EAS feature for direct agent calling.

This is a cumulative item.

Agent tables

The length of time that is spent on all DA_ACWINCALLS. DA_ACWINTIME does not include HOLDTIME. DA_ACWINTIME is available with the ASAI or EAS feature.

This is a cumulative item.

DA_ACWOADJCALLS

The DA_ACWOADJCALLS item is included in the following database tables:

Agent tables

The number of DA_ACWOCALLS that an ASAI adjunct placed on behalf of the agent. If these calls are placed to off-communication server destinations, they are also counted as DA_ACWOOFFCALLS. The DA_ACWOADJCALLS item is available with the ASAI feature.

This is a cumulative item.

DA_ACWOCALLS

The DA_ACWOCALLS item is included in the following database tables:

Split/skill tables

Number of outbound extension calls made by ACW agents, who entered that work mode as a result of direct agent calls from this split/skill. Requires a communication server with the ASAI or EAS feature for direct agent calling.

This is a cumulative item.

Agent tables

The number of outbound extension calls made by the ACW agent, who entered that work mode as a result of a direct agent call. Requires a communication server with the ASAI or EAS feature for direct agent calling. DA_ACWOCALLS includes DA_ACWOADJCALLS and DA_ACWOOFFCALLS.

This is a cumulative item.

DA_ACWOOFFCALLS

The DA_ACWOOFFCALLS item is included in the following database tables:

Agent tables

The number of DA_ACWOCALLS that are placed to an off-communication server destination. If these calls are placed by an ASAI adjunct on behalf of the agent, they are also counted as DA_ACWOADJCALLS. The DA_ACWOOFFCALLS item is available with the ASAI feature.

This is a cumulative item.

DA_ACWOOFFTIME

The DA_ACWOOFFTIME item is included in the following database tables:

Agent tables

The length of time that agents spend talking on all DA_ACWOOFFCALLS. DA_ACWOOFFTIME does not include HOLDTIME. DA_ACWOOFFTIME is included in DA_ACWOTIME. The DA_ACWOOFFTIME item is available the ASAI or EAS feature.

This is a cumulative item.

DA_ACWOTIME

The DA_ACWOTIME item is included in the following database tables:

Split/skill tables

The length of time that agents talk on outbound extension calls that they place while in ACW for a direct agent ACD call. The DA_ACWOTIME item is available with the ASAI or EAS feature.

This is a cumulative item.

Agent tables

The length of time that agents spend on DA_ACWOCALLS. DA_ACWOTIME does not include HOLDTIME. DA_ACWOTIME includes DA_ACWOOFFTIME. The DA_ACWOTIME item is available with the ASAI or EAS feature.

This is a cumulative item.

DA_ACWTIME

The DA_ACWTIME item is included in the following database tables:

Agent tables

The duration of ACW that is associated with DA_ACDCALLS, including time on DA_ACWINCALLS and DA_ACWOCALLS. The DA_ACWTIME item is available with the ASAI or EAS feature.

This is a cumulative item.

DA_ANSTIME

The DA_ANSTIME item is included in the following database tables:

Agent tables

The length of time that calls spend in the direct agent queue and ringing before being answered. The DA_ANSTIME item is available with the ASAI or EAS feature.

This is a cumulative item.

DA_ICRPULLCALLS

The DA_ICRPULLCALLS item is included in the following database tables:

Agent tables

Number of direct agent calls ICR pulled back while ringing at the agent.

DA_ICRPULLTIME

The DA_ICRPULLTIME item is included in the following database tables:

Agent tables

Time callers waited before ICR pulled back a direct agent call.

DA_INACW (real-time)

The DA_INACW item is included in the following database tables:

Split/skill tables

The number of agents that are currently in ACW that is associated with direct agent calls. This includes agents who are on ACWIN or ACWOUT calls. DA_INACW is a subset of OTHER. The total

number of agents in after call work = INACW + DA_INACW. The DA_INACW item is available with the ASAI or EAS feature for direct agent calling.

This is a status item.

DA_INQUEUE (real-time)

The DA_INQUEUE item is included in the following database tables:

Split/skill tables

The number of direct agent ACD calls that are currently waiting in this split/skill queue. The DA_INQUEUE item is available with the ASAI or EAS feature. This is a status item.

Agent tables

The number of direct agent calls that are currently waiting in any split/skill queue for this agent. The DA_INQUEUE item is available with the ASAI or EAS feature.

This is a status item.

DA_INRING (real-time)

The DA_INRING item is included in the following database tables:

Split/skill tables

The number of direct agent ACD calls that are currently ringing at an agent's telephone and that queued in this split/skill. The DA_INRING item is available with the ASAI or EAS feature.

This is a status item.

DA_OLDESTCALL (real-time)

The DA_OLDESTCALL item is included in the following database tables:

Split/skill tables

The length of time that the oldest direct agent ACD call has been waiting in queue or ringing at an agent position. The DA_OLDESTCALL item is available with the ASAI or EAS feature.

This is a status item.

Agent tables

The length of time that the oldest direct agent call has been waiting in any split/skill queue for this agent. The DA_OLDESTCALL item is available with the ASAI or EAS feature.

This is a status item.

DA_ONACD (real-time)

The DA_ONACD item is included in the following database tables:

Split/skill tables

The number of agents that are currently on direct agent ACD calls. DA_ONACD is a subset of OTHER. The total number of agents on split/skill and direct agent ACD calls is ONACD plus DA_ONACD. The DA_ONACD item is available with the ASAI or EAS feature.

This is a status item.

DA_OTHERCALLS

The DA_OTHERCALLS item is included in the following database tables:

Agent tables

The number of direct agent calls that are redirected to another destination before they are answered. Calls can be redirected as a result of call pickup, coverage, or Redirection on No Answer. The DA_OTHERCALLS item is available with the ASAI or EAS feature.

This is a cumulative item.

DA_OTHERTIME

The DA_OTHERTIME item is included in the following database tables:

Agent tables

The length of time that is spent in queue or ringing by DA_OTHERCALLS before they are redirected. The DA_OTHERTIME item is available with the ASAI or EAS feature.

This is a cumulative item.

DA_QUEUED

The DA_QUEUED item is included in the following database tables:

Call record tables

An indication of whether the call queued as a direct agent call. Valid values for DA_QUEUED are 0, which means that the call did not queue as a direct agent call, or 1, which means that the call did queue as a direct agent call.

DA_RELEASE

The DA_RELEASE item is included in the following database tables:

Agent tables

The number of direct agent ACD calls that are released or dropped by the agent before the far end releases. The DA_RELEASE item is available with the ASAI or EAS feature.

This is a cumulative item.

DA_SKILL (real-time)

The DA_SKILL item is included in the following database tables:

Agent tables

The skill that is currently assigned as the agent's direct agent skill. Direct agent calls to the agent are queued to this skill. The DA_SKILL item is available with the ASAI or EAS feature.

This is an administrative item.

DACALLS_FIRST (real-time)

The DACALLS_FIRST item is included in the following database tables:

Agent tables

An indication of whether a percent allocated agent (PCNT) has requested direct agent calls first to be delivered first. Valid values for DACALLS_FIRST are 0, which means that the agent has not made the request, and 1, which means that the agent has made a request for direct agent calls to be delivered first. The DACALLS_FIRST item is available on Avaya communication servers with the EAS or ASAI feature.

This is a administrative item.

DEFLECTCALLS

The DEFLECTCALLS item is included in the following database tables:

Vector tables

The number of calls that are deflected to the network using Network Call Redirection (NCR). Each NCR invoke attempt is counted in LOOKATTEMPTS and in INTERFLOWCALLS.

This is a cumulative item.

VDN tables

The number of calls that deflected to the network using NCR. Each NCR invoke attempt is counted in LOOKATTEMPTS and in INTERFLOWCALLS.

This is a cumulative item.

DEQUECALLS

The DEQUECALLS item is included in the following database tables:

Split/skill tables

The number of calls that queued to this split/skill as a nonprimary split/skill and whose disposition was recorded in another split/skill as answered, abandoned, outflowed, busy, or forced disconnect. The DEQUECALLS item is available with the Vectoring feature.

This is a cumulative item.

DEQUETIME

The DEQUETIME item is included in the following database tables:

Split/skill tables

The length of time that DEQUECALLS waited in this split/skill queue before dequeuing. The DEQUETIME item is available with the Vectoring feature.

This is a cumulative item.

DESTINATION (real-time)

The DESTINATION item is included in the following database tables:

Agent tables

The type of outbound call destination for the call on which the agent is active for any split/skill. Valid values can be PBX (internal call), OFF (external call), or as defined in the Dictionary. If the agent is not on an outbound call, the value is blank.

This is a status item.

DIALED_NUM

The DIALED_NUM item is included in the following database tables:

Call record tables

The number that the caller dialed. This number can be up to 24 digits long. DIALED_NUM is the VDN for inbound vectoring calls, blank for inbound calls without vectoring, and dialed digits for outbound calls.

DIGITS_DIALED

The DIGITS_DIALED item is included in the following database tables:

Agent trace tables

The digits that the agent dialed to originate a call. Trunk access codes, feature access codes, account codes, and authorization codes are not included.

DIRECTION (real-time)

The DIRECTION item is included in the following database tables:

Agent tables

The direction of the call that the agent is currently handling for any split/skill. Valid values are blank, IN, OUT, or as defined in Dictionary. If the agent is not on a call, the value is blank (NULL).

This is a status item.

Trunk tables

The current call direction of the trunk. Valid values are blank, IN, OUT, or as defined in Dictionary. The value is blank (NULL) if the trunk is idle.

This is a status item.

Agent trace tables

The direction of the call that the agent is currently handling for any split/skill. Valid values are blank, IN, OUT, or as defined in Dictionary. If the agent is not on a call, the value is blank (NULL).

DISCCALLS

The DISCCALLS item is included in the following database tables:

Split/skill tables

The number of CALLSOFFERED that executed the “disconnect" vector command. DISCCALLS also includes calls that are disconnected by the communication server when the vector disconnect timer expires.

This is a cumulative item.

Trunk group tables

The number of INCALLS that are disconnected by the communication server by the “disconnect” vector command. DISCCALLS also includes calls that are disconnected by the communication server when the vector disconnect timer expires or calls that reached the end of vector processing without being queued.

This is a cumulative item.

Vector tables

The number of INCALLS that executed the “disconnect” and “reply best” vector command. DISCCALLS also includes calls that are disconnected by the communication server when the vector disconnect timer expires or calls that reached the end of vector processing without being queued. DISCCALLS includes VDISCCALLS.

This is a cumulative item.

VDN tables

The number of INCALLS that were disconnected by the “disconnect” or “reply best” vector command. DISCCALLS also includes calls that are disconnected by the communication server when the vector disconnect timer expires or calls that reached the end of vector processing without being queued. DISCCALLS includes VDISCCALLS.

This is a cumulative item.

DISCTIME

The DISCTIME item is included in the following database tables:

Split/skill tables

The length of time that all DISCCALLS spent in this split's/skill's queue. If the call is disconnected because the vector disconnect timer expires, this is the time until the call is disconnected by the communication server.

This is a cumulative item.

Vector tables

The length of time that all DISCCALLS spent in this VECTOR. DISCTIME includes the time that elapses until the trunk drops following the forced disconnect command, or when the caller hangs up without listening to the entire announcement. When the caller listens to the entire announcement, DISCTIME is the length of time until the announcement ends and the caller is disconnected by the communication server, or when the vector disconnect timer expires.

This is a cumulative item.

VDN tables

The length of time that all DISCCALLS spent in this VDN. DISCTIME includes the time that elapses until the trunk drops following the forced disconnect command, or when the caller hangs up without listening to the entire announcement. When the caller listens to the entire announcement, DISCTIME is the length of time until the announcement ends and the caller is disconnected by the communication server, or when the vector disconnect timer expires.

This is a cumulative item.

DISPIVECTOR

The DISPIVECTOR item is included in the following database tables:

Call record tables

The number of the first vector that is associated with the disposition VDN (DISPVDN).

DISPOSITION

The DISPOSITION item is included in the following database tables:

Call record tables

An indication of the call disposition. Valid values for DISPOSITION are shown in the following table

Value	Description
1	The call is connected (CONN, non-ACD call to a measured agent). A connected call is a non-ACD call to a measured agent for which CMS receives an indication that the call was connected.

Table continues…

Value	Description
2	The call is answered (ANS, split/skill or direct agent call answered by an agent). An answered call is any split/skill or direct agent ACD call for which CMS receives an indication that the call was answered by an agent and was not a phantom abandon.
3	The call is abandoned (ABAN). An abandoned call is any ACD call in which a caller hangs up before receiving an answer from an agent and for which CMS receives notification that the caller abandoned. Phantom abandons (PHANTOMABNS) are included as abandoned calls.
4	The call is interflowed (IFLOW). Interflowed calls are calls that are interflowed to an off-communication server destination
5	The call is forced busy (FBUSY). Forced busy calls are calls that CMS records as BUSYCALLS for the trunk group that carried them. These calls can be VDN calls that received a forced busy from the vector command or a split/skill call for a nonvector-controlled split that received a busy indication from the communication server because the split queue was full.
6	The call is forced disconnect (FDISC). Forced disconnect calls are VDN calls that are disconnected by the communication server due to the execution of a disconnect vector command. Forced disconnect calls also include calls disconnected because of the vector disconnect timer or because they reached the end of vector processing without being queued.
7	The call has another disposition (OTHER). Other calls include any other calls that do not fall into the categories listed above. See the definition of OTHERCALLS in this chapter for additional information.

DISPPRIORITY

The DISPPRIORITY item is included in the following database tables:

Call record tables

The priority that the call had at its disposition in this segment. Priorities can be:

Value	Description
1	No priority was assigned to the call. This disposition applies to communication servers that do not have the Vectoring feature.
2	The call was a priority call. This disposition applies to communication servers that do not have the Vectoring feature.
3	The call was assigned a low priority (LOW).
4	The call was assigned a medium priority (MED).
5	The call was assigned a high priority (HIGH).
6	The call was assigned a top priority (TOP).

If the call is never queued to a split/skill, the priority is not set. With the Vectoring feature, calls directed to split/skills using “route to” or “messaging split/skill” commands and calls directly routed to splits/skills without going through a vector have a MED priority or HIGH priority, depending on the

class of restriction of the originator of the call. The originator of the call can be an agent, an extension, a trunk group, or a VDN.

DISPSKLEVEL

The DISPSKLEVEL item is included in the following database tables:

Call record tables

The skill level, from 1 through 16, that is associated with the skill in which the agent answered the call or, for calls that abandoned from ringing or from a direct agent queue, associated with the agent from whom the call abandoned.

DISPSPLIT

The DISPSPLIT item is included in the following database tables:

Call record tables

The number of the split/skill that is associated with the call at its disposition in this call segment. Calls that are not queued to a split/skill at the time of disposition have DISPSPLIT set to null. Calls that are queued to an unmeasured split/skill at the time of disposition have DISPSPLIT set to zero.

DISPTIME

The DISPTIME item is included in the following database tables:

Call record tables

The wait time in the vector, in queue, and ringing that elapses until the disposition is recorded in DISPOSITION for the segment. For extension calls that are placed directly to agents and not through a VDN, this is always zero.

DISPVDN

The DISPVDN item is included in the following database tables:

Call record tables

The number of the VDN that is associated with the call at its disposition for this call segment. DISPVDN is blank for calls that are not associated with a VDN at their disposition.

DURATION (real-time)

The DURATION item is included in the following database tables:

Agent tables

The length of time of the current WORKMODE and DIRECTION for this SPLIT. For example, the length of time in current AGSTATE for this SPLIT, in which case, if the agent goes from AUX to AUXOUT and back to AUX, DURATION restarts with each change in work mode.

This is a status item.

Trunk tables

The length of time that the trunk has been in TKSTATE.

This is a status item.

Agent trace tables

The length of time of the current WORKMODE and DIRECTION for this SPLIT. For example, the length of time in current AGSTATE for this SPLIT, in which case, if the agent goes from AUX to AUXOUT and back to AUX, DURATION restarts with each change in work mode.

Call record tables

The total time that the trunk was in use. This is the overall trunk holding time from the beginning of the call segment until the caller is disconnected. For the first segment of a call, this is the trunk holding time for the caller for the entire call, from the time the trunk is seized until the trunk is idle. With a transfer, the original trunk remains associated with both call segments until the call ends.

Data collection exception table

The length of time for which data collection was off.

EQLOC

The EQLOC database item appears in the following tables.

Trunk tables

The physical equipment location, or trunk number, for which data was collected.

In the trunk tables, EQLOC is an index item.

This is an administrative item.

Call record tables

The physical equipment location, or trunk number, for which data was collected or for which the exception occurred. This is blank if the trunk is not measured.

This is an administrative item.

Trunk group exception table

The physical equipment location, or trunk number, for which data was collected or the exception occurred. This is an administrative item.

Malicious call trace exception table

The physical equipment location, or trunk number, for which data was collected or for which the exception occurred. This is blank if the trunk is not measured.

This is a administrative item.

EQLOCID

The EQLOCID item is included in the following database tables:

Agent Exceptions tables

Location ID of the trunk associated with the call.

Malicious Call Trace Exceptions tables

Location ID of the trunk associated with the malicious call.

Trunk Group Exceptions tables

Location ID of the trunk associated with the trunk exception.

EVENT_TIME

The EVENT_TIME item is included in the following database tables:

Agent trace tables

The time of day, in hour, minute, and second format, at which the WORKMODE or DIRECTION changed.

EVENT1 through EVENT9

The EVENT1 through EVENT9 items appear in the following database tables:

Split/skill tables

The number of times each event (stroke count) feature button (feature button 1 to 9) was pressed by agents on split/skill or direct agent ACD calls or in after call work associated with an ACD call for this split/skill.

This is a cumulative item.

Agent tables

The number of times each event, or stroke count, feature button from 1 to 9 was pressed while the agent was on an ACD call or in call-related ACW.

This is a cumulative item.

Call record tables

The number of times each event, or stroke count, feature button from 1 to 9 was entered for this call segment.

EWTHIGH (real-time)

The EWTHIGH item is included in the following database tables:

Split/skill tables

The communication server-calculated expected wait time (EWT) for calls that are queued at high priority in this split/skill. The EWT is an estimate of how long a caller will wait in queue at HIGH priority until being served. Time that is spent ringing at the agent is not included in this estimate. EWT and ASA should not be expected to match. ASA gives a historical perspective, whereas EWT changes constantly to match the current conditions on the communication server, such as queue length and staffing changes. The EWTHIGH item is available on Avaya communication servers with the Vectoring feature.

This is a status item.

EWTLOW (real-time)

The EWTLOW item is included in the following database tables:

Split/skill tables

The communication server-calculated EWT for calls that are queued at low priority in this split/skill. The EWT is an estimate of how long a caller will wait in queue at LOW priority until being served. Time that is spent ringing at the agent is not included in this estimate. EWT and ASA should not be expected to match. ASA gives a historical perspective, whereas EWT changes constantly to match the current conditions on the communication server, such as queue length and staffing changes. The EWTLOW item is available on Avaya communication servers with the Vectoring feature.

This is a status item.

EWTMEDIUM (real-time)

The EWTMEDIUM item is included in the following database tables:

Split/skill tables

The communication server-calculated EWT for calls that are queued at medium priority in this split/skill. The EWT is an estimate of how long a caller will wait in queue at MED priority until being served. Time that is spent ringing at the agent is not included in this estimate. EWT and ASA should not be expected to match. ASA gives a historical perspective, whereas EWT changes constantly to match the current conditions on the communication server, such as queue length and staffing changes. The EWTMED item is available on Avaya communication servers with the Vectoring feature.

This is a status item.

EWTTOP (real-time)

The EWTTOP item is included in the following database tables:

Split/skill tables

The communication server-calculated EWT for calls that are queued at top priority in this split/skill. The EWT is an estimate of how long a caller will wait in queue at TOP priority until being served. Time that is spent ringing at the agent is not included in this estimate. EWT and ASA should not be expected to match. ASA gives a historical perspective, whereas EWT changes constantly to match the current conditions on the communication server, such as queue length and staffing changes. The EWTTOP item is available on Avaya communication servers with the Vectoring feature.

This is a status item.

EXT_CALL_ORIG

The EXT_CALL_ORIG item is included in the following database tables:

Agent trace tables

An indication that the agent originated an external, off-communication server call.

EXTENSION

The EXTENSION item is included in the following database tables:

Agent tables

The extension number for which data was collected.

This is an administrative item.

Trunk tables

The extension to which this trunk is currently queued, ringing, or connected.

In the trunk tables, EXTENSION is a real-time item. This is a status item.

EXTN

The EXTN item is included in the following database tables:

Agent login/logout tables

The extension number of the station that the agent uses to log in.

EXTYPE

The EXTYPE item is included in the following database tables:

Agent exception table

The type of exception that occurred. Valid values for EXTYPE in the agent exception table are:

Value	Type
1	Time available
2	Minimum time on an inbound ACD call
3	Maximum time on an inbound ACD call
4	Time in ACW
5	Time on an outbound ACW call
6	Time on an inbound ACW call
7	Time in AUX work
8	Time on an outbound AUX call
9	Time on an inbound AUX call
10	Number of outbound ACW calls per agent
11	Number of inbound ACW calls per agent
12	Number of outbound AUX calls per agent
13	Number of inbound AUX calls per agent
14	Login identification
15	Time the ACD call spent on hold
16	Number of ACD calls placed on hold
17	Number of ACD calls abandoned while on hold

Table continues…

Value	Type
18	Minimum time on an outbound ACD call
19	Maximum time on an outbound ACD call
20	Number of calls transferred
21	Time on an external outbound ACW call
22	Time on an external outbound AUX call
23	Time on a direct agent call
24	Number of external outbound ACW calls per agent
25	Number of external outbound AUX calls per agent
26	Time an ACD call spends ringing
27	Multiple logins on same extension
28	Ringing call was automatically redirected from the agent
29	Agent logged out with active or held calls
30	Number of calls in the direct agent queue
31	Time the call waited in the direct agent queue
32	Number of calls that abandoned from the direct agent queue
34	Number calls that outflowed from the direct agent queue
38	Number of calls that the agent transferred
48	Logout attempt without a valid reason code
49	Agent could not be logged in
59	AUX attempt without a valid reason code
60	Time in AUX with a reason code of 0 (default)
61	Time in AUX with a reason code of 1
62	Time in AUX with a reason code of 2
63	Time in AUX with a reason code of 3
64	Time in AUX with a reason code of 4
65	Time in AUX with a reason code of 5
66	Time in AUX with a reason code of 6
67	Time in AUX with a reason code of 7
68	Time in AUX with a reason code of 8
69	Time in AUX with a reason code of 9
71–97	Time in AUX with reason codes of 10–36 **Note:** Values are assigned consecutively. For example: 71 for Time in AUX with a reason code of 10, 72 for Time in AUX with a reason code of 11, and so on.
98	Agent was denied login to some skills

Table continues…

Value	Type
99	Invalid call work code was entered
101–163	Time in AUX with reason codes of 37–99 **Note:** Values are assigned consecutively. For example: 101 for Time in AUX with a reason code of 37, 102 for Time in AUX with a reason code of 38, and so on.

Split/skill exception table

The type of exception that occurred. Valid values for EXTYPE in the split/skill exception table are:

Value	Type
30	Number calls waiting
31	Time the call waited in queue
32	Number of calls that abandoned
33	Number of intraflowed-in calls
34	Number of intraflowed-out calls
35	Number interflowed-out calls
36	Number of calls that were offered while the queue was full
37	Number of calls handled as backup
38	Number calls that were transferred
39	Average speed of answer in seconds
40	Rolling average speed of answer in seconds
41	EWT for TOP priority calls
42	EWT for HIGH priority calls
43	EWT for MED priority calls
44	EWT for LOW priority calls

Trunk group exception table

The type of exception that occurred. Valid values for EXTYPE are:

Value	Type
50	Minimum time the trunk was in use
51	Maximum time the trunk was in use
52	Number of trunks in use
53	Time that any trunk was in the maintenance busy state
54	Number of trunks that are in the maintenance busy state
55	Length of time that all trunks are busy
56	Number of trunk failures in the trunk group

Table continues…

Value	Type
57	Number failures on a single trunk
58	Audio difficulty on a trunk

VDN exception table

The type of exception that occurred. Valid values for EXTYPE in the VDN exception table are:

Value	Type
2	Minimum time at an agent
3	Maximum time at an agent
30	Number of calls in an ACD split queue
32	Number of calls that abandoned while in vector processing
33	Number of calls that flowed into the VDN
34	Number of calls that flowed out of the VDN
35	Number of calls that interflowed out of the VDN
37	Number of calls that were handled by a backup split
71	Maximum time that is spent in vector processing
72	Number calls that were forced busy
73	Number of calls that were disconnected
74	Number of unsuccessful lookahead attempts
75	Adjunct routing was attempted
76	Rolling average speed of answer

Vector exception table

The type of exception that occurred. Valid values for EXTYPE in the vector exception table are:

Value	Type
30	Number of calls in an ACD split/skill queue
32	Number of calls that abandoned while in the vector
72	Number of calls that were forced busy
73	Number calls that were disconnected
74	Number unsuccessful lookahead interflow, BSR, and NCR attempts
75	Number of unsuccessful adjunct routing attempts
81	Maximum time that is spent in the vector

FAGINRING (real-time)

The FAGINRING item is included in the following database tables:

Split/skill tables

The number of flex agents (agents whose role is BCKP, ALLC, or ROVE) to whom this skill ACD call is ringing.

This is a status item.

FAILURES

The FAILURES item is included in the following database tables:

Trunk tables

Number of trunk hardware failures for this trunk.

Trunk group tables

Number of trunk hardware failures for this trunk group.

FAVAILABLE (real-time)

The FAVAILABLE item is included in the following database tables:

Split/skill tables

The number of flex agents who are available to receive calls.

This is a status item.

FCALLS

The FCALLS item is included in the following database tables:

Current day report tables

The number of forecast calls carried.

FINACW (real-time)

The FINACW item is included in the following database tables:

Split/skill tables

The number of flex agents who are in ACW for this skill.

This is a status item.

FINAUX (real-time)

The FINAUX item is included in the following database tables:

Split/skill tables

The number of flex agents who are in AUX for this skill.

This is a status item.

FIRSTIVECTOR

The FIRSTIVECTOR item is included in the following database tables:

Call record tables

The number of the first vector that is associated with the first VDN for the call segment. This is blank if no vector is involved.

FIRSTVDN

The FIRSTVDN item is included in the following database tables:

Call record tables

The number of the first VDN that is associated with the call segment. This is blank for calls that are not associated with a VDN.

FMETHOD

The FMETHOD item is included in the following database tables:

Current day configuration tables

The type of trending used for forecast. Valid values for FMETHOD are 0, which means that no trending is used, 1, which means that seasonal trending is used, and 2, which means that current trending is used.

This is an administrative item.

FONACD (real-time)

The FONACD item is included in the following database tables:

Split/skill tables

The number of flex agents who are on ACD calls for this skill.

This is a status item.

FOTHER (real-time)

The FOTHER item is included in the following database tables:

Split/skill tables

The number of flex agents who are in the OTHER work state.

This is a status item.

FSTAFFED (real-time)

The FSTAFFED item is included in the following database tables:

Split/skill tables

The number of agents who are staffing this skill as other than top or reserve agents.

This is a status item.

GNAGINRING (real-time)

The GNAGINRING item is included in the following database tables:

Split/skill tables

The number of greatest need agents logged into the split/skill who currently have ACD calls ringing. GNAGINRING is available on Avaya communication servers with EAS.

This is a status item.

GNAVAILABLE (real-time)

The GNAVAILABLE item is included in the following database tables:

Split/skill tables

The number of greatest need agents who are logged into the split/skill and available in the split/skill. The GNAVAILABLE item is available on Avaya communication servers with EAS. This is a status item.

GNDA_INACW (real-time)

The GNDA_INACW item is included in the following database tables:

Split/skill tables

The number of greatest need agents who are currently ACW that is associated with direct agent calls, including greatest need agents who are on ACWIN or ACWOUT calls. GNDA_INACW is a subset of GNOTHER. The total number of agents in ACW equals GNINACW plus GNDA_INACW. The GNDA_INACW item is available on Avaya communication servers with the ASAI or EAS feature.

This is a status item.

GNDA_ONACD (real-time)

The GNDA_ONACD item is included in the following database tables:

Split/skill tables

The number of greatest need agents who are currently on direct agent ACD calls. GNDA_ONACD is a subset of GNOTHER. The total number of greatest need agents on split/skill and direct agent ACD calls equals GNONACD plus GNDA_ONACD. The GNDA_ONACD item is available on Avaya communication servers with the ASAI or EAS feature.

This is a status item.

GNINACW (real-time)

The GNINACW item is included in the following database tables:

Split/skill tables

The number of greatest need agents who are logged into the split/skill and in ACW. This includes agents on call-related ACW, on ACWIN or ACWOUT calls, and agents who are in ACW that is not

associated with an ACD call. The GNINACW item is available on Avaya communication servers with EAS.

This is a status item.

GNINAUX (real-time)

The GNINAUX item is included in the following database tables:

Split/skill tables

The number of greatest need agents who are logged into the split/skill in AUX on inbound or outbound extension calls. The GNINAUX item is available on Avaya communication servers with EAS.

This is a status item.

GNINAUX0 (real-time)

The GNINAUX0 item is included in the following database tables:

Split/skill tables

The number of greatest need agents who are currently in AUX with a reason code of 0 (zero) for all splits/skills, including greatest need agents on AUXIN or AUXOUT calls. On Avaya communication servers with the EAS feature and reason codes active, reason code 0 (zero) is used for “system” AUX work.

This is a status item.

GNINAUX1 through GNINAUX9 (real-time)

The GNINAUX1 through GNINAUX9 items appear in the following database tables:

Split/skill tables

The number of greatest need agents who are currently in AUX with the reason codes 1 through 9 for all splits/skills, including greatest need agents on AUXIN or AUXOUT calls. The GNINAUX1 through GNINAUX9 items are available on Avaya communiciation servers with EAS and reason codes.

This is a status item.

GNINAUX10 through GNINAUX99 (real-time)

Note:

The GNINAUX10 through 99 items are available if you purchased the expanded AUX reason codes feature.

The GNINAUX10 through GNINAUX99 items appear in the following database tables:

Split/skill tables

The number of greatest need agents who are currently in AUX with the reason codes 10 through 99 for all splits/skills, including greatest need agents on AUXIN or AUXOUT calls. The GNINAUX10 through GNINAUX99 items are available on Avaya communciation servers with EAS and reason codes.

This is a status item.

GNONACD (real-time)

The GNONACD item is included in the following database tables:

Split/skill tables

The number of greatest need agents who are currently on inbound and outbound ACD calls to this split/skill. The GNONACD item is available on Avaya communication servers with EAS.

This is a status item.

GNONACDAUXOUT (real-time)

The GNONACDAUXOUT item is included in the following database tables:

Split/skill tables

The number of greatest need agents who are currently on AUXOUT calls with an ACD call on hold for this split/skill. For greatest need agents in multiple skills with multiple call handling, the last call the agent put on hold was for this skill. The GNONACDAUXOUT item is available on Avaya communication servers with EAS.

This is a status item.

GNONACDOUT (real-time)

The GNONACDOUT item is included in the following database tables:

Split/skill tables

The number of greatest need agents that are currently on outbound calls that were placed by an adjunct to this split/skill. GNONACDOUT is available with the ASAI feature.

This is a status item.

GNONACWIN (real-time)

The GNONACWIN item is included in the following database tables:

Split/skill tables

The number of greatest need agents who are currently in ACW for this split/skill and on inbound extension calls. These greatest need agents are also counted in INACW. GNONACWIN includes agents who are receiving extension calls while in ACW that is associated with split/skill ACD calls and while in ACW that is not associated with an ACD call. The GNONACWIN item is available on Avaya communication servers with EAS.

This is a status item.

GNONACWOUT (real-time)

The GNONACWOUT item is included in the following database tables:

Split/skill tables

The number of greatest need agents who are currently in ACW for this split/skill and on outbound extension calls. These greatest need agents are also counted in INACW. GNONACWOUT includes agents who are making extension calls while in ACW that is associated with split/skill ACD calls and while in ACW that is not associated with an ACD call. The GNONACWOUT item is available on Avaya communication servers with EAS.

This is a status item.

GNONAUXIN (real-time)

The GNONAUXIN item is included in the following database tables:

Split/skill tables

The number of greatest need agents who are currently in AUX work, AVAILABLE, have an ACD, AUXIN, or AUXOUT call on hold, and are on inbound extension calls where SPLIT is OLDEST LOGON. The GNONAUXIN item is available on Avaya communication servers with EAS.

This is a status item.

GNONAUXOUT (real-time)

The GNONAUXOUT item is included in the following database tables:

Split/skill tables

The number of greatest need agents who are currently in AUX work, AVAILABLE, have an ACD, AUXIN, or AUXOUT call attributed to this split/skill on hold, and are on outbound extension calls. The GNONAUXOUT item is available on Avaya communication servers with EAS.

This is a status item.

GNOTHER (real-time)

The GNOTHER item is included in the following database tables:

Split/skill tables

The number of greatest need agents who are doing other work. Agent POSITIONS show up in OTHER directly after the link to the communication server is initiated and directly after the agents log in before the CMS is notified of the agent's work state.

While the agent is in Auto-In or Manual-In, other work for this split/skill includes the amount of time that is spent doing any of the following:

- An agent puts any call on hold and performs no further action.
- The agent is on a direct agent call or in ACW for a direct agent call.
- The agent is dialing to place a call or to activate a feature.
- An extension call or a direct agent ACD call is ringing with no other activity.
- The length of time agents were logged into multiple splits/skills and doing work for a split/skill other than this one.

With the EAS feature and multiple call handling, agents are available in other multiple call handling skills, but not in this skill. The GNOTHER item is available on Avaya communication servers with EAS.

This is a status item.

GNSKILL (real-time)

The GNSKILL item is included in the following database tables:

Agent tables

The skill level that is assigned so that the greatest need agent handles calls in the preferred order. The agent’s first-administered, highest-level, measured skill is the greatest need skill, in which a skill level of 1 is the highest call handling preference and skill level 16 is the lowest skill level preference. The GNSKILL item is available on Avaya communication servers with EAS.

This is an administrative item.

GNSTAFFED (real-time)

The GNSTAFFED item is included in the following database tables:

Split/skill tables

The number of greatest need agents who are currently staffed in SPLIT. The GNSTAFFED item is available on Avaya communication servers with EAS.

This is a status item.

GOTOCALLS

The GOTOCALLS item is included in the following database tables:

Vector tables

The number of OUTFLOWCALLS that are redirected to another vector by way of a “go to vector" command.

This is a cumulative item.

GOTOTIME

The GOTOTIME item is included in the following database tables:

Vector tables

The time that all GOTOCALLS spent in this vector before being redirected to another vector. This is a cumulative item.

HDATE1 through HDATE4

The HDATE1 through HDATE4 items appear in the following database tables:

Current day configuration tables

The date of the first (HDATE1), second (HDATE2), third (HDATE3), and fourth (HDATE4) days of historical data that is to be used.

This is an administrative item.

HELD

The HELD item is included in the following database tables:

Call record tables

The total number of times that this call was placed on hold by the answering agent in this call segment. With agent-to-agent calls, this count is incremented for the agent who puts the call on hold but not for the calling agent. The HELD item applies to all of the calls that the agent puts on hold.

HIGHCALLS

The HIGHCALLS item is included in the following database tables:

Split/skill tables

The number of ACDCALLS with high priority that are answered by agents in this split/skill, for example, answered calls that are queued to the split/skill with high priority by a “queue to” or “check” vector command. This includes calls that are queued to a split/skill with priority using the “route to” or “messaging split/skill” vector commands, and calls that queued directly to a split/skill with priority. Priority in these cases is determined by the class of restriction of the originator, which is an agent, an extension, a trunk group or a VDN. The HIGHCALLS item is available with the Vectoring feature.

This is a cumulative item.

HOLDABN

The HOLDABN item is included in the following database tables:

Call record tables

An indication of whether this call abandoned from hold in this call segment. Valid values for HOLDABN are 0, which means that the call did not abandon from hold, and 1, which means that “yes” the call did abandon from hold. The HOLDABN item applies to all of the calls that the agent put on hold.

HOLDABNCALLS

The HOLDABNCALLS item is included in the following database tables:

Split/skill tables

The number of times that split/skill ACD callers abandoned the call while on hold.

This is a cumulative item.

Agent tables

The number of times that callers abandoned while on hold. The HOLDABNCALLS item applies to all of the calls that the agent put on hold.

This is a cumulative item.

VDN tables

The number of times that callers abandoned while on hold. The HOLDABNCALLS item applies to all of the calls that the agent put on hold.

This is a cumulative item.

HOLDACDCALLS

The HOLDACDCALLS item is included in the following database tables:

VDN tables

The number of split/skill or direct agent ACD calls that are placed on hold at least one time.

This is a cumulative item.

HOLDACDTIME

The HOLDACDTIME item is included in the following database tables:

Agent tables

The length of time that split/skill and direct agent ACD calls spend on hold at the agent's telephone. This includes time that the agent spends on AUXIN or AUXOUT calls with the ACD call on hold.

This is a cumulative item.

VDN tables

The length of time that split/skill or direct agent ACD callers spend on hold.

This is a cumulative item.

HOLDCALLS

The HOLDCALLS item is included in the following database tables:

Split/skill tables

The number of split/skill ACD calls that are placed on hold at least once.

HOLDCALLS includes HOLDABNCALLS.

This is a cumulative item.

Agent tables

The number of calls that are placed on hold at least once. HOLDCALLS includes HOLDABNCALLS. The HOLDCALLS item applies to all of the calls that the agent put on hold.

This is a cumulative item.

VDN tables

The number of calls that are placed on hold at least once. HOLDCALLS includes HOLDABNCALLS and HOLDACDCALLS. The HOLDCALLS item applies to all of the calls that the agent put on hold.

This is a cumulative item.

HOLDTIME

The HOLDTIME item is included in the following database tables:

Split/skill tables

The length of time that split/skill ACD callers spend on hold.

This is a cumulative item.

Agent tables

The length of time all calls are on hold. The HOLDTIME applies to all the calls that the agent put on hold. HOLDTIME includes HOLDACDTIME.

This is a cumulative item.

VDN tables

The length of time that callers spend on hold. HOLDTIME includes HOLDACDTIME. HOLDTIME applies to all of the calls that the agent puts on hold.

This is a cumulative item.

I_ACDAUX_OUTTIME

The I_ACDAUX_OUTTIME item is included in the following database tables:

Split/skill tables

The length of time during the collection interval that agents spent dialing and talking on AUXOUT calls with a split/skill ACD call for this split/skill on hold. In a multiple call handling environment with agents in multiple skills, the ACD call for this skill must have been the last ACD call to have been put on hold before the agent placed the AUXOUT call.

This is a cumulative item.

Agent tables

The length of time during the collection interval that the agent spent dialing and talking on AUXOUT calls with at least one split/skill or direct agent ACD call on hold.

This is a cumulative item.

I_ACDAUXINTIME

The I_ACDAUXINTIME item is included in the following database tables:

Split/skill tables

The length of time during the collection interval that agents were talking on AUXIN calls with a split/skill ACD call on hold where SPLIT is OLDEST_LOGON.

This is a cumulative item.

Agent tables

The length of time during the collection interval that the agent spent talking on AUXIN calls with at least one split/skill or direct agent ACD call on hold. For agents in multiple splits/skills, this time is recorded in the record in which SPLIT is OLDEST_LOGON.

This is a cumulative item.

I_ACDOTHERTIME

The I_ACDOTHERTIME item is included in the following database tables:

Split/skill tables

The length of time during the collection interval that agents spent in the OTHER state with a split/skill ACD call on hold. Instances of the OTHER state include, dialing an outgoing call, a ringing extension call, or having calls on hold and with no other state selected.

This is a cumulative item.

Agent tables

The length of time during the collection interval that the agent spent in the OTHER state with at least one split/skill or direct agent ACD call on hold. Instances of the OTHER state include, dialing an outgoing call, a ringing extension call, or having calls on hold and with no other state selected.

This is a cumulative item.

I_ACDTIME

The I_ACDTIME item is included in the following database tables:

Split/skill tables

The length of time during the collection interval that agents were on split/skill ACD calls. I_ACDTIME includes time on O_ACDCALLS and ACDCALLS. I_ACDTIME includes I_ACDTIME_R1 and I_ACDTIME_R2 when reserve agents are used.

I_ACDTIME_R1 and I_ACDTIME_R2 are available with Advocate Service Level Supervisor.

This is a cumulative item.

Agent tables

The length of time during the collection interval that the agent was talking on ACD calls for this SPLIT.

I_ACDTIME includes time on O_ACDCALLS. I_ACDTIME does not include HOLDTIME.

This is a cumulative item.

Difference between ACDTIME and I_ACDTIME

In an inbound ACD call overlapping two consecutive time intervals, I_ACDTIME records the call in the first interval for a duration spanning the start of the call until the end of the first interval and continues to record the call in the second interval for a duration spanning the start of the second interval until the end of the call. In a similar situation, ACDTIME records the entire duration of the call in the second interval because that is the interval in which the call ends. In other words, I_ACDTIME tracks the ACD time by interval whereas ACDTIME tracks the ACD time by the call.

I_ACDTIME_R1

The I_ACDTIME_R1 item appears in the following database table:

Split/skill tables

The time during the collection interval that Reserve Level 1 agents were on ACD calls for this skill. I_ACDTIME_R1 includes time on outgoing ACD calls placed by an adjunct. Reserve Level 1 agents will continue to accumulate I_ACDTIME_R1 if the skill returns to Normal while an ACD call is active.

I_ACDTIME_R1 is available with Advocate Service Level Supervisor.

This is a cumulative item.

I_ACDTIME_R2

The I_ACDTIME_R2 item appears in the following database table:

Split/skill tables

The time during the collection interval that Reserve Level 2 agents were on ACD calls for this skill. This includes time on outgoing ACD calls placed by an adjunct. Reserve Level 2 agents will continue to accumulate I_ACDTIME_R2 if the skill returns to Normal while an ACD call is active.

I_ACDTIME_R2 is available with Advocate Service Level Supervisor.

This is a cumulative item.

I_ACWINTIME

The I_ACWINTIME item is included in the following database tables:

Split/skill tables

The length of time during the collection interval that agents were in ACW for this split/skill and on inbound extension calls. The ACW can be associated with a split/skill ACD call or not associated with a call. I_ACWINTIME does not include the time that inbound extension calls spend on hold.

This is a cumulative item.

Agent tables

The length of time during the collection interval that the agent was in ACW and on inbound extension calls. I_ACWINTIME includes ACW for split/skill ACD calls and ACW that is not associated with a call. I_ACWINTIME does not include the time that inbound ACW calls spend on hold.

This is a cumulative item.

I_ACWOUTTIME

The I_ACWOUTTIME item is included in the following database tables:

Split/skill tables

The length of time during the collection interval that agents were in ACW for this split/skill and on outbound extension calls. The ACW can be associated with a split/skill ACD call or not associated with a call. I_ACWOUTTIME does not include the time that outbound extension calls spend on hold.

This is a cumulative item.

Agent tables

The length of time during the collection interval that the agent was in ACW and on outbound extension calls. I_ACWOUTTIME includes ACW for split/skill ACD calls and ACW that is not associated with a call. I_ACWOUTTIME does not include the time ACWOUT calls spend on hold.

This is a cumulative item.

I_ACWTIME

The I_ACWTIME item is included in the following database tables:

Split/skill tables

The length of time during the collection interval that agents were in ACW for this split/skill. The ACW can be associated with a split/skill ACD call or not associated with a call. I_ACWTIME includes I_ACWINTIME, I_ACWOUTTIME. I_ACWTIME includes I_ACWTIME_R1 and I_ACWTIME_R2 when reserve agents are used.

This is a cumulative item.

Agent tables

The length of time during the collection interval that the agent is in ACW. This includes ACW for split/skill ACD calls and ACW that is not associated with a call. I_ACWINTIME and I_ACWOUTTIME include time for direct agent ACW in and out calls, but I_ACWTIME does not include this time. Therefore, the sum of I_ACWINTIME and I_ACWOUTTIME may be greater than I_ACWTIME. I_ACWTIME includes the portions of I_ACWINTIME and I_ACWOUTTIME that are not associated with direct agent calls.

This is a cumulative item.

Difference between ACWTIME and I_ACWTIME

ACWTIME is the duration of time an agent spends in ACW that is associated with an ACD call. I_ACWTIME is the sum of time an agent spends in ACW during the collection interval. This includes time that is associated with the ACD call and the time an agent spends in ACW that is not associated with an ACD call. I_ACWTIME also accounts for the extra time an agent spends in ACW for which an association with the prior ACD call cannot be established.

I_ACWTIME_R1

The I_ACWTIME_R1 item is included in the following database tables:

Split/skill tables

The time during the collection interval that Reserve Level 1 agents were in ACW in this skill, either associated with a skill ACD call or not associated with a call. This item includes the time that agents in ACW spent on inbound extension calls or outbound extension calls. (ACWINTIME and ACWOUTTIME are included and not broken out in separate R1 database items.) Reserve Level 1 Agents will continue to accumulate I_ACWTIME_R1 if the skill returns to Normal while the agent is in ACW or an ACD call and goes into ACW upon completing the call.

I_ACWTIME_R1 is available with Advocate Service Level Supervisor.

This is a cumulative item.

I_ACWTIME_R2

The I_ACWTIME_R2 item is included in the following database tables:

Split/skill tables

The time during the collection interval that Reserve Level 2 agents were in ACW in this skill, either associated with a skill ACD call or not associated with a call. This item includes the time that agents in ACW spent on inbound extension calls or outbound extension calls. (ACWINTIME and ACWOUTTIME are included and not broken out into separate R2 database items.) Reserve Level 2 Agents will continue to be tracked in I_ACWTIME_R2 if the skill returns to Normal while the agent is in ACW or on an ACD call and goes into ACW upon completing the call.

I_ACWTIME_R2 is available with Advocate Service Level Supervisor.

This is a cumulative item.

I_ARRIVED

The I_ARRIVED item is included in the following database tables:

VDN tables

The number of calls that reached this VDN during this interval.

This is a cumulative item.

Split/Skill tables

The number of calls that reached this Split/Skill during this interval. This is a cumulative item.

I_AUTORESERVETIME

The I_AUTORESERVETIME item appears in the split/skill tables

This item stores the time during the collection interval that at least one agent was auto-reserved for this skill.

I_AUXINTIME

The I_AUXINTIME item is included in the following database tables:

Agent tables

The length of time during the collection interval that the agent was in AUX work or AVAILABLE and on an inbound extension call. I_AUXINTIME includes the length of time when an ACD, AUXIN, or AUXOUT call is on hold and the time the agent is on inbound extension calls and SPLIT is the OLDEST_LOGON. I_AUXINTIME includes I_ACDAUXINTIME but does not include the time these calls spent on hold.

This is a cumulative item.

Split/Skill tables

The time during the collection interval that agents were in AUX work or AVAILABLE and on an inbound extension call. I_AUXINTIME includes the length of time when an ACD, AUXIN, or AUXOUT call is on hold and the time the agent is on inbound extension calls. I_AUXINTIME includes I_ACDAUXINTIME but does not include time inbound extension calls spent on hold.

This is a cumulative item.

I_AUXOUTTIME

The I_AUXOUTTIME item is included in the following database tables:

Agent tables

The length of time during the collection interval that the agent was in AUX work, AVAILABLE, had an ACD, AUXIN, or AUXOUT call on hold and on outbound extension calls. When the agent was in AUX work, AVAILABLE, or had an AUXIN or AUXOUT call on hold, the AUXOUT time and calls are recorded for the SPLIT that is the OLDEST_LOGON. When the agent had an ACD call on hold, SPLIT is the split/skill associated with the last ACD call put on hold. I_AUXOUTTIME includes I_ACDAUX_OUTTIME but does not include the time calls spent on hold.

This is a cumulative item.

Split/Skill tables

The length of time during the collection interval that the agent was in AUX work, AVAILABLE, or had an AUXIN or AUXOUT call is on hold, and on outbound extension calls. This does not include time outbound extension calls spent on hold.

This is a cumulative item.

I_AUXSTBYTIME

The I_AUXSTBYTIME item is included in the following database tables:

Agent tables

The time during the collection interval that an Agent was in AUX Work state while the skill was Normal. This database item is valid only for agents administered as Reserve Level 1 or Reserve Level 2 for a skill.

If the skill goes from Normal to Overload 1, or from Overload 1 to Overload, depending on if the Agent is Reserve 1 or Reserve 2, the agent will stop accumulating I_AUXSTBYTIME and start accumulating I_AUXTIME.

I_AUXSTBYTIME is not included in I_STAFFTIME or I_AUXTIME.

Note:

When the skill is Normal, the individual Reserve Agent's time for that skill is tracked as I_OTHERSTBYTIME and I_AUXSTBYTIME.

I_AUXSTBYTIME is available with Advocate Service Level Supervisor.

This is a cumulative item.

I_AUXSTBYTIME_R1

The I_AUXSTBYTIME_R1 item is included in the following database tables:

Split/Skill tables

The time during the collection interval that Reserve Level 1 agents were in AUX Work and in standby because the skill is not in overload 1 or 2. Unlike I_AUXTIME, this item is not broken down into separate items, for call direction, or reason codes. If the skill goes from Normal to overload 1 the agent will stop accumulating I_AUXSTBYTIME_R1 and start accumulating I_AUXTIME_R1.

I_AUXSTBYTIME_R1 is available with Advocate Service Level Supervisor.

This is a cumulative item.

I_AUXSTBYTIME_R2

The I_AUXSTBYTIME_R2 item is included in the following database tables:

Split/Skill tables

The time during the collection interval that Reserve Level 2 agents were in AUX Work and in standby because the skill is not in overload 2. Unlike I_AUXTIME, this item is not broken down into separate items, for call direction, or reason codes. If the skill goes from overload 1 to overload 2 the agent will stop accumulating I_AUXSTBYTIME_R2 and start accumulating I_AUXTIME_R2.

I_AUXSTBYTIME_R2 is available with Advocate Service Level Supervisor.

This is a cumulative item.

I_AUXTIME

The I_AUXTIME item is included in the following database tables:

Split/Skill tables

The length of time during the collection interval that agents are in AUX in this skill. I_AUXTIME includes I_AUXTIME0, I_AUXTIME1 through I_AUXTIME9, I_AUXTIME10 through I_AUXTIME99, I_AUXINTIME, I_AUXOUTTIME, I_TAUXTIME.

I_AUXTIME includes I_AUXTIME_R1 and I_AUXTIME_R2 when the reserve agents are active. I_AUXTIME does not include I_AUXSTBYTIME_R1 and I_AUXSTBYTIME_R2.

This is a cumulative item.

Agent tables

The length of time that the agent spends in AUX work. When an agent is in AUX work in multiple splits/skills, this time is recorded in each split/skill in which the agent is in AUX.

Reserve Agents only accumulate I_AUXTIME when the skill is in overload 1, or when a reserve agent goes from active to standby I_AUXTIME stops accumulating and I_AUXSTBYTIME starts accumulating for that agent.

I_AUXTIME includes I_AUXINTIME and I_AUXOUTTIME. I_AUXTIME does not include I_AUXSTBYTIME.

This is a cumulative item.

I_AUXTIME_R1

The I_AUXTIME_R1 item is included in the following database tables:

Split/Skill tables

The time during the collection interval that Reserve Level 1 agents spent in AUX Work for this skill while the skill was in overload 1. Includes all AUX time including time on extension calls from the AUX state. Unlike I_AUXTIME, this item is not broken down into separate items for call direction, or reason codes. If the skill goes from overload 1 to Normal the agent will stop accumulating I_AUXTIME_R1 and start accumulating I_AUXSTBYTIME_R1.

I_AUXTIME_R1 is available with Advocate Service Level Supervisor.

This is a cumulative item.

I_AUXTIME_R2

The I_AUXTIME_R2 item is included in the following database tables:

Split/Skill tables

The time during the collection interval that Reserve Level 2 agents were in AUX in this skill while the skill was in overload 2. Includes all AUX time including time on extension calls from the AUX state. Unlike I_AUXTIME, this item is not broken down into separate items for call direction, or reason codes. If the skill goes from overload 2 to overload 1 the agent will stop accumulating I_AUXTIME_R2 and start accumulating I_AUXSTBYTIME_R2.

I_AUXTIME_R2 is available with Advocate Service Level Supervisor.

This is a cumulative item.

I_AUXTIME0

The I_AUXTIME0 item is included in the following database tables:

Split/skill tables

The length of time during the collection interval that agents were in AUX for reason code 0 in this split/skill. This includes time on extension calls from this AUX state. For communication servers with AUX reason codes active, this represents time agents spent in “system” AUX. For communication servers without the EAS feature and AUX reason codes active and prior to R5, I_AUXTIME0 is the same as I_AUXTIME.

This is a cumulative item.

I_AUXTIME1 through I_AUXTIME9

The I_AUXTIME1 through I_AUXTIME9 items appear in the following database tables:

Split/skill tables

The length of time during the collection interval that agents were in AUX for each reason code 1 through 9 in this skill. This includes time on extension calls from each AUX state. This feature is available on Avaya communication servers with the EAS and AUX Reason Code feature.

This is a cumulative item.

I_AUXTIME10 through I_AUXTIME99

Note:

The I_AUXTIME10 through 99 items are available if you purchased the expanded AUX reason codes feature.

The I_AUXTIME10 through I_AUXTIME99 items appear in the following database tables:

Split/skill tables

The length of time during the collection interval that agents were in AUX for each reason code 10 through 99 in this skill. This includes time on extension calls from each AUX state. This feature is available on Avaya communication servers with the EAS and AUX Reason Code feature.

This is a cumulative item.

I_AVAILTIME

The I_AVAILTIME item is included in the following database tables:

Split/skill tables

The length of time during the collection interval that agents were available for calls from this split/skill.

This is a cumulative item.

Agent tables

The length of time during the collection interval that the agent was available for ACD calls in this split/skill. This is a cumulative item.

I_BEHINDTIME

The I_BEHINDTIME item appears in the split/skill tables.

This item stores the amount of time that a skill has the potential of not meeting the assigned target service level percentage and no agents were auto-reserved.

I_DA_ACDTIME

The I_DA_ACDTIME item is included in the following database tables:

Split/skill tables

The length of time during the collection interval that the agent spent talking on direct agent ACD calls queued through this split/skill. I_DA_ACDTIME is a subset of I_OTHERTIME. The I_DA_ACDTIME item is available with the ASAI or EAS feature.

This is a cumulative item.

Agent tables

The length of time during the collection interval that the agent spent talking on direct agent calls. I_DA_ACDTIME does not include HOLDTIME. The I_DA_ACDTIME item is available with the ASAI or EAS feature.

This is a cumulative item.

I_DA_ACWTIME

The I_DA_ACWTIME item is included in the following database tables:

Split/skill tables

The length of time that agents spent in ACW for direct agent ACD calls that queued through this split/skill. I_DA_ACWTIME is a subset of I_OTHERTIME. The I_DA_ACWTIME is available with the ASAI or EAS feature.

This is a cumulative item.

Agent tables

The length of time during the collection interval that the agent was doing ACW that was associated with direct agent ACD calls. The I_DA_ACWTIME item is available with the ASAI or EAS feature.

This is a cumulative item.

I_INOCC

The I_INOCC item is included in the following database tables:

Trunk group tables

The total length of time during the collection interval that trunks in the trunk group were occupied by incoming calls. If an incoming call on a measured trunk is transferred off of the communication server, the incoming trunk remains in use for the call and accrues trunk holding time until the caller drops or the call is released.

This is a cumulative item.

Trunk tables

The total length of time during the collection interval that the trunk was occupied by incoming calls. If an incoming call on a measured trunk is transferred off of the communication server, the incoming

trunk remains in use for the call and accrues trunk holding time until the caller drops or the call is released.

This is a cumulative item.

I_NORMTIME

The I_NORMTIME item is included in the following database tables:

Split/skill tables

The length of time that the skill spent under all administered overload thresholds.

The I_NORMTIME item is available on Avaya communication servers with the EAS feature.

This is a cumulative item.

I_OL1TIME

The I_OL1TIME item is included in the following database tables:

Split/skill tables

The length of time that the skill spent in overload threshold 1.

The I_OL1TIME item is available on Avaya communication servers with the EAS feature.

This is a cumulative item.

I_OL2TIME

The I_OL2TIME item is included in the following database tables:

Split/skill tables

The length of time, that the skill spent in overload threshold 2.

The I_OL2TIME item is available on Avaya communication servers with the EAS feature.

This is a cumulative item.

I_OTHERSTBYTIME

The I_OTHERSTBYTIME item is included in the following database tables:

Agent tables

The time during the collection interval that the Agent was logged into the skill and in standby because the skill was not in overload 1 or 2. This database item is valid only for agents administered as Reserve Level 1 or Reserve Level 2 for a skill.

Note:

Reserve Level 1 agents that are working on a call for another skill when the reserve skill goes into an overload condition will stop being tracked as I_OTHERSTBYTIME_R1 and start being tracked as I_OTHERTIME_R1.

I_OTHERSTBYTIME is available with Advocate Service Level Supervisor.

I_OTHERSTBYTIME is not included in I_STAFFTIME or I_OTHERTIME.

This is a cumulative item.

I_OTHERSTBYTIME_R1

The I_OTHERSTBYTIME_R1 item is included in the following database tables:

Split/skill tables

The time during the collection interval that Reserve Level 1 agents were logged into this skill and in standby. I_OTHERSTBYTIME_R1 accumulates while the skill (for which the agent is Reserve Level 1) is Normal.

I_OTHERSTBYTIME is not included in I_STAFFTIME, I_OTHERTIME or I_OTHERTIME_R1.

Note:

Reserve Level 1 agents that are working on a call for another skill when the reserve skill goes into an overload condition will stop being tracked as I_OTHERSTBYTIME_R1 and start being tracked as I_OTHERTIME_R1.

I_OTHERSTBYTIME_R1 is available with Advocate Service Level Supervisor.

This is a cumulative item.

I_OTHERSTBYTIME_R2

The I_OTHERSTBYTIME_R2 item is included in the following database tables:

Split/skill tables

The time during the collection interval that Reserve Level 2 agents were staffed in this skill and in standby. I_OTHERSTBYTIME_R2 accumulated while the skill (for which the agent is Reserve Level 2) is not in overload 2.

Note:

Reserve Level 2 agents that are working on a call for another skill when the reserve skill goes into an overload condition will stop being tracked as I_OTHERSTBYTIME_R2 and start being tracked as I_OTHERTIME_R2.

I_OTHERSTBYTIME_R2 is available with Advocate Service Level Supervisor.

This is a cumulative item.

I_OTHERTIME

The I_OTHERTIME item is included in the following database tables:

Split/skill tables

The length of time during the collection interval that agents spent doing other work. I_OTHERTIME is collected for the time period after the link to the communication server is initiated or after the agent logs in and before the CMS receives notification of the agent's state from the communication server.

While the agent is in Auto-In or Manual-In, other work for this split/skill includes the amount of time that is spent doing any of the following:

- An agent put any call on hold and perform no further action.
- The agent is on a direct agent call or in ACW for a direct agent call.
- The agent is dialing to place a call or to activate a feature.
- An extension call or a direct agent ACD call is ringing with no other activity.
- The length of time agents were logged into multiple splits/skills and doing work for a split/skill other than this one.

With the EAS feature and multiple call handling, agents are available in other multiple call handling skills, but not in this skill. I_OTHERTIME includes I_ACDOTHERTIME, I_DA_ACDTIME, I_DA_ACWTIME.

I_OTHERTIME includes I_OTHERTIME_R1 and I_OTHERTIME_R2.

I_OTHERTIME does not includeI_OTHERSTBYTIME_R1 or I_OTHERSTBYTIME_R2.

Agent tables

The length of time that the agent was doing other work. Reserve agents only accumulate I_OTHERTIME when the skill is in overload 1 or 2.

I_OTHERTIME includes I_ACDOTHERTIME, I_DA_ACDTIME, and I_DA_ACWTIME.

I_OTHERTIME does not include I_OTHERSTBYTIME.

This is a cumulative item.

I_OTHERTIME_R1

The I_OTHERTIME_R1 item is included in the following database tables:

Split/skill tables

The time during the collection interval that Reserve Level 1 agents were doing other work while the skill is in overload 1.

I_OTHERTIME_R1 is collected for the time period after the link to the communication server comes up or after the agent logs in and before the CMS receives notification of the agent's state from the communication server. Other work includes: while in Auto-In or Manual-In mode, the agent put any call on hold and performed no further action; the agent had a direct agent call ringing, was on a direct agent call or in ACW for a direct agent call; the agent dialed to place a call or activate a feature; or an extension-in call rang at the agent's terminal with no other activity. Also includes the time Reserve agents were logged into multiple skills and doing work for a skill other than this one (with an ACD call ringing, talking on an ACD call, or in ACW for a skill other than this one.)

If the skill goes from overload 1 to Normal the agent will stop accumulating I_OTHERTIME_R1 and start accumulating I_OTHERSTBYTIME_R1.

I_OTHERTIME_R1 does not include I_OTHERSTBYTIME_R1.

I_OTHERTIME_R1 is available with Advocate Service Level Supervisor.

This is a cumulative item.

I_OTHERTIME_R2

The I_OTHERTIME_R2 item is included in the following database tables:

Split/skill tables

The time during the collection interval that Reserve Level 2 agents were doing other work while the skill is in overload 2.

I_OTHERTIME_R2 is collected for the time period after the link to the communication server comes up or after the agent logs in and before the CMS receives notification of the agent's state from the communication server. Other work includes: while in Auto-In or Manual-In mode, the agent put any call on hold and performed no further action; the agent had a direct agent call ringing, was on a direct agent call or in ACW for a direct agent call; the agent dialed to place a call or activate a feature; or an extension-in call rang at the agent's terminal with no other activity. Also includes the time Reserve agents were logged into multiple skills and doing work for a skill other than this one (with an ACD call ringing, talking on an ACD call, or in ACW for a skill other than this one.)

If the skill goes from overload 2 to overload 1 the agent will stop accumulating I_OTHERTIME_R2 and start accumulating I_OTHERSTBYTIME_R2.

I_OTHERTIME_R2 does not include I_OTHERSTBYTIME_R2.

I_OTHERTIME_R2 is available with Advocate Service Level Supervisor.

This is a cumulative item.

I_OUTOCC

The I_OUTOCC item is included in the following database tables:

Trunk group tables

The length of time during the collection interval that trunks in this trunk group were occupied by outgoing calls.

This is a cumulative item.

Trunk tables

The length of time during the collection interval that this trunk was occupied by outbound calls.

This is a cumulative item.

I_RINGTIME

The I_RINGTIME item is included in the following database tables:

Split/skill tables

The length of time during the collection interval that agents were in the ringing state for calls to this split/skill. If the agent changes work modes or answers/makes another call instead of answering the ringing call, I_RINGTIME will stop accumulating. RINGTIME is the length of time that the caller spends ringing and is independent of agent activity. With forced multiple call handling if an ACD call rings at the agent's telephone while the agent is talking on another call, I_RINGTIME does not accumulate. I_RINGTIME includes I_RINGTIME_R1 and I_RINGTIME_R2 when the reserve agents are active.

This is a cumulative item.

Agent tables

The length of time during the collection interval that the agent had split/skill and direct agent ACD calls ringing. If the agent changes work modes or makes/receives another call instead of answering the ringing call, I_RINGTIME will stop accumulating. RINGTIME is the length of time that the caller spends ringing and is independent of agent activity.

This is a cumulative item.

I_RINGTIME_R1

The I_RINGTIME_R1 item is included in the following database tables:

Split/skill tables

The time during the collection interval that Reserve Level 1 agents were in the ringing state for calls to this skill. Reserve Level 1 agents will continue to accumulate I_RINGTIME_R1 if the skill returns to Normal while a call is ringing.

I_RINGTIME_R1 is available with Advocate Service Level Supervisor.

This is a cumulative item.

I_RINGTIME_R2

The I_RINGTIME_R2 item is included in the following database tables:

Split/skill tables

The time during the collection interval that Reserve Level 2 agents were in the ringing state for calls to this skill. Reserve Level 2 agents will continue to accumulate I_RINGTIME_R2 if the skill returns to Normal while a call is ringing.

I_RINGTIME_R2 is available with Advocate Service Level Supervisor.

This is a cumulative item.

I_STAFFTIME

The I_STAFFTIME item is included in the following database tables:

Split/skill tables

The length of time during the collection interval that agents were logged in. I_STAFFTIME includes I_ACDTIME, I_ACWTIME, I_AUXTIME, I_AVAILTIME, I_OTHERTIME, and I_RINGTIME.

Note:

With Service Level Supervisor I_STAFFTIME includes only the time that reserve agents are activated in this skill. I_STAFFTIME does not include I_OTHERSTBYTIME_R1, I_OTHERSTBYTIME_R2, I_AUXSTBYTIME_R1, or I_AUXSTBYTIME_R2.

This is a cumulative item.

Agent tables

The length of time during the collection interval that the agent was logged in to this split/skill. Reserve agents only accumulate STAFFTIME when the skill is in overload 1 or 2.

I_STAFFTIME includes I_AUXTIME, I_AVAILTIME, I_ACDTIME, I_ACWTIME, I_DA_ACDTIME, I_DA_ACWTIME, I_OTHERTIME, and I_RINGTIME.

I_STAFFTIME does not include I_AUXSTBYTIME or I_OTHERSTBYTIME.

This is a cumulative item.

I_TAUXTIME

The I_TAUXTIME item is included in the following database tables:

Split/skill tables

The length of time that top agents in this split/skill were in AUX mode. This includes time on AUXIN or AUXOUT calls that were received or placed without an ACD call on hold. Time on AUXIN or AUXOUT calls with an ACD call on hold is tracked in I_ACDAUXINTIME and I_ACDAUX_OUTTIME. The I_TAUXTIME item is available with the EAS feature.

This is a cumulative item.

I_TAVAILTIME

The I_TAVAILTIME item is included in the following database tables:

Split/skill tables

The length of time that top agents in this split/skill were available to receive calls for this split/skill. The I_TAVAILTIME item is available with the EAS feature.

This is a cumulative item.

I_TOTHERTIME

The I_TOTHERTIME item is included in the following database tables:

Split/skill tables

The length of time that top agents spend in the OTHER state. The I_TOTHERTIME item is available with the EAS feature.

This is a cumulative item.

II_DIGITS

The II_DIGITS item is included in the following database tables:

Malicious call trace exception table

The Information Indicator digits that specify the type of originating line used by the caller.

ICRPULLCALLS

The ICRPULLCALLS item is included in the following database tables:

Agent tables

Number of calls ICR pulled back while ringing at an agent.

Split/Skill Tables

Number of CALLSOFFERED pulled back by ICR.

VDN Tables

Number of INCALLS pulled back by ICR.

Vector Tables

Number of INCALLS pulled back by ICR.

Trunk Group Tables

Number of INCALLS pulled back by ICR.

Trunk Tables

Number of INCALLS pulled back by ICR.

ICRPULLTIME

The ICRPULLTIME item is included in the following database tables:

Agent tables

Time callers waited before ICR pulled the call back.

Split/Skill Tables

Time callers waited before ICR pulled the call back.

VDN Tables

Time callers waited before ICR pulled the call back.

Vector Tables

Time callers waited before ICR pulled the call back.

ICRPULLREASON

The ICRPULLREASON item is included in the following database tables:

Call Record Table

The reason ICR pulled the call back.

ICRPULLRINGCALLS

The ICRPULLRINGCALLS item is included in the following database tables:

Split/Skill Tables

Number of ICRPULLCALLS ICR pulled back while ringing.

VDN Tables

Number of ICRPULLCALLS ICR pulled back while ringing.

Vector Tables

Number of ICRPULLCALLS ICR pulled back while ringing.

Trunk Group Tables

Number of ICRPULLCALLS ICR pulled back while ringing.

ICRPULLQUECALLS

The ICRPULLQUECALLS item is included in the following database tables:

VDN Tables

Number of ICRPULLCALLS pulled back while in a queue.

Vector Tables

Number of ICRPULLCALLS pulled back while in a queue.

Trunk Group Tables

Number of ICRPULLCALLS pulled back while in a queue.

ICRPULLVECCALLS

The ICRPULLVECCALLS item is included in the following database tables:

Trunk Group Tables

Number of ICRPULLCALLS pulled back in vector processing.

ICRRESENT

The ICRRESENT item is included in the following database tables:

Call Record Table

Was call resent by ICR.

ILN

The ILN item is included in the following database tables:

VDN tables

The internal line number (ILN) of the VDN extension. This number is used internally by the CMS to track data about the VDN.

This is an administrative item.

INACW (real-time)

The INACW item is included in the following database tables:

Split/skill tables

The number of agents that are currently in ACW for this split/skill. This includes agents on ACWIN or ACWOUT calls as well as agents in ACW not associated with an ACD call. It does not include agents in ACW for direct agent ACD calls. INACW includes ONACWIN and ONACWOUT.

This is a status item.

INAUX (real-time)

The INAUX item is included in the following database tables:

Split/skill tables

The number of agents that are currently in AUX work for all splits/skills, or on AUXIN or AUXOUT calls. INAUX includes INAUX0, INAUX1 through INAUX9, ONACDAUXOUT, ONAUXIN, and ONAUXOUT.

This is a status item.

INAUX0 (real-time)

The INAUX0 item is included in the following database tables:

Split/skill tables

The number of agents that are currently in AUX with reason code 0 (zero) for all splits/skills including agents on AUXIN or AUXOUT calls. For Avaya communication servers with EAS and reason codes, reason code 0 (zero) is for “system” AUX work.

This is a status item.

INAUX1 through INAUX9 (real-time)

The INAUX1 through INAUX9 items appear in the following database tables:

Split/skill tables

The number of agents that are currently in AUX with the reason codes 1 through 9 for all splits/skills including agents on AUXIN or AUXOUT calls. The INAUX1 through INAUX9 items are available on Avaya communication servers with the EAS and Reason Code features. This is a status item.

INAUX10 through INAUX99 (real-time)

Note:

The INAUX10 through 99 items are available if you purchased the expanded AUX reason codes feature.

The INAUX10 through INAUX99 items appear in the following database tables:

Split/skill tables

The number of agents that are currently in AUX with the reason codes 10 through 99 for all splits/skills including agents on AUXIN or AUXOUT calls. The INAUX10 through INAUX99 items are available on Avaya communication servers with the EAS and Reason Code features. This is a status item.

INBOUND (real-time)

The INBOUND item is included in the following database tables:

Trunk group tables

The number of trunks in the trunk group that are currently busy on inbound calls.

This is a status item.

INCALLS

The INCALLS item is included in the following database tables:

Trunk group tables

The number of inbound calls that are carried by this TKGRP and that completed during the collection interval. INCALLS includes ABNCALLS, ACDCALLS, OTHERCALLS, CONNECTCALLS, and TRANSFERRED. INCALLS = ACDCALLS + ABNCALLS + OTHERCALLS.

This is a cumulative item.

Trunk tables

The number of inbound calls carried by this trunk that completed during the collection interval. This includes calls with short holding times (SHORTCALLS). INCALLS = ABNCALLS + ACDCALLS + OTHERCALLS

This is a cumulative item.

Vector tables

The number of inbound calls that are processed by this vector. INCALLS includes ABNCALLS, RINGCALLS, INFLOWCALLS, and OTHERCALLS. INCALLS = ACDCALLS + ABNCALLS + OTHERCALLS

This is a cumulative item.

VDN tables

The number of inbound calls that are directed to this VDN. INCALLS includes ABNCALLS, INFLOWCALLS, OTHERCALLS, RETURNCALLS, and RINGCALLS. INCALLS = ABNCALLS + ACDCALLS + OTHERCALLS

This is a cumulative item.

INCOMPLETE

The INCOMPLETE item is included in the following database tables:

Split/skill tables

An indication of whether data is complete for this collection interval. Data is incomplete whenever the link goes down and whenever tracking is aborted for calls, because of the trunk going maintenance busy with a call active, protocol failures with data collection active, or when split/skill or VDN call profile is changed with data collection active. Valid values for the INCOMPLETE item are 1, which means that the data is incomplete, and 0, which means that the data is complete. The value in the daily, weekly, and monthly tables indicates the number of incomplete intervals in the day, week, or month.

This is a cumulative item.

Agent tables

An indication of whether data is complete for this collection interval. Data is incomplete whenever the link goes down and whenever tracking is aborted for calls, because of the trunk going maintenance busy with a call active, protocol failures with data collection active, or when split/skill or VDN call profile is changed with data collection active. The INCOMPLETE item is also triggered by logged in agents for the interval in which a login event occurs. This item is an interval based item. Valid values for the INCOMPLETE item are 1, which means that the data is incomplete, and 0, which means that the data is complete. The value in the daily, weekly, and monthly tables indicates the number of incomplete intervals in the day, week, or month. Changing the split/skill or VDN call profile data while data collection is active only affects the respective split/skill or VDN data.

This is a cumulative item.

Trunk group tables

An indication of whether data is complete for this collection interval. Data is incomplete whenever the link goes down and whenever tracking is aborted for calls, because of the trunk going maintenance busy with a call active, protocol failures with data collection active, or when split/skill or VDN call profile is changed with data collection active. Valid values for the INCOMPLETE item are 1, which means that the data is incomplete, and 0, which means that the data is complete. The value in the daily, weekly, and monthly tables indicates the number of incomplete intervals in the day, week, or month.

This is a cumulative item.

Trunk tables

An indication of whether data is complete for this collection interval. Data is incomplete whenever the link goes down and whenever tracking is aborted for calls, because of the trunk going maintenance busy with a call active, protocol failures with data collection active, or when split/skill or VDN call profile is changed with data collection active. Valid values for the INCOMPLETE item are 1, which means that the data is incomplete, and 0, which means that the data is complete. The value in the daily, weekly, and monthly tables indicates the number of incomplete intervals in the day, week, or month. Changing the split/skill or VDN call profile data while data collection is active only affects the respective split/skill or VDN data.

This is a cumulative item.

Vector tables

An indication of whether data is complete for this collection interval. Data is incomplete whenever the link goes down and whenever tracking is aborted for calls, because of the trunk going maintenance busy with a call active, protocol failures with data collection active, or when split/skill or VDN call profile is changed with data collection active. Valid values for the INCOMPLETE item are 1, which means that the data is incomplete, and 0, which means that the data is complete. The value in the daily, weekly, and monthly tables indicates the number of incomplete intervals in the day, week, or month.

This is a cumulative item.

VDN tables

An indication of whether data is complete for this collection interval. Data is incomplete whenever the link goes down and whenever tracking is aborted for calls, because of the trunk going

maintenance busy with a call active, protocol failures with data collection active, or when split/skill or VDN call profile is changed with data collection active. Valid values for the INCOMPLETE item are 1, which means that the data is incomplete, and 0, which means that the data is complete. The value in the daily, weekly, and monthly tables indicates the number of incomplete intervals in the day, week, or month.

This is a cumulative item.

Call work codes tables

An indication of whether data is complete for this collection interval. Data is incomplete whenever the link goes down and whenever tracking is aborted for calls, because of the trunk going maintenance busy with a call active, protocol failures with data collection active, or when split/skill or VDN call profile is changed with data collection active. Valid values for the INCOMPLETE item are 1, which means that the data is incomplete, and 0, which means that the data is complete. The value in the daily, weekly, and monthly tables indicates the number of incomplete intervals in the day, week, or month. Changing the split/skill or VDN call profile data while data collection is active affects only the data for the split/skill or VDN to which the change is made.

This is a cumulative item.

INFLAG

The INFLAG item is included in the following database tables:

Agent login/logout tables

An indication whether the agent is already logged in when the communication server link initiates. Valid values are NULL, which means that the agent is not logged in, and <, which means that the agent is logged in.

INFLOWCALLS

The INFLOWCALLS item is included in the following database tables:

Split/skill tables

The number of calls that are redirected to the split/skill's queue from another queue.

When a call leaves the VDN, for example, by routing to another VDN, or leaves vector processing, for example, by routing to a split/skill, the next split/skill to which a call queues will not be credited with an inflow. Calls that ring at an agent and are then requeued to the same split/skill by the Redirect on No answer feature are counted as inflows to that split/skill.

Without the Vectoring feature, an inflow is counted for calls that intraflow from one split queue to another split queue.

With the Vectoring feature, calls answered by an agent in a non-primary split/skill are counted as inflows to that split/skill. Calls that abandon from ringing at an agent's telephone in a non-primary split/skill are also counted as inflows to that skill.

This is a cumulative item.

Vector tables

The number of calls that are redirected to this vector by way of a “go to vector” command, a “route to” VDN command, or by the Redirection on No Answer feature to a VDN.

This is a cumulative item.

VDN tables

The number of calls that are redirected into the VDN by way of a “route to” VDN command or by Redirection on No Answer to this VDN.

This is a cumulative item.

INPROGRESS (real-time)

The INPROGRESS item is included in the following database tables:

Vector tables

The number of inbound calls that are currently being processed by this VECTOR. INPROGRESS applies until the disposition of the call is known. Calls are no longer counted as INPROGRESS on the vector when they have been answered, abandoned, outflowed from the vector, are at the beginning of a forced busy, or are dropped on a forced disconnect. INPROGRESS includes INQUEUE and INRING.

This is a status item.

VDN tables

The number of inbound calls that are currently associated with this VDN. Calls are considered to be INPROGRESS in the VDN until they route to another VDN, route off of the communication server, are transferred, or the trunk carrying them goes idle. INPROGRESS includes ATAGENT and INVECTOR.

This is a status item.

INQUEUE (real-time)

The INQUEUE item is included in the following database tables:

Split/skill tables

The number of split/skill ACD calls that are currently waiting in queue.

This is a status item.

Vector tables

The number of INPROGRESS calls that are currently in split/skill or direct agent ACD queues.

This is a status item.

VDN tables

The number of INPROGRESS calls that are currently in a split/skill or direct agent ACD queues.

This is a status item.

INRING (real-time)

The INRING item is included in the following database tables:

Split/skill tables

The number of split/skill ACD calls that are currently ringing at agent positions for this split/skill.

This is a status item.

Vector tables

The number of INPROGRESS split/skill and direct agent ACD calls that are currently ringing at agent positions.

This is a status item.

VDN tables

The number of INPROGRESS split/skill and direct agent ACD calls that are currently ringing at agent positions.

This is a status item.

INTERFLOWCALLS

The INTERFLOWCALLS item is included in the following database tables:

Split/skill tables

The number of OUTFLOWCALLS that are redirected to a destination outside the communication server.

This is a cumulative item.

Vector tables

The number of OUTFLOWCALLS that are redirected to a destination outside the communication server. INTERFLOWCALLS includes LOOKFLOWCALLS (successful Look-Ahead Interflow and BSR) and DEFLECTCALLS (successful NCR redirections).

This is a cumulative item.

VDN tables

The number of OUTFLOWCALLS that are redirected to a destination outside the communication server. INTERFLOWCALLS includes LOOKFLOWCALLS (successful Look-Ahead Interflow and BSR) and DEFLECTCALLS (successful NCR redirections).

This is a cumulative item.

INTERRUPTDEL

The INTERRUPTDEL item appears in the following tables:

Call record tables

Whether the call is delivered to an interrupted agent. Valid values are:

- 0 - Agent is not interrupt from AUX
- 1 - auto in interrupt
- 2 - manual in interrupt
- 3 - notify interrupt

INTERRUPTED

The INTERRUPTED item appears in the following tables:

Agent trace tables

This item determines whether the agent becomes available due to being interrupted from an interruptible AUX state.

INTIME

The INTIME item is included in the following database tables:

Trunk group tables

The trunk holding time for all INCALLS that are carried by trunks in this trunk group and complete during the collection interval. Trunk holding time is the length of time from the initial trunk seizure until the trunk goes idle. The trunk goes idle when the caller drops, the agent releases the call, or the communication server disconnects the call. If an incoming call on a measured trunk is transferred off the communication server, the incoming trunk remains in use for the call and accrues trunk holding time until the caller drops or the call is released.

This is a cumulative item.

Trunk tables

The trunk holding time for all INCALLS that are carried by this trunk and complete during the collection interval. Trunk holding time is the length of time from the initial trunk seizure until the trunk goes idle. The trunk goes idle when the caller drops, the agent releases the call, or the communication server disconnects the call. If an incoming call on a measured trunk is transferred off the communication server, the incoming trunk remains in use for the call and accrues trunk holding time until the caller drops or the call is released. This is a cumulative item.

Vector tables

The length of time spent by INCALLS by this VECTOR executing steps. INTIME stops accruing in the following cases:

- When the STOP vector step is executed
- When a blank step in the vector is reached
- When busy or disconnect is sent
- When the call abandons
- When a “goto vector” command succeeds
- When a “rout to” vector command succeeds
- When a “messaging split/skill” or “adjunct routing” command succeeds
- Or when the split/skill or direct agent ACD call rings an agent

This is a cumulative item.

VDN tables

The time spent in the VDN by calls completed during this interval. This time includes: time in vector processing, ringing, and talking with an agent until the call is terminated or is routed to another VDN off the communication server. INTIME = ACDTIME + ABNTIME + ANSTIME + HOLDTIME + OTHERTIME.

This is a cumulative item.

INTRDELIVERIES

The INTRDELIVERIES item appears in the following tables:

Agent tables

The number of calls delivered to the agent when the agent is interrupted in an interruptible AUX state. It is counted against the agent's skill the call is delivered to.

This is a cumulative item.

Split/skill tables

The number of calls delivered to the agent when the agent is interrupted in an interruptible AUX state. It is counted against the skill the call is delivered to.

This is a cumulative item.

INTRNOTIFIES

The INTRNOTIFIES item appears in the following tables:

Agent tables

The number of interrupt notifications received by the agent when the agent is in an interruptible AUX state. It is counted against the agent's top skill.

This is a cumulative item.

INTRSTATUS (real-time)

The INTRSTATUS item appears in the following tables:

Agent tables

This item shows the current interrupt status of the agent. Valid values are:

- 0 - NA
- 1 - notifying, the agent is getting notified of an interrupt from AUX
- 2 - interrupted, the agent is interrupted from AUX to take a call
- 3 - interruptible, the agent is in interruptible AUX for the interruptible skill

INTRTYPE (real-time)

The INTRTYPE item appears in the following tables:

Agent tables

The interrupt type for the agent with regard to the skill.

INTRVL

The INTRVL item is included in the following database tables:

Split/skill tables

The number of minutes in the intrahour interval. The length of the intrahour interval can be 15, 30, or 60 minutes. INTRVL applies to intrahour tables only.

This is an administrative item.

Agent tables

The number of minutes in the intrahour interval. The length of the intrahour interval can be 15, 30, or 60 minutes. INTRVL applies to intrahour tables only.

This is an administrative item.

Trunk group tables

The number of minutes in the intrahour interval. The length of the intrahour interval can be 15, 30, or 60 minutes. INTRVL applies to intrahour tables only.

This is an administrative item.

Trunk tables

The number of minutes in the intrahour interval. The length of the intrahour interval can be 15, 30, or 60 minutes. INTRVL applies to intrahour tables only.

This is an administrative item.

Vector tables

The number of minutes in the intrahour interval. The length of the intrahour interval can be 15, 30, or 60 minutes. INTRVL applies to intrahour tables only.

This is an administrative item.

VDN tables

The number of minutes in the intrahour interval. The length of the intrahour interval can be 15, 30, or 60 minutes. INTRVL applies to intrahour tables only.

This is an administrative item.

Call work codes tables

The number of minutes in the intrahour interval. The length of the intrahour interval can be 15, 30, or 60 minutes. INTRVL applies to intrahour tables only.

This is an administrative item.

Current day report tables

The number of minutes in the intrahour interval. The length of the intrahour interval can be 15, 30, or 60 minutes. INTRVL applies to intrahour tables only.

This is an administrative item.

INVECTOR (real-time)

The INVECTOR item is included in the following database tables:

VDN tables

The number of INPROGRESS calls that are currently being processed by a vector. Calls that are in queue and calls that are ringing are still counted as INVECTOR. Calls are no longer counted as

INVECTOR when they connect to a station, are answered by an agent, abandon, or outflow from the VDN. INVECTOR includes INQUEUE and INRING.

This is a status item.

ITN

The ITN item is included in the following database tables:

Trunk tables

The internal trunk number of the trunk.

This is a row identifier item.

KEYBD_DIALED

The KEYBD_DIALED item is included in the following database tables:

Agent trace tables

An indication that the call was keyboard dialed. The KEYBD_DIALED item is available with the ASAI feature.

LASTCWC

The LASTCWC item is included in the following database tables:

Call record tables

The last call work code, which can be comprised of up to 16 digits, that was entered by the answering agent in this call segment.

LASTDIGITS

The LASTDIGITS item is included in the following database tables:

Call record tables

The last set of collected digits that is sent to the CMS by the communication server for this call. These are digits that the communication server sends to the CMS when it executes a “collect” vector command. The digits may be digits that the caller was prompted to enter, either through the prompting feature on the communication server, through network-prompted caller-entered digits

(CED), customer database-provided digits (CDPD) from the network, or digits that are collected through a “converse” vector command.

LASTOBSERVER

The LASTOBSERVER item is included in the following database tables:

Call record tables

The login ID of the last agent who service-observed or bridged on to this call.

LEVEL (real-time)

The LEVEL item is included in the following database tables:

Agent tables

The skill level, which is 1 through 16 for a normal skill, or reserve level, which is 1 or 2 for a reserve skill, that is associated with the SPLIT. The LEVEL item is available with the EAS feature.

This is a status item.

LOC_ID

The LOC_ID item is included in the following database tables:

Agent tables

The equipment location ID that is associated with a particular agent. This is the location ID of the terminal the agent is logged into. It is associated with a port network location ID on the communication server.

The LOC_ID is 0 if multiple locations are not enabled. A location ID is not assigned to an agent until that agent logs into a terminal. An agent may have multiple LOC_IDs if the agent logs into multiple terminals with different locations.

Agent Login/Logout table

The equipment location ID that is associated with a particular agent. This is the location ID of the terminal the agent is logged into. It is associated with a port network location ID on the communication server.

The LOC_ID is 0 if multiple locations are not enabled. A location ID is not assigned to an agent until that agent logs into a terminal. An agent may have multiple LOC_IDs if the agent logs into multiple terminals with different locations.

This is an administrative item.

Agent Trace table

The equipment location ID that is associated with a particular agent. This is the location ID of the terminal the agent is logged into. It is associated with a port network location ID on the communication server.

The LOC_ID is 0 if multiple locations are not enabled. A location ID is not assigned to an agent until that agent logs into a terminal. An agent may have multiple LOC_IDs if the agent logs into multiple terminals with different locations.

This is an administrative item.

Trunk tables

The communication server location ID that is associated with the trunk. The location ID is not directly assigned to a trunk but rather is assigned to a port network location on the communication server. Each trunk whose equipment location belongs to a specific port network will be associated with that port network's location ID.

The LOC_ID is 0 if multiple locations are not enabled. A location ID is not assigned to an agent until that agent logs into a terminal. An agent may have multiple LOC_IDs if the agent logs into multiple terminals with different locations.

This is an administrative item.

LOGID

The LOGID item is included in the following database tables:

Agent tables

The login ID the agent used to log in. Agents in multiple splits/skills have one LOGID.

This is an index item.

This is a row identifier item.

Trunk tables

The login ID of the agent who is handling the call that is currently carried by this trunk. This is blank (NULL) when the trunk is idle.

This is a real-time item.

This is a status item.

Agent trace tables

The login ID that the agent used to log in. Agents in multiple splits/skills have one LOGID.

This is a row identifier item.

Agent login/logout tables

The login ID that the agent used to log in. Agents in multiple splits/skills have one LOGID.

This is a row identifier item.

Agent exception tables

The login ID of the agent who had the exception.

This is a row identifier item.

Trunk group exception table

The login ID of the agent who is reporting audio difficulty. This is a row identifier item.

Malicious call trace exception table

The login ID of the agent who is initiating a malicious call trace.

This is a row identifier item.

LOGIN

The LOGIN item is included in the following database tables:

Agent login/logout tables

The time at which the agent logged into this extension and split/skill with the given login ID. This field is a standard UNIX time field; that is, the time is stored as the number of seconds since January 1, 1970.

LOGIN_UTC

The LOGIN_UTC item is included in the following database tables:

Agent login/logout tables

The UTC time when the agent logged into this extension and split/skill with the given login ID. The UTC time is the number of seconds since midnight 01/01/1970 UTC time.

LOGONSKILL (real-time)

The LOGONSKILL item is included in the following database tables:

Agent tables

The first split/skill with which the agent logged in. The LOGONSKILL item is available with the EAS feature.

This is a status item.

LOGONSKILL2 through LOGONSKILL20 (real-time)

The LOGONSKILL2 through LOGONSKILL20 items appear in the following database tables:

Agent tables

The second through twentieth skills to which the agent logged in. The number of skills per agent depends on the type of communication server. The LOGONSKILL 2 through LOGONSKILL20 items are available with the EAS feature.

This is a status item.

Agent login/logout tables

The second through twentieth skills to which the agent logged in. The number of skills per agent depends on the type of communication server. The LOGONSKILL 2 through LOGONSKILL20 items are available with the EAS feature.

LOGONSKILL21 through LOGONSKILL60

The LOGONSKILL21 through LOGONSKILL60 items appear in the following database tables:

Agent tables

The twenty-first through sixtieth skills to which the agent logged in. The number of skills per agent depends on the type of communication server. The LOGONSKILL21 through LOGONSKILL60 items are available with the EAS feature.

This is a status item.

Agent login/logout tables

The twenty-first through sixtieth skills to which the agent logged in. The number of skills per agent depends on the type of communication server. The LOGONSKILL21 through LOGONSKILL60 items are available with the EAS feature.

LOGONSKILL61 through LOGONSKILL120

The LOGONSKILL61 through LOGONSKILL120 items appear in the following database tables:

Agent tables

The twenty-first through sixtieth skills to which the agent logged in. The number of skills per agent depends on the type of communication server. The LOGONSKILL61 through LOGONSKILL120 items are available with the EAS feature for Communication Manger Version 6.0 and up.

Agent login/logout tables

The twenty-first through sixtieth skills to which the agent logged in. The number of skills per agent depends on the type of communication server. The LOGONSKILL61 through LOGONSKILL120 items are available with the EAS feature for Communication Manager Version 6.0 and up.

LOGONSTART (real-time)

The LOGONSTART item is included in the following database tables:

Agent tables

The time of day at which the agent logged into this SPLIT. This field is not set unless the agent is logged in. If the agent has not logged in during the collection interval, the value is blank. Valid values are null and time-of-day.

This is a status item.

LOGOUT

The LOGOUT item is included in the following database tables:

Agent login/logout tables

The time at which the agent logged out.

LOGOUT_DATE

The LOGOUT_DATE item is included in the following database tables:

Agent login/logout tables

The date on which the agent logged out. This field is a standard UNIX time field; that is, the time is stored as the number of seconds since January 1, 1970.

LOGOUT_UTC

The LOGOUT_UTC item is included in the following database tables:

Agent login/logout tables

The UTC time when the agent logged out. The UTC time is the number of seconds since midnight 01/01/1970 UTC time.

LOGOUTREASON

The LOGOUTREASON item is included in the following database tables:

Agent login/logout tables

The reason code, which can be 0 through 9, that is associated with the agent's logout. For Avaya communication servers that do not have the EAS feature and reason codes active, this field always contains a 0 when the agent has logged out.

Agent trace tables

The reason code, which can be 0 through 9, that is associated with the agent's logout. For Avaya communication servers that do not have the EAS feature and reason codes active, this field always contains a 0 when the agent has logged out.

LOOKATTEMPTS

The LOOKATTEMPTS item is included in the following database tables:

Vector tables

The number of times that Look-Ahead Interflow or BSR Interflow was attempted for calls in this vector. Network Call Redirection (Network call Deflection [NCD] or Network Call Transfer [NCT]) invoke attempts are also counted as LOOKATTEMPTS. Look-Ahead Interflow and BSR interflow attempts that are successful are also counted as LOOKFLOWCALLS. NCR attempts that are successful are also counted as DEFLECTCALLS. BSR poll calls are not counted as LOOKATTEMPTS. They are counted as NETPOLLS.

This is a cumulative item.

VDN tables

The number of times that Look-Ahead Interflow or BSR Interflow was attempted for calls in this VDN. Network Call Redirection (NCD or NCT) invoke attempts are also counted as LOOKATTEMPTS. Look-Ahead Interflow and BSR interflow attempts that are successful are also counted as LOOKFLOWCALLS. NCR attempts that are successful are also counted as DEFLECTCALLS. BSR poll calls are not counted as LOOKATTEMPTS. They are counted as NETPOLLS.

This is a cumulative item.

LOOKFLOWCALLS

The LOOKFLOWCALLS item is included in the following database tables:

Vector tables

The number of INTERFLOWCALLS that are redirected by way of the Look-Ahead Interflow or BSR features. The LOOKFLOWCALLS item is available with the Look-Ahead Interflow feature.

LOOKFLOWCALLS is a subset of INTERFLOWCALLS and includes LOOKATTEMPTS for the Look-Ahead Interflow or BSR interflows. With BSR interflow, every LOOKATTEMPTS should also be counted as a LOOKFLOWCALLS unless a failure occurs.

This is a cumulative item.

VDN tables

The number of INTERFLOWCALLS that are redirected by way of the Look-Ahead Interflow or BSR feature. LOOKFLOWCALLS item is available with the Look-Ahead Interflow feature.

LOOKFLOWCALLS is a subset of INTERFLOWCALLS and includes LOOKATTEMPTS for the Look-Ahead Interflow or BSR interflows. With BSR interflow, every LOOKATTEMPTS should also be counted as a LOOKFLOWCALLS unless a failure occurs.

This is a cumulative item.

LOWCALLS

The LOWCALLS item is included in the following database tables:

Split/skill tables

On communication servers with the Vectoring feature, LOWCALLS is the number of ACDCALLS with low priority that are answered by this split/skill.

On communication servers without the Vectoring feature, LOWCALLS is the number of ACDCALLS with no priority that are answered by this split/skill.

This is a cumulative item.

MALICIOUS (real-time)

The MALICIOUS item is included in the following database tables:

Agent tables

An indication of whether a malicious call trace (MCT) is active for the agent for any split/skill. Valid values for MALICIOUS are 0, which means that no MCT was activated, and 1, which means that a MCT was activated.

This is a status item.

Call record tables

An indication of whether a MCT was activated for this call segment. Valid values for MALICIOUS are 0, which means that no MCT was activated, and 1, which means that a MCT was activated.

MAX_TOT_PERCENTS

The MAX_TOT_PERCENTS item is included in the following database tables:

Split/skill tables

The maximum total staffed agent percentages that are allocated to a skill. The MAX_TOT_PERCENTS item is available on Avaya communication servers with the EAS feature.

This is an administrative item.

MAXINQUEUE

The MAXINQUEUE item is included in the following database tables:

Split/skill tables

The maximum number of simultaneous calls that are in this split/skill queue during the collection interval.

This is a maximum value item.

MAXOCWTIME

The MAXOCWTIME item is included in the following database tables:

Split/skill tables

The maximum length of time that a call, recorded during the collection interval, waited in queue and ringing before an agent answered in this split/skill, the caller abandoned, or the call was redirected, received a busy signal, or was disconnected.

This is a maximum value item.

VDN tables

The maximum time that a call, recorded during the collection interval, waited in the VDN before being answered (ACD calls) or connected (non-ACD calls), abandoning, being redirected, receiving a busy signal or being disconnected. This applies only to the first disposition of the call. This is a maximum value item.

MAXSTAFFED

The MAXSTAFFED item is included in the following database tables:

Split/skill tables

The maximum number of agents that are simultaneously staffed during the collection interval. MAXSTAFFED includes MAXTOP.

This is a maximum value item.

MAXTOP

The MAXTOP item is included in the following database tables:

Split/skill tables

The maximum number of top agents who are staffed during the collection interval in this split/skill. This item is available with the EAS feature.

This is a maximum value item.

MAXWAITING

The MAXWAITING item is included in the following database tables:

VDN tables

The maximum number of calls that are in queue, in vector processing and ringing simultaneously in the VDN during the collection interval.

This is a maximum value item.

MBUSY (real-time)

The MBUSY item is included in the following database tables:

Trunk group tables

The number of trunks in the trunk group that are currently maintenance busy.

This is a status item.

MBUSYTIME

The MBUSYTIME item is included in the following database tables:

Trunk group tables

The total time during the collection interval that trunks in the trunk group were maintenance busy.

This is a cumulative item.

Trunk tables

The total time during the collection interval that this trunk was maintenance busy.

This is a cumulative item.

MCT

The MCT item is included in the following database tables:

Agent trace tables

An indication that the agent activated a malicious call trace.

MEDCALLS

The MEDCALLS item is included in the following database tables:

Split/skill tables

On communication servers with the Vectoring feature, MEDCALLS is the number of ACDCALLS with medium priority that are answered by agents in the split/skill. For example, answered calls that are queued to the split/skill with medium priority by a “queue to” or “check” vector command. MEDCALLS includes calls that are queued to a split/skill with no priority using the “route to” or “messaging split” vector commands, calls that queued directly to a non-vector-controlled split with no priority, and calls that intraflowed to a split/skill with no priority.

On communication servers without the Vectoring feature, MEDCALLS is the number of ACDCALLS with the priority set to yes that are answered by agents in the split/skill.

This is a cumulative item.

MOVEPENDING (real-time)

The MOVEPENDING item is included in the following database tables:

Agent tables

An indication that a move to a new split/skill or a change of skills is pending for this agent. Valid values for MOVEPENDING are 0, which means that no move is pending, and 1, which means that a

move is pending. MOVEPENDING is available on Avaya communication servers with the Move Agent While Staffed feature.

This is a status item.

NETDISCCALLS

The NETDISCCALLS item is included in the following database tables:

Vector tables

The number of calls that disconnected as a result of the reply step in BSR.

This is a cumulative item.

VDN tables

The number of calls that disconnected as a result of the BSR reply step.

This is a cumulative item.

NETINCALLS

The NETINCALLS item is included in the following database tables:

VDN tables

The number of calls that interflowed in from the network in BSR. This is a cumulative item.

NETINTIME

The NETINTIME item is included in the following database tables:

VDN tables

The time, in seconds, that the call was in a VDN somewhere else in the network.

This is a cumulative item.

Call record tables

The length of time that the call spends in a VDN while processing at a communication server that is located elsewhere in the network.

NETPOLLS

The NETPOLLS item is included in the following database tables:

Vector tables

The number of network polls for the “consider” vector steps in BSR.

This is a cumulative item.

VDN tables

The number of network polls for “consider” vector steps in BSR.

This is a cumulative item.

NOANSREDIR

The NOANSREDIR item is included in the following database tables:

Split/skill tables

The number of split/skill ACD calls that rang at agent positions in the split/skill and then were automatically redirected back to the split/skill queue or to a VDN by the Redirection on No Answer feature because they were not answered.

When a call is requeued to the same split/skill by the Redirection on No Answer feature, it is counted as an outflow from the split/skill and an inflow to the same split/skill. This is not true for calls that are redirected to a VDN by the Redirection on No Answer feature, rather than redirecting the call back to the same split/skill.

Such calls count as outflows from the original split or skill, but do not count as inflows to the next split/skill to which they are queued through the new VDN. It is also counted as a NOANSREDIR call and so can be subtracted out from the outflows and from the inflows to calculate the number of outflows and inflows that are not due to requeuing the call to the same split.

This is a cumulative item.

Agent tables

The number of split/skill and direct agent ACD calls that rang at this agent's telephone and then were automatically redirected by the Redirection on No Answer feature because they were not answered. Split/skill ACD calls are requeued to the split/skill or VDN, whereas direct agent ACD calls are redirected to the agent's coverage path.

This is a cumulative item.

VDN tables

The number of split/skill and direct agent ACD calls that rang at agent stations and then were automatically redirected by the Redirection on No Answer feature because they were not answered.

This is a cumulative item.

NUMAGREQ

The NUMAGREQ item is included in the following database tables:

Current day report tables

The number of agents required to handle FCALLS.

NUMINUSE (real-time)

The NUMINUSE item is included in the following database tables:

Trunk group tables

The number of TRUNKS that are currently on calls or maintenance busy. NUMINUSE = INBOUND + OUTBOUND + MBUSY

This is a status item.

NUMTGS (real-time)

The NUMTGS item is included in the following database tables:

VDN tables

The number of trunk groups that are assigned to this VDN.

This is an administrative item.

NUMVDNS (real-time)

The NUMVDNS item is included in the following database tables:

Vector tables

The number of VDNs that are currently assigned to this VECTOR.

This is an administrative item.

O_ABNCALLS

The O_ABNCALLS item is included in the following database tables:

Split/skill tables

The number of ABNCALLS that are placed by an adjunct, that is, the number of outbound predictive dialing calls that are abandoned by the far end. O_ABNCALLS is a subset of ABNCALLS. Available for outbound calls with the ASAI feature.

This is a cumulative item.

Trunk group tables

The number of OUTCALLS on this trunk group that are offered by an adjunct as split/skill or direct agent ACD calls and were answered and then abandoned by the far end. The O_ABNCALLS item is available with the ASAI feature.

This is a cumulative item.

Trunk tables

The number of OUTCALLS on this trunk that are offered by an adjunct as split/skill or direct agent ACD calls and were answered and then abandoned by the far end before talking to an agent. The O_ABNCALLS item is available with the ASAI feature. This is a cumulative item.

O_ACDCALLS

The O_ACDCALLS item is included in the following database tables:

Split/skill tables

The number of ACDCALLS that are placed by an adjunct (outbound predictive dialing). O_ACDCALLS includes DA_ACDCALLS. The O_ACDCALLS item is available with the ASAI feature.

This is a cumulative item.

Agent tables

The number of ACDCALLS and DA_ACDCALLS that are placed by an adjunct (predictive dialing). The O_ACDCALLS item is available with the ASAI feature.

This is a cumulative item.

Trunk group tables

The number of OUTCALLS from this trunk group that are offered by an adjunct to one or more splits/skills and were answered by an agent. The O_ACDCALLS item is available with the ASAI feature.

This is a cumulative item.

Trunk tables

The number of OUTCALLS from this trunk that are offered by an adjunct as split/skill or direct agent ACD calls and were answered by an agent. The O_ACDCALLS item is available with the ASAI feature.

This is a cumulative item.

O_ACDTIME

The O_ACDTIME item is included in the following database tables:

Split/skill tables

The talk time of all O_ACDCALLS. O_ACDTIME does not include HOLDTIME. O_ACDTIME is included in ACDTIME. The O_ACDTIME item is available with the ASAI feature.

This is a cumulative item.

Agent tables

The talk time of all O_ACDCALLS. O_ACDTIME does not include HOLDTIME. O_ACDTIME is included in ACDTIME. The O_ACDTIME item is available with the ASAI feature.

This is a cumulative item.

O_ACWTIME

The O_ACWTIME item is included in the following database tables:

Split/skill tables

The duration of all ACW that is associated with O_ACDCALLS. O_ACWTIME is included in ACWTIME. The O_ACWTIME item is available with the ASAI feature.

This is a cumulative item.

Agent tables

The duration of all ACW that is associated with O_ACDCALLS. O_ACWTIME is included in ACWTIME. The O_ACWTIME item is available with the ASAI feature.

This is a cumulative item.

O_OTHERCALLS

The O_OTHERCALLS item is included in the following database tables:

Split/skill tables

The number of outbound calls that queued to this split/skill and are not answered or abandoned as ACD split/skill calls. O_OTHERCALLS includes forced busy calls and calls with unknown dispositions. The O_OTHERCALLS item is available with the ASAI feature.

This is a cumulative item.

Trunk group tables

The number of OUTCALLS on this trunk group that are not answered or abandoned as ACD split/skill calls. O_OTHERCALLS includes extension out calls, calls forced busy and forced

disconnected, short outgoing calls, and calls with unknown dispositions. O_OTHERCALLS includes SHORTCALLS.

This is a cumulative item.

Trunk tables

The number of OUTCALLS on this trunk that are not answered or abandoned as ACD split/skill calls. O_OTHERCALLS includes extension out calls, calls forced busy and forced disconnected, short outgoing calls, and calls with unknown dispositions. O_OTHERCALLS includes SHORTCALLS. This is a cumulative item.

OBSERVINGCALL

The OBSERVINGCALL item is included in the following database tables:

Call record tables

An indication of whether this call represents an agent observing or bridging on to an existing call. Valid values for OBSERVINGCALL are 0, which means that no observing took place, and 1, which means that observing did take place.

OBSLOCID

The OBSLOCID item is included in the following database tables:

Call record tables

The location ID of an agent observing or bridging on to an existing call.

OBS_ATTRIB_ID

The OBS_ATTRIB_ID database item is included in the following database table:

Call record tables

An alphanumeric field which the call center customer enters as a character string. This string represents a combination of characteristics of an agent defined by the call center management for use in reporting. This database item accepts NULLs.

OLDEST_LOGON (real-time)

The OLDEST_LOGON item is included in the following database tables:

Agent tables

The split/skill to which the agent has been logged in for the longest amount of time. OLDEST_LOGON is always the first administered skill.

This is a status item.

OLDESTCALL (real-time)

The OLDESTCALL item is included in the following database tables:

Split/skill tables

The number of seconds that the oldest split/skill ACD call has waited in queue or ringing.

This is a status item.

VDN tables

The number of seconds that the oldest call has waited in this VDN.

This is a status item.

ONACD (real-time)

The ONACD item is included in the following database tables:

Split/skill tables

The number of agents that are currently on inbound and outbound ACD calls to this split/skill. ONACD includes ONACDOUT.

This is a status item.

ONACDAUXOUT (real-time)

The ONACDAUXOUT item is included in the following database tables:

Split/skill tables

The number of agents that are currently on AUXOUT calls with an ACD call on hold for this split/skill. For agents in multiple skills with multiple call handling, the last call the agent put on hold was for this skill.

This is a status item.

ONACDOUT (real-time)

The ONACDOUT item is included in the following database tables:

Split/skill tables

The number of agents that are currently on outbound calls that were placed by an adjunct to this split/skill. The ONACDOUT item is available with the ASAI feature.

This is a status item.

ONACWIN (real-time)

The ONACWIN item is included in the following database tables:

Split/skill tables

The number of agents that are currently in ACW for this split/skill and on inbound extension calls. These agents are also counted in INACW. ONACWIN includes agents who are receiving extension calls from ACW that is associated with split/skill ACD calls and from ACW that is not associated with an ACD call.

This is a status item.

ONACWOUT (real-time)

The ONACWOUT item is included in the following database tables:

Split/skill tables

The number of agents that are currently in ACW for this split/skill and on outbound extension calls. These agents are also counted in INACW. ONACWOUT includes agents who are making extension calls from ACW that is associated with split/skill ACD calls and from ACW that is not associated with an ACD call.

This is a status item.

ONAUXIN (real-time)

The ONAUXIN item is included in the following database tables:

Split/skill tables

The number of agents that are currently in AUX work or AVAILABLE with an ACD or AUXIN/AUXOUT call on hold and on an inbound extension call where SPLIT is OLDEST_LOGON.

This is a status item.

ONAUXOUT (real-time)

The ONAUXOUT item is included in the following database tables:

Split/skill tables

The number of agents that are currently in AUX work or AVAILABLE with an ACD or AUXIN/AUXOUT call on hold, and on an outbound extension call.

This is a status item.

ONHOLD (real-time)

The ONHOLD item is included in the following database tables:

Split/skill tables

The number of split/skill ACD calls for this split/skill that are currently on hold at agent stations. ONHOLD includes all calls. This is a status item.

Agent tables

The number of calls for any split/skill that are currently on hold at the agent stations. ONHOLD includes ACDONHOLD. ONHOLD includes all calls.

This is a status item.

ORIGHOLDTIME

The ORIGHOLDTIME item is included in the following database tables:

Call record tables

The total length of time for which the call was put on hold by the originating agent.

ORIGIN (real-time)

The ORIGIN item is included in the following database tables:

Agent tables

The outbound call origination for the call on which the agent is currently talking for any split/skill. Valid values for ORIGIN are blank, PHONE, and KEYBOARD (adjunct-dialed).

This is a status item.

ORIGLOCID

The ORIGLOCID item is included in the following database tables:

Call record tables

The location ID of the agent who is originating the call.

ORIGLOGIN

The ORIGLOGIN item is included in the following database tables:

Call record tables

The login ID of the agent who is originating the call. This is used for calls that an agent originates to another agent, to an on-communication server extension, or to an external destination.

ORIGREASON

The ORIGREASON item is included in the following database tables:

Call record tables

The reason code, from 0 through 99, that is associated with the originating agent's mode, if the agent is in the AUX. For agents in AUX on Avaya communication servers that do not have EAS and reason codes active, ORIGREASON is always 0.

ORIG_ATTRIB_ID

The ORIG_ATTRIB_ID database item is included in the following database table:

Call record tables

An alphanumeric field which the call center customer enters as a character string. This string represents a combination of characteristics of an agent defined by the call center management for use in reporting. This database item accepts NULLs.

OTHER (real-time)

The OTHER item is included in the following database tables:

Split/skill tables

The number of agents that are currently doing OTHER work. Agents show up in OTHER directly after the link to the communication server is initiated and directly after the agents log in before the CMS is notified of the agent's work state.

While the agent is in Auto-In or Manual-In, other work for this split/skill includes the amount of time that is spent doing any of the following:

- An agent put any call on hold and perform no further action.
- The agent is on a direct agent call or in ACW for a direct agent call. When an agent is on a “direct agent call,” their state will be DACD (60). When an agent is in “ACW for a direct agent call,” their state will be DACW (70).
- The agent is dialing to place a call or to activate a feature.
- An extension call or a direct agent ACD call is ringing with no other activity.
- The length of time agents were logged into multiple splits/skills and doing work for a split/skill other than this one.

With the EAS feature and multiple call handling, agents are available in other multiple call handling skills, but not in this skill.

This is a status item.

OTHERCALLS

The OTHERCALLS item is included in the following database tables:

Split/skill tables

The number of calls offered to this split/skill that do not abandon and are not answered by an ACD agent for this split/skill. OTHERCALLS = BUSYCALLS + DISCCALLS + OUTFLOWCALLS + DEQUEUECALLS. This is a cumulative item.

Trunk group tables

The number of INCALLS carried by this trunk group that are not answered as split/skill or direct agent ACD calls or do not abandon. These include forced busy calls, forced disconnect calls, calls that are connected to a non-ACD destination, short inbound calls, calls that outflowed off the communication server, and calls with unknown dispositions. OTHERCALLS includes BUSYCALLS,

DISCCALLS, SHORTCALLS, and CONNECTCALLS. OTHERCALLS = INCALLS - ACDCALLS - ABNCALLS.

This is a cumulative item.

Trunk tables

The number of INCALLS carried by this trunk that are not answered as split/skill or direct agent ACD calls or do not abandon. These include forced busy calls, forced disconnect calls, calls that are connected to a non-ACD destination, short inbound calls, and calls with unknown dispositions. OTHERCALLS includes BUSYCALLS, DISCCALLS, SHORTCALLS and CONNECTCALLS. OTHERCALLS = INCALLS - ACDCALLS - ABNCALLS

This is a cumulative item.

Vector tables

The number of INCALLS that are redirected out of the vector, given a busy signal, or are disconnected. OTHERCALLS includes BUSYCALLS, DISCCALLS, and OUTFLOWCALLS. OTHERCALLS = INCALLS - ACDCALLS - ABNCALLS

This is a cumulative item.

VDN tables

The number of calls that are given a forced busy, forced disconnect, or outflowed from the communication server, and non-ACD calls that are answered (CONNECTCALLS). OTHERCALLS includes BUSYCALLS, CONNECTCALLS, DISCCALLS, and OUTFLOWCALLS. OTHERCALLS = INCALLS - ACDCALLS - ABNCALLS

This is a cumulative item.

OTHERTIME

The OTHERTIME item is included in the following database tables:

Split/skill tables

The length of time that OTHERCALLS wait in queue until the disposition is known and the call left the split/skill. OTHERTIME relates to time for OTHERCALLS and is not related to I_OTHERTIME, which is the time agents that spend in the OTHER state. OTHERTIME includes BUSYTIME, DEQUETIME, DISCTIME, and OUTFLOWTIME.

This is a cumulative item.

Vector tables

The length of time that OTHERCALLS spend in the vector until the disposition is known and the call leaves the vector. OTHERTIME includes BUSYTIME, DISCTIME, and OUTFLOWTIME.

This is a cumulative item.

VDN tables

The total length of time that OTHERCALLS spend in the VDN until the calls leave the VDN. Instances that cause the call to leave the VDN include when the call drops, when the call is sent to

another VDN, when the call is transferred, or when the call is sent outside of the communication server. OTHERTIME includes BUSYTIME, CONNECTTIME, CONNTALKTIME, DISCTIME, and OUTFLOWTIME.

This is a cumulative item.

OUTBOUND (real-time)

The OUTBOUND item is included in the following database tables:

Trunk group tables

The number of trunks in this trunk group that are currently busy on outbound calls. OUTBOUND includes ADJUNCTOUT.

This is a status item.

OUTCALLS

The OUTCALLS item is included in the following database tables:

Trunk group tables

The number of outbound calls that are carried by this TKGRP and complete during the collection interval. OUTCALLS includes COMPLETED, O_ABNCALLS, O_ACDCALLS, O_OTHERCALLS, TRANSFERRED, and SHORTCALLS. OUTCALLS = O_ACDCALLS + O_ABNCALLS + O_OTHERCALLS.

This is a cumulative item.

Trunk tables

The number of outbound calls that are carried by the trunk and complete during the collection interval. OUTCALLS includes COMPLETED, O_ABNCALLS, O_ACDCALLS, O_OTHERCALLS, TRANSFERRED and SHORTCALLS. OUTCALLS = O_ACDCALLS + O_ABNCALLS + O_OTHERCALLS. This is a cumulative item.

OUTFLAG

The OUTFLAG item is included in the following database tables:

Agent login/logout tables

An indication of whether the agent logout out while the link to the communication server was inactive. Valid values for OUTFLAG are NULL, which means that the agent did not log out, and >, which means that the agent did log out.

OUTFLOWCALLS

The OUTFLOWCALLS item is included in the following database tables:

Split/skill tables

The number of CALLSOFFERED that are redirected to another destination while queued to this split/skill. This can happen under different circumstances, depending on the communication server release and on whether the Vectoring feature is active or not.

On communication servers without the Vectoring feature, a call can be counted as OUTFLOWCALLS in any of the following instances:

- The call intraflowed or interflowed.
- The split/skill call forwarding was active.
- A ringing ACD call was answered using call pickup.
- A ringing ACD call redirected on no answer.

On communciation servers with vectoring, a call can be counted as OUTFLOWCALLS in any of the following instances:

- A ringing ACD call redirected on no answer.
- The call rang at an agent in this split/skill and was answered using call pickup.
- The call was routed to another VDN.
- The call routed to a number or digits.
- The call queued to a messaging split/skill.
- The call queued to this split/skill as the primary split/skill and was answered by an agent in another split/skill, rang at an agent in another split/skill and then abandoned or was redirected by the Redirection on No Answer feature.

OUTFLOWCALLS includes INTERFLOWCALLS, NOANSREDIR, and SLVLOUTFLOWS.

This is a cumulative item.

Vector tables

The number of INCALLS that are redirected to another destination by way of a “go to” vector command or by a “route to” or “adj rout link” command to a destination other than a split/skill or direct agent. Calls that route to a split/skill or direct agent by way of a “route to”, “adj rout link”, or “messaging split/skill” vector command are still tracked in the vector. OUTFLOWCALLS includes GOTOCALLS and INTERFLOWCALLS.

This is a cumulative item.

VDN tables

The number of INCALLS that are redirected to another VDN or to a destination outside the communication server by way of a “route to” or “adj rout link” vector command, or calls that are redirected to another VDN by the Redirect on No Answer feature. Calls are only counted as outflows from the VDN when they are redirected to another VDN or to an off-communication server destination. Calls in the VDN that route to other destinations, such as split/skills or extensions, are not counted as outflows from the VDN. OUTFLOWCALLS includes INTERFLOWCALLS and SLVLOUTFLOWS.

This is a cumulative item.

OUTFLOWTIME

The OUTFLOWTIME item is included in the following database tables:

Split/skill tables

The length of time that all OUTFLOWCALLS wait in queue or ringing before being redirected.

This is a cumulative item.

Vector tables

The length of time that all OUTFLOWCALLS spend in the VECTOR before being redirected. OUTFLOWTIME includes GOTOTIME.

This is a cumulative item.

VDN tables

The length of time that all OUTFLOWCALLS spend in the VDN before being redirected.

This is a cumulative item.

OUTTIME

The OUTTIME item is included in the following database tables:

Trunk group tables

The trunk holding time for all OUTCALLS that are carried by trunks in this trunk group and complete during the collection interval. Trunk holding time is the time from the initial trunk seizure until the trunk goes idle. The trunk does not go idle until far end drops, the agent releases the call, or the communication server disconnects the call. OUTTIME includes SETUPTIME.

This is a cumulative item.

Trunk tables

The trunk holding time for all OUTCALLS that are carried by this trunk and complete during the collection interval. Trunk holding time is the time from the initial trunk seizure until the trunk goes idle. The trunk does not go idle until the far end drops, the agent releases the call, or the communication server disconnects the call.

This is a cumulative item.

PENDINGSPLIT (real-time)

The PENDINGSPLIT item is included in the following database tables:

Agent tables

The split/skill to which the agent will be moved. The move is pending until the agent is idle. In the case of a change of multiple skills in one request, PENDINGSPLIT is set to the first new skill for the agent. It is possible for PENDINGSPLIT to be blank or 0, even when MOVEPENDING is set. This can happen when the link to the communication server is initiated and a move is already pending for an agent.

This is a status item.

PERCENT (real-time)

The PERCENT item is included in the following database tables:

Agent tables

The percentage, from 0 to 100, of an agent's time that is to be spent in this skill. The PERCENT item is available on Avaya communication servers with the EAS feature. This is a administrative item.

PERIOD1 through PERIOD9

The PERIOD1 through PERIOD9 items appear in the following database tables:

Split/skill tables

The length, in seconds, of each service level increment as defined in the Call Center Administration: Split/Skill Call Profile window. Each increment represents a progressively longer wait time. CMS counts answered or abandoned calls that wait beyond the last increment, which is PERIOD9, in ACDCALLS10 or ABNCALLS10, as appropriate.

This is an administrative item.

VDN tables

The length, in seconds, of each service level increment as defined in the Call Center Administration: VDN Call Profile window. Each increment represents a progressively longer wait time. CMS counts answered or abandoned calls that wait beyond the last increment, which is PERIOD9, in ANSCONNCALLS10 or ABNCALLS10.

This is an administrative item.

PERIODCHG

The PERIODCHG item is included in the following database tables:

Split/skill tables

An indication of whether service level increments PERIOD1 through PERIOD9 changed during the collection interval. Service level is defined on the Call Center Administration: Split/Skill Call Profile window. Valid values for PERIODCHG are 0, which means that no change was made, and 1, which means that a change was made.

This is an administrative item.

VDN tables

An indication of whether service level increments PERIOD1 through PERIOD9 changed during the collection interval. Service level is defined on the Call Center Administration: VDN Call Profile window. Valid values for PERIODCHG are 0, which means that no change was made, and 1, which means that a change was made.

This is an administrative item.

PHANTOMABNS

The PHANTOMABNS item is included in the following database tables:

Split/skill tables

The number of split/skill ACD calls for which talk time is less than the value of the phantom-abandon call timer.

This is a cumulative item.

Agent tables

The number of ACD calls for which talk time is less than the value of the phantom-abandon call timer.

This is a cumulative item.

Vector tables

The number of split/skill and direct agent ACD calls and calls that were routed to an agent or extension for which talk time is less than the value of the phantom-abandon call timer.

This is a cumulative item.

VDN tables

The number of split/skill and direct agent ACD calls and calls that were routed to an agent or extension for which talk time is less than the value set for the phantom-abandon call timer.

This is a cumulative item.

POSITION (real-time)

The POSITION item is included in the following database tables:

Agent tables

The position number that is associated with this EXTENSION. On communication servers that do not have the EAS feature, agents who are in multiple splits have more than one POSITION. On communication servers that do have the EAS feature, agents who are in multiple skills have one POSITION.

POSITIONS (real-time)

The POSITIONS item is included in the following database tables:

Split/skill tables

On communication servers that do not have the EAS feature, POSITIONS is the number of agent positions that are currently assigned to this SPLIT.

On communication servers that do have the EAS feature, POSITIONS is the number of agent positions that are currently logged in to this skill.

This is an administrative item.

PREFERENCE (real-time)

The PREFERENCE item is included in the following database tables:

Agent tables

An indication of the agent's call handling preference. Valid values for PREFERENCE are blank, LVL (service level), NEED (greatest need), PCNT (percent allocation). The PREFERENCE item is available on Avaya communication servers with the EAS feature.

This is a administrative item.

Agent Login/Logout tables

An indication of the agent's call handling preference. Valid values for PREFERENCE are blank, LVL (service level), NEED (greatest need), PCNT (percent allocation). The PREFERENCE item is available on Avaya communication servers with the EAS feature. This is an administrative item.

PREFSKILLLEVEL

The PREFSKILLLEVEL item appears in the following tables:

Call record tables

Whether the call was delivered to a preferred agent. Valid values are:

- 0 - NA, the call was not delivered via the preferred skill level check vector command or no skill preference was specified.
- 1 - The agent's level for the skill does not match the level specified in the check vector command. In other words, the agent is not a preferred agent.
- 2 - The agent's level for the skill matches the preferred skill level specified by the check vector command. In other words, the agent is a preferred agent.

PRIORITY (real-time)

The PRIORITY item is included in the following database tables:

Trunk tables

The priority at which the call was queued.

On communication servers that do not have the Vectoring feature, the valid values for PRIORITY are YES, NO, or as defined in Dictionary.

On communication servers that do have the Vectoring feature, the valid values for PRIORITY are LOW, MED, HIGH, TOP, or as defined in Dictionary. MED is used for “no priority” and HIGH is used for “priority” calls that queue directly to a split/skill without going through a vector and for calls that queue to a split/skill by “route to” number or “messaging split/skill” vector commands.

PRIORITY is blank (NULL) when the call is dequeued, which means that the call rings at an agent, outflows or dequeues from the split/skill, the call abandons from queue, or the call gets a forced busy or a forced disconnect.

This is a status item.

PRIORITY2 and PRIORITY3 (real-time)

The PRIORITY2 and PRIORITY3 items appear in the following database tables:

Trunk tables

The priority at which the call was queued to a second or third split/skill. Valid values for PRIORITY are LOW, MED, HIGH, TOP, or as defined in Dictionary. PRIORITY is blank (NULL) when the call is dequeued, which means that the call rings at an agent, outflows or dequeues from the split/skill, the call abandons from queue, or the call gets a forced busy or a forced disconnect. The PRIORITY2 and PRIORITY3 items are available with the Vectoring feature.

This is a status item.

QUECOUNT (real-time)

The QUECOUNT item is included in the following database tables:

Trunk tables

The number of ACD splits/skills to which the call is queued. QUECOUNT is blank (NULL) when the trunk goes idle, gets forced busy, gets a forced disconnect, connects to a station or agent, or forwards out of the queue. Valid values for QUECOUNT are NULL, 1, 2, and 3.

This is a status item.

QUETYPE (real-time)

The QUETYPE item is included in the following database tables:

Trunk tables

An indication of whether this call entered the queue as a result of a “queue to” or another vector command. QUETYPE is blank (NULL) for direct agent calls, when vectoring is not used, and when the call dequeues. A call is removed from the queue when it is answered, abandoned, forced busy, or forced disconnected. Valid values for QUETYPE are NULL, MAIN, and BACKUP.

This is a status item.

QUETYPE2 and QUETYPE3 (real-time)

The QUETYPE2 and QUETYPE3 items appear in the following database tables:

Trunk tables

An indication of whether this call entered the second or third queue as a result of a “queue to” or another vector command. QUETYPE2 and QUETYPE3 are NULL when vectoring is not used and when the call dequeues. A call is removed from the queue when it is answered, abandoned, forced busy, or forced disconnected. Valid values for QUETYPE2 and QUETYPE3 are NULL, MAIN, and BACKUP.

This is a status item.

QUEUETIME

The QUEUETIME item is included in the following database tables:

Call record tables

Time the call segment spent in queue before answer.

R1AGINRING (real-time)

The R1AGINRING item is included in the following database tables:

Split/skill tables

The number of Reserve 1 agents who have an ACD call ringing for this skill.

The R1AGINRING item is available on Avaya communication servers with the EAS feature.

This is a status item.

R1AVAILABLE (real-time)

The R1AVAILABLE item is included in the following database tables:

Split/skill tables

The number of Reserve 1 agents who are available to take a call.

The R1AVAILABLE item is available on Avaya communication servers with the EAS feature.

This is a status item.

R1INACW (real-time)

The R1INACW item is included in the following database tables:

Split/skill tables

The number of Reserve 1 agents who are in ACW for this skill.

The R1INACW item is available on Avaya communication servers with the EAS feature.

This is a status item.

R1INAUX (real-time)

The R1INAUX item is included in the following database tables:

Split/skill tables

The number of Reserve 1 agents who are in AUX work for this skill.

R1INAUX does not include the Reserve Level 1 Agents in R1INAUXSTBY.

The R1INAUX item is available on Avaya communication servers with the EAS feature.

This is a status item.

R1INAUXSTBY (real-time)

The R1INAUXSTBY item is included in the following database tables:

Split/skill tables

R1INAUXSTBY is the number of Reserve Level 1 agents who are in AUX Work when the skill is Normal.

The number of Reserve Level 1 agents in R1INAUXSTBY is not included in R1INAUX, R1STAFFED or STAFFED.

R1INAUXSTBY is available with Advocate Service Level Supervisor.

This is a status item.

R1ONACD (real-time)

The R1ONACD item is included in the following database tables:

Split/skill tables

The number of Reserve 1 agents who are on ACD calls for this skill.

The R1ONACD item is available on Avaya communication servers with the EAS feature.

This is a status item.

R1OTHER (real-time)

The R1OTHER item is included in the following database tables:

Split/skill tables

The number of Reserve 1 agents who are doing other work for this skill while activated.

The R1OTHER item is available on Avaya communication servers with the EAS feature.

R1OTHER does not include Reserve Level 1 Agents in R1OTHERSTBY.

This is a status item.

R1OTHERSTBY (real-time)

The R1OTHERSTBY item is included in the following database tables:

Split/skill tables

R1OTHERSTBY is the number of Reserve 1 Agents who are logged in and in standby because the skill is Normal.

R1OTHERSTBY is not included in R1OTHER, R1STAFFED or STAFFED.

R1OTHERSTBY is available with Advocate Service Level Supervisor.

This is a status item.

R1STAFFED (real-time)

The R1STAFFED item is included in the following database tables:

Split/skill tables

The number of agents who are logged in to this skill as Reserve 1 and the skill is not Normal.

R1STAFFED does not include Reserve Level 1 Agents in R1OTHERSTBY or R1INAUXSTBY.

The R1STAFFED item is available on Avaya communication servers with the EAS feature. This is a status item.

R2AGINRING (real-time)

The R2AGINRING item is included in the following database tables:

Split/skill tables

The number of Reserve 2 agents who have an ACD call ringing for this skill.

The R2AGINRING item is available on Avaya communication servers with the EAS feature.

This is a status item.

R2AVAILABLE (real-time)

The R2AVAILABLE item is included in the following database tables:

Split/skill tables

The number of Reserve 2 agents who are available to take a call.

The R2AVAILABLE item is available on Avaya communication servers with the EAS feature.

This is a status item.

R2INACW (real-time)

The R2INACW item is included in the following database tables:

Split/skill tables

The number of Reserve 2 agents who are in ACW for this skill.

The R2INACW item is available on Avaya communication servers with the EAS feature.

This is a status item.

R2INAUX (real-time)

The R2INAUX item is included in the following database tables:

Split/skill tables

The number of Reserve 2 agents who are in AUX work for this skill. R2INAUX does not include Reserve 2 agents in R2INAUXSTBY.

The R2INAUX item is available on Avaya communication servers with the EAS feature.

This is a status item.

R2INAUXSTBY (real-time)

The R2INAUXSTBY item is included in the following database tables:

Split/skill tables

The number of Reserve Level 2 Agents who are in AUX work when the skill state is Normal.

The number of Reserve Level 2 Agents in R2INAUXSTBY is not included in R2INAUX, R2STAFFED or STAFFED.

R2INAUXSTBY is available with Advocate Service Level Supervisor.

This is a status item.

R2ONACD (real-time)

The R2ONACD item is included in the following database tables:

Split/skill tables

The number of Reserve 2 agents who are on ACD calls for this skill.

The R2ONACD item is available on Avaya communication servers with the EAS feature.

This is a status item.

R2OTHER (real-time)

The R2OTHER item is included in the following database tables:

Split/skill tables

The number of Reserve 2 agents who are doing other work for this skill while activated.

The R2OTHER item is available on Avaya communication servers with the EAS feature.

R2OTHER does not include Reserve Level 2 agents in R2OTHERSTBY

This is a status item.

R2OTHERSTBY (real-time)

The R2OTHERSTBY item is included in the following database tables:

Split/skill tables

R2OTHERSTBY is the number of Reserve 2 Agents who are logged in and in standby because the skill is Normal. The number of Reserve Level 2 Agents in R2OTHERSTBY is not included in R2OTHER, R2STAFFED or STAFFED.

R2OTHERSTBY is available with Advocate Service Level Supervisor.

This is a status item.

R2STAFFED (real-time)

The R2STAFFED item is included in the following database tables:

Split/skill tables

The number of agents who are logged into this skill as Reserve 2 and the skill is in overload 2.

The R2STAFFED item is available on Avaya communication servers with the EAS feature. R2STAFFED does not include Reserve Level 2 agents in R2OTHERSTBY or R2INAUXSTBY.

This is a status item.

RAGOCC

The RAGOCC item is included in the following database tables:

Current day report tables

The resulting maximum percentage of time for which an agent is on ACD calls.

RAVGSPEEDANS

The RAVGSPEEDANS item is included in the following database tables:

Current day report tables

The resulting average speed of answer, in seconds, for this type of call.

REASON

The REASON item is included in the following database tables:

Data collection exception table

The reason for the interruption of data collection. Valid values for REASON are shown in the following table.

Value	Reason
91	Data collection started
92	Data collection of new translations started
93	Data collection turned off
94	Data collection busied out
95	Data collection timed out
96	Data collection clock reset
97	Data collection session down
102	Data collection link stalled
103	Data collection link back to normal

REASON_CODE

The REASON_CODE item is included in the following database tables:

Agent exception table

The reason code that the agent was in when the exception occurred.

RECONNECT

The RECONNECT item is included in the following database tables:

Agent trace tables

An indication that the agent has reconnects to the call after putting it on hold.

REDIRECTCALLS

The REDIRECTCALLS item is included in the following database tables:

Split/Skills table

The number of ACDCALLS with redirect priority that are answered by agents in this split/skill. The REDIRECTCALLS item is the count of calls that are resent by ICR with redirect priority and are answered by agents in this splits/skill.

REJECTEDINTRS

The REJECTEDINTRS item appears in the following tables:

Agent tables

The number of interrupts rejected by the agent. It is counted against the agent's top skill.

This is a cumulative item.

RETURNCALLS

The RETURNCALLS item is included in the following database tables:

VDN tables

The number of calls that reached this VDN by way of the VDN return destination feature.

This is a cumulative item.

RINGCALLS

The RINGCALLS item is included in the following database tables:

Split/skill tables

The number of split/skill calls that rang at agent positions. RINGCALLS includes NOANSREDIR.

This is a cumulative item.

Agent tables

The number of split/skill and direct agent ACD calls that rang at the agent's position. RINGCALLS includes NOANSREDIR.

This is a cumulative item.

Vector tables

The number of split/skill and direct agent ACD calls that rang at agent positions.

This is a cumulative item.

VDN tables

The number of split/skill and direct agent ACD calls that rang at agent positions.

This is a cumulative item.

RINGTIME

The RINGTIME item is included in the following database tables:

Split/skill tables

The length of time that calls for this split/skill spend ringing at agent positions independent of the final disposition and other agent activity. I_RINGTIME is the time that agents spend with ringing calls and is affected by other agent activity. RINGTIME is the time the caller spends ringing at the agent station.

This is a cumulative item.

Agent tables

The length of time that split/skill and direct agent ACD calls spend ringing at the agent's position independent of disposition or other agent activity. I_RINGTIME is the time that the agent spends in

the ringing state and is affected by other agent activity. RINGTIME is the time the caller spends ringing at the agent station. RINGTIME includes ANSRINGTIME.

This is a cumulative item.

Vector tables

The length of time that split/skill and direct agent ACD calls spend ringing at agent positions independent of disposition or other agent activity.

This is a cumulative item.

VDN tables

The length of time that split/skill and direct agent ACD calls spend ringing at agent positions independent of disposition or other agent activity.

This is a cumulative item.

Call record tables

Time the call segment spent ringing at the agent position.

ROLE (real-time)

The ROLE item is included in the following database tables:

Agent report tables

The agent's service role for the split. Valid values for ROLE are:

ROLE values	Definition
Allocated	Percent allocated agent whose skill level is 1 through 16
Backup	Skill level agent whose skill level is 1 through 16 and for whom this skill is not the top skill
Reserved	Agent whose skill level is R1 or R2 for this particular skill
Roving	Non-EAS agent or greatest need EAS agent whose skill level is 1 through 16
Top	Skill level agent for whom this skill is the first-administered, highest level 1 through 16

The ROLE item is available on Avaya communication servers with the EAS feature.

This is a status item.

ROW_DATE (index)

The ROW_DATE item is included in the following database tables:

Split/skill tables

The date on which data was collected.

This is a row identifier item.

Agent tables

The date on which data was collected or the exception occurred.

This is a row identifier item.

Trunk group tables

The date on which data was collected or the exception occurred.

This is a row identifier item.

Trunk tables

The date on which data was collected or the exception occurred.

This is a row identifier item.

Vector tables

The date on which data was collected or the exception occurred.

This is a row identifier item.

VDN tables

The date on which data was collected or the exception occurred.

This is a row identifier item.

Call work codes tables

The date on which data was collected or the exception occurred.

This is a row identifier item.

Agent login/logout tables

The date on which data was collected or the exception occurred.

This is a row identifier item.

Agent trace tables

The date on which data was collected or the exception occurred.

This is a row identifier item.

Current day configuration tables

The date on which data was collected or the exception occurred.

This is a row identifier item.

Current day report tables

The date on which data was collected or the exception occurred.

This is a row identifier item.

Call record tables

The date on which data was collected or the exception occurred.

This is a row identifier item.

Agent exception table

The date on which data was collected or the exception occurred.

This is a row identifier item.

Split/skill exception table

The date on which data was collected or the exception occurred.

This is a row identifier item.

Trunk group exception table

The date on which data was collected or the exception occurred.

This is a row identifier item.

VDN exception table

The date on which data was collected or the exception occurred.

This is a row identifier item.

Vector exception table

The date on which data was collected or which the exception occurred.

This is a row identifier item.

Malicious call trace exception table

The date on which data was collected or the exception occurred.

This is a row identifier item.

Data collection exception table

The date on which data was collected or the exception occurred.

This is a row identifier item.

ROW_TIME

The ROW_TIME item is included in the following database tables:

Call record tables

The starting time for this segment.

Agent exception table

The time at which the exception occurred.

This is a row identifier item.

Split/skill exception table

The time at which the exception occurred.

This is a row identifier item.

Trunk group exception table

The time at which the exception occurred.

This is a row identifier item.

VDN exception table

The time at which the exception occurred.

This is a row identifier item.

Vector exception table

The time at which the exception occurred.

This is a row identifier item.

Malicious call trace exception table

The time at which the malicious call was reported.

This is a row identifier item.

Data collection exception table

The time at which data collection was interrupted.

This is a row identifier item.

ROW_TIME_UTC

The ROW_TIME_UTC database item is included in the following database tables:

Agent Exception, Split/Skill Exception, Trunk Group Exception, VDN Exception, Malicious Call Exception, Disk Full Exception, Link Exception tables

The UTC time when the exception occurred.

RSERVLEVELP

The RSERVLEVELP item is included in the following database tables:

Current day report tables

The percentage of calls to be handled within SERVLEVELT seconds.

RSV_LEVEL

The RSV_LEVEL item is included in the following database tables:

Agent tables

RSV_LEVEL provides an indication of whether the skill assigned to the agent is a non-reserve or a reserve level skill. 0 is for a non-reserve skill, 1 is for a reserve level 1 skill, and 2 is for a reserve level 2 skill.

RSV_LEVEL is available with Advocate Service Level Supervisor.

SEGMENT

The SEGMENT item is included in the following database tables:

Call record tables

The identifying number of the call segment. Segment numbers begin with 1 and continue through the number of segments in the call.

SEGSTART

The SEGSTART item is included in the following database tables:

Call record tables

The UNIX time and date when the call segment started. The UNIX time and date is the number of seconds since midnight, 01/01/70. Call segments start when CMS receives the first message for the call because each call segment represents a call. Another segment starts when an agent transfers or conferences a call.

SEGSTART_UTC

The SEGSTART_UTC item is included in the following database tables:

Call record tables

The UTC time when the call segment started. The UTC time is the number of seconds since midnight 01/01/1970 UTC time

SEGSTOP

The SEGSTOP item is included in the following database tables:

Call record tables

The UNIX time and date when the call segment ended. The UNIX time and date is the number of seconds since midnight, 01/01/70. A call segment ends when all trunks and agents that are associated with the call segment have dropped off the call. This means that ACW time for the agent is included when calculating the call segment stop time.

SEGSTOP_UTC

The SEGSTOP_UTC item is included in the following database tables.

Call record tables

The UTC time when the call segment ended. The UTC time is the number of seconds since midnight 01/01/1970 UTC time.

SEQNUM

The SEQNUM item is included in the following database tables:

Call record tables

The unique sequence number for this call record.

SERVICELEVEL

The SERVICELEVEL item is included in the following database tables:

Split/skill tables

The number of seconds within which calls must be answered or connected in order to be considered acceptable. The acceptable service level is defined on the Call Center Administration: Split/Skill Call Profile window.

This is an administrative item.

VDN tables

The number of seconds within which calls must be answered or connected to be considered acceptable. The acceptable service level is defined on the Call Center Administration: VDN Call Profile Setup window.

This is an administrative item.

SERVLEVELP

The SERVLEVELP item is included in the following database tables:

Current day report tables

The objective percentage of calls that are to be handled within SERVLEVELT seconds.

This is an administrative item.

SERVLEVELT

The SERVLEVELT item is included in the following database tables:

Current day report tables

The number of seconds within which SERVLEVELP percent of calls are to be answered. This is the service level time.

This is an administrative item.

Note:

In releases earlier than R17, the service level time stored in the database item SERVLEVELT ended at ringing when the call delivered to the agent was redirected based on RONA. In R17 and later, the service level time ends after the call is requeued and finally answered by an agent. Thus, in R17 and later, the SERVLEVELT database item provides a more accurate representation of the total time until the call is serviced, and the SERVLEVELT values are higher.

SETUPTIME

The SETUPTIME item is included in the following database tables:

Trunk group tables

The length of time from trunk seizure until OUTCALLS complete at the far end.

This is a cumulative item.

SHORTCALLS

The SHORTCALLS item is included in the following database tables:

Trunk group tables

The number of inbound and outbound calls that occupied a trunk in the trunk group for less than 2 seconds and that did not queue to a split/skill, forward to a split/skill, get answered by an agent, get a forced busy or forced disconnect from the communication server, or produce a trunk failure or maintenance busy. SHORTCALLS includes both inbound and outbound calls. Therefore, OTHERCALLS and O_OTHERCALLS may each include some SHORTCALLS.

This is a cumulative item.

Trunk tables

The number of inbound and outbound calls that occupied a trunk for less than 2 seconds and that did not queue to a split/skill, forward to a split/skill, get answered by an agent, get a forced busy or forced disconnect from the communication server, or produce a trunk failure or maintenance busy. SHORTCALLS includes both inbound and outbound calls. Therefore, OTHERCALLS and O_OTHERCALLS may each include some SHORTCALLS.

This is a cumulative item.

SKILL1 through SKILL3

The SKILL1 through SKILL3 items appear in the following database tables:

VDN tables

The first, second, and third VDN skills that are assigned to this VDN. The SKILL 1 through SKILL3 items are available with the EAS feature.

This is an administrative item.

SKILLACWTIME1 through SKILLACWTIME3

The SKILLACWTIME1 through SKILLACWTIME3 items appear in the following database tables:

VDN tables

The length of time that agents spend in ACW time for calls that are answered in each VDN skill preference. The SKILLACWTIME1 through SKILLACWTIME3 items are available with the EAS feature. This is a cumulative item.

SKILLCALLS1 through SKILLCALLS3

The SKILLCALLS1 through SKILLCALLS3 items appear in the following database tables:

VDN tables

The number of calls that are answered by agents in each VDN skill preference. The SKILLCALLS1 through SKILLCALLS3 items are available with the EAS feature.

This is a cumulative item.

SKILLTIME1 through SKILLTIME3

The SKILLTIME1 through SKILLTIME3 items appear in the following database tables:

VDN tables

The length of time that agents spend talking on calls that are answered in each VDN skill preference. The SKILLTIME1 through SKILLTIME3 items are available with the EAS feature

This is a cumulative item.

SKILLTYPE

The SKILLTYPE item is included in the following database tables:

Agent tables

The type, p for primary or s for secondary, of the first skill to which the agent logged in. The SKILLTYPE item is available with the EAS feature.

On Avaya communication servers with the EAS feature, skill level 1 is represented by p, skill level 2 is represented by s, and skill levels 3 through 16 are blank. Users of more than two skill levels should use the SKLEVEL items instead of SKILLTYPE.

In the agent tables, SKILLTYPE is a real-time item.

This is an administrative item.

Agent login/logout tables

The type, p for primary or s for secondary, of the first skill to which the agent logged in. The SKILLTYPE item is available with the EAS feature.

On Avaya communication servers with the EAS feature, skill level 1 is represented by p, skill level 2 is represented by s, and skill levels 3 through 16 are blank. Users of more than two skill levels should use the SKLEVEL items instead of SKILLTYPE.

This is an administrative item.

SKILLTYPE2 through SKILLTYPE4

The SKILLTYPE2 through SKILLTYPE4 items appear in the following database tables:

Agent tables

The type, p for primary or s for secondary, of the second, third, and fourth skills to which the agent logged in. The SKILLTYPE2 through SKILLTYPE4 items are available with the EAS feature.

On Avaya communication servers with the EAS feature, skill level 1 is represented by p, skill level 2 is represented by s, and skill levels 3 through 16 are blank. Users of more than two skill levels should use the SKLEVEL 2-20 items instead of SKILLTYPE 2-4.

In the agent tables, SKILLTYPE 2-4 is a real-time item.

This is an administrative item.

Agent login/logout tables

The type, p for primary or s for secondary, of the second, third, and fourth skills to which the agent logged in. The SKILLTYPE2 through SKILLTYPE4 items are available with the EAS feature.

On Avaya communication servers with the EAS feature, skill level 1 is represented by p, skill level 2 is represented by s, and skill levels 3 through 16 are blank. Users of more than two skill levels should use the SKLEVEL 2-20 items instead of SKILLTYPE 2-4.

SKINTRTYPE through SKINTRTYPE120

The SKINTRTYPE and SKINTRTYPE2-SKINTRTYPE120 items appear in the following database tables:

Agent tables

This item stores the interrupt type of agent LOGONSKILL and LOGONSKILL2 through LOGONSKILL120. Valid values are:

- 0 - NA, not interruptible
- 1 - auto-in, the agent will automatically become available upon interrupt
- 2 - manual-in, the agent will manually become available upon interrupt
- 3 - notify, the agent will be notify of the interrupt and can decide whether to accept or reject the interrupt

The SKINTRTYPE and SKINTRTYPE2 through SKINTRTYPE120 items are available with the EAS feature for Communication Manager Release 6.0 and up.

Agent login/logout tables

This item stores the interrupt type of agent LOGONSKILL and LOGONSKILL2 through LOGONSKILL120. Valid values are:

- 0 - NA, not interruptible
- 1 - auto-in, the agent will automatically become available upon interrupt

- 2 - manual-in, the agent will manually become available upon interrupt
- 3 - notify, the agent will be notified of the interrupt and can decide whether to accept or reject the interrupt

The SKINTRTYPE and SKINTRTYPE2 through SKINTRTYPE120 items are available with the EAS feature for Communication Manager Release 6.0 and up.

SKLEVEL

The SKLEVEL item is included in the following database tables:

Agent tables

An indication of the agent's skill level, which is 1 through 16 for a normal skill, or reserve level, which is 1 or 2 for a reserve skill. SKLEVEL applies to LOGONSKILL. The SKLEVEL item is available with the EAS feature.

This is an administrative item.

Agent login/logout tables

An indication of the agent's skill level, which is 1 through 16 for a normal skill, or reserve level, which is 1 or 2 for a reserve skill. SKLEVEL applies to LOGONSKILL. The SKLEVEL item is available with the EAS feature.

SKLEVEL2 through SKLEVEL20

The SKLEVEL2 through SKLEVEL20 items appear in the following database tables:

Agent tables

An indication of the agent's skill level, which is 1 through 16 for a normal skill, or reserve level, which is 1 or 2 for a reserve skill. SKLEVEL2 through SKLEVEL20 apply to LOGONSKILL2 through LOGONSKILL20, respectively. The SKLEVEL2 through SKLEVEL20 items are available with the EAS feature.

This is an administrative item.

Agent login/logout tables

An indication of the agent's skill level, which is 1 through 16 for a normal skill, or reserve level, which is 1 or 2 for a reserve skill. This SKLEVEL2 through SKLEVEL20 applies to LOGONSKILL2 through LOGONSKILL20, respectively. The SKLEVEL2 through SKLEVEL20 items are available with the EAS feature.

SKLEVEL21 through SKLEVEL60

The SKLEVEL21 through SKLEVEL60 items appear in the following database tables:

Agent tables

This item is an indication of the skill level for an agent, which is 1 through 16 for a normal skill, or reserve level, which is 1 or 2 for a reserve skill. SKLEVEL21 through SKLEVEL60 apply to LOGONSKILL21 through LOGONSKILL60, respectively. These items are available with the EAS feature.

Agent login/logout tables

This item is an indication of the skill level for an agent, which is 1 through 16 for a normal skill, or reserve level, which is 1 or 2 for a reserve skill. SKLEVEL21 through SKLEVEL60 apply to LOGONSKILL21 through LOGONSKILL60, respectively. These items are available with the EAS feature.

SKLEVEL61 through SKLEVEL120

The SKLEVEL61 through SKLEVEL120 items appear in the following database tables:

Agent tables

This item is an indication of the skill level for an agent, which is 1 through 16 for a normal skill, or reserve level, which is 1 or 2 for a reserve skill. SKLEVEL61 through SKLEVEL120 apply to LOGONSKILL61 through LOGONSKILL120, respectively. These items are available with the EAS feature.

Agent login/logout tables

This item is an indication of the skill level for an agent, which is 1 through 16 for a normal skill, or reserve level, which is 1 or 2 for a reserve skill. SKLEVEL61 through SKLEVEL120 apply to LOGONSKILL61 through LOGONSKILL120, respectively. These items are available with the EAS feature.

SKPERCENT

The SKPERCENT item is included in the following database tables:

Agent tables

The percentage of time that is allocated for the agent to spend in LOGONSKILL. The SKPERCENT item is available on Avaya communication servers with the EAS feature.

This is an administrative item.

Agent login/logout tables

The percentage of time that is allocated for the agent to spend in LOGONSKILL. The SKPERCENT item is available on Avaya communication servers with the EAS feature.

This is an administrative item.

SKPERCENT2 through SKPERCENT20

The SKPERCENT2 through SKPERCENT20 items appear in the following database tables:

Agent tables

The percentage of time that is allocated for the agent to spend in LOGONSKILL2 through LOGONSKILL20. The SKPERCENT2 through SKPERCENT20 items are available on Avaya communication servers with the EAS feature.

This is an administrative item.

Agent login/logout tables

The percentage of time that is allocated for the agent to spend in LOGONSKILL2 through LOGONSKILL20. The SKPERCENT2 through SKPERCENT20 items are available on Avaya communication servers with the EAS feature.

This is an administrative item.

SKPERCENT21 through SKPERCENT60

The SKPERCENT21 through SKPERCENT60 items appear in the following database tables:

Agent tables

This item stores the percentage of time that is allocated for the agent to spend in LOGONSKILL21 through LOGONSKILL60. The SKPERCENT21 through SKPERCENT60 items are available on Avaya communication servers with the EAS feature.

This is an administrative item.

Agent login/logout tables

This item stores the percentage of time that is allocated for the agent to spend in LOGONSKILL21 through LOGONSKILL60. The SKPERCENT21 through SKPERCENT60 items are available on Avaya communication servers with the EAS feature.

This is an administrative item.

SKPERCENT61 through SKPERCENT120

The SKPERCENT61 through SKPERCENT120 items appear in the following database tables:

Agent tables

This item stores the percentage of time that is allocated for the agent to spend in LOGONSKILL61 through LOGONSKILL120. The SKPERCENT61 through SKPERCENT120 items are available on Avaya communication servers with the EAS feature.

This is an administrative item.

Agent login/logout tables

This item stores the percentage of time that is allocated for the agent to spend in LOGONSKILL61 through LOGONSKILL120. The SKPERCENT61 through SKPERCENT120 items are available on Avaya communication servers with the EAS feature.

This is an administrative item.

SKSTATE (real-time)

The SKSTATE item is included in the following database tables:

Split/skill tables

The state of the skill compared to all administered thresholds. Possible states are UNKNOWN, NORMAL, OVRLD1, OVRLD2, BEHIND, and AUTORSV.

The SKSTATE item is available on Avaya communication servers with the EAS feature.

SLVLABNS

The SLVLABNS item is included in the following database tables:

Split/skill tables

The number of ABNCALLS for which the time-to-abandon was less than or equal to the administered SERVICELEVEL for this split/skill.

This is a cumulative item.

VDN tables

The number of ABNCALLS for which the time-to-abandon was less than or equal to the administered SERVICELEVEL for this VDN.

This is a cumulative item.

SLVLOUTFLOWS

The SLVLOUTFLOWS item is included in the following database tables:

Split/skill tables

The number of OUTFLOWCALLS for which the time-to-outflow was less than or equal to administered SERVICELEVEL for this split/skill.

This is a cumulative item.

VDN tables

The number of OUTFLOWCALLS for which the time-to-outflow was less than or equal to the administered SERVICELEVEL for this VDN.

This is a cumulative item.

SPLIT (index)

The SPLIT item is included in the following database tables:

Split/skill tables

The number of the split/skill for which data was collected.

This is a row identifier item.

Agent tables

On communication servers without the EAS feature, SPLIT is the number of the split number to which the EXTENSION is assigned.

On communication servers with the EAS feature, SPLIT is the number of the skill to which the agent logged in.

This is an administrative item.

Trunk group tables

The number of the split/skill to which this TKGRP terminates.

This is an administrative item.

Trunk tables

The number of the first split/skill to which the call is currently queued or the number of the split/skill in which the call was answered. SPLIT is blank (NULL) when the trunk idles.

In the trunk tables, SPLIT is a real-time item.

This is a status item.

Agent trace tables

On communication servers without the EAS feature, SPLIT is the number of the split number to which the EXTENSION is assigned.

On communication servers with the EAS feature, SPLIT is the number of the skill to which the agent logged in.

This is an administrative item.

Current day report tables

The number of the split/skill for which data was collected.

This is a row identifier item.

Agent login/logout tables

On communication servers without the EAS feature, SPLIT is the number of the split number to which the EXTENSION is assigned.

On communication servers with the EAS feature, SPLIT is the number of the skill to which the agent logged in.

This is an administrative item.

Current day configuration tables

The number of the split/skill for which data was collected.

This is a row identifier item.

Agent exception tables

The split/skill in which the agent was doing work when the exception occurred.

This is an administrative item.

Split/skill exception table

The split/skill in which the exception occurred.

This is a row identifier item.

Malicious call trace table

The split/skill in which the agent was doing work when the malicious call was reported.

This is an administrative item.

SPLIT1

The SPLIT1 item is included in the following database tables:

Call record tables

The number of the first split/skill to which the call queued in the first VDN with which it was associated in the call segment.

This is an administrative item.

SPLIT2 and SPLIT3

The SPLIT2 and SPLIT3 items appear in the following database tables:

Trunk tables

The numbers of the second and third splits/skills to which the call is queued. This is blank (NULL) when the call dequeues. A call dequeues when it is answered, abandoned, forced busy, or forced disconnected. The SPLIT2 and SPLIT3 items are available with the Vectoring feature.

In the trunk tables, SPLIT2 and SPLIT3 are real-time items.

This is an administrative item.

Call record tables

The numbers of the second and third splits/skills to which the call is queued to in the first VDN with which it was associated in the call segment. The SPLIT2 and SPLIT3 items are available with the Vectoring feature.

This is an administrative item.

STAFFED (real-time)

The STAFFED item is included in the following database tables:

Split/skill tables

The number of POSITIONS that are currently logged in. STAFFED = AVAILABLE + AGINRING + ONACD + INACW + INAUX + OTHER.

STAFFED does not include R1OTHERSTBY, R2OTHERSTBY, and R2INAUXSTBY and R1INAUXSTBY.

This is a status item.

STARTED (real-time)

The STARTED item is included in the following database tables:

Agent tables

The time of day at which WORKMODE began. Valid values for STARTED are NULL and time of day. This is a status item.

Trunk tables

The time of day at which TKSTATE started. Valid values for STARTED are NULL and time of day.

This is a status item.

STARTTIME (interval)

The STARTTIME item is included in the following database tables:

Split/skill tables

The start time of the interval for which data was collected. STARTTIME applies only to the interval table.

This is a row identifier item.

Agent tables

The start time for the interval for which data was collected. STARTTIME applies only to the Interval table.

This is a row identifier item.

Trunk group tables

The start time of the interval for which data was collected. STARTTIME applies only to the interval table.

This is a row identifier item.

Trunk tables

The start time of the interval for which data was collected. STARTTIME applies only to the interval table.

This is a row identifier item.

Vector tables

The start time of the interval for which data was collected. STARTTIME applies only to the interval table.

This is a row identifier item.

VDN tables

The start time of the interval for which data was collected. STARTTIME applies only to the interval table.

This is a row identifier item.

Call work codes tables

The start time of the interval for which data was collected. STARTTIME applies to the only interval table.

This is a row identifier item.

Agent trace tables

The time of day (hour and minute) for which the agent trace is being ordered. This is the time of day you enter to request the report.

This is a row identifier item.

Current day report tables

The start time of the intrahour interval for which data was collected. STARTTIME applies only to the interval table.

This is a row identifier item.

STARTTIME_UTC

The STARTTIME_UTC item is included in the following database tables:

Split/skill tables

The UTC start time of the interval for which data was collected. It is records in number of seconds since midnight 01/01/1970 UTC. It applies only to the interval table.

This is a row identifier item.

Agent tables

The UTC start time of the interval for which data was collected. It is records in number of seconds since midnight 01/01/1970 UTC. It applies only to the interval table.

This is a row identifier item.

Trunk group tables

The UTC start time of the interval for which data was collected. It is records in number of seconds since midnight 01/01/1970 UTC. It applies only to the interval table.

This is a row identifier item.

Trunk tables

The UTC start time of the interval for which data was collected. It is records in number of seconds since midnight 01/01/1970 UTC. It applies only to the interval table.

This is a row identifier item.

Vector tables

The UTC start time of the interval for which data was collected. It is records in number of seconds since midnight 01/01/1970 UTC. It applies only to the interval table.

This is a row identifier item.

VDN tables

The UTC start time of the interval for which data was collected. It is records in number of seconds since midnight 01/01/1970 UTC. It applies only to the interval table.

This is a row identifier item.

Call work codes tables

The UTC start time of the interval for which data was collected. It is records in number of seconds since midnight 01/01/1970 UTC. It applies only to the interval table.

This is a row identifier item.

SVCLEVELCHG

The SVCLEVELCHG item is included in the following database tables:

Split/skill tables

An indication of whether the service level was changed during the collection interval. Valid values for SVCLEVELCHG are 0, which means that no change was made, and 1, which means that a change was made.

This is an administrative item.

VDN tables

An indication of whether the service level was changed during the collection interval. Valid values for SVCLEVELCHG are 0, which means that no change was made, and 1, which means that a change was made.

This is an administrative item.

TAGINRING (real-time)

The TAGINRING item is included in the following database tables:

Split/skill tables

The number of top agents who are logged into the skill, have ACD calls ringing, and are not doing anything else. The TAGINRING item is available with the EAS feature.

This is a status item.

TALKTIME

The TALKTIME item is included in the following database tables:

Call record tables

The total talk time for the answering agent in this segment.

TARGETABNS

THE TARGETABNS item appears in the split/skill tables.

This item represents the number of abandoned calls that occurred within the administered target service level (TARGETSECONDS). This information is recorded for all splits.

TARGETACDCALLS

The TARGETACDCALLS item appears in the split/skill tables.

This item represents the number of ACD calls that were answered within the administered target service level (TARGETSECONDS). This information is recorded for all splits.

TARGETOUTFLOWS

The TARGETOUTFLOWS item appears in the split/skill tables.

This item represents the number of calls that outflowed within the administered target service level (TARGETSECONDS). This information is recorded for all splits.

TARGETPCTCHG

The TARGETPCTCHG items appears in the split/skill tables.

This item indicates if the target service level percentage was modified during the collection interval. Valid values for this field are 0, indicating that no change was made, and 1, indicating that a change was made. This is an administrative item.

TARGETPERCENT

The TARGETPERCENT item appears in the split/skill tables.

This item stores the percentage of the target service level that is specified on the Avaya communication server for a selected split/skill. The archiving process that transforms data for larger time intervals, such as daily to weekly, will record the maximum value of TARGETPERCENT.

TARGETSECCHG

The TARGETSECCHG item appears in the split/skill tables.

This item indicates if the number of target seconds was modified during the collection interval. Valid values for this field are 0, indicating that no change was made, and 1, indicating that a change was made. This is an administrative item.

TARGETSECONDS

The TARGETSECONDS item appears in the split/skill tables.

This item stores the number of target seconds specified on the Avaya communication server for the split/skill target service level. The archiving process that transforms data for larger time intervals, such as daily to weekly, will record the maximum value of TARGETSECONDS.

TAVAILABLE (real-time)

The TAVAILABLE item is included in the following database tables:

Split/skill tables

The number of top agents who are logged in and available in the skill. The TAVAILABLE item is available with the EAS feature.

This is a status item.

TDA_INACW (real-time)

The TDA_INACW item is included in the following database tables:

Split/skill tables

The number of top agents who are logged into the skill and in ACW that is associated with direct agent calls. TDA_INACW is a subset of TOTHER. The TDA_INACW item is available with the ASAI or EAS feature.

This is a status item.

TDA_ONACD (real-time)

The TDA_ONACD item is included in the following database tables:

Split/skill tables

The number of top agents who are logged into the skill and talking on direct agent calls. TDA_ONACD is a subset of TOTHER. The TDA_ONACD item is available with the ASAI or EAS feature.

This is a status item.

TENANT

The TENANT database item is included in the following database tables:

Agent, Agent trace, Agent login/logout, Agent exception, Split/Skills, Split/Skills exception, Trunk Group, Trunk Group exception, Trunk, VDN, VDN exception, Vector, Vector exception, CWC, Malicious call trace, and Call Record tables

The ID of the tenant partition to which the resource belongs.

THRESHOLD

The THRESHOLD item appears in the following tables.

Agent exception table

The limit, given as a number of occurrences, that is administered for the exception type. An exception occurs when the agent's activity falls outside of the limit.

This is an administrative item.

Split/skill exception table

The limit, given as a number of occurrences, that is administered for the exception type. An exception occurs when activity in the split/skill falls outside of the limit.

This is an administrative item.

Trunk group exception table

The limit, given as a number of occurrences, that is administered for the exception type. An exception occurs when activity in the trunk group falls outside of the limit.

This is an administrative item.

VDN exception table

The limit, given as a number of occurrences, that is administered for the exception type. An exception occurs when activity in the VDN falls outside of the limit.

This is an administrative item.

Vector exception table

The limit, given as a number of occurrences, that is administered for the exception type. An exception occurs when activity in the vector falls outside of the limit.

This is an administrative item.

Data collection exception table

The limit, given as a number of occurrences, that is administered for the exception type. An exception occurs when data collection activity falls outside of that limit.

This is an administrative item.

TI_AUXTIME

The TI_AUXTIME item is included in the following database tables:

Agent tables

The length of time during the collection interval that the agent spends in AUX for all splits/skills, or on AUXINCALLS or AUXOUTCALLS and SPLIT was OLDEST_LOGON. “TI_” time is stored for the split/skill in which the agent has been logged in the longest. “TI_” needs to be summed across the splits/skills that the agent may log into in case the logon order changes during the collection interval.

Note:

When OLDEST_SKILL is a Reserve Level Skill, the TI_AUXTIME (agent) database item includes the time that an agent was in AUX Work whether the skill is in a normal or an over-threshold condition.

TI_AUXTIME includes TI_AUXTIME0, TI_AUXTIME1 through 9, TI_AUXTIME10 through 99 (optional feature), I_AUXINTIME, and I_AUXOUTTIME.

SUM(TI_AUXTIME) equals the sum of all TI_AUXTIME items, 0-9, 10-99 (optional feature), over all splits/skills that the agent was logged into.

This is a cumulative item.

TI_AUXTIME0

The TI_AUXTIME0 item is included in the following database tables:

Agent tables

The length of time that the agent spends in AUX with a reason code of 0 (zero). “TI_” time is stored for the split/skill in which the agent has been logged in the longest. “TI_” needs to be summed across the splits/skills that the agent may log into in case the logon order changes during the collection interval. On communication servers with AUX reason codes active, TI_AUXTIME0 is the

time that is spent in “system” AUX work. TI_AUXTIME0 is the same as TI_AUXTIME for communication servers without AUX reason codes active.

This is a cumulative item.

TI_AUXTIME1 through TI_AUXTIME9

The TI_AUXTIME1 through TI_AUXTIME9 items appear in the following database tables:

Agent tables

The length of time that the agent spends in AUX with reason codes of 1 through 9. “TI_” time is stored for the split/skill in which the agent has been logged in the longest. “TI_” needs to be summed across the splits/skills that the agent may log into in case the logon order changes during the collection interval. The TI_AUXTIME1 through TI_AUXTIME9 items are available on Avaya communication servers with the EAS feature.

This is a cumulative item.

TI_AUXTIME10 through TI_AUXTIME99

Note:

The TI_AUXTIME10 through 99 items are available if you purchased the expanded AUX reason codes feature.

The TI_AUXTIME10 through TI_AUXTIME99 items appear in the following database tables:

Agent tables

The length of time that the agent spends in AUX with reason codes of 10 through 99. “TI_” time is stored for the split/skill in which the agent has been logged in the longest. “TI_” needs to be summed across the splits/skills that the agent may log into in case the logon order changes during the collection interval. The TI_AUXTIME10 through TI_AUXTIME99 items are available on Avaya communication servers with the EAS feature.

This is a cumulative item.

TI_AVAILTIME

The TI_AVAILTIME item is included in the following database tables:

Agent tables

The length of time during the collection interval that the agent is in the AVAIL state for split/skill or direct agent ACD calls in any split/skill. TI_AVAILTIME is recorded for the split/skill in which the

agent has been logged in the longest. “TI_” time needs to be summed across the splits/skills the agents may log in to, in case the logon order changes during the collection interval. On communication servers without the EAS feature, if an agent logs into multiple splits and is in AUX mode in one split and is available for ACD calls in another split, the agent accrues I_AVAILTIME for the split in which the agent is available and TI_AVAILTIME in the split that the agent has been logged into the longest.

This is a cumulative item.

TI_OTHERTIME

The TI_OTHERTIME item is included in the following database tables:

Agent tables

The length of time during the collection interval that the agent is in OTHER in any split/skill. TI_OTHERTIME is collected for the time period after the link to the communication server is initiated and directly after the agent logs in but before the CMS is notified of the agent's work state.

While the agent is in Auto-In or Manual-In, other work for this split/skill includes the amount of time that is spent doing any of the following:

- An agent put any call on hold and perform no further action.
- The agent is on a direct agent call or in ACW for a direct agent call.
- The agent is dialing to place a call or to activate a feature.
- An extension call or a direct agent ACD call is ringing with no other activity.
- The length of time agents were logged into multiple splits/skills and doing work for a split/skill other than this one.

“TI_” time is stored for the split/skill in which the agent has been logged in the longest. “TI_” needs to be summed across the splits/skills that the agent may log into in case the logon order changes during the collection interval. TI_OTHERTIME includes I_ACDOTHERTIME.

Note:

When OLDEST_SKILL is a Reserve Level Skill, the TI_OTHERTIME (agent) database item includes the time that an agent was in AUX Work whether the skill is in a normal or an over-threshold condition.

This is a cumulative item.

TI_STAFFTIME

The TI_STAFFTIME item is included in the following database tables:

Agent tables

The length of time during the collection interval that the agent is staffed in any split/skill. “TI_” time is stored for the split/skill in which the agent has been logged in the longest. “TI_” needs to be

summed across the splits/skills that the agent may log into in case the logon order changes during the collection interval. sum(TI_STAFFTIME) = sum(I_ACDTIME + I_ACWTIME + I_DA_ACDTIME + I_DA_ACWTIME + I_RINGTIME + TI_AUXTIME + TI_AVAILTIME + TI_OTHERTIME), over all of the splits/skills that the agent was logged into.

Note:

When OLDEST_SKILL is a Reserve Level Skill, the TI_STAFFTIME (agent) database item includes the time that an agent was in AUX Work whether the skill is in a normal or an over-threshold condition.

This is a cumulative item.

TIME

The TIME item is included in the following database tables:

Agent exception table

The limit, given as a number of seconds, that is administered for timed exception types. An occurrence is logged against the threshold when the agent's activity falls outside of the limit.

This is an administrative item.

Split/skill exception table

The limit, given as a number of seconds, that is administered for timed exception types. An occurrence is logged against the threshold when activity in the split/skill falls outside of the limit.

This is an administrative item.

Trunk group exception table

The limit, given as a number of seconds, that is administered for timed exception types. An occurrence is logged against the threshold when activity in the trunk group falls outside of the limit.

This is an administrative item.

VDN exception table

The limit, given as a number of seconds, that is administered for timed exception types. An occurrence is logged against the threshold when activity in the VDN falls outside of the limit.

This is an administrative item.

Vector exception table

The limit, given as a number of seconds, that is administered for timed exceptions types. An occurrence is logged against the threshold when activity in the vector falls outside of the limit.

This is an administrative item.

TIMEZONE

The TIMEZONE database item is included in the following database tables:

Agent, Call Work Code, Split/Skill, Trunk, Trunk Group, VDN, Vector tables

The 40 character long TIMEZONE is used for daily, weekly, or monthly archiving and indicates the time zone used for aggregation. The TIMEZONE field is added to the daily, weekly, and monthly tables. This field allows reporting of daily, weekly, and monthly data for a specified time zone other than the default ACD time zone. For daily, weekly, and monthly data, one additional time zone per ACD can be configured. If the tenancy feature is installed, an additional time zone per tenant can be defined.

TINACW (real-time)

The TINACW item is included in the following database tables:

Split/skill tables

The number of top agents who are logged into the skill and in ACW for ACD calls to the skill. This includes top agents who are on ACWIN or ACWOUT calls and agents who are in ACW that is not associated with an ACD call. TINACW includes TONACWIN and TONACWOUT. The TINACW item is available with the EAS feature.

This is a status item.

TINAUX (real-time)

The TINAUX item is included in the following database tables:

Split/skill tables

The number of top agents who are logged into the skill and in the AUX work mode. This includes agents on AUXIN or AUXOUT calls. TINAUX includes TINAUX0, TINAUX1 through TINAUX9, TONACDAUXOUT, TONAUXIN, and TONAUXOUT. The TINAUX item is available with the EAS feature.

This is a status item.

TINAUX0 (real-time)

The TINAUX0 item is included in the following database tables:

Split/skill tables

The number of top agents who are logged into the skill and AUX work for reason code 0 (zero) for all splits/skills or on an AUXIN or AUXOUT call for AUX with reason code 0 (zero). On communication servers with AUX reason codes active, TINAUX0 is the time that is spent in “system” AUX work. The TINAUX0 item is available with the EAS feature.

This is a status item.

TINAUX1 through TINAUX9 (real-time)

The TINAUX1 through TINAUX9 items appear in the following database tables:

Split/skill tables

The number of top agents who are logged into the skill and in AUX work with the reason codes 1 through 9 for all splits/skills. This includes agents on AUXIN or AUXOUT calls from AUX with the appropriate reason code. The TINAUX1 through TINAUX9 items are available with the EAS feature.

This is a status item.

TINAUX10 through TINAUX99 (real-time)

Note:

The TINAUX10 through 99 items are available if you have purchased the expanded AUX reason codes feature.

The TINAUX10 through TINAUX99 items appear in the following database tables:

Split/skill tables

The number of top agents who are logged into the skill and in AUX work with the reason codes 10 through 99 for all splits/skills. This includes agents on AUXIN or AUXOUT calls from AUX with the appropriate reason code. The TINAUX10 through TINAUX99 items are available with the EAS feature.

This is a status item.

TKGRP

The TKGRP item is included in the following database tables:

Trunk group tables

The trunk group number for which data was collected. This is zero if the trunk group carrying the call is not measured.

This is a row identifier item.

Trunk tables

The trunk group number to which the trunk is assigned.

This is an administrative item.

Call record tables

The trunk group number for which data was collected or for which an exception occurred. This is zero if the trunk group carrying the call is not measured.

This is an administrative item.

Trunk group exception table

The trunk group number for which data was collected or for which an exception occurred. This is zero if the trunk group carrying the call is not measured.

This is a row identifier item.

Malicious call trace exception table

The trunk group number for which data was collected or for which an exception occurred. This is zero if the trunk group carrying the call is not measured.

This is an administrative item.

TKSTATE (real-time)

The TKSTATE item is included in the following database tables:

Trunk tables

The state of the current call. Trunk states include: IDLE, SEIZED, QUEUED, CONN, RING, DABN, FBUSY, FDISC, HOLD, MBUSY, UNKNOWN, or as defined in Dictionary.

This is a status item.

TONACD (real-time)

The TONACD item is included in the following database tables:

Split/skill tables

The number of top agents who are logged into the skill and on inbound and outbound ACD calls for the skill. TONACD includes TONACDOUT. The TONACD item is available with the EAS feature.

This is a status item.

TONACDAUXOUT (real-time)

The TONACDAUXOUT item is included in the following database tables:

Split/skill tables

The number of top agents who are logged into the skill and on AUXOUT calls with an ACD call for the skill on hold. The TONACDAUXOUT item is available with the EAS feature.

This is a status item.

TONACDOUT (real-time)

The TONACDOUT item is included in the following database tables:

Split/skill tables

The number of top agents who are on outbound calls that were placed by an adjunct to this skill. The TONACDOUT item is available with the ASAI feature.

This is a status item.

TONACWIN (real-time)

The TONACWIN item is included in the following database tables:

Split/skill tables

The number of top agents who are in ACW for this skill and on inbound extension calls. These agents also appear in TINACW. The TONACWIN item is available with the EAS feature.

This is a status item.

TONACWOUT (real-time)

The TONACWOUT item is included in the following database tables:

Split/skill tables

The number of top agents who are in ACW for this skill and on outbound extension calls. These agents also appear in TINACW. The TONACWOUT item is available with the EAS feature.

This is a status item.

TONAUXIN (real-time)

The TONAUXIN item is included in the following database tables:

Split/skill tables

The number of top agents who are in AUX work, AVAILABLE or with an ACD, AUXIN, or AUXOUT call that is attributed to this split/skill on hold and on inbound extension calls. The TONAUXIN item is available with the EAS feature.

This is a status item.

TONAUXOUT (real-time)

The TONAUXOUT item is included in the following database tables:

Split/skill tables

The number of top agents who are in AUX work, AVAILABLE or with an ACD, AUXIN, or AUXOUT call that is attributed to this split/skill on hold and on inbound extension calls. The TONAUXOUT item is available with the EAS feature.

This is a status item.

TOPCALLS

The TOPCALLS item is included in the following database tables:

Split/skill tables

The number of ACDCALLS with top priority that are answered by agents in this split/skill. The TOPCALLS item is available with the Vectoring feature.

This is a cumulative item.

TOPSKILL (real-time)

The TOPSKILL item is included in the following database tables:

Agent tables

The agent's first-administered, highest level, measured skill, where skill level 1 is the highest and skill level 16 is the lowest. The TOPSKILL item is available with the EAS feature.

The TOPSKILL of an agent is 0 except when PREFERENCE is set to skill level (LVL). This means that an agent does not have a top skill and is not counted in any split/skill table Top Skill items if their call handling preference is greatest need (NEED) or percent allocation (PCNT). In addition, agents who have skill level preference but only reserve levels for all of their skills do not have a TOPSKILL.

This is a status item.

TOT_PERCENTS (real-time)

The TOT_PERCENTS item is included in the following database tables:

Split/Skill tables

The sum of the percentages allocated to the skill for each of the agents that are logged in to the skill. With Business Advocate percent allocation call handling preference, each agent has an administered percentage allocation (PA) value for each of their assigned skills which adds up to 100% of the agent's staffed time. The percentage allocation value represents the percentage of time the agent is allocated to spend in the skill. Also see PERCENT.

This is an administrative item.

TOTHER (real-time)

The TOTHER item is included in the following database tables:

Split/skill tables

The number of top agents who are doing other work. This includes agents who are logged into multiple splits/skills and doing work for a split/skill other than this skill. Agent POSITIONS show up in OTHER directly after the link to the communication server is initiated and directly after the agents log in before the CMS is notified of the agent's work state.

While the agent is in Auto-In or Manual-In, other work for this split/skill includes the amount of time that is spent doing any of the following:

- An agent put any call on hold and perform no further action.
- The agent is on a direct agent call or in ACW for a direct agent call.
- The agent is dialing to place a call or to activate a feature.
- An extension call or a direct agent ACD call is ringing with no other activity.
- The length of time agents were logged into multiple splits/skills and doing work for a split/skill other than this one.

With the EAS feature and multiple call handling, agents are available in other multiple call handling skills, but not in this skill.

TOTHER includes TDA_INACW and TDA_ONACD. The TOTHER item is available with the EAS feature.

This is a status item.

TRANSFERRED

The TRANSFERRED item is included in the following database tables:

Split/skill tables

The number of ACDCALLS that are transferred to another destination. TRANSFERRED includes all split/skill calls that are transferred.

This is a cumulative item.

Agent tables

The number of calls that the agent transferred to another destination. TRANSFERRED includes all calls that are transferred.

This is a cumulative item.

Trunk group tables

The number of calls that the agent transferred to another destination. TRANSFERRED calls include both inbound and outbound calls. Therefore, OTHERCALLS and O_OTHERCALLS may each include some TRANSFERRED. TRANSFERRED includes all calls that are transferred.

This is a cumulative item.

VDN tables

The number of calls that are transferred to another destination. TRANSFERRED includes all of the VDN calls that are transferred.

This is a cumulative item.

Agent trace tables

An indication of whether the answering agent initiated a transfer for this call. Valid values for TRANSFERRED are 0, which means that “no” transfer was initiated, and 1, which means that “yes” a transfer was initiated. TRANSFERRED includes all calls that are transferred.

Call record tables

An indication of whether the answering agent initiated a transfer for this call. Valid values for TRANSFERRED are 0, which means that “no” transfer was initiated, and 1, which means that “yes” a transfer was initiated. TRANSFERRED includes all calls that are transferred.

TRENDBASE

The TRENDBASE item is included in the following database tables:

Current day configuration tables

The base date for seasonal trending.

This is an administrative item.

TRUNKS

The TRUNKS item appears in the following tables.

Trunk group tables

The number of trunks that are currently assigned to this TKGRP.

This is an administrative item.

TSTAFFED (real-time)

The TSTAFFED item is included in the following database tables:

Split/skill tables

The number of top agents who are currently staffed in SPLIT. TSTAFFED = TAVAILABLE + TAGINRING + TONACD + TINACW + TINAUX + TOTHER. The TSTAFFED item is available with the EAS feature.

This is a status item.

TYPE (real-time)

The TYPE item is included in the following database tables:

Agent tables

The skill type, p for primary or s for secondary, that is associated with the SPLIT. The TYPE item is available with the EAS and Vectoring features.

On Avaya communication servers with the EAS feature, skill level 1 is represented by p, skill level 2 is represented by s and skill levels 3 through 16 are blank. Users of more than two skill levels should use the SKLEVEL items instead of SKILLTYPE.

This is an administrative item.

UCID

The UCID item is included in the following database tables:

Agent trace tables

The UCID is the Universal Call Identifier, which is a unique number that is assigned to this call segment within the customer network.

Call record tables

The UCID is the Universal Call Identifier-a unique number assigned to this call segment within the customer network.

USE_SVC_OBJ (real-time)

The USE_SVC_OBJ item is included in the following database tables:

Agent tables

The agent requests receipt of calls based on the administered service objective for this skill. Valid values for USE_SVC_OBJ are 1, which means that the request is made, and 2, which means that no request is made. The USE_SVC_OBJ item is available on Avaya communication servers with the EAS feature.

This is an administrative item.

UUI_LEN

The UUI_LEN item is included in the following database tables:

Call record tables

Length in bytes of the User to User Information associated with the call segment.

VDISCCALLS

The VDISCCALLS item is included in the following database tables:

Vector tables

The number of calls that are forced to disconnect because the vector disconnect timer expired or because the call reached a vector stop without being queued. A vector stop means that the “stop” vector command is executed, the end of the vector is reached, or the call executes 1000 vector steps.

This is a cumulative item.

VDN tables

The number of calls that are forced to disconnect because the vector disconnect timer expired or because the call reached a vector stop without being queued. A vector stop means that the “stop” vector command is executed, the end of the vector is reached, or the call executes 1000 vector steps.

This is a cumulative item.

VDN

The VDN item is included in the following database tables:

Agent tables

The VDN that is associated with the agent's current split/skill or direct agent ACD call. The VDN item is available with the Vectoring feature.

This is a status item.

Trunk group tables

The VDN to which the TKGRP terminates. The VDN item is available with the Vectoring feature.

This is an administrative item.

Trunk tables

The VDN that is associated with the current call. This stays set until the trunk idles, at which time it is set to NULL. The VDN item is available with the Vectoring feature.

This is a status item.

VDN tables

The vector directory number that is associated with this VDN.

This is a row identifier item.

VDN exception table

The VDN for which the exception occurred or that carried the malicious call. The VDN item is available with the Vectoring feature.

This is a row identifier item.

Malicious call trace exception table

The VDN for which the exception occurred or that carried the malicious call. The VDN item is available with the Vectoring feature.

This is an administrative item.

VDN2-9

The VDN2-9 item is included in the following database tables:

Call record tables

The 2nd-9th VDN associated with the call segment.

VECTOR

The VECTOR item is included in the following database tables:

Trunk tables (real-time)

The vector that is associated with the current call. This stays set until the trunk idles, at which time it is set to NULL. The VECTOR item is available with the Vectoring feature.

This is a real-time, status item.

Trunk Group tables

The VDN or vector that the trunk group terminates to.

This is an administrative item.

Vector tables

The vector number that this row represents. The VECTOR item is available with the Vectoring feature.

This is a row identifier item.

VDN tables

The vector number that is associated with this VDN.

This is an administrative item.

VDN exception table

The vector number that is associated with this VDN or for which the exception occurred.

This is an administrative item.

Vector exception table

The vector number that this row represents or for which the exception occurred.

This is a row identifier item.

WMODE_SEQ

The WMODE_SEQ item is included in the following database tables:

Agent trace tables

The sequence number for events that occur in the same second.

WORKCODE

The WORKCODE item is included in the following database tables:

Agent trace tables

The last call work code that the agent entered for the call. The WORKCODE item is available when call work codes are implemented.

WORKMODE (real-time)

The WORKMODE item is included in the following database tables:

Agent tables

The work mode that the agent is currently using. Agent work modes include: AVAIL, ACD, ACW, AUX, DACD, DACW, RING, UNKNOWN, OTHER, and UNSTAFF. If the agent was not logged in during the collection interval, the value is blank.

This is a status item.

Agent trace tables

The work mode in which the agent was working during the trace. Agent work modes include: AVAIL, ACD, ACW, AUX, DACD, DACW, RING, UNKNOWN, OTHER, and UNSTAFF. If the agent was not logged in during the collection interval, the value is blank.

WORKSKILL (real-time)

The WORKSKILL item is included in the following database tables:

Agent tables

The number of the skill in which the agent is currently working.

Use WORKSKILL for the following call conditions:

- When an agent is on a split/skill or direct agent ACD call or in ACW (this is the split/skill associated with the call or ACW).
- When an agent is available, in AUX or in OTHER (this is null [blank]).
- When an agent is on an AUXIN call (this is OLDEST_LOGON split/skill).

- When an agent is on an AUXIN or AUXOUT call from the available state, while in AUX or with an AUXIN or AUXOUT call on hold (this is OLDEST_LOGON split/skill).
- When an agent is on an AUXOUT call with an ACD call on hold (this is the split/skill associated with the ACD call).

WORKSKILL differs from WORKSPLIT only when the agent is available, in which case WORKSKILL is blank and WORKSPLIT displays one of the split/skills in which the agent is available. Using WORKSKILL instead of WORKSPLIT in reports is recommended. The WORKSKILL item is available with the EAS feature.

This is a status item.

WORKSKLEVEL (real-time)

The WORKSKLEVEL item is included in the following database tables:

Agent tables

WORKSKLEVEL is the normal skill level 1 through 16 or a reserve skill level 1 or 2. The WORKSKLEVEL applies to WORKSKILL. The WORKSKLEVEL item is available with the EAS feature.

This is a status item.

WORKSPLIT (real-time)

The WORKSPLIT item is included in the following database tables:

Agent tables

The number of the split in which the agent is currently working.

Use WORKSPLIT for the following call conditions:

- When an agent is on a split/skill or direct agent ACD call or in ACW (this is the split/skill associated with the call or ACW).
- When an agent is available (this is the last split/skill the agent went available in).
- When an agent is on an AUXIN or AUXOUT call from the available state, while in AUX or with an AUXIN or AUXOUT call on hold (this is OLDEST_LOGON split/skill).
- When an agent is on an AUXIN call with an ACD call on hold (this is OLDEST_LOGON split/skill).
- When an agent is on an AUXOUT call with an ACD call on hold (this is the split/skill associated with the ACD call).

WORKSKILL differs from WORKSPLIT only when the agent is available, in which case WORKSKILL is blank and WORKSPLIT displays one of the split/skills in which the agent is available. Using WORKSKILL instead of WORKSPLIT in reports is recommended for EAS.

This is a status item.

WORKSPLIT2 and WORKSPLIT3 (real-time)

The WORKSPLIT2 and WORKSPLIT3 items appear in the following database tables:

Agent tables

The numbers of splits/skills other than WORKSPLIT in which the agent is available. WORKSPLIT2 and WORKSPLIT3 apply to agents who are logged into more than one split/skill.

This is a status item.

WORKSPLIT4 through WORKSPLIT20 (real-time)

The WORKSPLIT4 through WORKSPLIT20 items appear in the following database tables:

Agent tables

The numbers of splits/skills other than WORKSPLIT in which the agent is available. WORKSPLIT4 through WORKSPLIT20 apply to agents who are logged into more than one split/skill.

This is a status item.

WORKSPLIT21 through WORKSPLIT60 (real-time)

The WORKSPLIT21 through WORKSPLIT60 items appear in the following database tables:

Agent tables

This item stores the numbers of splits/skills other than WORKSPLIT in which the agent is available. WORKSPLIT21 through WORKSPLIT60 apply to agents who are logged into more than one split/skill.

This is a status item.

WORKSPLIT61 through WORKSPLIT120 (real-time)

The WORKSPLIT61 through WORKSPLIT120 items appear in the following database tables:

Agent tables

This item stores the numbers of splits/skills other than WORKSPLIT in which the agent is available. WORKSPLIT61 through WORKSPLIT120 apply to agents who are logged into more than one split/skill.

This is a status item.

WT1 through WT4

The WT1 through WT4 items appear in the following database tables:

Current day configuration tables

The weight that is given to date 1 (WT1), date 2 (WT2), date 3 (WT3), and date 4 (WT4), which are used in forecasting.

This is an administrative item.

Chapter 6: Definitions of CMS calculations

This section includes definitions of the calculations that are used in the CMS and CMS Supervisor reports. It also includes information and cross-reference tables for the search values used in calculations.

CMS uses calculations of database items in many reports. You can use standard calculations in custom reports, or you can create new ones. You should never modify standard calculations or the meaning of the data will be changed.

Example standard dictionary calculations table

Calculation name	Calculation	Description
CALCULATION NAME (as it appears in the CMS Dictionary)	Mathematical definition of the calculation	Short description of the calculation

Search values

This section presents database search values. Use the tables in this section to identify how CMS stores the row search values.

There are two types of tables:

- Agent state and row search values cross-reference tables on page 331
- Call disposition and row search values cross-reference tables on page 334

Agent state and row search values cross-reference tables

Use the following tables to identify how CMS relates agent state database items to the row search values in the database.

Table 3: Agent database items

Status database items	State names	Values for row search
AG_DEST	PBX	1
	OFF	2
AG_DIR	OUT	1
	IN	2
AG_ORIG	(Blank)	0
	PHONE	1
	KEYBOARD	2
AG_PREF	LVL	1
	NEED	2
	PCNT	3
LEVEL	R1	51
	R2	52
ROLE	ALLC	1
	BCKP	3
	ROVE	0
	RSRV	4
	TOP	2
WORKMODE	UNKNOWN	0
	UNSTAF	10
	AVAIL	20
	ACD	30
	ACW	40
	AUX	50
	DACD	60
	DACW	70
	OTHER	220
	RING	80
	LOGON	100
	LOGOFF	110
	TRACE ON	120
	TRACE OFF	121

Table 4: Trunk database items

Status database items	State names	Values for row search
ALL_BUSY	YES	1
	NO	0
TKSTATE	UNKNOWN	0
	IDLE	1
	SEIZED	2
	QUEUED	3
	CONN	4
	DABN	5
	MBUSY	6
	FBUSY	7
	FDISC	8
	HOLD	9
	RING	80
TK_DIR	IN	2
	OUT	1
TK_PRI	YES	1
	NO	0
TK_QTYPE	MAIN	1
	BACKUP	2
TK_VPRI	LOW	1
	MED	2
	HIGH	3
	TOP	4

Table 5: Miscellaneous database items

Status database items	State names	Values for row search
PER_CHG	YES	1
	NO	0
SLVL_CHG	YES	1
	NO	0
SKSTATE	UNKNOWN	0
	NORMAL	1

Table continues…

Status database items	State names	Values for row search
	OVRLD1	2
	OVRLD2	3
YES_NO	n	0
	y	1

Call disposition and row search values cross-reference tables

Use the following table to identify how CMS relates call disposition database items to the row search values in the database.

Status database items	State names	Values for row search
DISPOSITION	CONN	1
	ANS	2
	ABAN	3
	IFLOW	4
	FBUSY	5
	FDISC	6
	OTHER	7

Calculations

The mathematical calculations defined in this section are the standard CMS Dictionary calculations that are used in real-time, historical, and integrated CMS and CMS Supervisor reports. The calculations can also be used in custom and designer reports.

Caution:

Do not modify any of the standard CMS Dictionary calculations. Doing so changes the meaning of the data that displays in reports.

This section includes the following topics:

- Standard CMS Dictionary calculations on page 334
- Reports-specific calculations on page 344

Standard CMS Dictionary calculations

The following table lists all of the standard CMS Dictionary calculations:

Calculation name	Calculation	Description
ACW_AUX_OUT_ADJ	ACWAUXOUTADJCALLS + AUXOUTADJCALLS	Off-communication server calls by adjunct while in ACW or AUX
ACW_AUX_OUT_CALLS	ACWOUTOFFCALLS + AUXOUTOFFCALLS	All off-communication server calls placed while in ACW or AUX
AGENTS_ON_EXT_CALLS	(ONACWIN + ONAUXIN + ONACWOUT + ONAUXOUT)	Agents on extension calls
ART (Actual Relative to Target)	(100*TARGETACDCALLS / CALLSOFFERED) - TARGETPERCENT	This calculation determines the actual service level as compared to the target service level percentage.
AVG_ABANDON_TIME	ABNTIME / ABNCALLS	Average time to abandon
AVG_ABANDON_TIME_SUM	sum(ABNTIME) / sum(ABNCALLS)	Total average abandon time
AVG_ACD_TALK_TIME	ACDTIME / ACDCALLS	Average ACD talk time
AVG_ACD_TALK_TIM_SUM	sum(ACDTIME) / sum(ACDCALLS)	Total average ACD talk time
AVG_ACW_TIME	ACWTIME / ACDCALLS	Average ACW time
AVG_ACW_TIME_SUM	sum(ACWTIME) / sum(ACDCALLS)	Total average ACW time
AVG_ACWAUX_OUT_CALLS	sum(ACWOUTOFFTIME + AUXOUTOFFTIME) / sum(ACWOUTOFFCALLS + AUXOUTOFFCALLS)	Average time for off-communication server calls while in ACW or AUX
AVG_AGENT_ACW_SUM	sum(TOTAL_ACWTIME) / sum(TOTAL_ACDCALLS)	Total average agent ACW time
AVG_AGENT_ACW_TIME	TOTAL_ACWTIME / TOTAL_ACDCALLS	Average ACW time
AVG_AGENT_TALK_SUM	sum(TOTAL_ACDTIME) / sum(TOTAL_ACDCALLS)	Total average agent ACD talk time
AVG_AGENT_TALK_TIME	TOTAL_ACDTIME / TOTAL_ACDCALLS	Average agent ACD talk time
AVG_ANSWER_SPEED	ANSTIME / ACDCALLS	Average speed of answer
AVG_ANSWER_SPEED_SUM	sum(ANSTIME) / sum(ACDCALLS)	Total average answer speed
AVG_CONNECT_TIME	CONNECTTIME / CONNECTCALLS	Average amount of time for a non-ACD call to connect to agent
AVG_CONNECT_TIME_SUM	sum(CONNECTTIME) / sum(CONNECTCALLS)	Total average amount of time for a non-ACD call to connect to agent
AVG_DEQUE_ACD_TIME	DEQUETIME / DEQUECALLS	Average talk time for calls queued to a split and elsewhere

Table continues…

Calculation name	Calculation	Description
AVG_EQV_AG_STFD	(TOTAL_I_ACDACW + TOTAL_I_ACDHOLD + TOP_AVAUXTIME + FTEA_AVAUX) / (INTRVL * 60)	Average positions staffed for this skill across all call handling preferences
AVG_HOLD_TIME	HOLDTIME / HOLDCALLS	Average hold time
AVG_HOLD_TIME_SUM	sum(HOLDTIME) / sum(HOLDCALLS)	Total average hold time
AVG_INB_ACD_TIME	(TOTAL_ACDTIME - O_ACDTIME) / (TOTAL_ACDCALLS - O_ACDCALLS)	Average inbound ACD time
AVG_INB_ACW_TIME	(TOTAL_ACWTIME - O_ACWTIME) / INBOUND_ACDCALLS	Average inbound ACW time
AVG_INB_ACD_TIME_SUM	(sum(TOTAL_ACDTIME - O_ACDTIME)) / INBOUND_ACDCALLS	Average inbound ACD time
AVG_INB_ACW_TIME_SUM	(sum(TOTAL_ACWTIME- O_ACWTIME))/ INBOUND_ACDCALLS	Average inbound ACW time
AVG_OUTB_ACD_SUM	sum(O_ACDTIME) / sum(O_ACDCALLS)	Total outbound average ACD talk time
AVG_OUTB_ACD_TIME	O_ACDTIME / O_ACDCALLS	Outbound average ACD talk time
AVG_OUTB_ACW_SUM	sum(O_ACWTIME) / sum(O_ACDCALLS)	Total outbound average ACW talk time
AVG_OUTB_ACW_TIME	O_ACWTIME / O_ACDCALLS	Outbound average ACW talk time
AVG_POS_STAFF	I_STAFFTIME / (INTRVL * 60)	Average positions staffed
AVG_POS_STAFF_SUM	sum(I_STAFFTIME) / sum(INTRVL * 60)	Total average positions staffed
AVG_TALK_TIME_IN	(ACWINTIME + AUXINTIME) / (ACWINCALLS + AUXINCALLS)	Extension in calls average talk time
AVG_TALK_TIME_IN_SUM	sum(ACWINTIME + AUXINTIME) / sum(ACWINCALLS + AUXINCALLS)	Extension in calls total average talk time
AVG_TALK_TIME_OUT	(ACWOUTTIME + AUXOUTTIME) / (ACWOUTCALLS + AUXOUTCALLS)	Extension out calls average talk time
AVG_TALK_TIME_OUT_SUM	sum(ACWOUTTIME + AUXOUTTIME) / sum(ACWOUTCALLS + AUXOUTCALLS)	Extension out calls total average talk time
AVG_TOP_STAFF	(TOTAL_I_ACDACW + TOTAL_I_ACDHOLD + TOPAVAUXTIME) / (INTRVL * 60)	Average positions staffed for EAS, making use of the top agent concept to avoid double-+counting agents' time when they are staffed in multiple skills
AVG_TOP_STAFF_SUM	sum(TOT_I_ACDACW_SUM + TOT_I_ACDHOLD_SUM +	Average positions staffed for EAS, summed over all

Table continues…

Calculation name	Calculation	Description
	TOP_AVAUXTIME_SUM)/ sum(INTRVL*60)	records found in the search, making use of the top agent concept to avoid double-counting agents' time when they are staffed in multiple skills
AVG_TRK_HOLD_IN_SUM	sum(INTIME) / sum(INCALLS)	Inbound total average trunk holding time
AVG_TRK_HOLD_OUT_SUM	sum(OUTTIME) / sum(OUTCALLS)	Outbound total average trunk holding time
AVG_TRK_HOLD_TIME	(INTIME + OUTTIME) / (INCALLS + OUTCALLS)	Average trunk holding time
AVG_TRK_HOLD_TIME_IN	INTIME / INCALLS	Inbound average trunk holding time
AVG_TRK_HOLD_TIM_OUT	OUTTIME / OUTCALLS	Outbound average trunk holding time
AVG_VDN_ACD_SK1_TIME	SKILLTIME1/SKILLCALLS1	Average time spent on calls for VDN skill preference 1
AVG_VDN_ACD_SK2_TIME	SKILLTIME2/SKILLCALLS2	Average time spent on calls for VDN skill preference 2
AVG_VDN_ACD_SK3_TIME	SKILLTIME3/SKILCALLS3	Average time spent on calls for VDN skill preference 3
AVG_VDN_ACW_SK1_TIME	SKILLACWTIME1/SKILLCALLS1	Average time spent in ACW for VDN skill preference 1
AVG_VDN_ACW_SK2_TIME	SKILLACWTIME2/SKILLCALLS2	Average time spent in ACW for VDN skill preference 2
AVG_VDN_ACW_SK3_TIME	SKILLACWTIME3/SKILLCALLS3	Average time spent in ACW for VDN skill preference 3
AVG_VDN_TIME	INTIME / INCALLS	Average VDN time
AVG_VDN_TIME_SUM	sum(INTIME) / sum(INCALLS)	Total average time in VDN
AVG_VEC_TIME	INTIME / INCALLS	Average vector time
AVG_VEC_TIME_SUM	sum(INTIME) / sum(INCALLS)	Total average vector time
BUSY_DISCONNECT	BUSYCALLS + DISCCALLS	Number of calls that were busy and disconnected
CALLS_PER_POS	(60 * INTRVL * ACDCALLS) / I_STAFFTIME	Calls per position staffed
CALLS_PER_POS_SUM	(sum(60 * INTRVL) * sum(ACDCALLS))/ sum(I_STAFFTIME	Total calls per position
CALLS_WAITING	INQUEUE + INRING	Number of calls ringing and queued for split/skill

Table continues…

Calculation name	Calculation	Description
CCS_TIME_INBOUND	I_INOCC/100	CCS trunk time attributed to inbound calls
CCS_TIME_OUTBOUND	I_OUTOCC/100	CCS trunk time attributed to outbound calls
DEDICATED_AGENT	FTE_AGENTS + TSTAFFED	Number of agents considered dedicated to this skill
EXT_CALL_IN	(ACWINCALLS + AUXINCALLS)	Incoming extension calls
EXT_CALL_OUT	(ACWOUTCALLS + AUXOUTCALLS)	Outgoing extension calls
EXT_IN_TIME	(I_ACWINTIME + I_AUXINTIME)	Time on incoming extension calls
EXT_OUT_TIME	(I_ACWOUTTIME + I_AUXOUTTIME)	Time on outgoing extension calls
FACTIVE_AG	FAGINRING + FONACD + FINACW	The number of flex agents on ACD calls, ringing, or in ACW for this skill
FTE_AGENTS	TOT_PERCENTS / 100	Number of full-time equivalent agents staffed for this skill
FTEA_AVAUX	(I_AVAILTIME + I_AUXTIME) * (MAX_FTE_AGENTS / MAXSTAFFED)	Proportion of non-ACD time for this skill for percent allocated (PCNT) agents
I_SUM_TIME	I_ACDTIME + I_ACWTIME + I_OTHERTIME + I_RINGTIME + I_DA_ACDTIME + I_ DA_ACWTIME	Intermediate time used to calculate INT_AUXTIME
IAUXTIME_REMAINING	(sum(I_AUXTIME) -sum(I_AUXTIME1) -sum(I_AUXTIME2) -sum(I_AUXTIME3) -sum(I_AUXTIME4) -sum(I_AUXTIME5) -sum(I_AUXTIME6) -sum(I_AUXTIME7) -sum(I_AUXTIME8) -sum(I_AUXTIME9) -sum(I_AUXTIME0))	The amount of time that agents have spent in the AUX work mode in a split/ skill for AUX reason codes 10-99
INAUX_REMAINING	(INAUX-INAUX0-INAUX1-INAUX2-INAUX3-INAUX4-INAUX5-INAUX6-INAUX7-INAUX8-INAUX9)	The number of agents in the AUX work mode in a split/

Table continues…

Calculation name	Calculation	Description
		skill for AUX reason codes 10-99
INBOUND_ACDCALLS	(sum (TOTAL_ACDCALLS - O_ACDCALLS))	Total inbound ACD calls
INT_AUXTIME	I_STAFFTIME - I_AVAILTIME - (I_SUM_TIME)	Agent time in AUX work in a single split/skill
INTRVL_END_TIME	STARTTIME + INTERVL	Time of the end of an interval
MAIN_ACD_CALLS	ACDCALLS - BACKUPCALLS	Calls answered for main split/skill
MAX_DEDICATED_AGT	MAX_FTE_AGENTS + MAXTOP	Maximum agents (top agents plus full-time equivalent agents) considered dedicated to this skill
MAX_FTE_AGENTS	MAX_TOT_PERCENTS / 100	Maximum number of full-time equivalent agents on this skill
NON_TOP_STAFFED_AGTS	STAFFED - TSTAFFED	Agents staffed who are not top agents
PCNT_AGSURP	100*(AGSURPDELIVERIES)/ (AGSURPDELIVERIES +CALLSURPDELIVERIES)	Percentage of the calls delivered upon agent surplus condition.
PCNT_AGSURP_PREF	100 * (AGSURPPREFCALLS) / (AGSURPDELIVERIES)	Percentage of the calls delivered to preferred agents upon agent surplus condition.
PCNT_AGSURP_PREF_SUM	100 * sum(AGSURPPREFCALLS) / sum(AGSURPDELIVERIES)	Total percentage of the calls delivered to preferred agents upon agent surplus condition.
PCNT_AGSURP_SUM	100 * sum(AGSURPDELIVERIES) / sum(AGSURPDELIVERIES + CALLSURPDELIVERIES)	Total percentage of the calls delivered upon agent surplus condition.
PCNT_CALLSURP	100 * (CALLSURPDELIVERIES) / (AGSURPDELIVERIES + CALLSURPDELIVERIES)	Percentage of the calls delivered upon call surplus condition.
PCNT_CALLSURP_SUM	100 * sum(CALLSURPDELIVERIES) / sum(AGSURPDELIVERIES +CALLSURPDELIVERIES)	Total percentage of the calls delivered upon call surplus condition.
PERCENT_ACD_TIME	100 * ((I_ACDTIME + I_ACWTIME) / I_STAFFTIME)	Percentage of time agents spend on split/skill ACD calls and in ACW

Table continues…

Calculation name	Calculation	Description
PERCENT_ACD_TIME_SUM	100 * (sum(I_ACDTIME + I_ACWTIME) / sum(I_STAFFTIME))	Total percentage of time agents in spend on split/skill ACD calls and in ACW
PERCENT_ALL_BUSY	100 * (ALLINUSETIME / SECS_PER_DAY)	Percentage of time all trunks in use
PERCENT_ALL_BUSY_D	100 * (ALLINUSETIME / d_secs.SECSPERDAY)	Percentage of time all trunks in use in the day
PERCENT_ALL_BUSY_I	100*(ALLINUSETIME)/ (INTERVL*60)	Percentage of time all trunks were busy in interval
PERCENT_ALL_BUSY_M	100 * (ALLINUSETIME / m_secs.SECSPERMN)	Percentage of time all trunks in use in the month
PERCENT_ALL_BUSY_W	100 * (ALLINUSETIME / w_secs.SECSPERWK)	Percentage of time all trunks in use in the week
PERCENT_ALL_BUSY_SUM	100 * (sum(ALLINUSETIME) / sum(SECS_PER_DAY))	Percentage of time all trunks in use
PERCENT_AL_BSY_SUM_D	100 * (sum(ALLINUSETIME) / sum(d_secs.SECSPERDAY))	Percentage of time all trunks in use during the day
PERCENT_AL_BSY_SUM_M	100 * (sum(ALLINUSETIME) / sum(m_secs.SECSPERMN))	Percentage of time all trunks in use during the month
PERCENT_AL_BSY_SUM_W	100 * (sum(ALLINUSETIME) / sum(w_secs.SECSPERWK))	Percentage of time all trunks in use during the week
PERCENT_ALL_MBUSY_I	100*(MBUSYTIME)/(INTERVL*60 *TRUNKS	Percent of time all trunks were maintenance busy
PERCENT_AUX_WORK	100 * (I_AUXTIME / I_STAFFTIME)	Percentage time agents spent in AUX
PERCENT_AUX_WORK_SUM	100 * (sum(I_AUXTIME) / sum(I_STAFFTIME))	Total percentage time agents spent in AUX
PERCENT_CALL_ABAN	100 * (ABNCALLS / (CALLSOFFERED))	Percentage of calls offered that abandoned
PERCENT_CALL_ANS	100 * (ACDCALLS / CALLSOFFERED)	Percentage of calls offered that were answered
PERCENT_CALL_ANS_SUM	100 * (sum(ACDCALLS) / sum(CALLSOFFERED))	Total percentage of calls offered that were answered
PERCENT_MBUSY	100 * (MBUSYTIME / (SECS_PER_DAY * TRUNKS))	Percent of time trunks maintenance busy **Note:** This calculation is obsolete. Do not use it.

Table continues…

Calculation name	Calculation	Description
PERCENT_MBUSY_D	100 * (MBUSYTIME / (d_secs.SECSPERDAY * TRUNKS))	Percent of time trunks were maintenance busy during the day
PERCENT_MBUSY_M	100 * (MBUSYTIME / (m_secs.SECSPERMN * TRUNKS))	Percent of time all trunks were maintenance busy during the month
PERCENT_MBUSY_W	100 * (MBUSYTIME / (w_secs.SECSPERWK * TRUNKS))	Percent of time all trunks were maintenance busy during the week
PERCENT_MBUSY_SUM_D	100 * (sum(MBUSYTIME) / (avg(d_secs.SECSPERDAY) * sum(TRUNKS)))	Percent of time all trunks were maintenance busy during the day
PERCENT_MBUSY_SUM_M	100 * (sum(MBUSYTIME) / (avg(m_secs.SECSPERMN) * sum(TRUNKS)))	Percent of time all trunks were maintenance busy during the month
PERCENT_MBUSY_SUM_W	100 * (sum(MBUSYTIME) / (avg(w_secs.SECSPERWK) * sum(TRUNKS)))	Percent of time all trunks were maintenance busy during the week
PERCENT_MBUSY_SUM	100 * (sum(MBUSYTIME) / (avg(SECS_PER_DAY) * sum(TRUNKS)))	Percent time trunks in were maintenance busy **Note:** This calculation is obsolete. Do not use it.
PERCENT_SERV_LVL_SPL	100 * (ACCEPTABLE / CALLSOFFERED)	Percentage of calls answered in service level for split/skill
PERCENT_SERV_LVL_VDN	100 * (sum(ACCEPTABLE) / sum(INCALLS))	Percent of calls answered within service level for VDN
PERCENT_SERV_SPL_OUT	100 - PERCENT_SERV_LVL_SPL	Percent of calls to a split/ skill outside of the service level
PERCENT_SERV_VDN_OUT	100 - PERCENT_SERV_LVL_VDN	Percent of calls to VDN outside service level
PERCENT_SK_AVAIL	100*(sum(I_AVAILTIME) / sum(TI_AVAILTIME)) / (sum(I_STAFFTIME) / sum(TI_STAFFTIME))	This calculation indicates the amount of time that an agent was available in all assigned skills. If an agent was assigned to the auto-reserve state for a skill, this number would be less than 100. For example, “83%” in this calculation indicates that the agent was available in

Table continues…

Calculation name	Calculation	Description
		all skills for 83% of the specified interval. In this calculation, a high number indicates that the auto-reserve state was rarely used while a low number indicates that the agent was almost entirely occupied with the auto-reserved skill.
PERCENT_SLVL_SPL_SUM	100 * (sum(ACCEPTABLE) / sum (CALLSOFFERED))	Percent of total split calls answered in service level
PERCENT_VDN_ABAN	100 * (sum(ABNCALLS) / sum(INCALLS))	Percent of calls abandoned
PERCENT_VDN_ANSCONN	100 * (sum(ACDCALLS + CONNECTCALLS) / sum(INCALLS))	Percent of calls answered for VDN
R1ACTIVE_AGT	R1AGINRING + R1ONACD + R1INACW	Number of Reserve 1 agents on ACD calls, ringing, or in ACW for this skill
R2ACTIVE_AGT	R2AGINRING + R2ONACD + R2INACW	Number of Reserve 2 agents on ACD calls, ringing, or in ACW for this skill
SECS_PER_DAY	(24 * 60 * 60)	Seconds per day **Note:** To use <SECS_PER_DAY>, data collection must be active 24 hours a day, seven days a week.
TIAUXTIME_REMAINING	(sum(TI_AUXTIME) -sum(TI_AUXTIME1) -sum(TI_AUXTIME2) -sum(TI_AUXTIME3) -sum(TI_AUXTIME4) -sum(TI_AUXTIME5) -sum(TI_AUXTIME6) -sum(TI_AUXTIME7) -sum(TI_AUXTIME8) -sum(TI_AUXTIME9	The length of time that top agents have spent in the AUX work mode in a split/ skill for reason codes 10-99

Table continues…

Calculation name	Calculation	Description
	-sum(TI_AUXTIME0))	
TINAUX_REMAINING	(TINAUX-TINAUX0-TINAUX1-TINAUX2-TINAUX3-TINAUX3-TINAUX4-TINAUX5-TINAUX6-TINAUX7-TINAUX8-TINAUX9)	The number of top agents in the AUX work mode in a split/skill for AUX reason codes 10-99
TOP_AVAUXTIME	I_TAUXTIME+I_TAVAILTIME +I_TOTHERTIME	Subcalculation that supports the AVG_TOP_STAFF calculation Sum of the time top agents spent in AUX work and available
TOP_AVAUXTIME_SUM	sum (I_TAUXTIME+I_TAVAILTIME)	Subcalculation that supports the AVG_TOP_STAFF_SUM calculation Sum of the time top agents spent in AUX work and available
TOT_I_ACDACW_SUM	sum(I_ACDTIME + I_ACWTIME + I_DA_ACDTIME + I_DA_ACWTIME + I_RINGTIME)	Subcalculation that supports the AVG_TOP_STAFF_SUM calculation Sum of the ACD and ACW time for split/skill and direct agent calls, plus the (agent) ringing time for those calls
TOT_I_ACDHOLD_SUM	sum(I_ACDOTHERTIME + I_ACDAUXINTIME + I_ACDAUX_OUTTIME)	Subcalculation that supports the AVG_TOP_STAFF_SUM calculation Sum of the time agents spent with ACD calls on hold
TOTAL_I_ACDACW	(I_ACDTIME + I_ACWTIME +I_DA_ACDTIME+I_DA_ACWTIME +I_RINGTIME)	Subcalculation that supports the new AVG_TOP_STAFF calculation Sum of the ACD and ACW time for split/skill and direct agent calls, plus the (agent) ringing time for those calls
TOTAL_ACDCALLS	(ACDCALLS + DA_ACDCALLS)	Total split/skill and direct agent ACD calls
TOTAL_ACDTIME	(ACDTIME + DA_ACDTIME)	Total ACD time + DA ACD TIME

Table continues…

Calculation name	Calculation	Description
TOTAL_ACWTIME	(ACWTIME + DA_ACWTIME)	Total ACW time +DA
TOTAL_I_ACDTIME	(I_ACDTIME + I_DA_ACDTIME)	Total interval-based ACD time
TOTAL_I_ACDHOLD	I_ACDOTHERTIME + I_ACDAUXINTIME + I_ACD_ACDAUX_OUTTIME	Sum of the time agents spent with ACD calls on hold
TOTAL_I_ACWTIME	(I_ACWTIME + I_DA_ACWTIME)	Total interval-based ACW time

Reports-specific calculations

These calculations present information supporting Avaya Business Advocate and Virtual Routing. They are not standard CMS calculations and are not part of the CMS database, although they draw data from the database.

Calculation name	Calculation	Description	Database tables
% Aban	100 * (sum(ABNCALLS) / sum(INCALLS))	The number of the total calls to all VDNs on a selected ACD that abandoned, expressed as a percentage. Used in daily reports.	vdn
% Busy	100 * (sum(BUSYCALLS) / sum(INCALLS))	The number of the total calls to all VDNs on a selected ACD that were busy, expressed as a percentage. Used in daily reports.	vdn
% Disconnect	100 * (sum(DISCCALLS) / sum(INCALLS))	The number of the total calls to all VDNs on a selected ACD that were disconnected, expressed as a percentage. Used in daily reports.	vdn
% Aban	100 * ABNCALLS / INCALLS	The number of the total calls to a VDN that abandoned, expressed as a percentage. Used in interval, weekly, and monthly reports.	vdn
% Busy	100 * BUSYCALLS / INCALLS	The number of the total calls to a VDN that were busy, expressed as a percentage. Used in interval, weekly, and monthly reports.	vdn
% Flow Out	100 * OUTFLOWCALLS / INCALLS	The number of the total calls to a VDN that were redirected to another VDN, expressed as a percentage. Used in interval, weekly, and monthly reports.	vdn

Table continues…

Calculation name	Calculation	Description	Database tables
% Agent Occup (Group) w/ACW	100 * (sum(I_RINGTIME + I_ACDTIME + I_ACDOTHERTIME + I_ACDAUX_OUTTIME + I_ACDAUXINTIME + I_ACWTIME) / (sum(TI_STAFFTIME – TI_AUXTIME + I_ACDAUX_OUTTIME + I_ACDAUXINTIME))	The percentage of an agent or agent group's occupancy, including after call work time. This calculation is used in interval, daily, weekly, and monthly Historical Agent Summary and Agent Group Summary reports. When it is used in an Agent Summary report, the field is % Agent Occup.	agent
% Agent Occup (Group) w/o ACW	100 * (sum(I_RINGTIME + I_ACDTIME + I_ACDOTHERTIME + I_ACDAUX_OUTTIME + I_ACDAUXINTIME) / (sum(TI_STAFFTIME – TI_AUXTIME + I_ACDAUX_OUTTIME + I_ACDAUXINTIME))	The percentage of an agent or agent group's occupancy, excluding after call work time. This calculation is used in interval, daily, weekly, and monthly Historical Agent Summary and Agent Group Summary reports. When it is used in an Agent Summary report, the field is % Agent Occup.	agent

Appendix A: Changes In 16.X Releases

Database schema changes in R16.1

The following new data items have been added to the CMS R16.1 database:

- Increasing skills per agent from 60 to 120.
  - cagent, pagent, haglog
    - LOGONSKILL61-LOGONSKILL120, SKLEVEL61-SKLEVEL120, SKPERCENT61-SKPERCENT120, WORKSPLIT61-WORKSPLIT120
- Support of the Communication Manager features like Interruptible AUX and Skill Level Routing.
  - cagent, pagent
    - SKINTRTYPE 1-120, INTRSTATUS, INTRNOTIFIES, ACCEPTEDINTRS, REJECTEDINTRS, INTRDELIVERIES
  - haglog
    - SKINTRTYPE 1-120
  - hagent, dagent, wagent, magent
    - INTRSTATUS, INTRNOTIFIES, ACCEPTEDINTRS, REJECTEDINTRS, INTRDELIVERIES
  - ag_actv
    - INTERRUPTED
  - csplit, psplit, hsplit, dsplit, wsplit, msplit
    - INTRDELIVERIES, AGSURPDELIVERIES, AGSURPPREFCALLS, AGSURPNPREFCALLS, CALLSURPDELIVERIES
  - cvdn, pvdn, hvdn, dvdn, wvdn, mvdn
    - AGSURPDELIVERIES, AGSURPPREFCALLS, AGSURPNPREFCALLS, CALLSURPDELIVERIES
  - call_rec
    - INTERRUPTDEL, AGENTSURPLUS, AGENTSKILLLEVEL, PREFSKILLLEVEL

The following new calculations have been added:

- PCNT_AGSURP, PCNT_CALLSURP, PCNT_AGSURP_PREF, PCNT_AGSURP_SUM, PCNT_CALLSURP_SUM, PCNT_AGSURP_PREF_SUM

The following new rows have been added to the synonyms table:

- Interrupttype, interruptstatus

Database Schema changes in R16.3

The following new data items have been added to the CMS R16.3 database:

- Support for Intelligent Customer Routing.
  - cagent, pagent, hagent, dagent, wagent, magent
    - ICRPULLCALLS, ICRPULLTIME, DA_ICRPULLCALLS, DA_ICRPULLTIME
  - csplit, psplit, hsplit, dsplit, wsplit, msplit
    - ICRPULLCALLS, ICRPULLTIME, ICRPULLRINGCALLS, REDIRECTCALLS
  - cvdn, pvdn, hvdn, dvdn, wvdn, mvdn
    - ICRPULLCALLS, ICRPULLTIME, ICRPULLRINGCALLS, ICRPULLQUECALLS
  - cvector, pvector, hvector, dvector, wvector, mvector
    - ICRPULLCALLS, ICRPULLTIME, ICRPULLRINGCALLS, ICRPULLQUECALLS
  - ctkgrp, ptkgrp, htkgrp, dtkgrp, wtkgrp, mtkgrp
    - ICRPULLCALLS, ICRPULLVECCALLS, ICRPULLRINGCALLS, ICRPULLQUECALLS
  - ctrunk, ptrunk, htrunk, dtrunk, wtrunk, mtrunk
    - ICRPULLCALLS
  - call_rec
    - ICRRESENT, ICRPULLREASON

Note:

DA_ICRPULLCALLS and DA_ICRPULLTIME are for future use and will not be populated in R16.3.

Appendix B: Changes In 17.X Releases

Database Schema changes in R17

The following new data items have been added to the CMS R17 database:

- This item is reserved for future use.
  - hagent, dagent, wagent, magent, ag_actv
    - ATTRIB_ID
- These items are reserved for future use.
  - call_rec
    - ORIG_ATTRIB_ID, ANS_ATTRIB_ID, OBS_ATTRIB_ID

Appendix C: Changes In 18.X Releases

Database Schema changes in R18

The following new database items have been added to the CMS R18 database:

- TENANT
  - Agent, Agent trace, Agent login/logout, Agent exception, Split/Skills, Split/Skills exception, Trunk Group, Trunk Group exception, Trunk, VDN, VDN exception, Vector, Vector exception, CWC, Malicious call trace exception, and Call Record tables
- TIMEZONE
  - Agent, Call Work Code, Split/Skill, Trunk, Trunk Group, VDN, Vector tables
- ROW_TIME_UTC
  - Agent Exception, Split/Skill Exception, Trunk Group Exception, VDN Exception, Malicious Call Exception, Disk Full Exception, Link Exception tables

The following database items were converted from an integer field to a 20 character field:

- ATTRIB_ID
- ANS_ATTRIB_ID
- OBS_ATTRIB_ID
- ORIG_ATTRIB_ID

The database item ATTRIB_ID was also added to the following tables:

- Agent Exceptions
- Trunk Group Exceptions
- Malicious Call Trace Exceptions
- Agent Login/Logout

Note:

ATTRIB_ID was added to hagent, dagent, wagent, magent, and ag_actv in CMS R17.

The logid, VDN, and extension field lengths are increased to 16 characters and are summarized as follows:

- dagent, hagent, wagent, magent / extension, logid
- haglog / logid, extn

- dtkgrp, htkgrp, wtkgrp, mtkgrp / vdn
- dvnd, hvdn, wvdn, mvdn / vdn
- vdnex / vdn
- ag_actv / calling_pty, logid
- call_rec / anslogin, dispvdn, firstvdn, vdn2-9, lastobserver, origlogin
- mctex / logid, vdn
- agex, tgex / logid

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