AVAYA

BCM Rls 6.0

Reporting for Contact Center

Task Based Guide

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Reporting for Contact Center

Overview

Reporting for Contact Center (RCC) is an application that allows a Contact Center Supervisor to view and record real time and historical data relating to Contact Center operation and Agent behaviour. RCC is optional component of Intelligent Contact Center.

Reporting for Contact Center has the flexibility to provide reporting information from individual skillsets and agents, right through to any combination of Agents and Skillsets.

Information can be displayed in either Real Time or Historical report formats.

Real Time information can also be displayed on multiple colour Wallboards and *ip***View** Soft**Boards**.

Reporting for Contact Center requires one PC to be used as a Web Host PC. Any machine on the same network as the Web Host PC can access RCC by using Internet Explorer. Providing that a user has the correct logon credentials, any function can be performed from any PC.

NOTE: One PC on your network should be nominated as the Web Host PC. Only install the Reporting for Contact Center application software onto this single PC. All other PCs on your network from which Users wish to access the Real Time Screens, Historical Reports or the Reporting for Contact Center user interface must be equipped with Internet Explorer.

Reporting for Contact Center provides support for thirteen different languages. This allows RCC users to use RCC in their preferred language. It also means that from an English RCC user, information displayed on each of the wallboards can all be in a mixture of the languages. The thirteen languages are UK English, North American English, French, Canadian French, Latin American Spanish, Spanish, Brazilian Portuguese, Dutch, German, Italian, Norwegian, Danish and Swedish.

There are two types of users that can be configured in RCC: Users and Administrators. Users can be allowed to configure Wallboards and SoftBoards and view real time and historical data but only Administrators have full control over Users, Skillset assignments and fundamental settings for RCC.

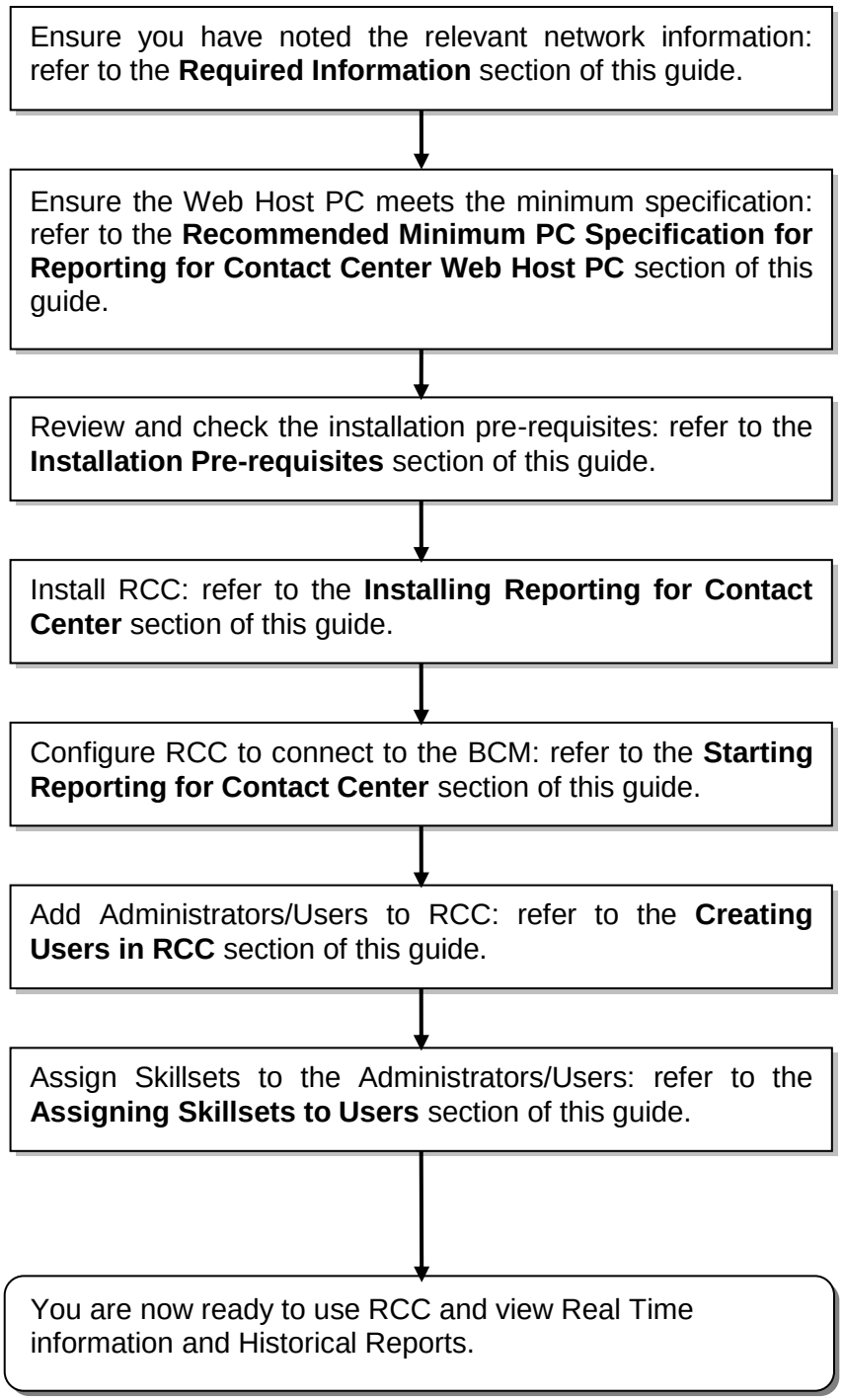
Required Information

The following details are required before commencing installation and configuration of RCC:

- The IP address of the BCM
- The IP address of the Web Host PC
- IP addresses for any wallboards to be configured

Flow Chart

Follow the below process to install and configure Reporting for Contact Center.



Recommended Minimum PC Specification for Reporting for Contact Center Web Host

- IBM™ Compatible PC
- Microprocessor - Intel® PentiumTM IV (or equivalent) minimum
- Microprocessor Speed – 1.7 GHz minimum
- Memory - 512 MB minimum (more memory should result in enhanced performance, for example when generating reports)
- Network Interface Card
- TCP/IP protocol
- SVGA display
- Mouse (or other Windows®-compatible pointing device)
- Web Server – Internet Information Services 5.0 or later
- Microsoft Internet Explorer version 6.0 Service Pack (SP1), or later
- Hard Disk
    - RCC application installation: 1.4GB
    - Recommended storage space for Historical data: 4GB

Historical Report Database

RCC stores Historical Report information in a standard Microsoft SQL Server 2005 Express database. If required, the SQL Server Express database can be analysed through 3rd party reporting packages. However, software development will have to be performed by the customer to achieve this.

Note: The database will grow through time and, if the diagnostic logging option is turned on, the log files will require extra disk space.

Operating System Compatibility

Reporting for Contact Center is verified for correct operation on the following operating systems:

Operating System	**Version**
Windows 7	Professional, Ultimate, Enterprise 32/64 bit
Windows Vista	Business, Ultimate, and Enterprise SP2 (32-bit and 64-bit)
Windows XP Professional	SP3
Windows Server 2008	Standard and Enterprise SP2
Windows Server 2008 R2	Enterprise 64 bit
Windows 2003 Server	Standard Edition, SP1
Note: 32-bit version operating systems only are supported unless stated otherwise.	

Note: Reporting for Contact Center installation is supported on a single PC installation per BCM, and is not intended to run on Cluster Servers like those supported by Windows 2003 Enterprise.

Note: Please ensure that any Windows XP installations are fully updated to Service Pack 3. Older versions may become unstable during the RCC installation process.

Installation Pre-requisites

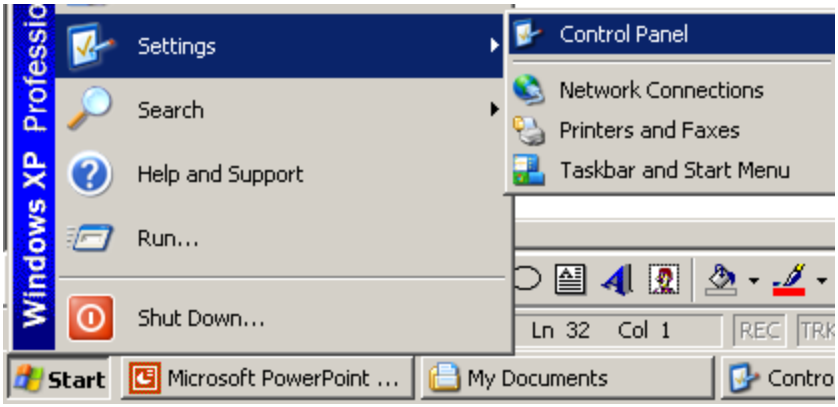
Before you install Reporting for Contact Center software, you must:

- Ensure that Intelligent Contact Center is keycoded and configured.
- Ensure that the Reporting for Contact Center keycode has been applied to the BCM.
- Ensure that the Contact Center platform is connected to, and is operational on, the network to which the Reporting for Contact Center Web Host PC is connected.
- Ensure that the full suite of Microsoft Internet Information Services is installed and operational on the Web Host PC, and that the Default Web Site is enabled.
- As the Reporting for Contact Center installation includes Microsoft .Net Framework 2.0 ensure that Microsoft .Net Framework 1.2 is uninstalled from the Web Host PC before installing Reporting for Contact Centre. This is because Microsoft .Net Framework 1.2 is not compatible with Microsoft SQL Server 2005 Express which is installed during the Reporting for Contact Center installation.
- The following versions of .Net Framework are compatible with RCC: 1.0, 1.1, 2.0, 3.0, 3.5.

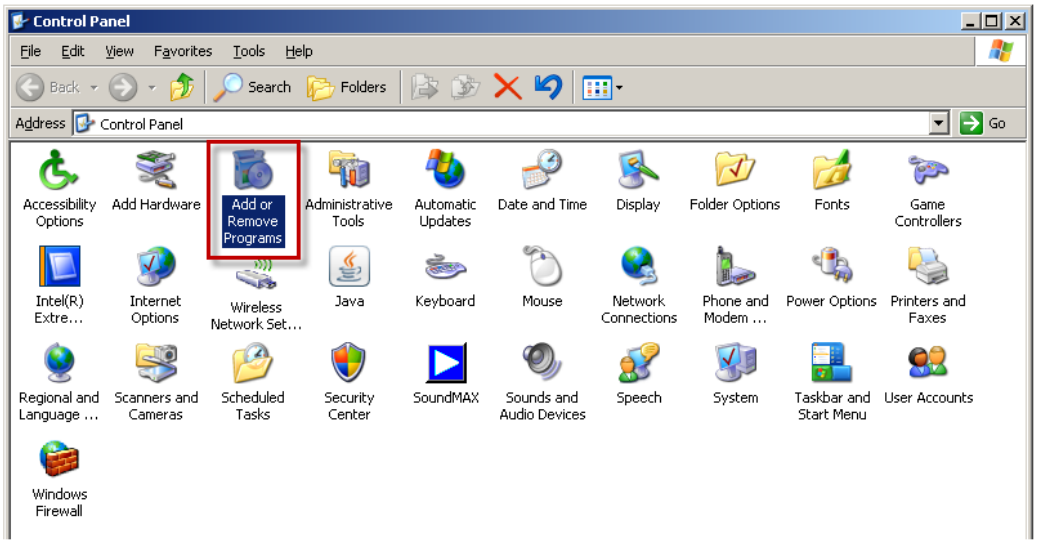
Checking the .Net Framework Version

Use the following procedure to check and/or uninstall the incompatible versions of .NET Framework installed on the Web Host PC:

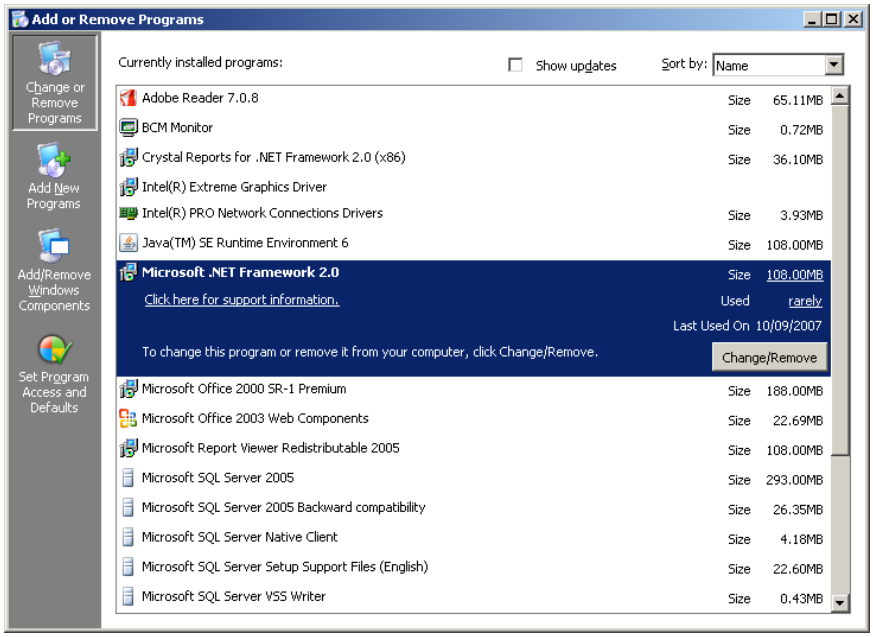
1. From the **Start** menu, select **Settings** followed by **Control Panel**.



2. Double-click on **Add or Remove Programs**.



3. View the list of programs installed on the PC. If Microsoft .NET Framework 1.2 is listed, click on the **Change/Remove** button.



4. Follow the InstallShield Wizard instructions to uninstall the program.

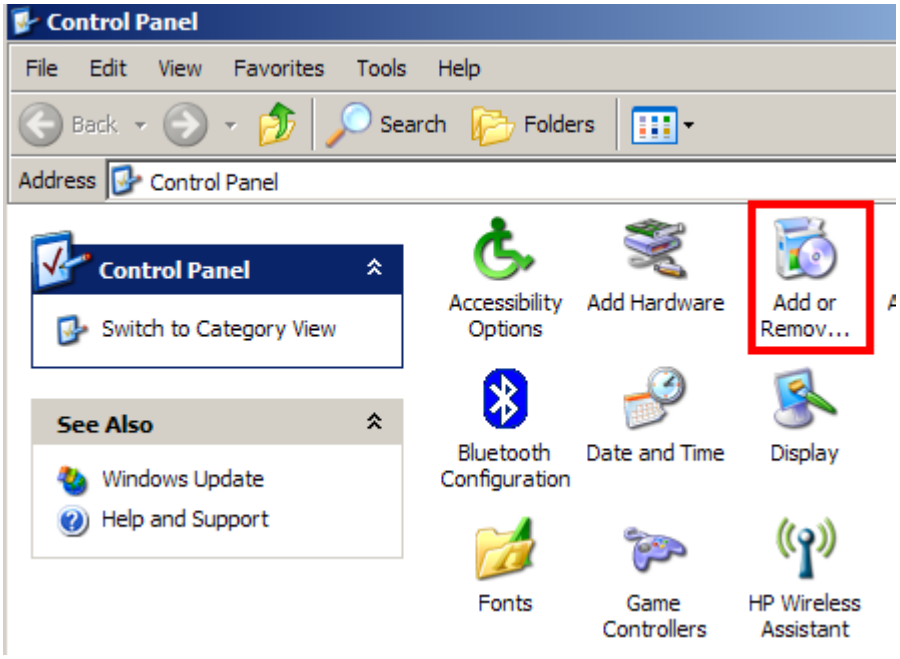
5. If the .Net version is compatible with RCC, do not click the **Change/Remove** button, and simply shut down the **Add or Remove Programs** window.

Installing Internet Information Services

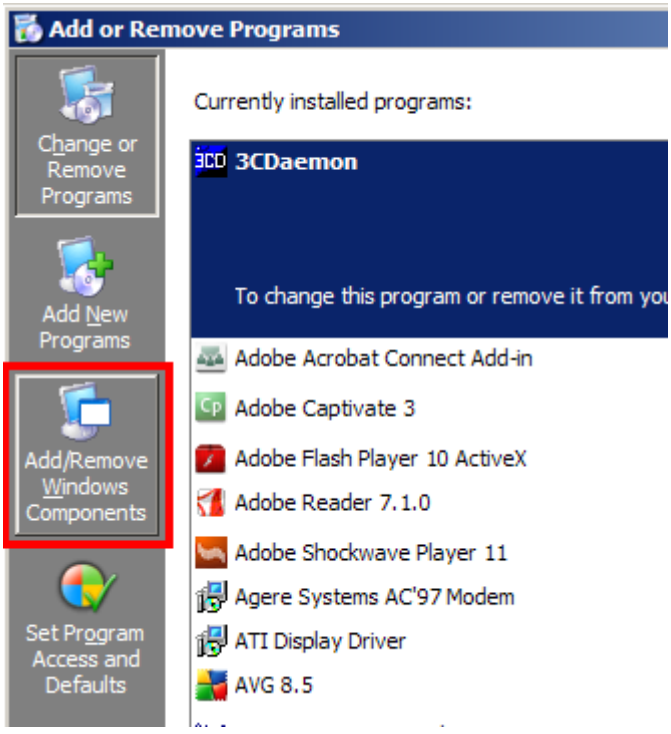
IIS is required to be installed on the PC that is to be the Web Host PC. The following steps are instructions of how to successfully install this Microsoft Windows component.

Note: This example uses Windows XP Professional. Other Operating Systems will differ in process for installing IIS. Please consult the ***Reporting for Contact Center Setup and Operations Guide*** for further information on installing IIS on other supported Operating Systems.

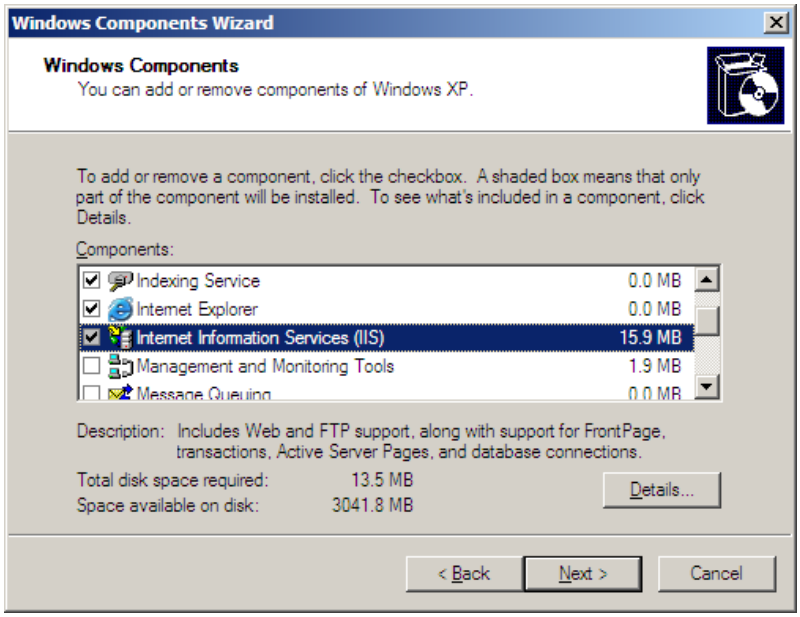
1. On the Web Host PC access the Control Panel by opening **Start – Settings – Control Panel** and the **Add/Remove Programs** icon.



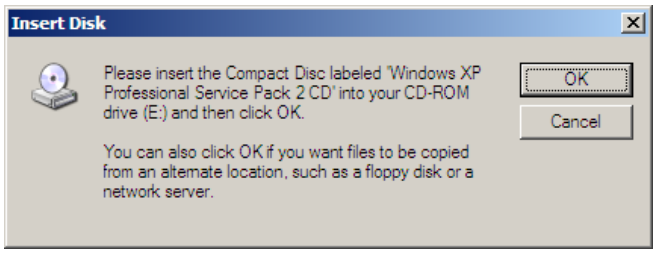
2. In the window that appears click on **Add/Remove Windows Components**.



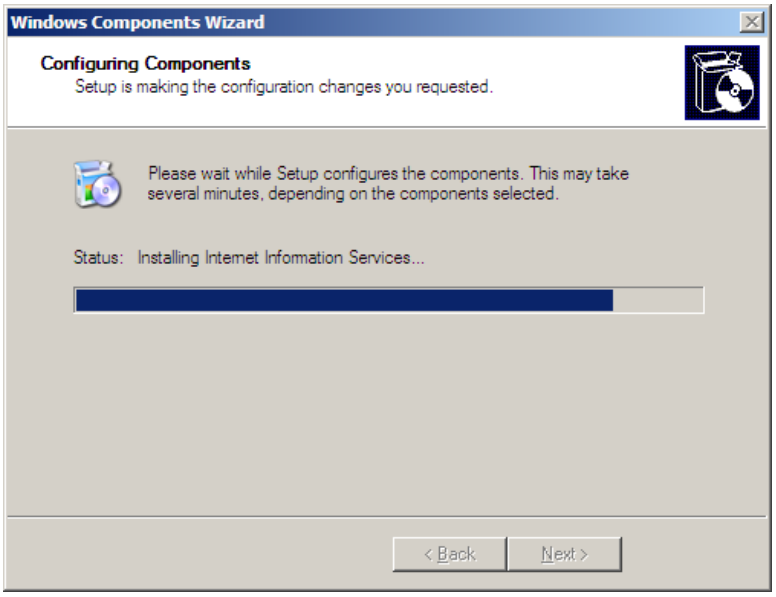
3. Ensure that **Internet Information Services** is ticked and then click **Next**.



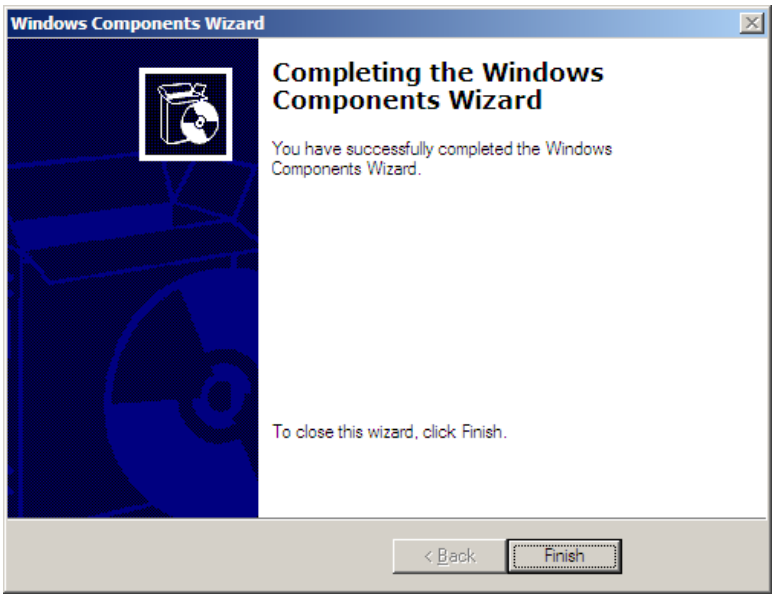
4. You may be requested to locate the Windows CD to install IIS.



5. Obtain the CD if required and click **OK**. The installation will continue.



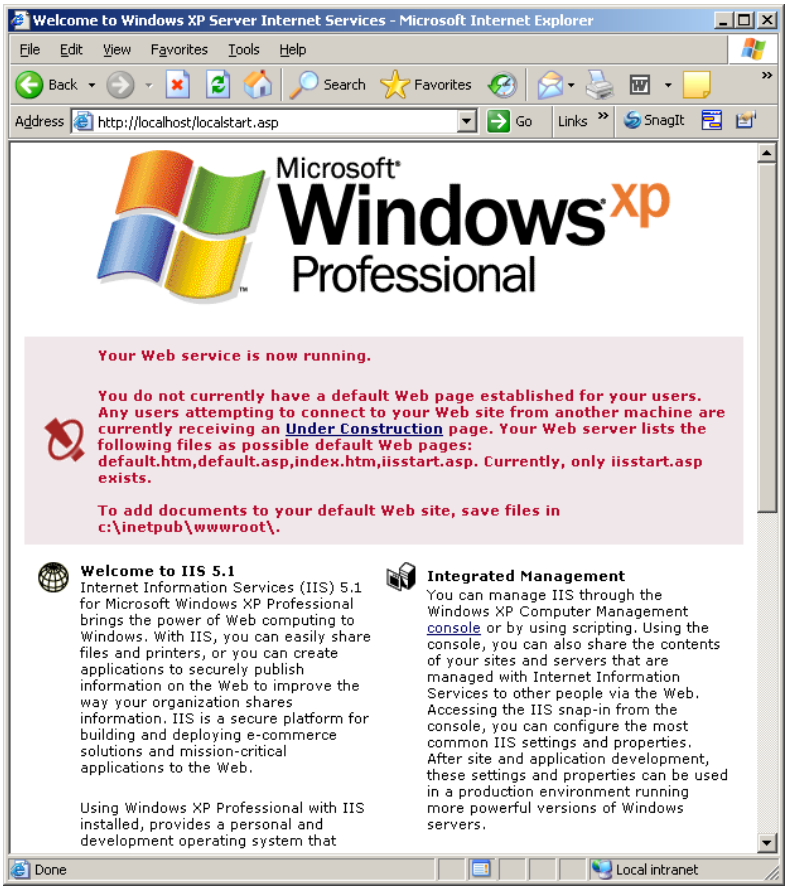
6. Click **Finish**.



7. Internet Information Services has now been installed.

8. To test that the Internet Information Service is properly installed, open Internet Explorer and point to http://localhost/

9. If the installation is successful, a window similar to the one below will appear. This window also contains useful information regarding your Internet Information Services. You can see the current version number and additional information about where to find extended help for Internet Information Services. If you see a Page Cannot be Displayed screen, re-install the Internet Information Services and reboot the Web Host PC.



Note: It is recommended that you ensure your Web Host PC Internet Information Services installation is as secure as possible. Generally, a secure installation involves loading security patches and/or service packs for Internet Information Services and for the operating system of the Web Host PC. These patches and service packs are available free of charge by Microsoft. Contact your network administrator for further advice.

Settings Required for Windows Vista, Windows 7 or Windows Server 2008 with IIS 7.0

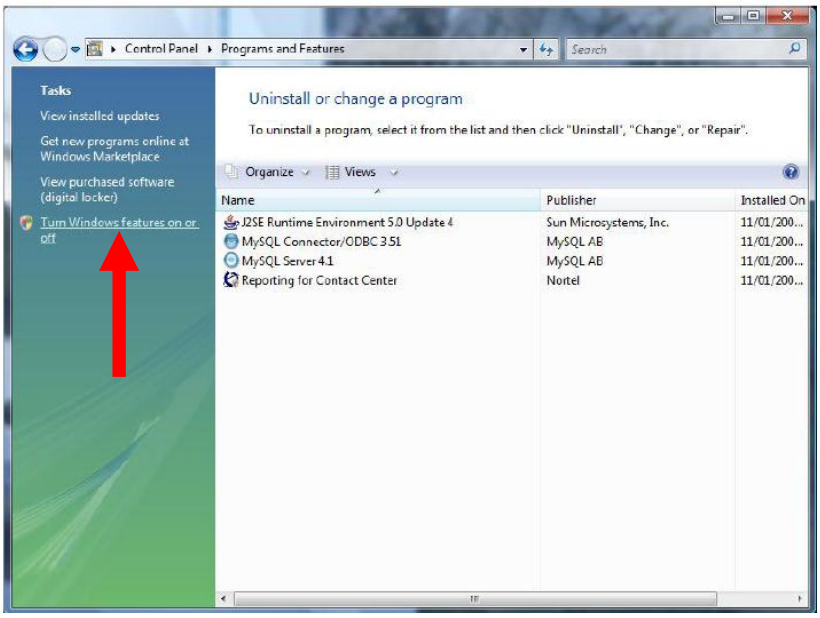
In order to install Reporting for Contact Center on a Windows Vista, Windows 7, or Server 2008 operating system, some Windows Internet Information Services (IIS) features have to be turned on.

Perform the following steps to enable Windows features on these Operating Systems (O/S) using IIS 7.0 that are required for a Reporting for Contact Center installation:

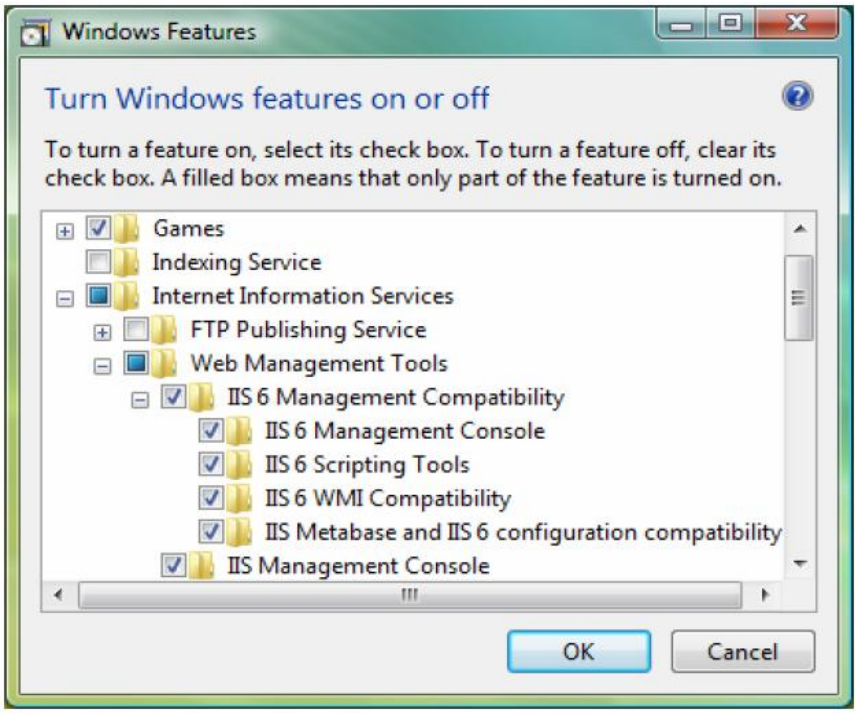
1. Click on the **Start** menu and select **Program Files**, **Control Panel** (or **Start**, **Control Panel** dependant on the Start menu view).

2. Open **Programs and Features**.

3. From the left panel click on the **Turn Windows features on or off** option.



4. On a Windows Vista or Windows 7 O/S the Windows Features window will open.
    a. Navigate to **Internet Information Services**, **Web Management Tools**, **IIS 6 Management Compatibility**, and select the following:
        i. IIS 6 Management Console
        ii. IIS 6 Scripting Tools
        iii. IIS 6 WMI Compatibility
        iv. IIS 6 Metabase and IIS 6 Configuration Compatibility



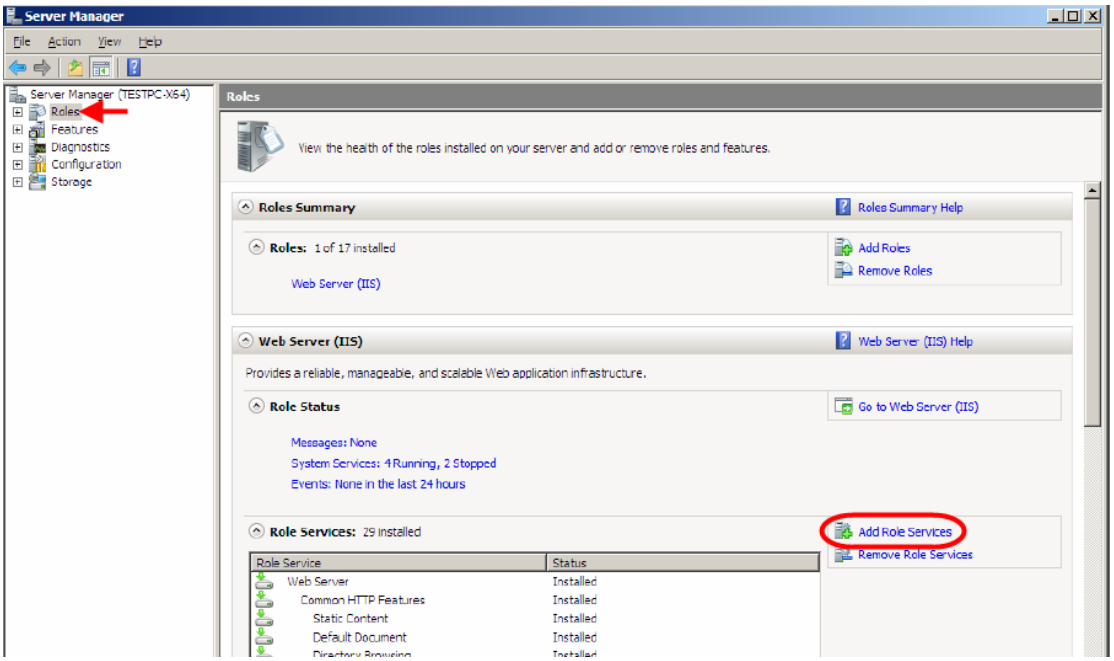
    b. Now navigate to **Internet Information Services**, **World Wide Services**, **Application Development Features**, and select the following:
        i. ASP
        ii. ASP.Net
        iii. ISAPI Extensions
        iv. ISAPI Filters

    c. Next navigate to **Internet Information Services**, **World Wide Services**, **Common HTTP Features**, and select the following:
        i. Default Document
        ii. Directory Browsing
        iii. HTTP Errors
        iv. HTTP Redirection
        v. Static Content

    d. Next navigate to **Internet Information Services**, **World Wide Services**, **Security**, and select the following:
        i. Request Filtering
        ii. Windows Authentication

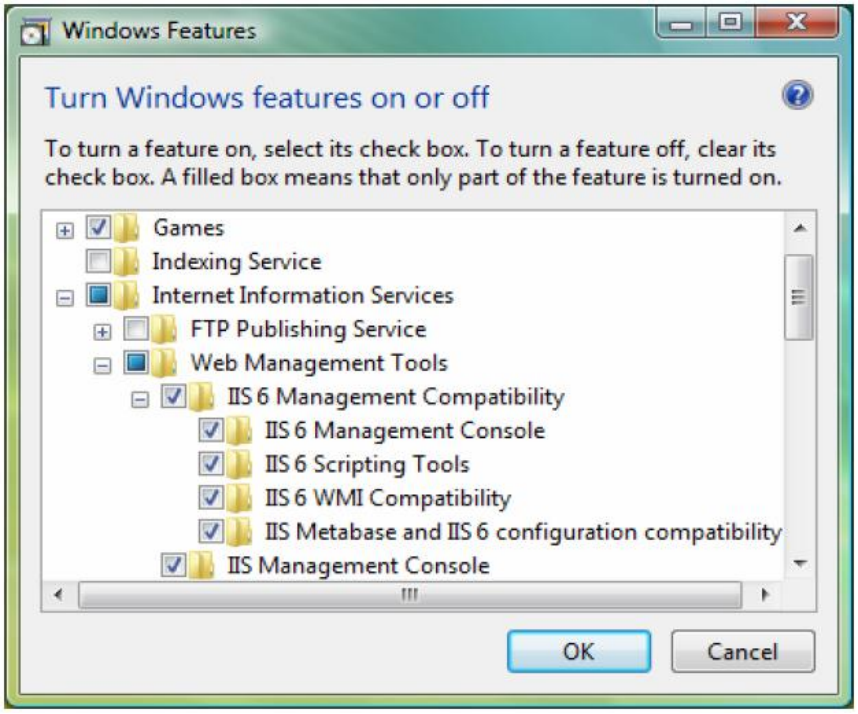
e. Click **OK** in the Windows Features box.

5. On a Windows Server 2008 O/S, the Server Manager window will open.
   a. From the left hand pane, select **Roles**



   b. In the **Role Services** area, click on **Add Role Services**. This will open the Add Role Services box to add the required Windows Features or tools.

c. Navigate to **Management Tools**, **IIS 6 Management Compatibility**, and select the following check boxes:
   i. IIS 6 Management Console
   ii. IIS 6 Scripting Tools
   iii. IIS 6 WMI Compatibility
   iv. IIS 6 Metabase and IIS 6 Configuration Compatibility



d. Next, navigate to **Web Server**, **Application Development**, and select the following check boxes:
   i. ASP
   ii. ASP.Net
   iii. ISAPI Extensions
   iv. ISAPI Filters

e. Next navigate to **Web Server**, **Common HTTP Features,** and select the following check boxes:
   i. Default Document
   ii. Directory Browsing
   iii. HTTP Errors
   iv. HTTP Redirection
   v. Static Content

f. Next navigate to **Web Server**, **Security**, and select the following check boxes:
   i. Request Filtering
   ii. Windows Authentication

g. Click **Next** in the Select Role Services area of the Add Role Services dialog box. The Confirm Installation Selections page will be displayed. Click **Install**.

6. The Widows Features and tools will be installed and IIS 7.0 will now allow RCC to be installed on the Windows Vista, Windows 7 or Server 2008 Operating System.

Firewall Considerations - Port Numbers used by Reporting for Contact Center

The list below gives all the port numbers used by Reporting for Contact Center on the Web Host PC:

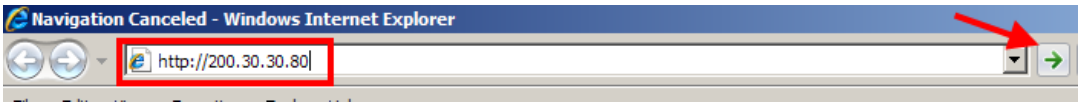
- Port 80 – this is the standard port used by the Web Server (the Web Host PC) for Internet Information Services.
- Port 8088 – used for the Reporting Server in the Business Communications Manager.
- Ports 3500-35xx – used by ipView SoftBoard to listen for incoming data and to echo to other wallboards. ipView SoftBoard can use a number of ports upwards of 3500 dependant on configuration (refer to the ***ipView SoftBoard*** guide for more information)
- Port 6010 – used for the Reporting for Contact Center Real Time (RCCRT) Server.
- Port 6011 – used for the Reporting for Contact Center Reporting (RCCRPT) Server.

If these ports are blocked by firewalls, information may not be transferred between the BCM, Web Host PC, Wallboards/SoftBoards, and/or PCs on the network browsing to the Web Host PC.

Installing Reporting for Contact Center

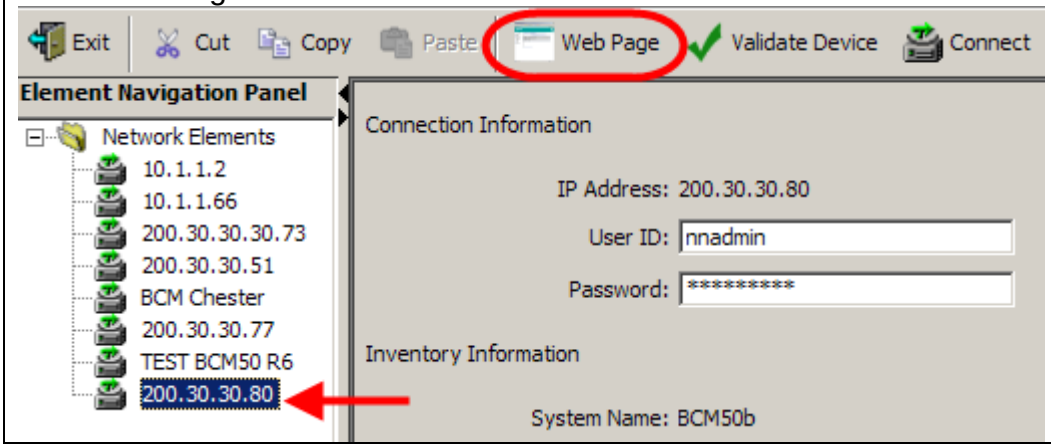
Note: One PC on the network should be nominated as the Web Host PC. Only install the Reporting for Contact Center application software onto this single PC. It is recommended that Web Host PC should be left running once Reporting for Contact Center has been configured.

1. Open Internet Explorer.In the address field type (replacing the relevant part with your BCM IP address): **http://<bcm ip address>/**

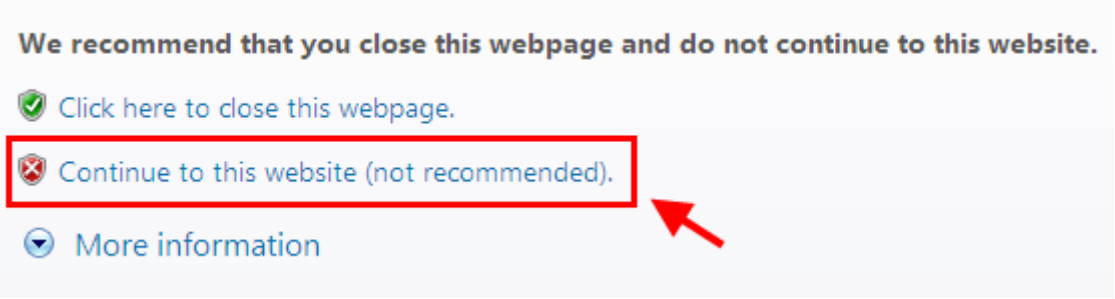


2. Click on **Go**, or press Return on your keyboard.

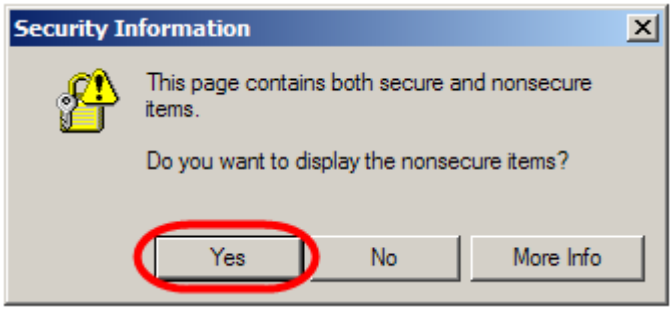
Note: You can also use the Web Page button in Element Manager to launch a web broswer session. The BCM you wish to access must be selected in the Element Navigation Panel to do this.



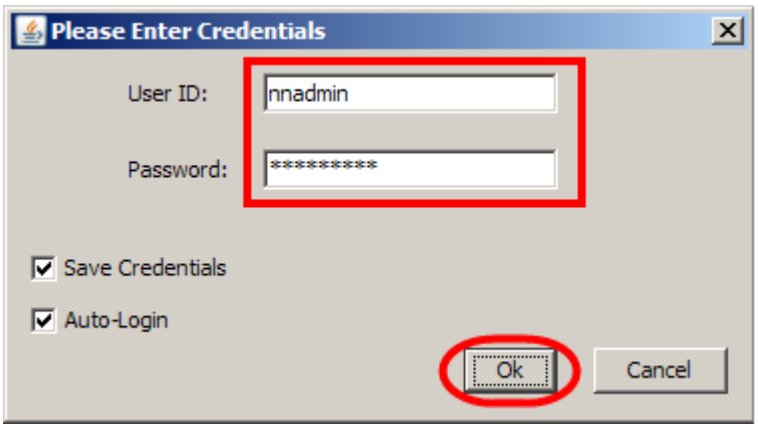
3. If you are presented with the Certificate Error window, click on **Continue to this website (not recommended)**.



4. Accept any further security messages that you may get presented with.

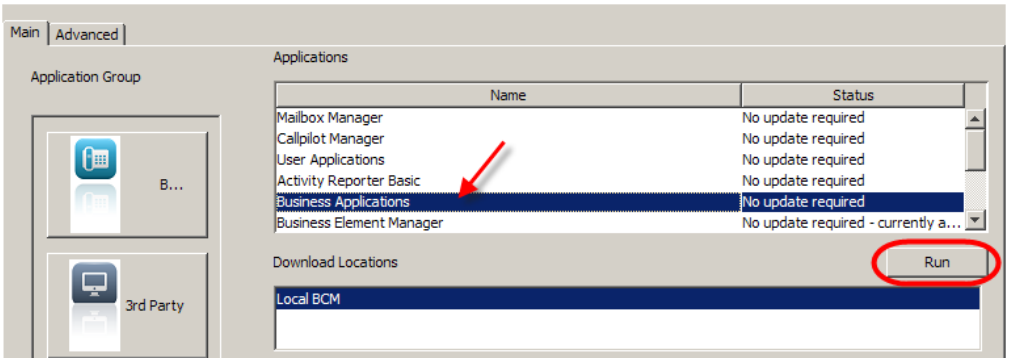


5. You will now see the login screen, enter your BCM User name and Password. By default these are set to User ID*:* nnadmin Password*:* PlsChgMe! Click on **OK**.



6. In the Welcome to BCM window, ensure the **Main** tab has been selected, and the **BCM** button clicked.

7. From the **Applications** list, select **Business Applications** and click **Run**.

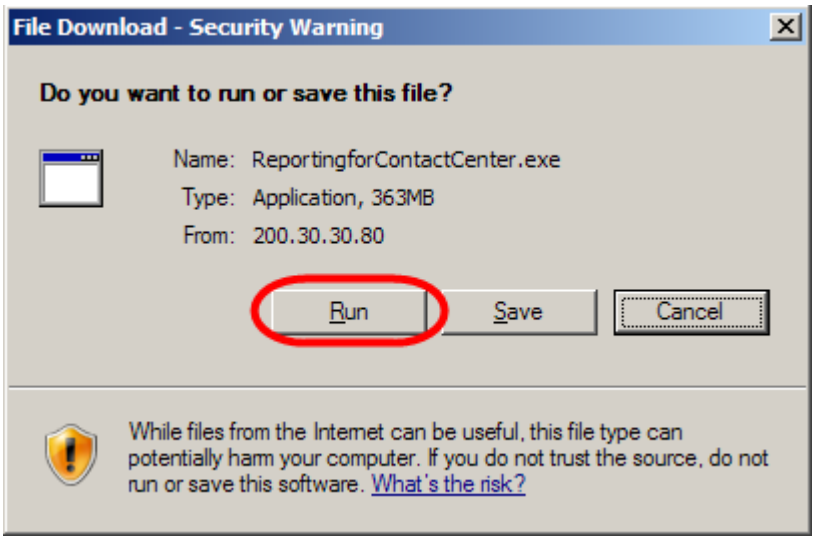


7. Again, accept any security messages that appear, and if prompted enter any login details.

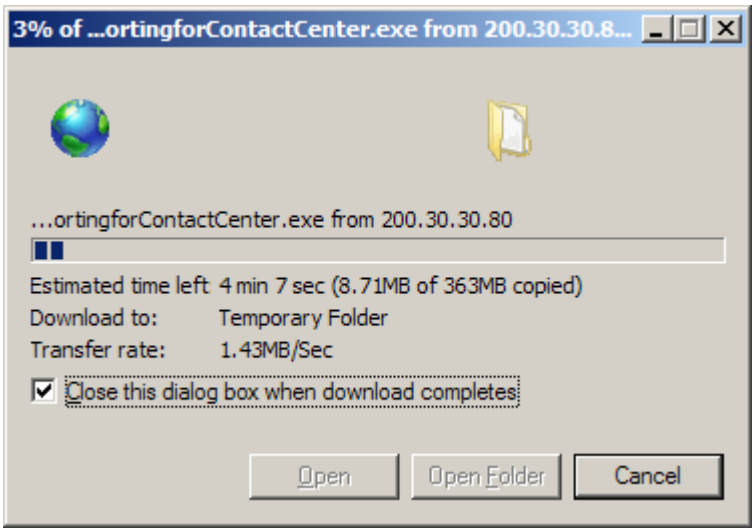
8. The Business Applications screen will be displayed. Click on the **Reporting for Contact Center** link.

9. Click the **Download Reporting for Contact Center** link.

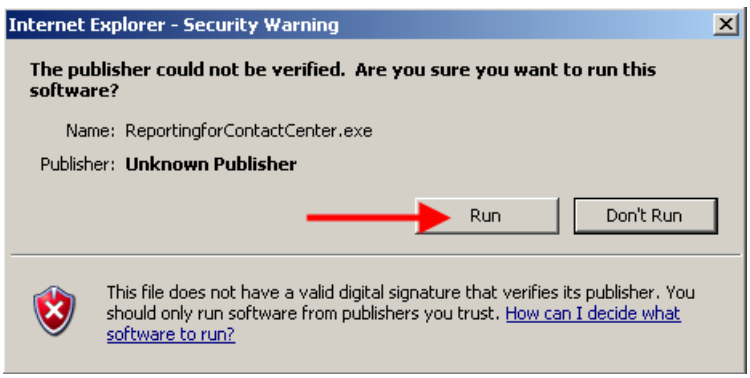
10. Now click the **Run** button.



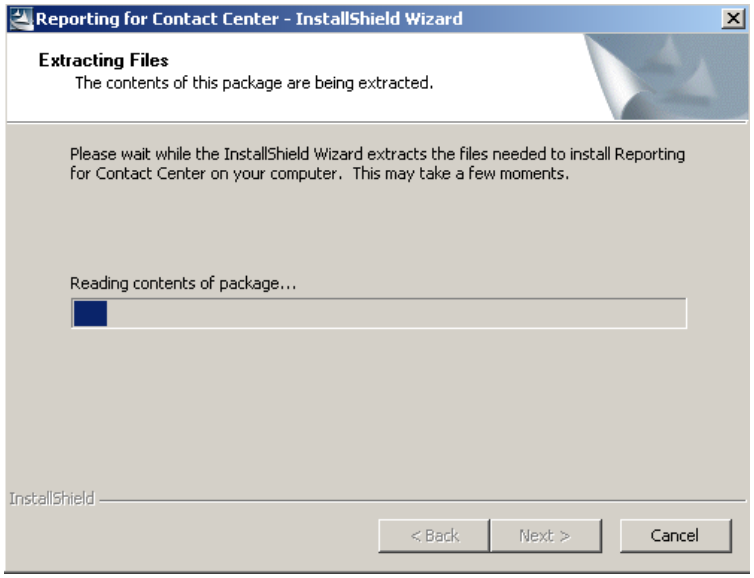
11. You will see the following window as the application is downloaded.



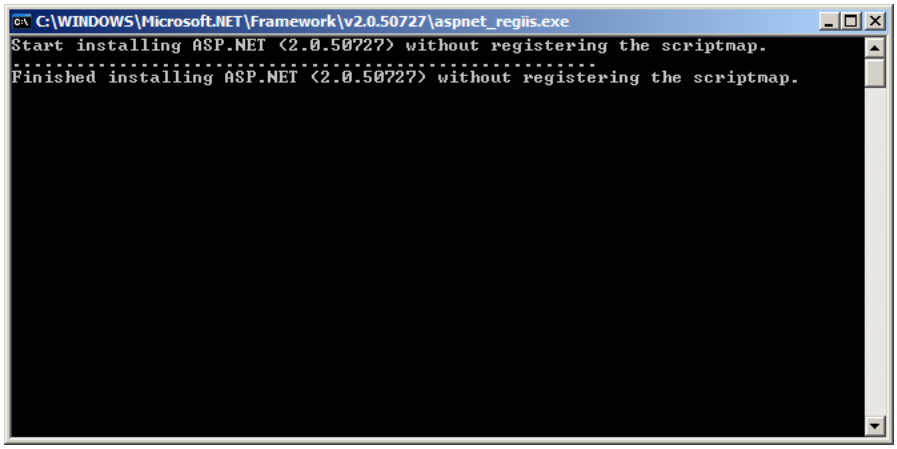
12. The **Security Warning** screen will be displayed. Click on the **Run** button.



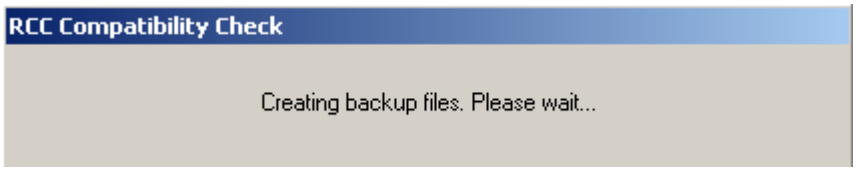
13. You will now see the following window. The installation files will be extracted.



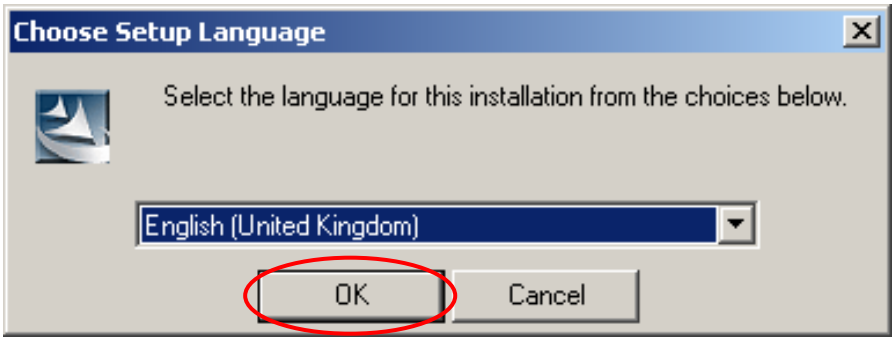
14. ASP.Net will be installed.



15. RCC Compatibility checks will now commence.

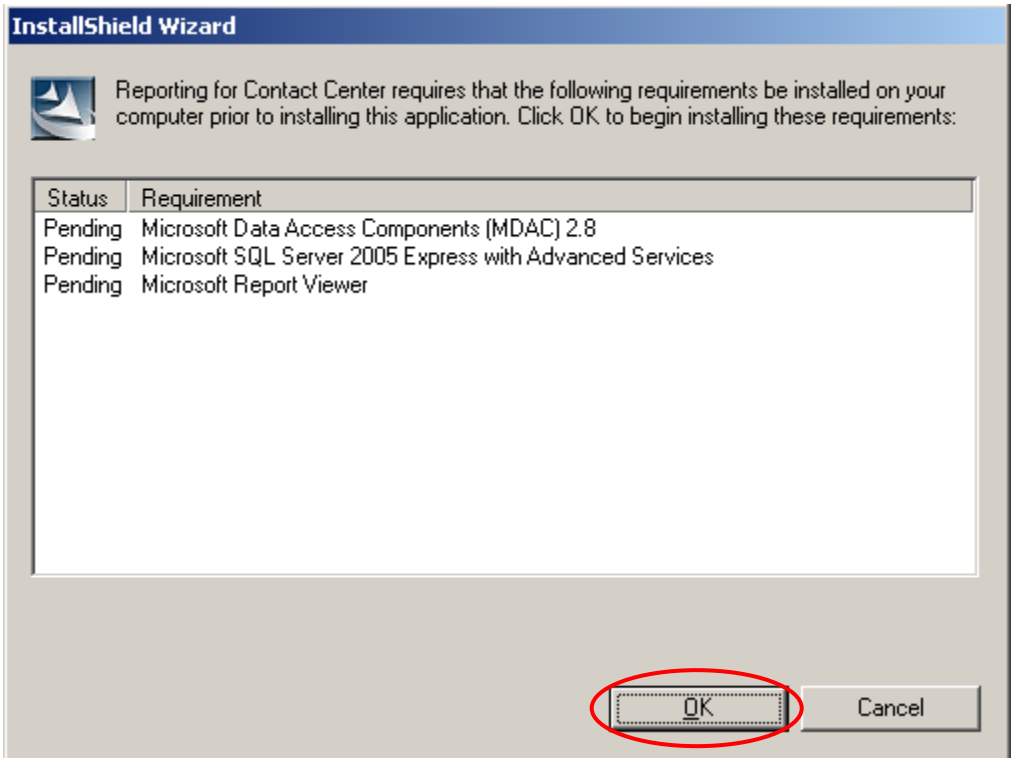


16. The language selection screen will appear. Select the appropriate language and click **OK**.

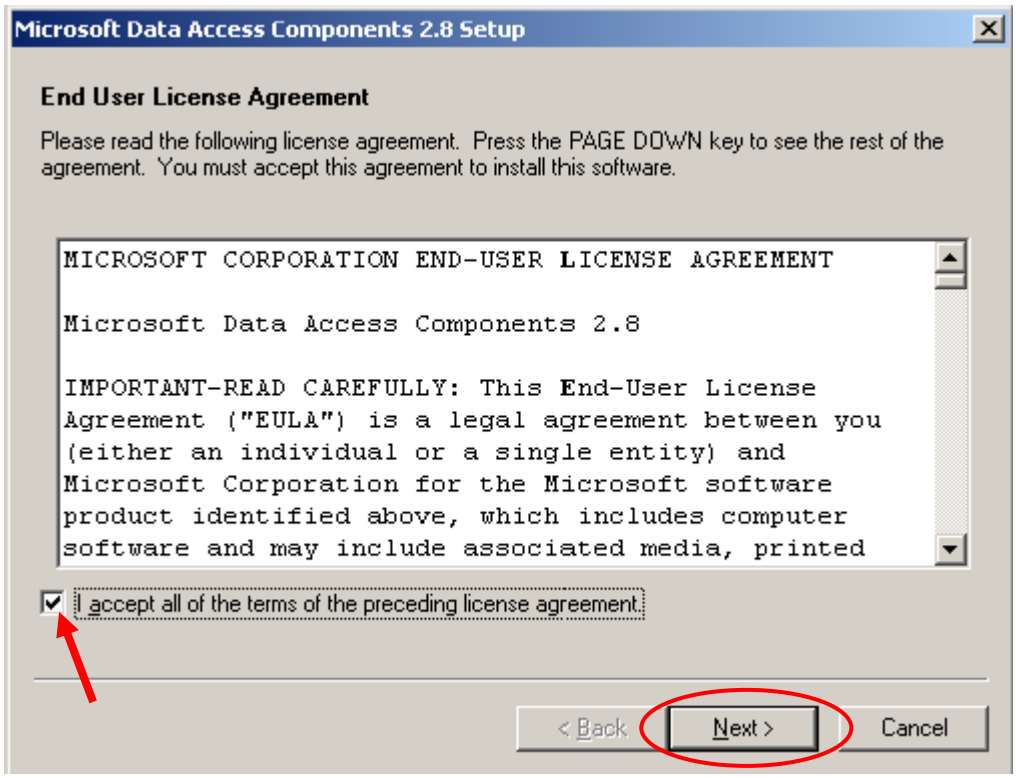


17. If MDAC 2.8 is already installed on your PC, go to step 23.

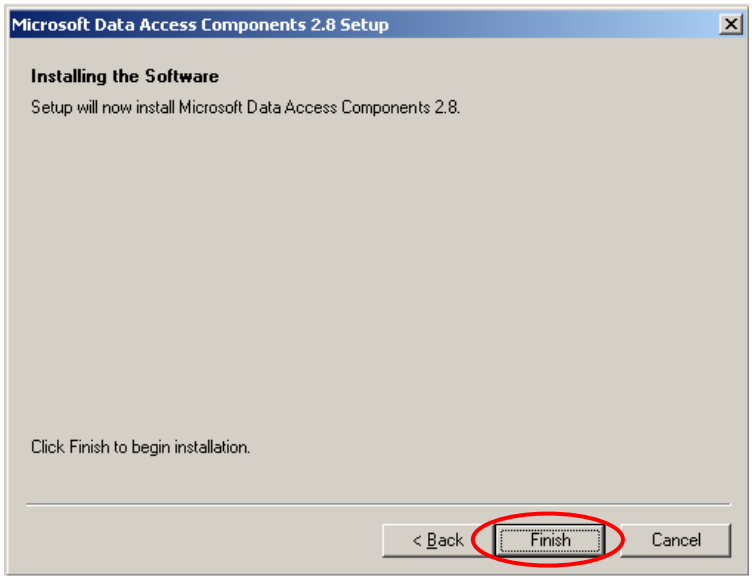
18. If you do not have Microsoft Data Access Components (MDAC) 2.8 already installed on your PC, you will be prompted to install it as a prerequisite for RCC. Click **OK** to install MDAC 2.8.



19. The MDAC 2.8 **End User License Agreement** dialog box appears. Select the **I accept all of the terms of the preceding license agreement** check box and click **Next**.



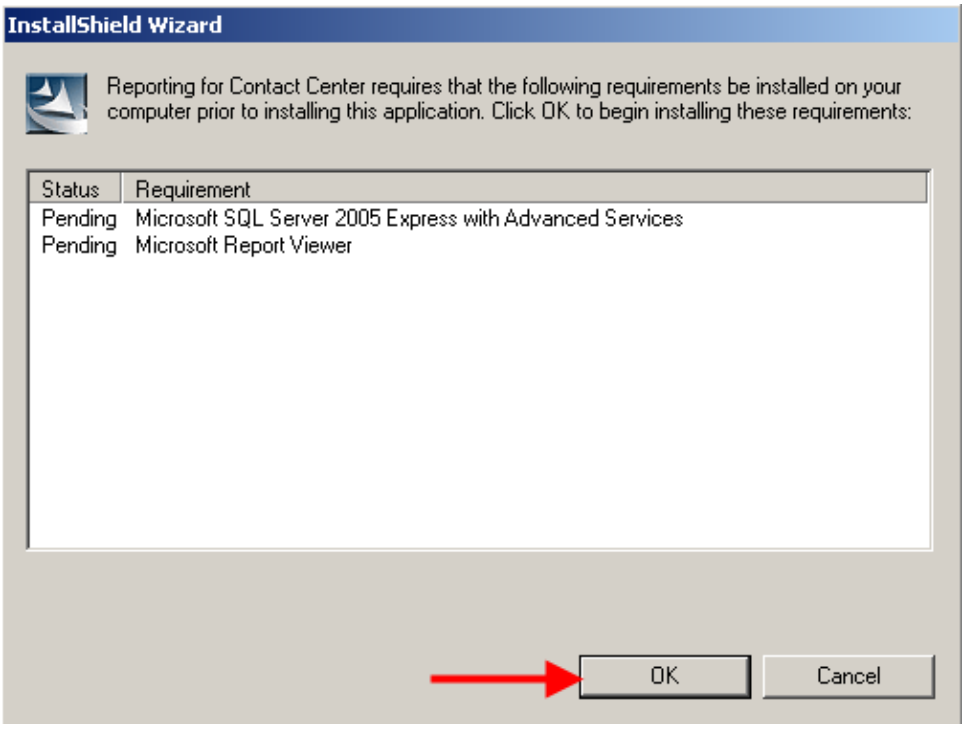
20. The setup will check for disk space, then display the MDAC installation dialog box. Click **Finish** to begin the MDAC 2.8 installation.



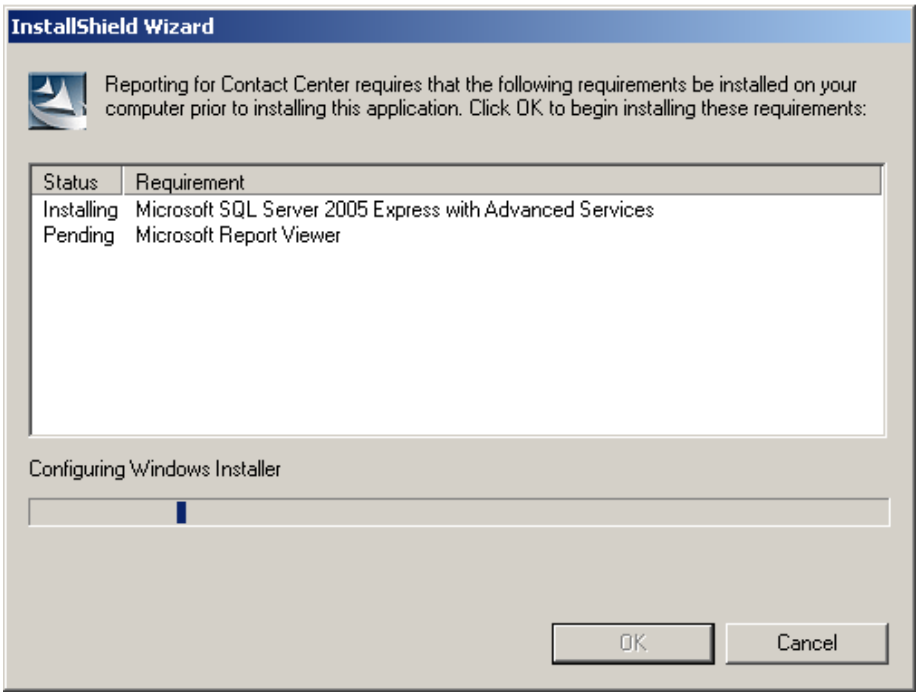
21. After MDAC 2.8 is installed you will be asked to restart your PC for MDAC to operate correctly. Click **Finish** to restart your PC.

22. After the PC has rebooted, the Reporting for Contact Center installation will continue.

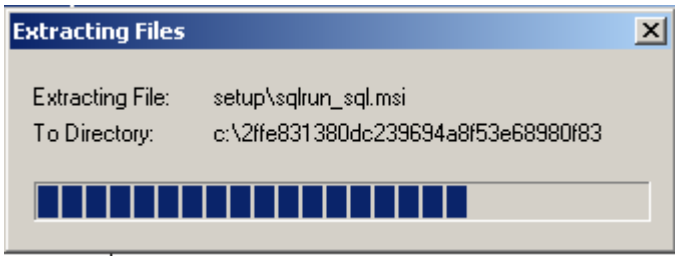
23. A screen will appear confirming that **Microsoft SQL Server 2005 Express** and **Microsoft Report Viewer** will be installed on the computer, if they are not already installed. Click **OK**.



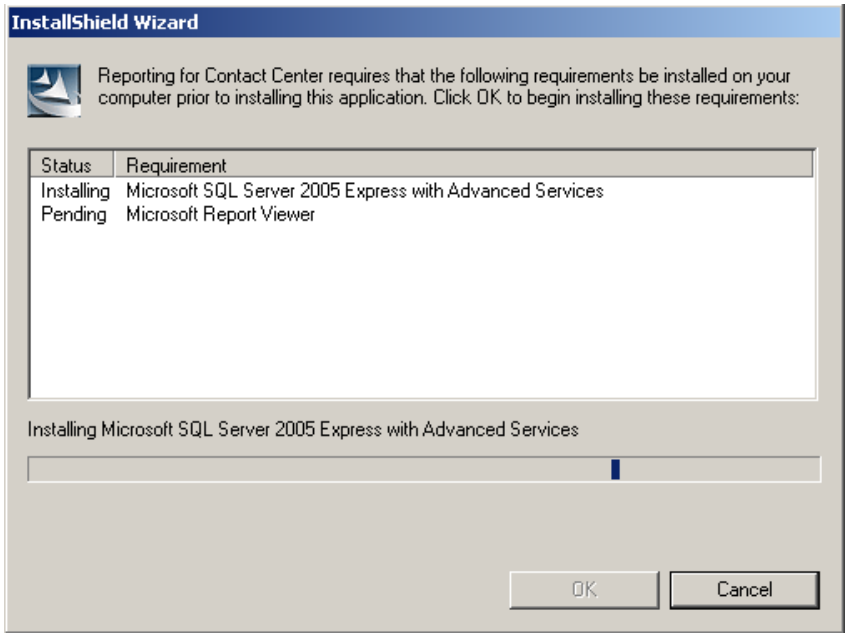
24. The Windows Installer will proceed.



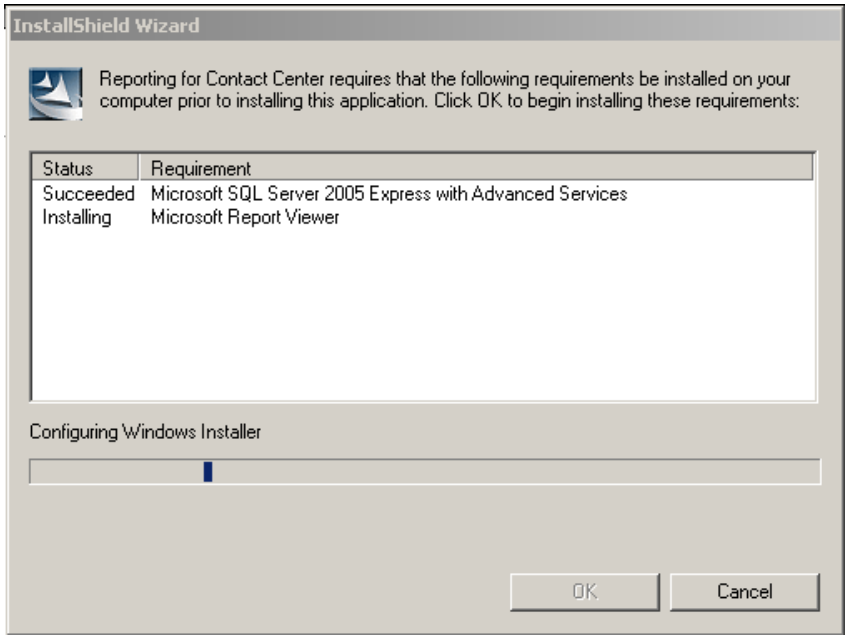
25. The files will be extracted.



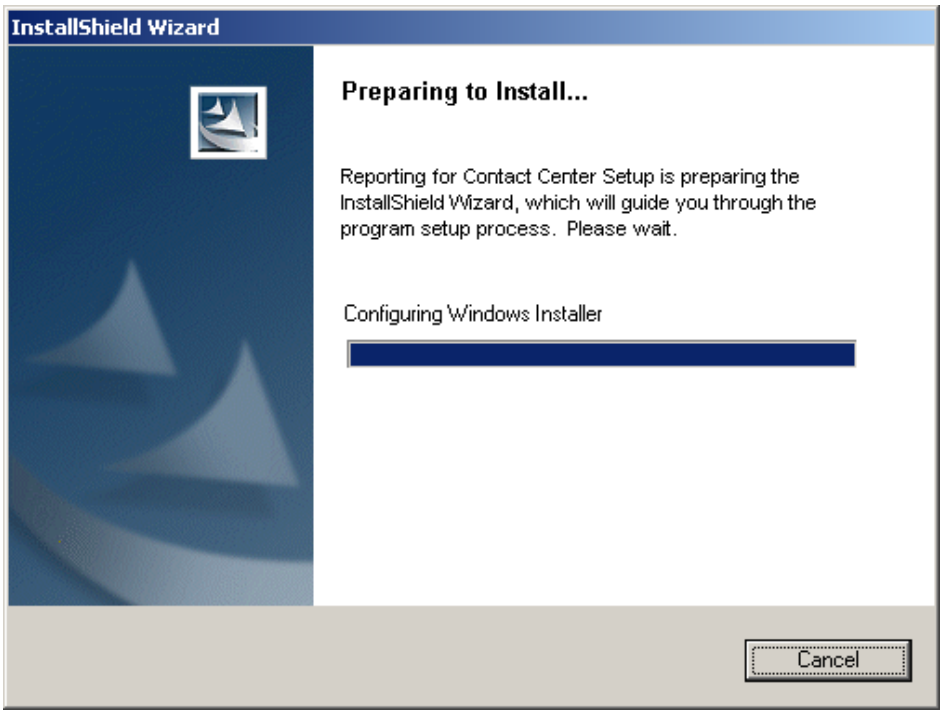
26. **Microsoft SQL Server 2005 Express** will be installed.



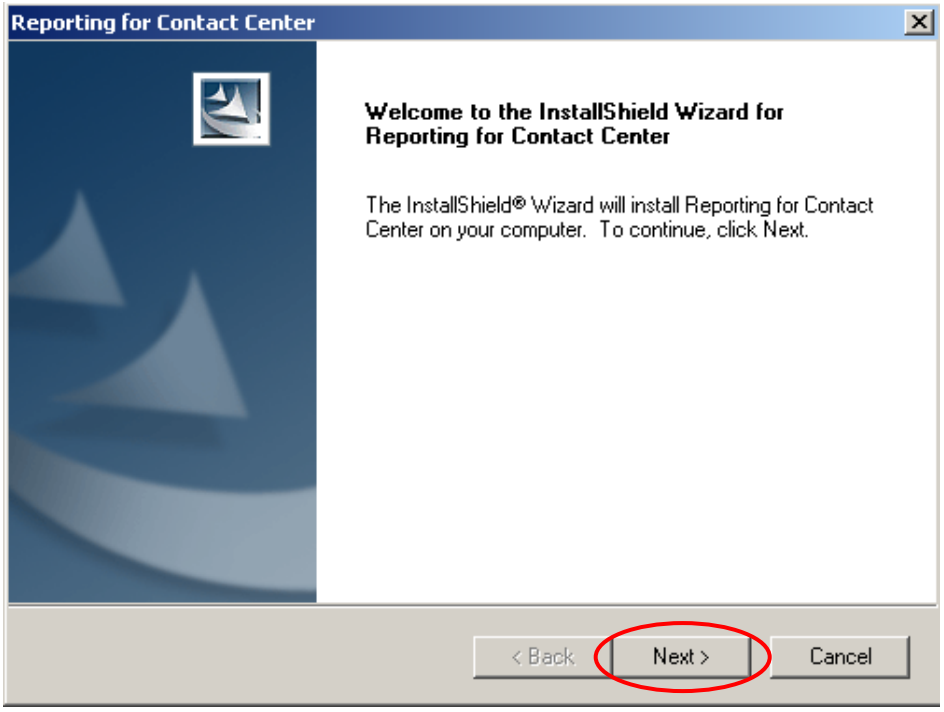
27. **Microsoft Report Viewer** will be installed.



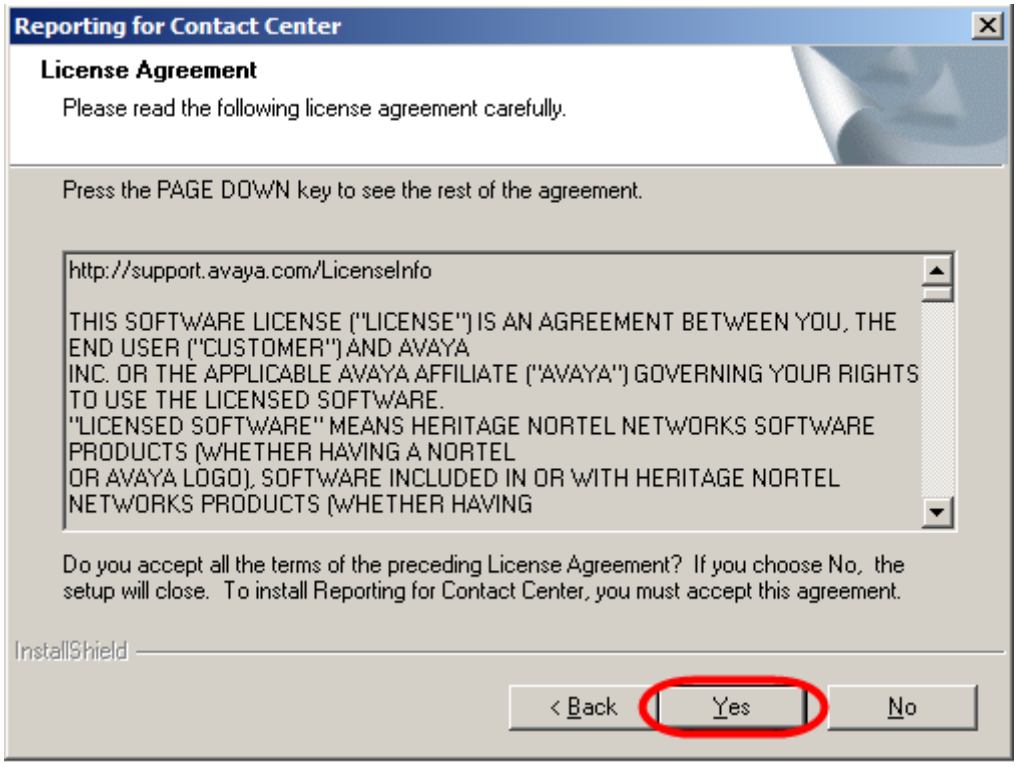
28. The **InstallShield** window will be displayed.



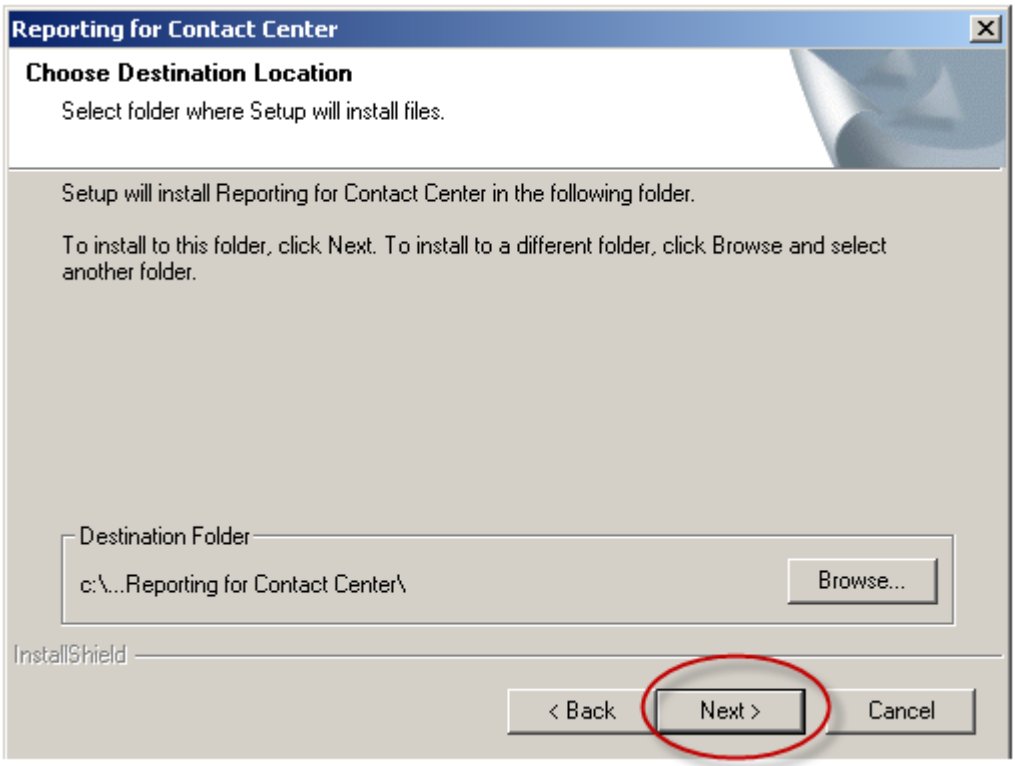
29. The Welcome screen will appear. Click **Next**.



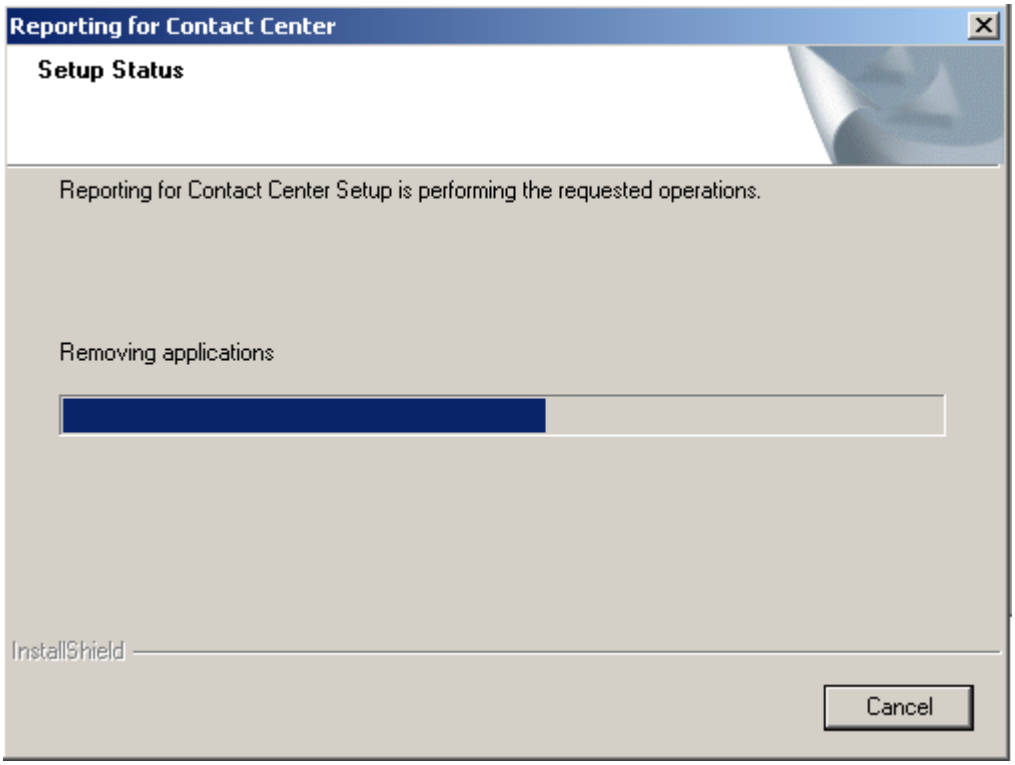
30. The Licensing screen will appear click **Yes** to accept this agreement.



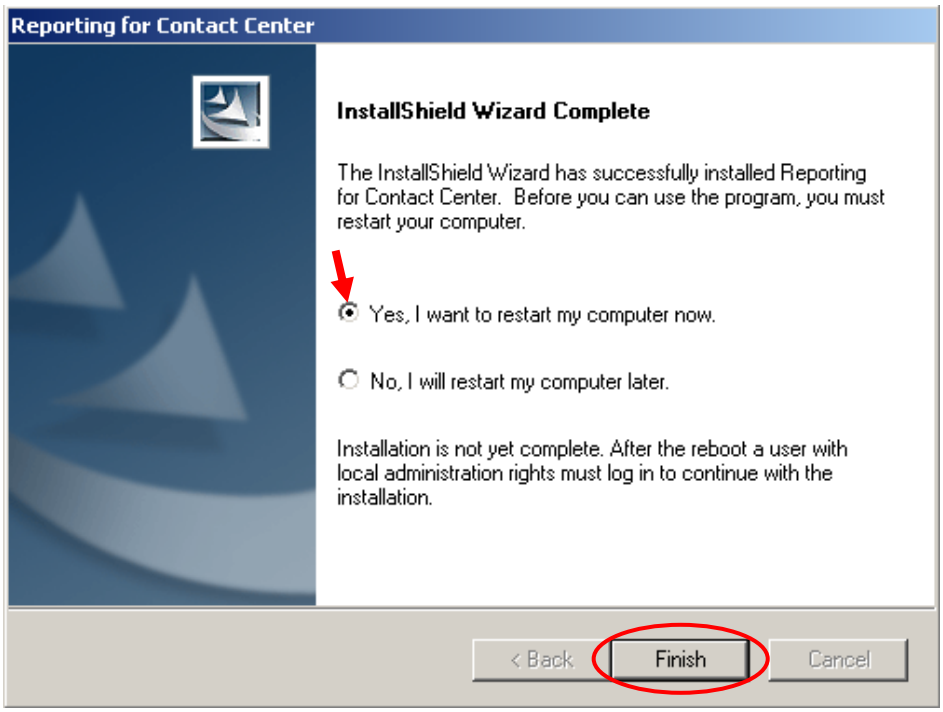
31. The Destination Folder screen will appear. Click **Next** to accept the default destination.



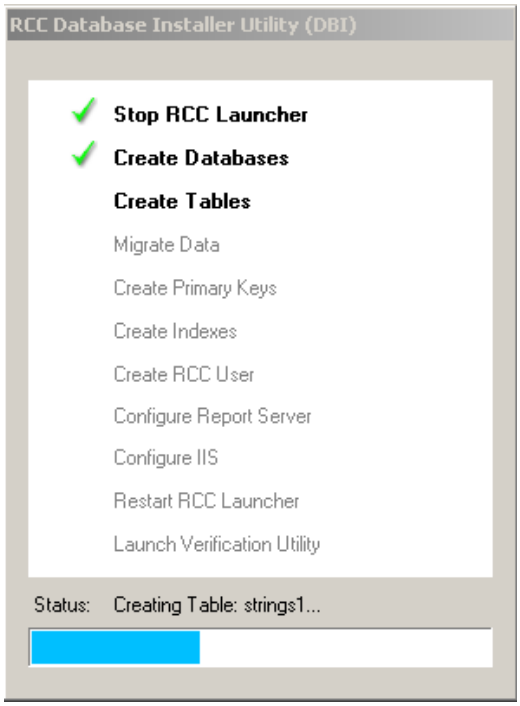
32. The installation may detect some previously installed applications and components that are already on your PC.



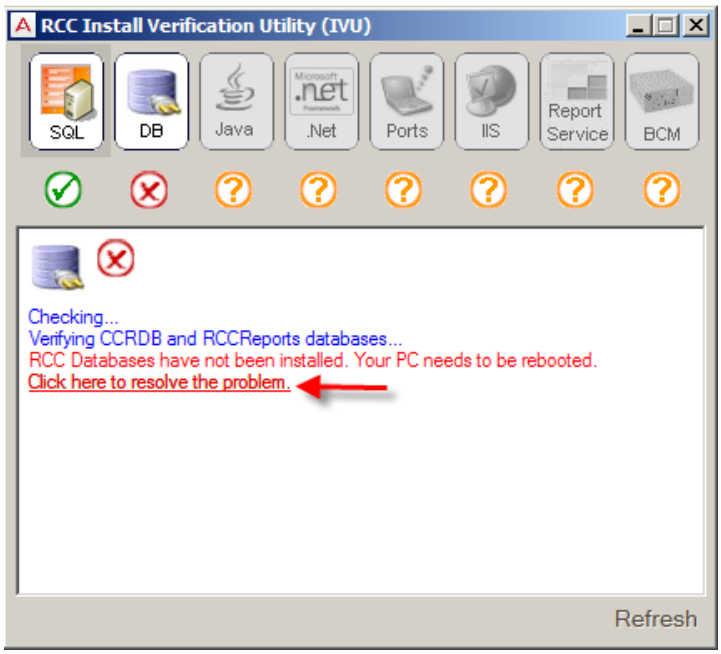
33. The installation will continue and you will then be presented with a screen requesting that you restart the PC. Select the **Yes, I want to restart my computer now** option and click the **Finish** button.



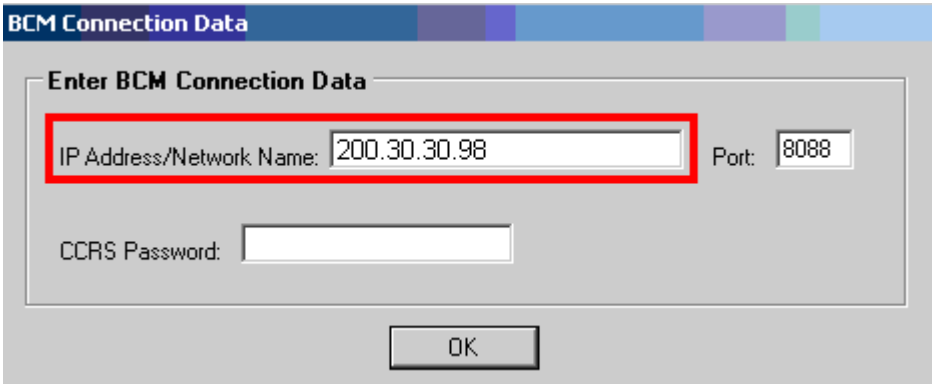
34. Once the PC has rebooted the **RCC Database Installer Utility** will launch. This utility can take several minutes to execute. During the Create Tables step, there will be a long pause of approximately five minutes while the strings.sql table is created. This is normal and is due to its large size.



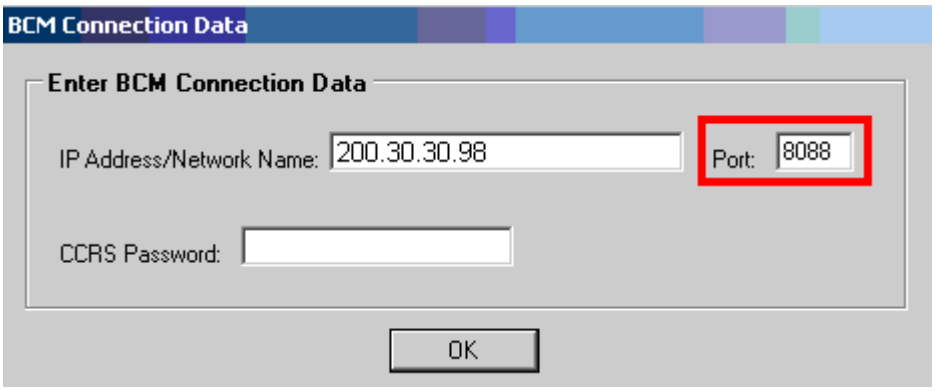
35. Once the Database Installer Utility has completed the **Install Verification Utility (IVU)** will be launched. This utility will check all of the components of RCC to ensure that they have installed and configured correctly. If an installation problem is detected the IVU will prompt you to select a link to resolve the problem.



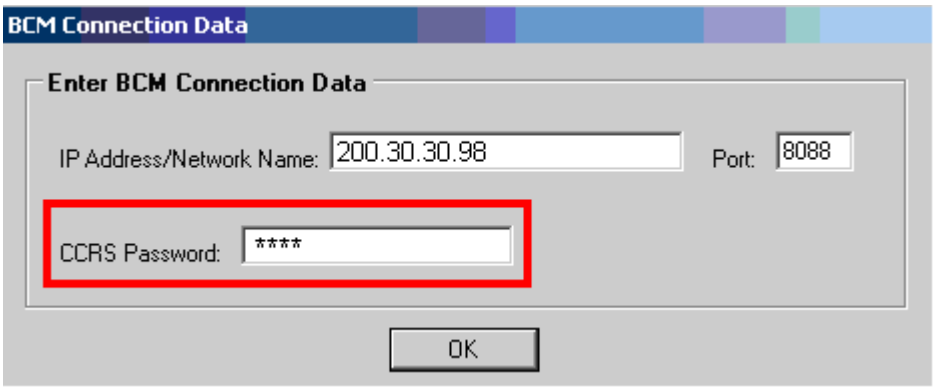
36. At the last stage of the IVU, the BCM Connection Data dialog box will appear. Enter the IP Address or network name of the BCM in the **IP Address/ Network Name** field.



37. The **Port Field** should be left to the default of **8088.**



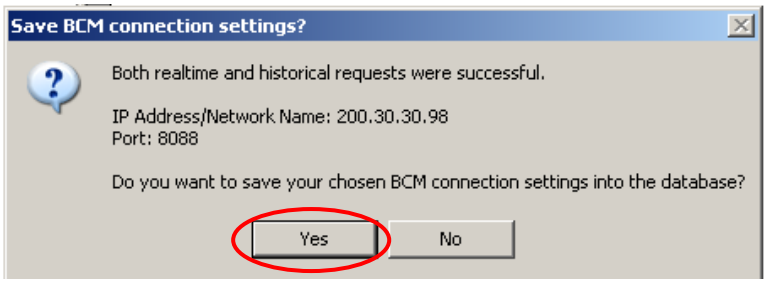
38. In the **CCRS Password** field enter the CCRS password. By default this is **CCRS** in uppercase. Click **OK**.



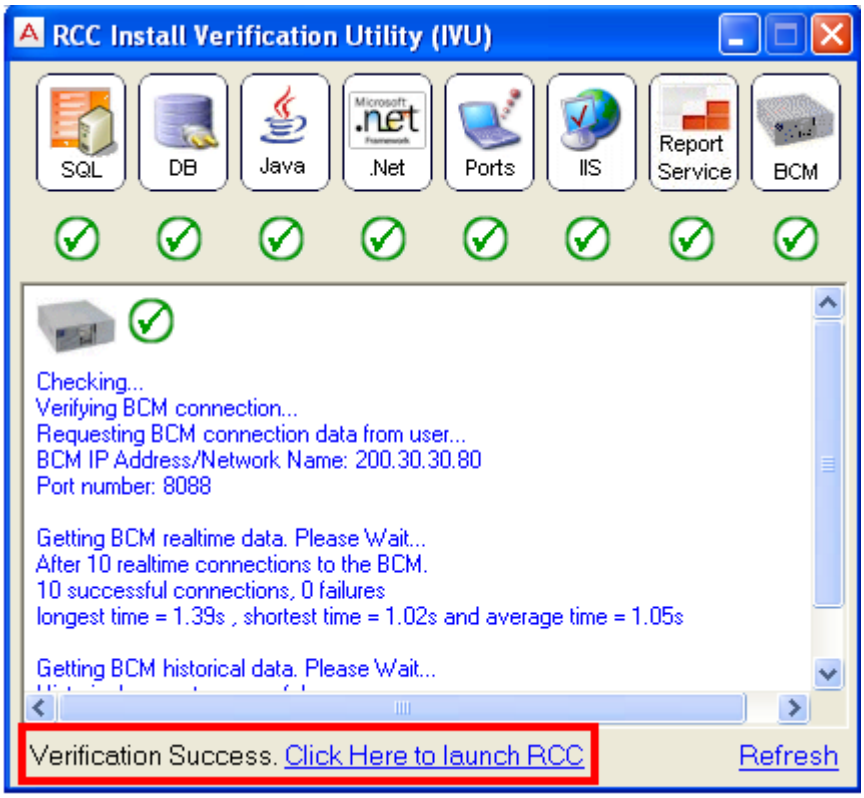
]

39. The IVU will now attempt to connect to the BCM to verify its IP Address and the CCRS password.

40. A dialog box will appear confirming the successful connection. Click **Yes** to save the settings to the RCC database.



41. A **Verification Message** will be displayed along with a link to Launch RCC.



42. Click the **Click Here to Launch RCC** link. You will be presented with the login page. Now proceed to step 4 of the **Starting Reporting for Contact Center** section of this guide.

Starting Reporting for Contact Center

After the initial installation you will be presented with the RCC Install Verification Utility that will contain a link to launch RCC as outlined in steps 34 and 35 of the **Installing Reporting for Contact Center** section of this guide.

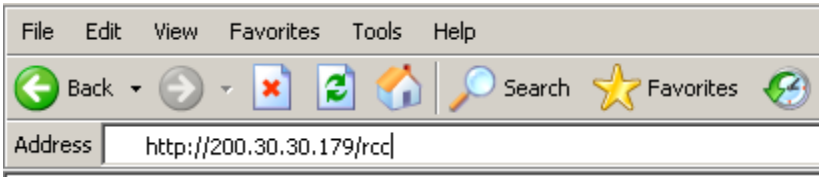
Reporting for Contact Center can also be launched from Internet Explorer as outlined below.

For this example the IP Address of the Web Host PC is 200.30.30.179, it has a computer name of *pc32*. Either the computer name or IP Address can be utilised as part of the address that is used to login into Reporting for Contact Center.

To start the Reporting for Contact Center application for the first time on the PC:

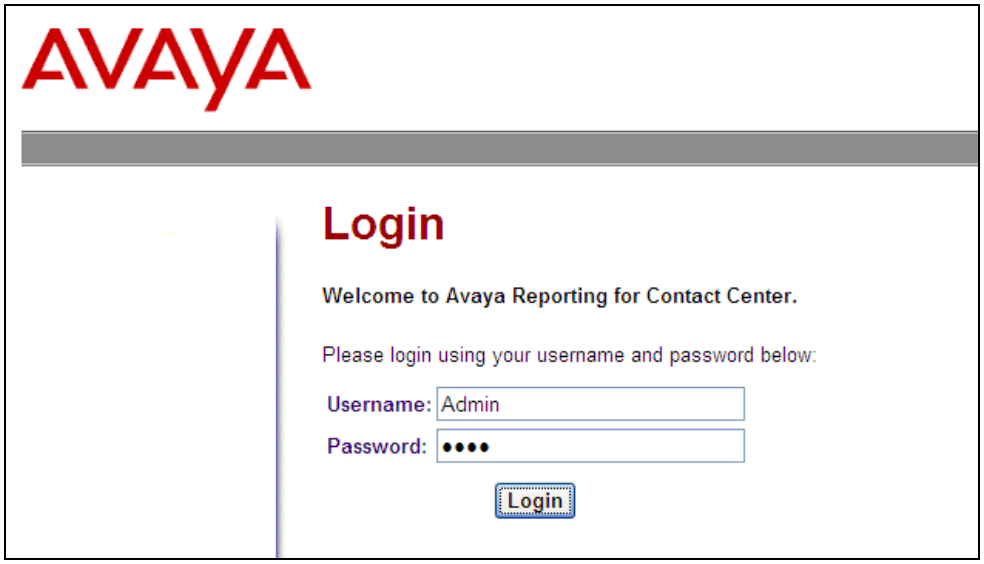
1. Double-click on the Internet Explorer icon on the desktop of the Web Host PC.

2. When Internet Explorer opens enter **http://<IP Address of Web Host PC>/rcc** (e.g. http://200.30.30.179).



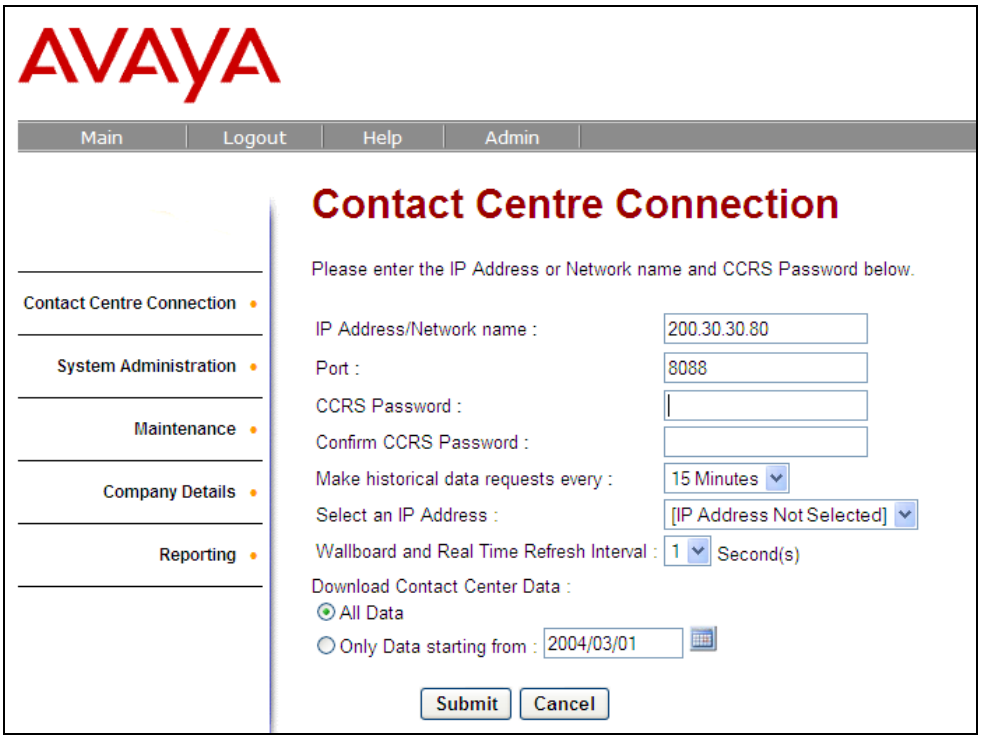
3. Or, when Internet Explorer opens enter **http://<PCName>/rcc** (e.g. http://pc32/rcc).

4. The RCC login page will then be displayed. The default username is **admin** and the default password is **0000** (4 zeros). Click **Login**.



5. You will then be requested to change the Administrator password. The password can be from 1 to 10 characters, including upper and lowercase letters, and digits. The password can be anything other than 0000. Enter and confirm the password and click **Submit**.

6. You will be presented with the **Contact Center Connection** screen.



The Contact Center Connection page allows you to specify the network identifier (IP address or Network name) of the Contact Center platform. Typically, the Contact Center Connection page appears only once, after you first log on as an Administrator.

If the Contact Center Connection information is incomplete or incorrect, the Contact Center Connection page appears each time you log on as an Administrator.

For example, if you add a new Network Card to the Web Host PC, you must select an IP address for the Web Host PC to communicate with the wallboards. In this case, the Contact Center Connection page appears so that you can select the IP address.

7. In the IP Address/Network name field, enter the IP Address or the Network name of the Contact Center platform (BCM).

8. In the **Port** field you should see the default Port of **8088** displayed. If this number is not displayed enter the port number as configured in the CCRS, by default this is 8088 but may have been changed during setup.

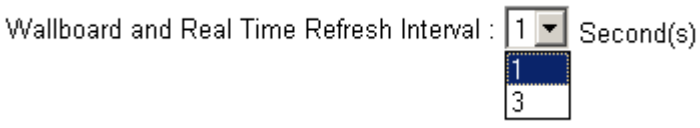
9. In the CCRS Password field enter the **CCRS** password (uppercase) and confirm the password.

10. In the **Make data requests every** list specify how frequently the Web Host PC communicates with the Contact Center in order to obtain reporting data. The typical setting is 15 minutes.

11. In the **Select an IP Address** list, select the IP address (Network Interface Card) with which you wish to communicate with the wallboards. If the Web Host PC has more than one IP Address (because it has more than one Network Interface Card configured) the list is populated with the IP addresses configured for the Web Host PC. Select the IP Address that is configured on the Network Interface Card connected to the same network as the wallboards.

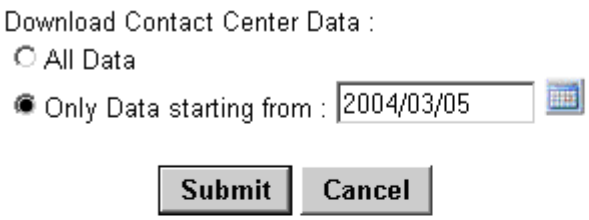
Note: This IP Address is not the IP Address of the wallboard. This address is the IP Address configured for the Network Interface Card in the Web Host PC. If you add a new Network Interface Card or other network device, such as a USB Bluetooth device, or if you enable a disabled Network Interface Card, then you must reboot your Web Host PC so that the new device is detected and presented in the **Select An IP Address** list.

12. From the **Wallboard and Refresh Real Time Interval** list, select your refresh interval for the Wallboard and Real time displays. The two available options are 1 second (default) and 3 seconds.



13. On first installation of Reporting for Contact Center the **Download Contact Center Data** options are displayed. You can determine whether to download all data from the Contact Center by selecting **All Data,** or you can select **Only Data starting from** and click on the calendar icon to the right to select a start date from when data should be downloaded from the Contact Center. Note that the warning

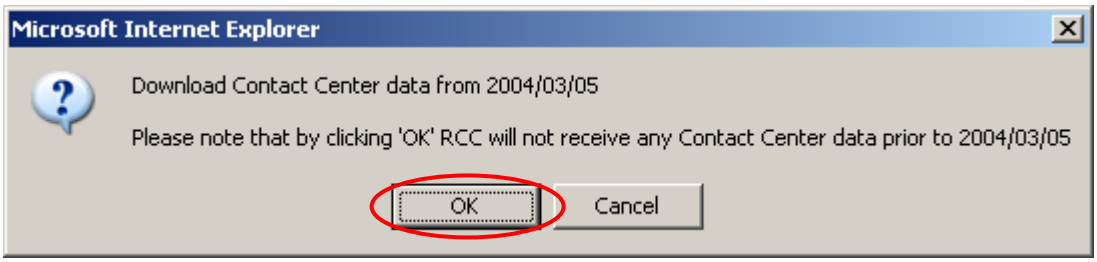
displayed below will only display if the **Only Data Starting from** radio button is selected.



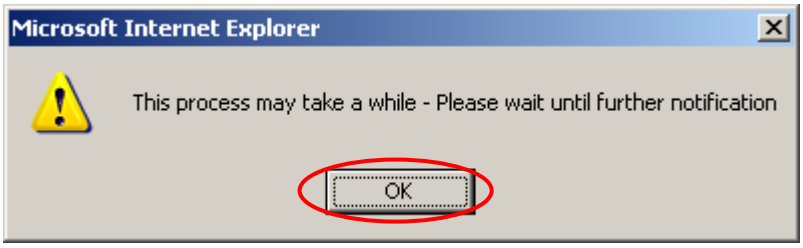
Warning! By choosing to download Contact Center Data only from the date chosen, RCC WILL NOT be able to report on any call information prior to this date. This is irreversible. You will not be able to download this 'missing' data from the Contact Center at a later time.

14. Click **Submit**.

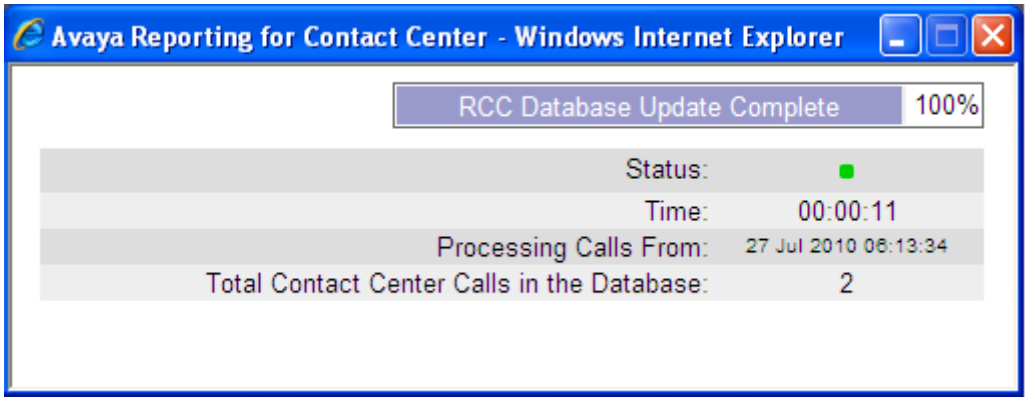
15. A warning screen will be displayed. Click **OK**.



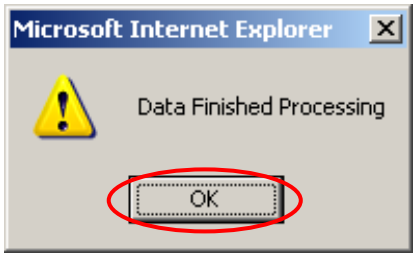
16. The following message appears. Click **OK.**



17. The historical reporting data will now be downloaded. A screen will appear which shows the progress of the current download process.



18. Once the data is downloaded the **Data Finished Processing** window will be displayed. Click **OK**.



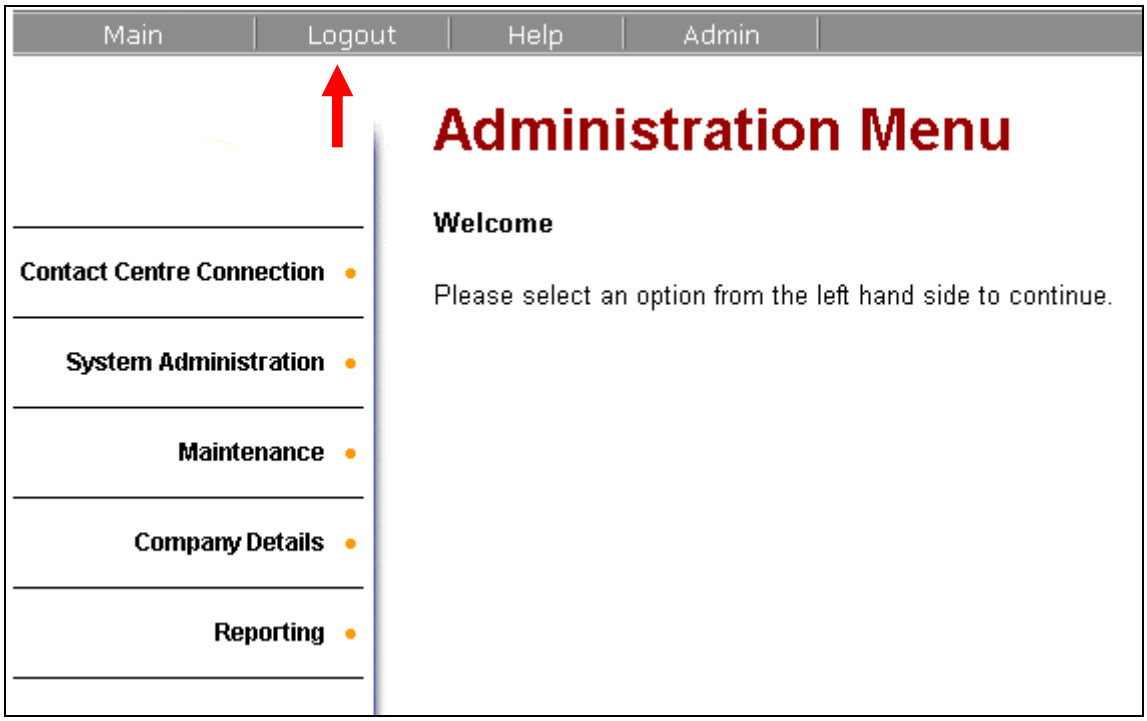
Note: Generally 30,000 calls take between 6 and 18 hours to download, depending on the level of network traffic and the speed of the Web Host PC. The PC can be used as normal during the download, but do not reset it or power it off.

Note: The browser page may time out before the download is complete. This is not an error. Microsoft Internet Information Services has a setting that dictates how long it waits before closing a web page. As the download completes, you are informed of the status in the Download Status field.

19. The Contact Center Connection is now complete. You should now configure RCC for Administrators and Users (refer to the **Reporting for Contact Center System Administration** section of this guide).

Exiting Reporting for Contact Center (Log Out)

Logging out of RCC is a simple procedure. At whatever stage the user is at in RCC the logout button can be used. This will have the affect of taking the user back to the RCC login page.

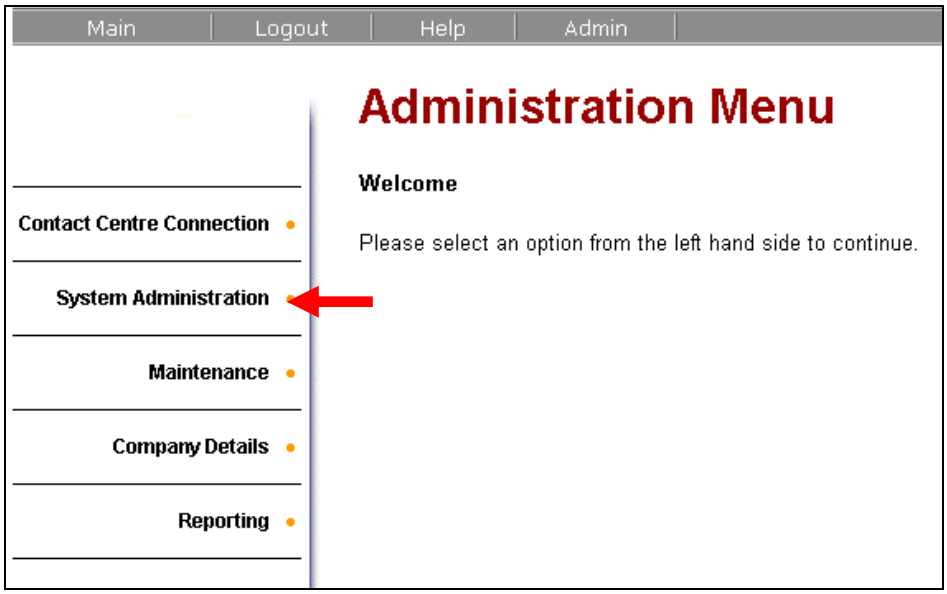


Reporting for Contact Center System Administration

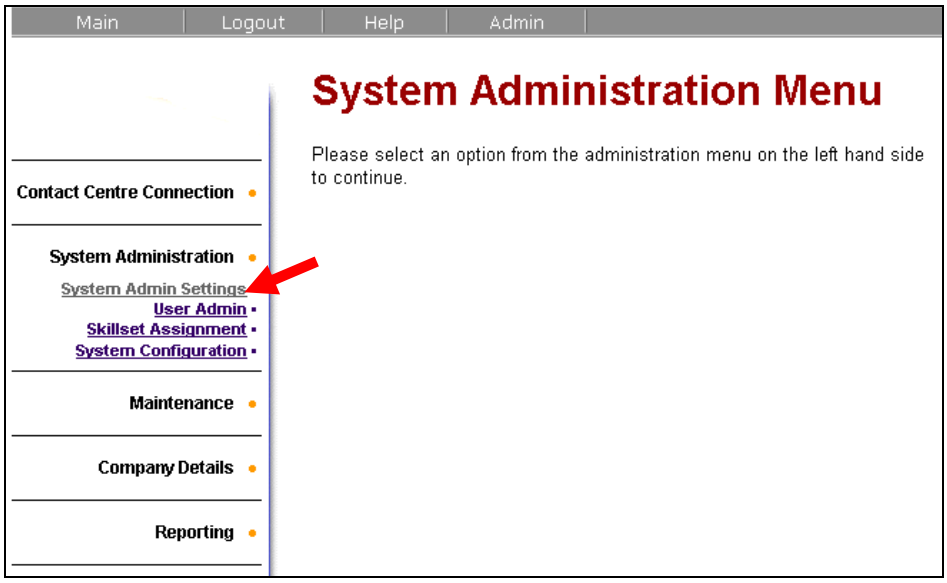
Only the RCC System Administrator has the ability to change the settings in this section.

Changing the System Administrator's password

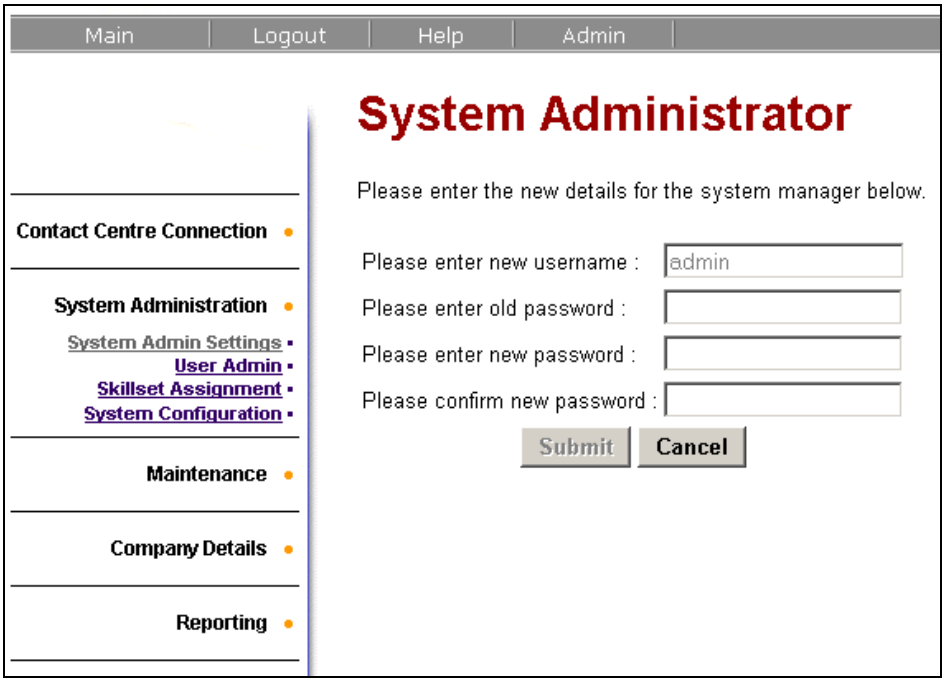
1. Click on the **System Administration** heading.



2. Select the **System Admin Settings** heading.



3. If you, as the System Administrator, wish to change your password then do so in the following fields:



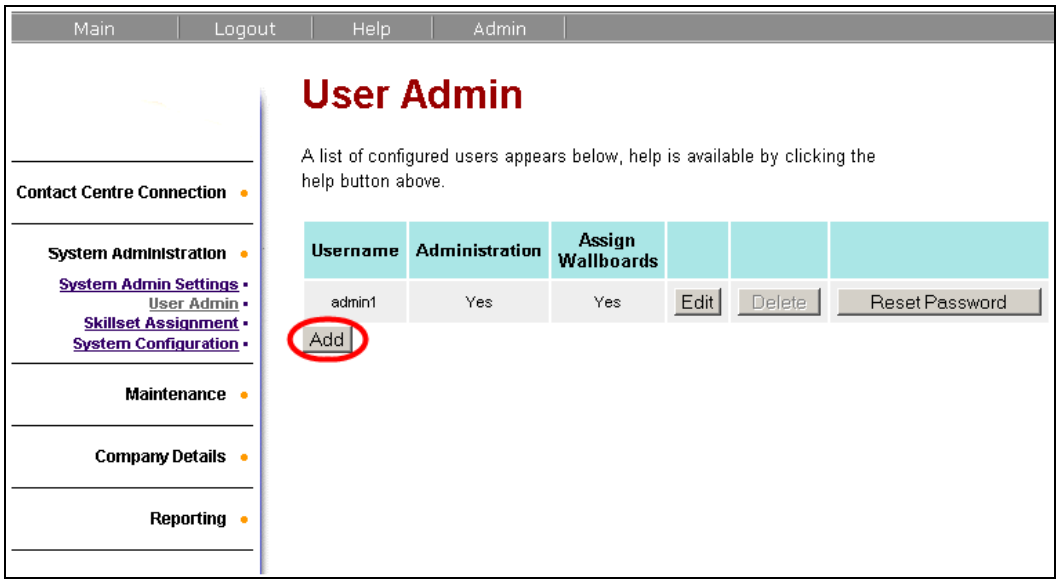
Creating Users in RCC

This section is used for creating users that have the ability to log into RCC. Users are configured and are assigned Skillsets so that the individual Users have access only to the Skillsets that they are required to view.

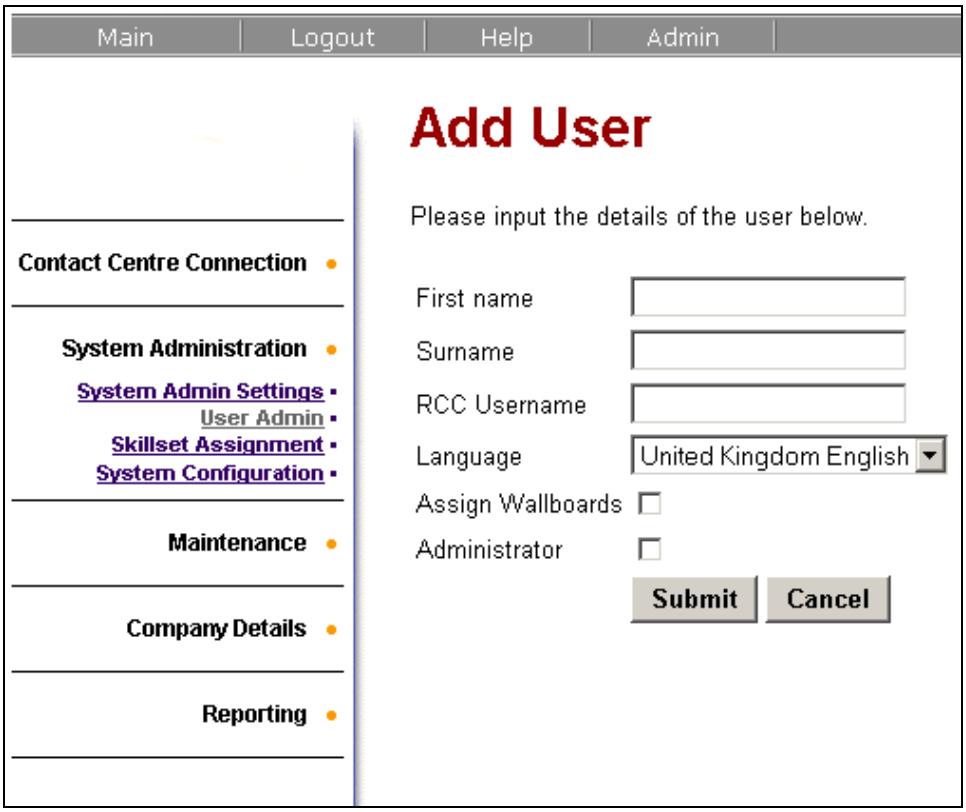
Users can be granted certain powers also. A User can be allowed to view Skillset or Contact Center real time and historical data. In addition to this they can be given the power to administer wallboards for the Skillsets that they have been granted access to or they can be configured as Administrators themselves.

Note: It is recommended that an Administrator is created and assigned to all skillsets as this account can then be used to administer other users as well as the main ‘admin’ account.

1. Under the System Administrator heading, click User Admin. In the User Admin section, click **Add**.



2. The **Add User** screen will be displayed.



3. Enter the first name of the user in the **First Name** field.

4. Enter the surname of the user in the **Surname** field.

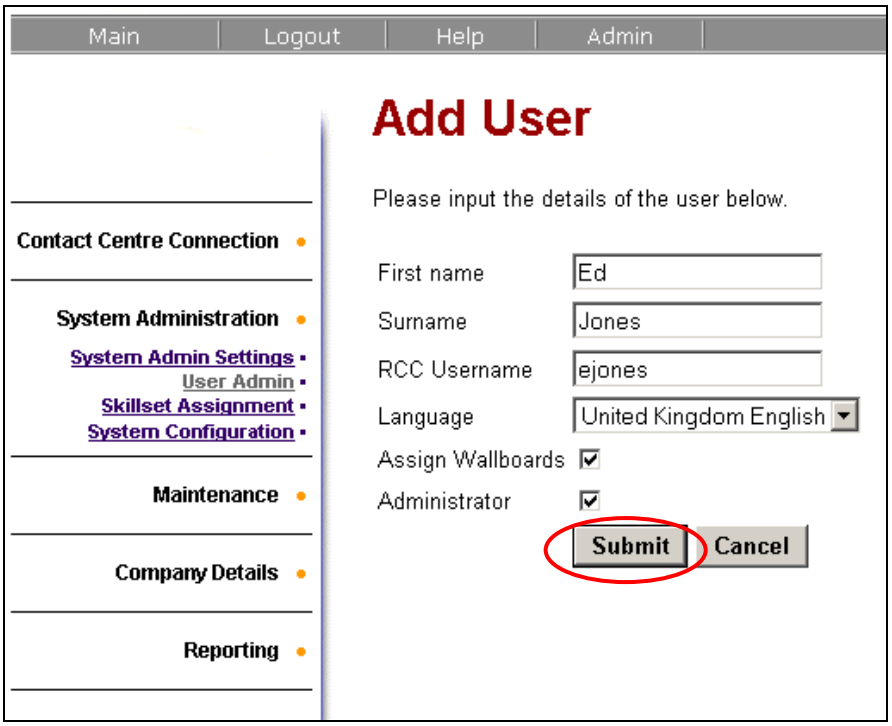
5. Enter the RCC Username in the **RCC Username** field. This will be this user's username for logging in to RCC.

6. From the **Language** drop down list, specify the User language preference, which dictates the language used to display the Reporting for Contact Center Web Page.

7. If the User is able to configure wallboards (for their assigned Skillsets), select the **Assign Wallboards** check box.

8. If the User is also an Administrator, select the **Administrator** check box.

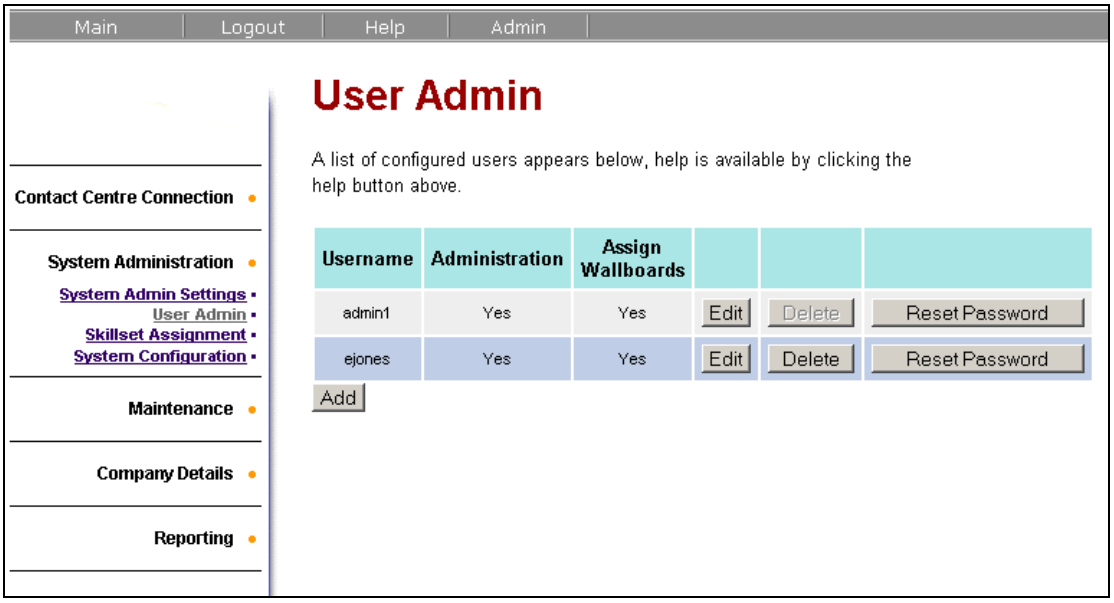
9. In this example a user has been created that has both administrative and wallboard assignment privileges.



10. Click **Submit**.

11. A dialog box will appear asking whether you wish to add more Users. If you choose to add more users, click on the **OK** button, otherwise click on **Cancel**.

12. Once the user details have been submitted the created user will be displayed.



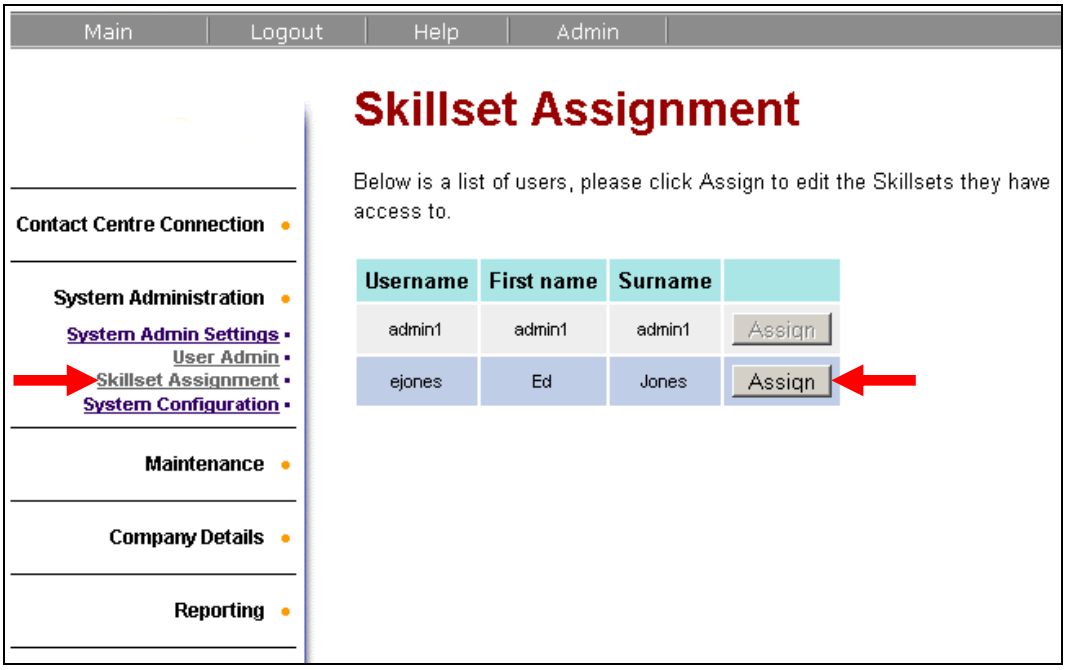
Note: The default password is '**0000**' (zero) for every user that is created. This must be changed when this user performs their first login.

Assigning Skillsets to Users

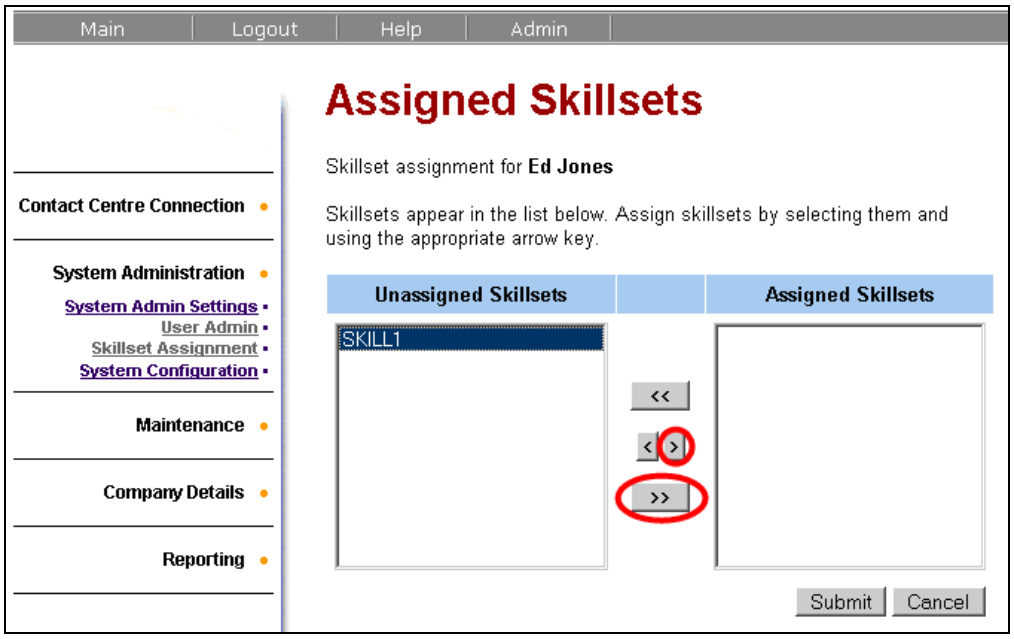
Each user must have Skillsets assigned to them unless they have been configured as Administrators. A user with no Skillsets assigned will not be able to view/modify any Real Time/Historical reports or settings.

1. Log in to RCC with administrative rights (use the admin username).

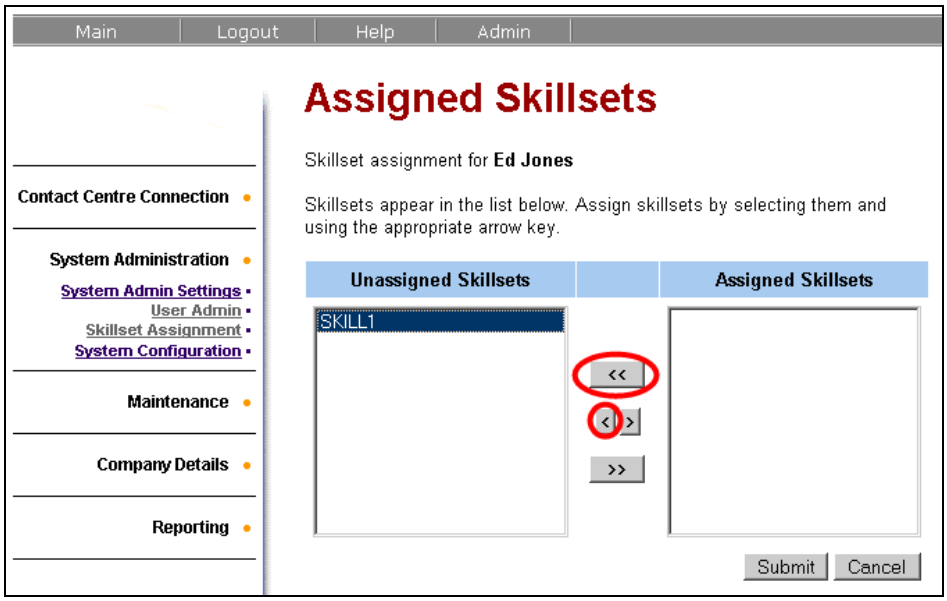
2. Click on the **System Administration** heading and select **Skillset Assignment.** On the user that you wish to assign the Skillset(s) to, click **Assign**.



3. A list of the available Skillsets will be displayed. To add all of the Skillsets to this user click the **>>** symbol. To assign just one Skillset, highlight the appropriate entry and click the **>** symbol. To select more than one Skillset but not all of them, hold down the ctrl key, make selection and click the **>** symbol.



4. If a mistake is made highlight the Skillset on the right hand side and click the **<** symbol. To remove all Skillsets click the **<<** symbol.



5. When the assignments are complete click **Submit**.

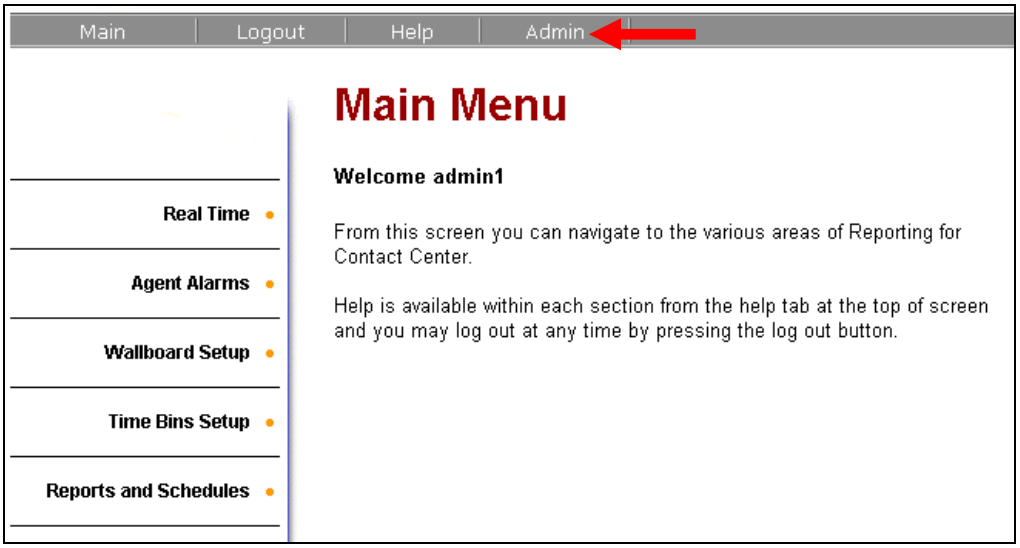
Maintenance

System Status

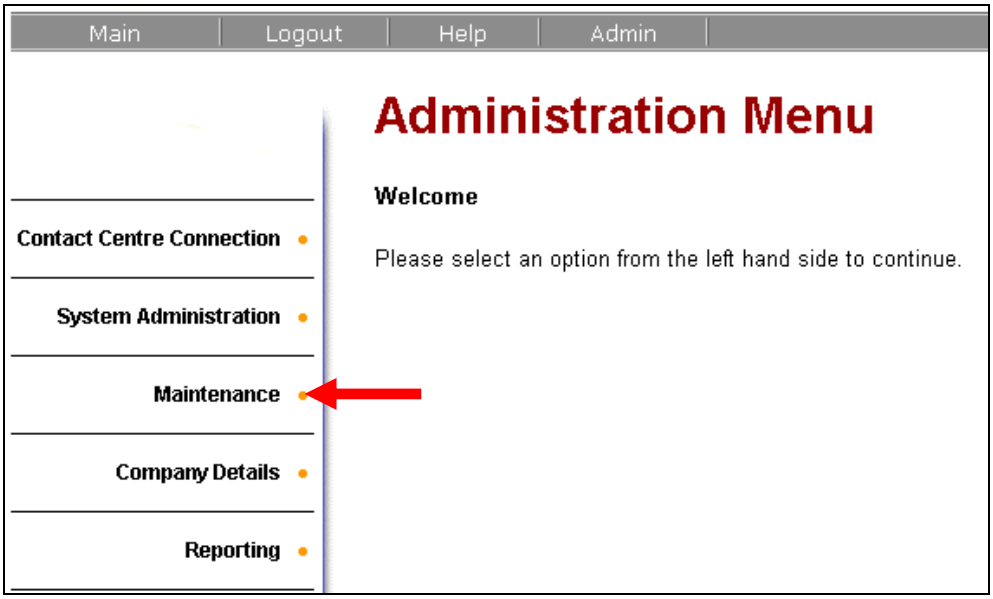
Information in the System Status section is only relevant to Support staff should a problem arise with RCC. To access System Status follow these steps:

1. Log in to RCC with a username that has **administrative** rights.

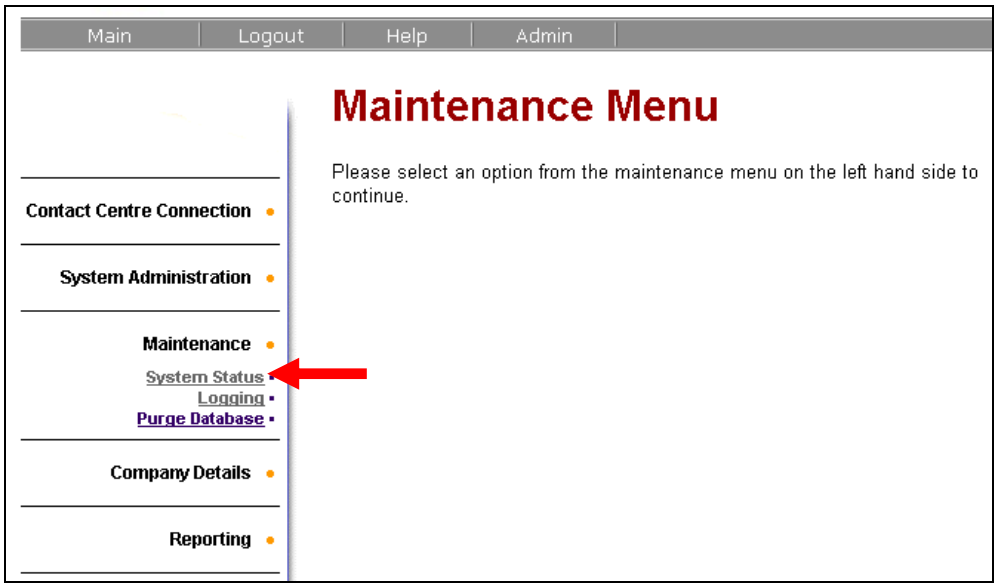
2. Click on the **Admin** link heading.



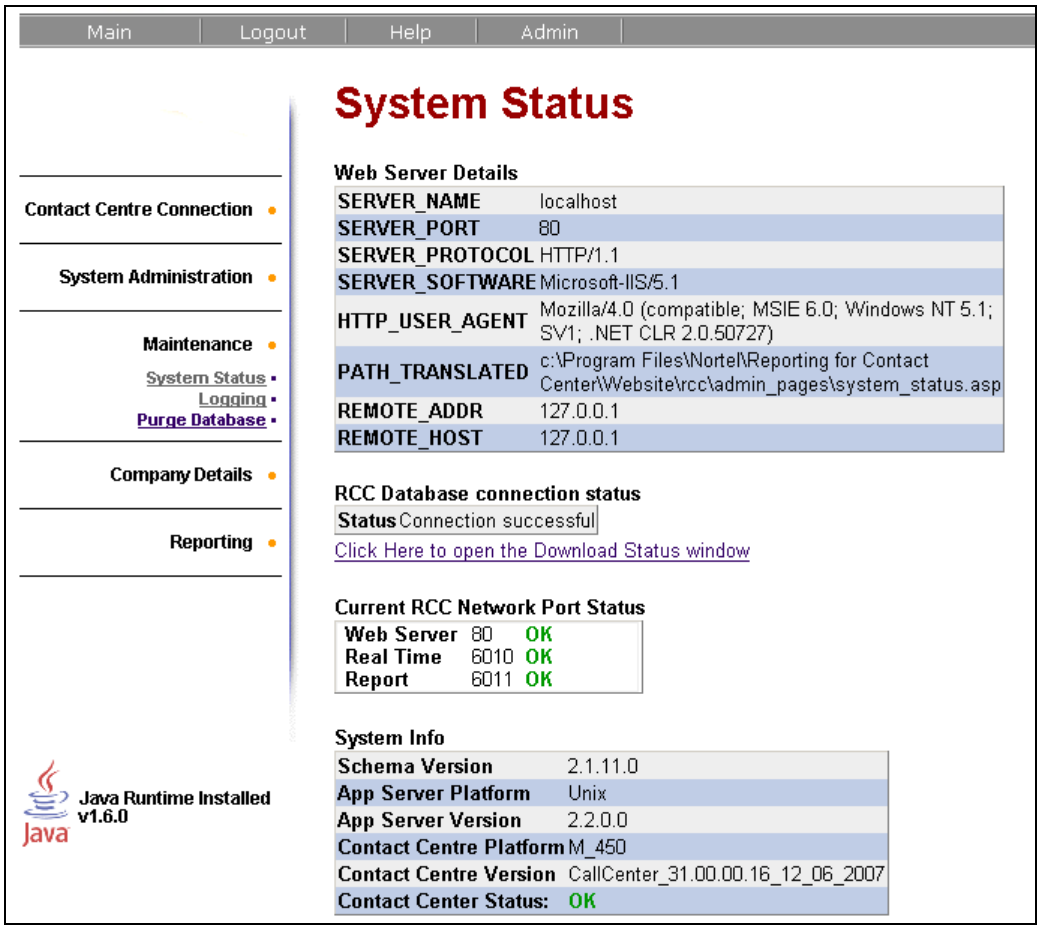
3. The **Administration Menu** screen appears. Click on the **Maintenance** link.



4. Click on **System Status**.



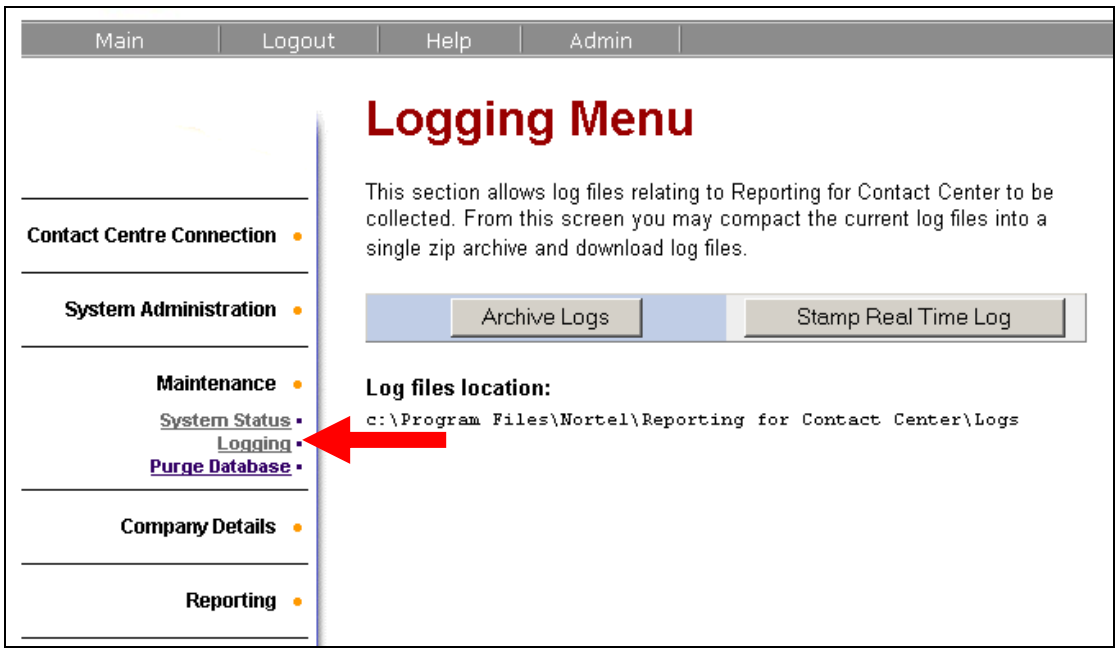
5. The **System Status** window appears.



Note: You would only normally be directed to this page by Support Personnel, who might ask you to relay to them the text contained in the Database connection status field, for example.

Logging

Selecting the Logging option presents you with the Logging Menu Page.



Various diagnostic logs are always running when Reporting for Contact Center is operational. The Logging Menu allows you to Archive the current log files and download any previously archived log files.

To Archive the current log files:

- Click the **Archive Logs** button. This will create a single .zip archive file of the current log files. A new entry will appear in the list of archived files table, following the **Log files location** on the Logging Menu page. Recently created log file archives are indicated by a yellow star.

To stamp the Real Time log:

- Click the **Stamp Real Time Log** button. This will stamp the Real Time log constantly for 15 seconds. As the Real Time log can be quite large this option is useful for tracking down a problem to a specific time.

Clicking the **Stamp Real Time Log** button will disable the button for 15 seconds. Stamping cannot be initiated again in this time until 15 seconds have passed. After this time has elapsed the button will be enabled.

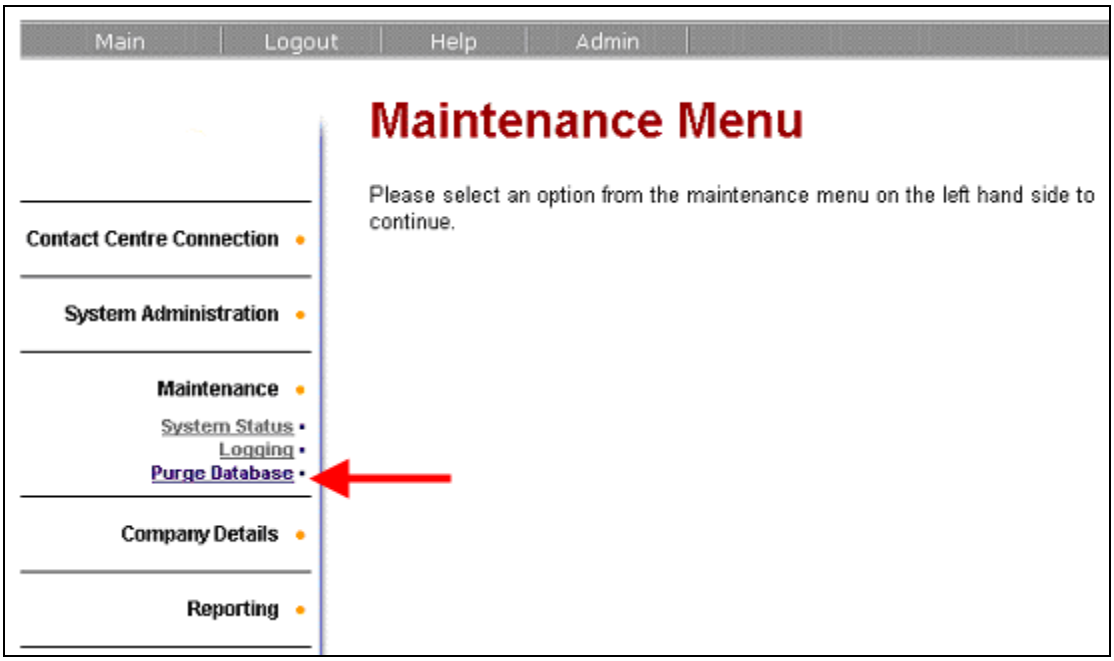
To download a log file archive click the **Download Logs** button next to the desired archive (you would previously had to have clicked the Archive button) and save it to a location on your computer.

Purge Database

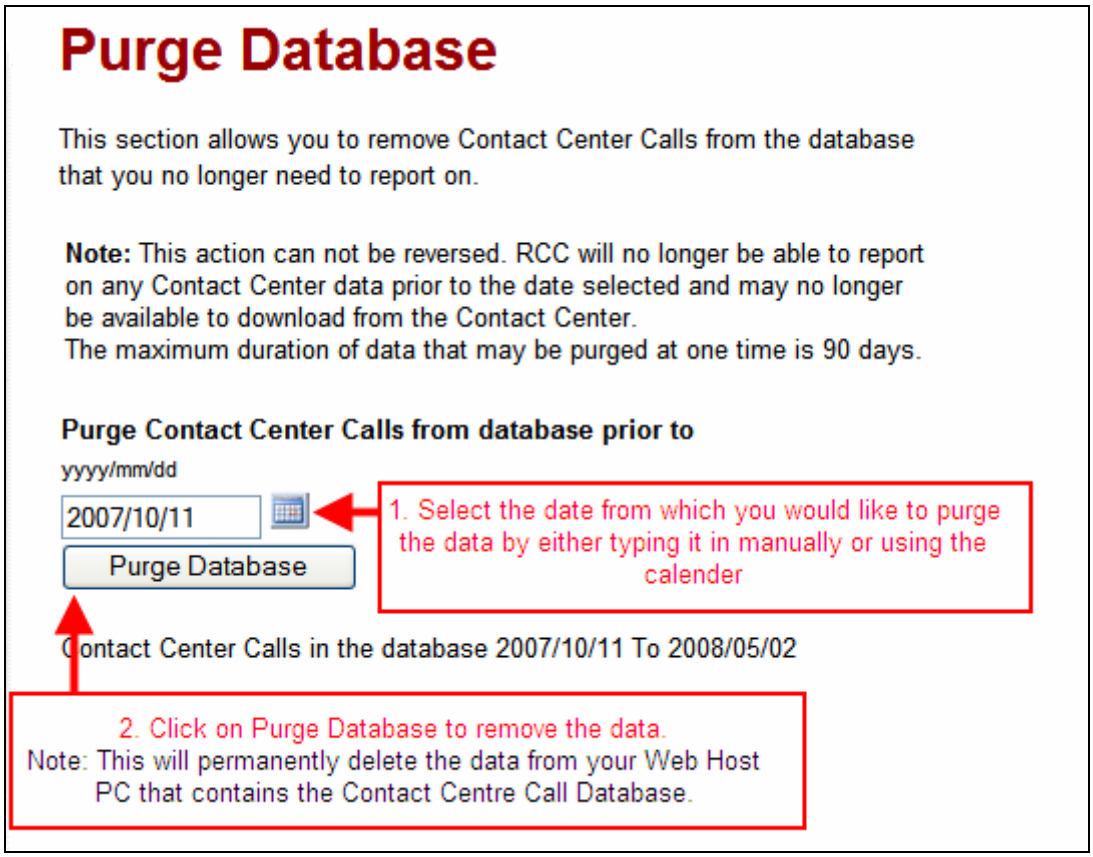
The Purge Database page allows a user to permanently delete all data from the database prior to a selected date.

Note: After the database has been purged. Reporting for Contact Center cannot report on data prior to the date selected. Moreover, the purged data may not be available to download from the Contact Center. *The maximum duration of data that may be purged at a time is 90 days.*

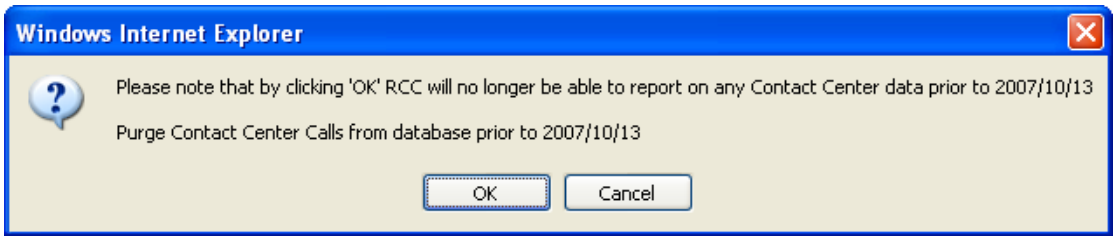
1. Click on **Maintenance** then **Purge Database**.



2. The following screen appears. Select the date and click on the **Purge** button as directed below.

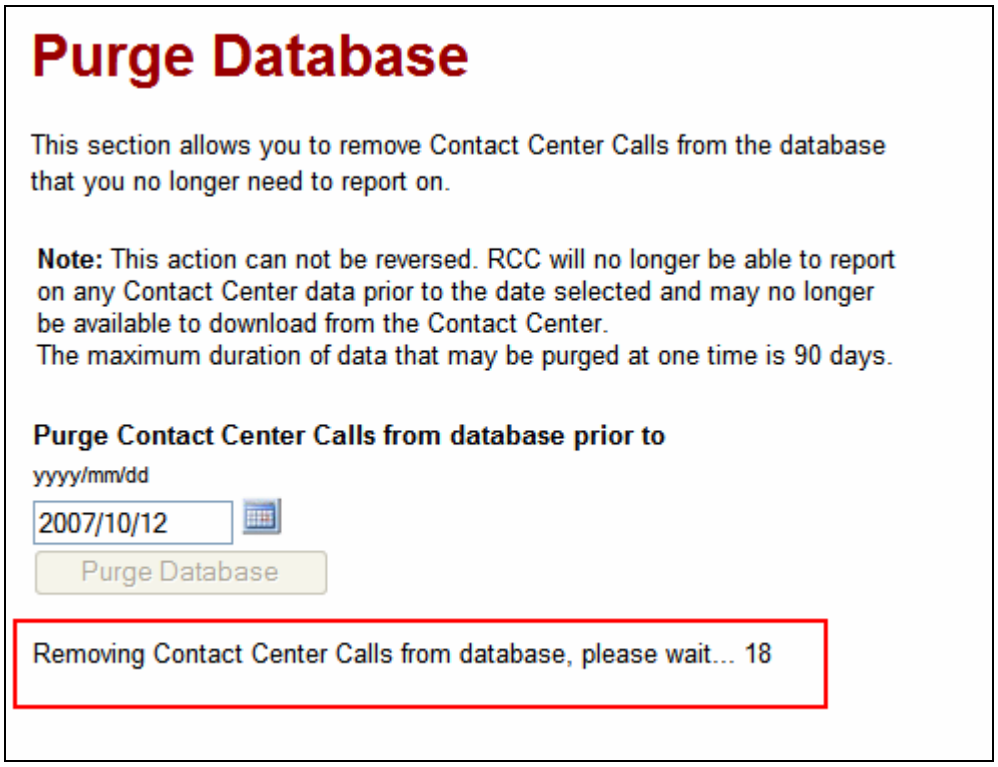


3. The following message appears.



4. Click **OK** to proceed or **Cancel** to return to the previous screen.

5. The countdown is shown whilst the data is being removed.



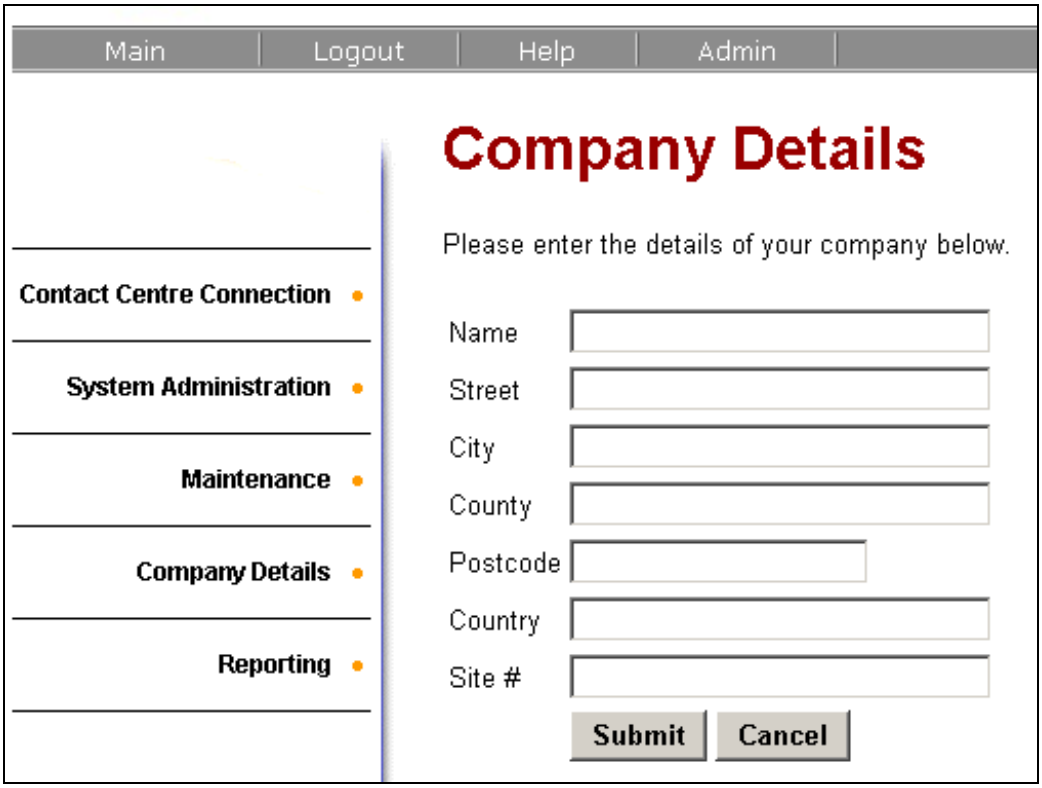
6. Once completed a confirmation box appears, click **OK** to complete the process.

Company Details

Information entered in the Company Details page is mostly just for information for the location where the RCC is installed. However, text entered in the Name field will be displayed at the top of each report.

1. Log in to RCC as a user that has **administrative** rights.

2. Click on **Company Details**. Enter the company information into the fields. Click **Submit** when completed.



Reporting

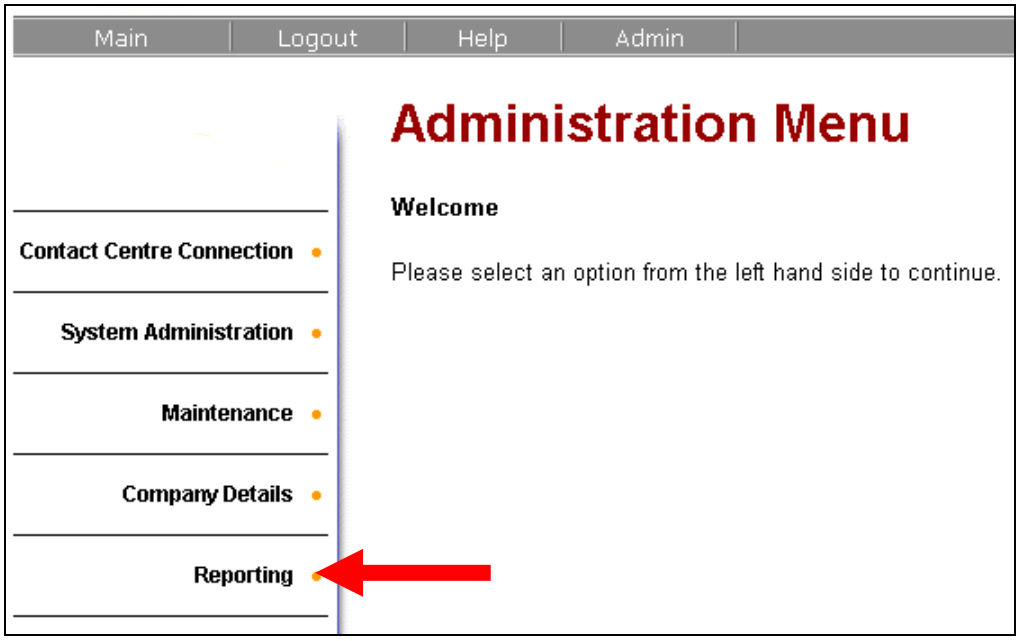
There are two ways to access the reporting section in Reporting for Contact Center.

Accessing Reporting as a System Administrator

Logging into RCC with and administrative user will allow the user to access the administrative functions of RCC. To access the RCC Reporting section:

1. Log in to RCC as a user that has **administrative** rights.

2. Click on **Reporting**. This will access the **Reporting** section of RCC.

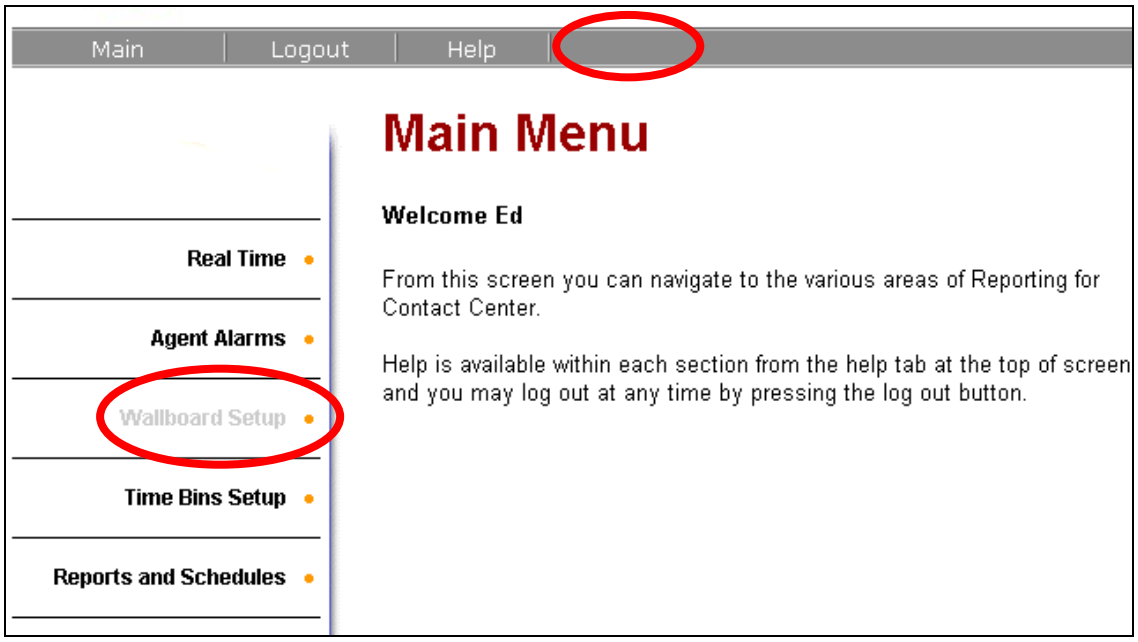


3. The Reporting screen will be displayed. If at any point a System Administrator wishes to return to the Administration menu, there is an **Admin** link from the Reporting Main Menu which will take you back to the Administration screen.

Accessing Reporting as a Standard User

Logging into RCC as a standard user only allows access to the reporting section. Upon logging in to RCC the user will immediately be in the reporting section.

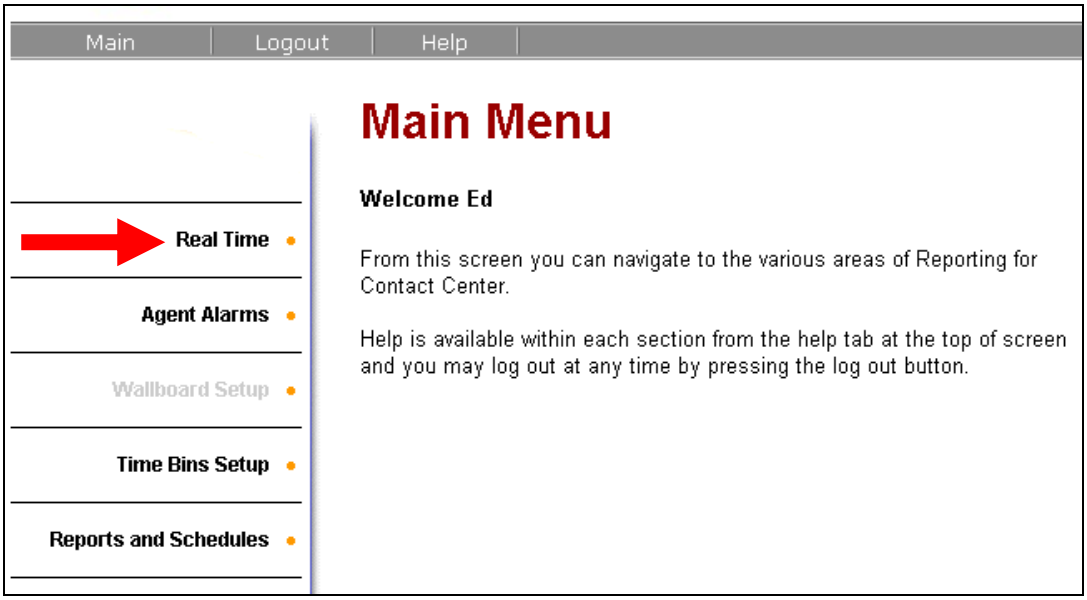
Note that there is no link into the Admin section and that in this example this user has no Wallboard assignment privileges.



Real Time Reporting

Real Time screens under Reporting for Contact Center are updated every 1 second (set under Contact Center Connection). A standard user will only receive real time information for Skillsets that have been assigned to them.

1. Log in to RCC with a username that has Skillsets assigned to it. Access the **Reporting** section and click the **Real Time** heading on the left hand side.



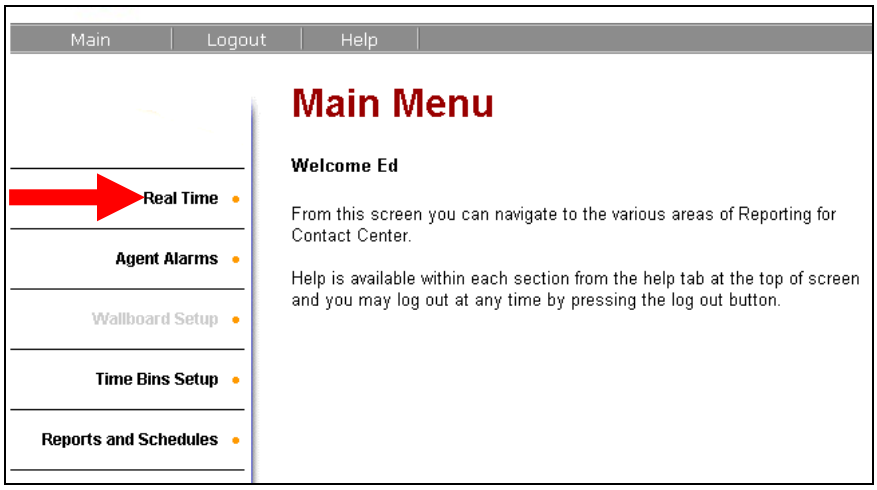
There are four Real Time reports available pertaining to the Skillsets that are assigned to the user that is logged in:

- Agent Summary
- Agent Detail
- Call Summary
- Call Detail

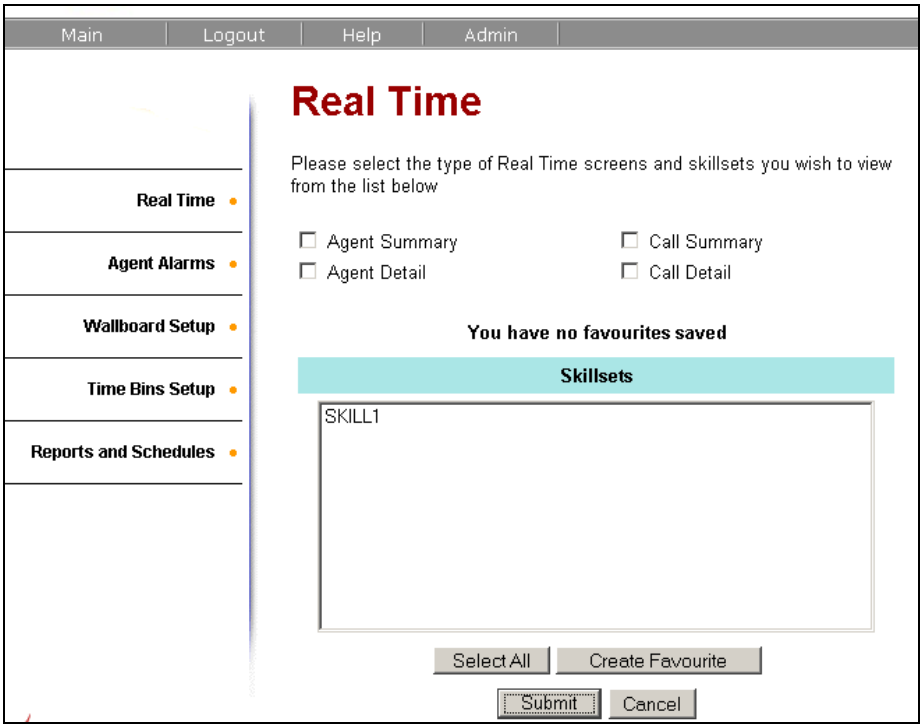
Viewing the Real Time Displays

The Real Time Reporting screen gives the user access to the information relating to the current activity within Skillsets and Agents in summary or in detail.

1. Click on the **Real Time** heading in the **Main Menu**.



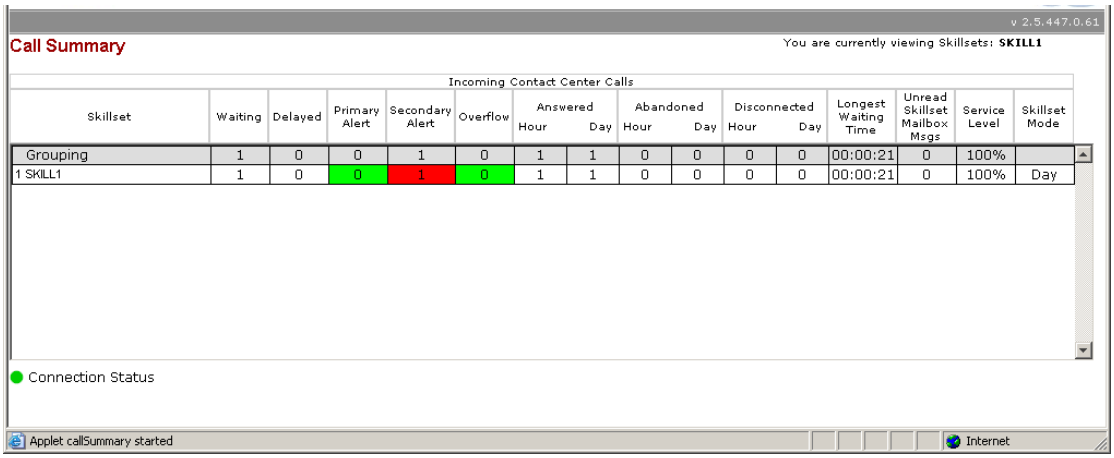
2. From the list of real time screens and assigned Skillsets, select the option(s) which you wish to view in Real Time. To select more than one Skillset but not all of them, hold down the ctrl key and make selection. When your selection is complete click **Submit.**



Note: Each of the real time screens options selected will open separate screens and not a combination of the selection. If a Client PC does not have Java installed, on launching more than one Real Time screen, Java will try to be installed that many times on the Client PC.

3. RCC will then display the Real Time data screen for the Skillsets that have been selected.

Call Summary



The Real Time Call Summary Report displays the following Information:

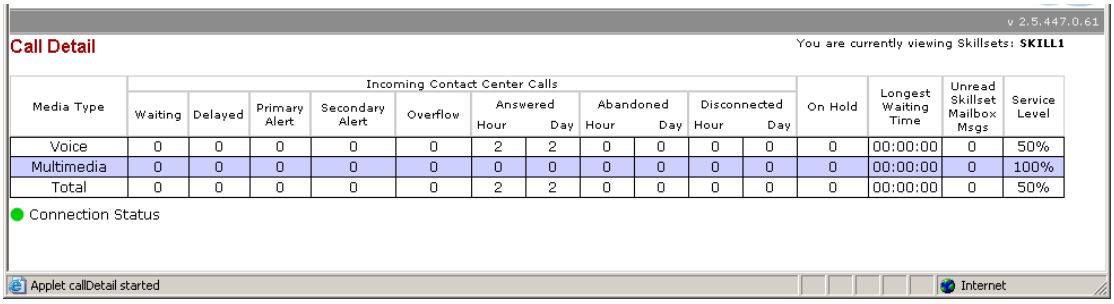
a. **Skillset:** 'Grouping' refers to all selected Skillsets. Skillset Number and names are displayed in this column.
b. **Waiting:** Indicates the number of calls that are in the Skillset queue waiting to be answered.
c. **Delayed:** Indicates the number of calls that are currently in a delayed state, that is having reached the Contact Center but have not been forwarded to a skillset.
d. **Primary Alert:** Indicates the number of calls in the Skillset queue that have exceeded the Primary Alert Threshold. If at least one call in the Skillset queue has exceeded this threshold then the background of this cell will change to yellow.
e. **Secondary Alert:** Indicates the number of calls in the Skillset queue that have exceeded the Secondary Alert Threshold. If at least one call in the Skillset queue has exceeded this threshold then the background of this cell will change to red.
f. **Overflow:** Indicates the number of calls currently in excess of the Contact Center Skillset overflow threshold. This does not show the number of calls that have overflowed out of the Skillset queue. It shows the number of calls that the Contact Center is actively seeking overflow destinations for.
g. **Answered Hour/Day:** Indicates the number of Incoming Contact Center Calls that have been answered by Agents in that Skillset in the current hour and current day.
h. **Abandoned Hour/Day:** Indicates the number of abandoned calls in each Skillset for the current hour and current day.

i. **Disconnected Hour/Day: I**ndicates the number of calls that were disconnected by the Contact Center in the current hour and in the current day.
j. **Longest Waiting Time:** Indicates the waiting time of the call in the queue that has been waiting the longest.
k. **Unread Skillset Messages Msgs:** Indicates the number of messages in the Skillset mailbox that have not been read. If there are any unread messages the background of this cell will turn red.
l. **GOS**: The Grade of Service figure in the Grouping row is a means average of the GOS values of the skillset rows displayed below the Grouping row. For example, three skillsets are in the view, and they had the following individual skillset values:

    Skill 1 GOS = 0%
    Skill 2 GOS = 100%
    Skill 3 GOS = 100%
    The Grouping row shows a GOS of 66%, calculated as follows:
    GOS = (0 + 100 + 100) / 3 = 66%
    This value shows the User what their average GOS is over all the selected skillsets.

m. **Skillset Mode:** Indicates the method of operation the Skillset is currently running in (Day or Night).

Call Detail



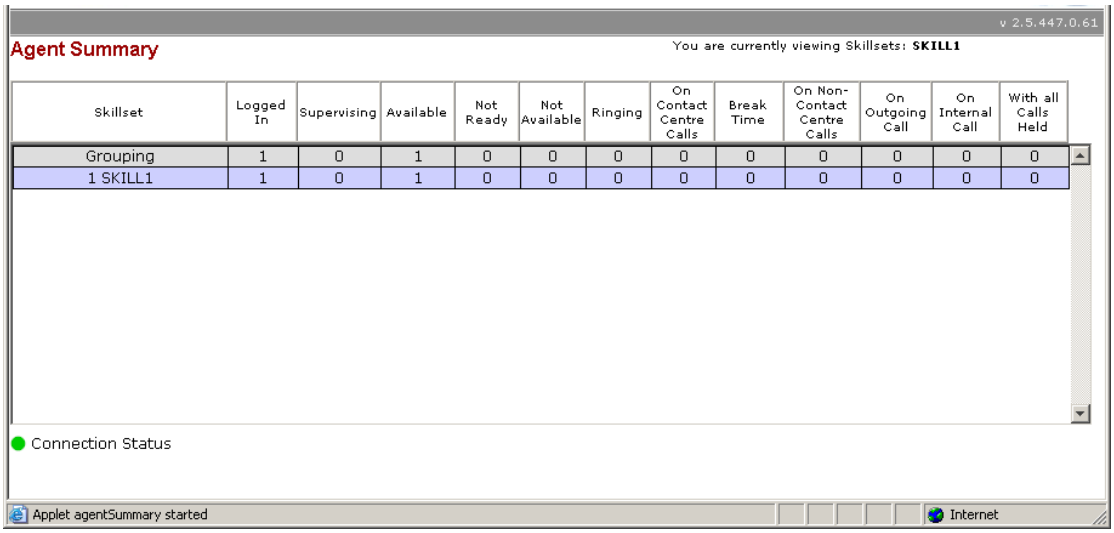
The following sections describe the available information for the Call Detail Report:

a. **Waiting:** indicates the number of calls that are currently waiting in the Skillset queues to be answered.
b. **Delayed:** indicates the number of calls that are currently in a delayed state, that is, having reached the contact Center but have not been forwarded to a Skillset.
c. **Primary Alert:** indicates the number of currently waiting Calls that have waited in excess of the Contact Center Primary Alert. (Note that this is mutually exclusive with the Secondary Alert). If any calls have waited in excess of the Primary Alert, the background to this cell changes to yellow.
d. **Secondary Alert:** indicates the number of currently waiting Calls that have waited in excess of the Contact Center Secondary Alert. (Note that this is mutually exclusive with the Primary Alert). If any calls have

waited in excess of the Secondary Alert, the background to this cell changes to red.

e. **Overflow:** Indicates the number of calls currently in excess of the Contact Center Skillset overflow threshold. This does not show the number of calls that have overflowed out of the Skillset queue. It shows the number of calls that the Contact Center is actively seeking overflow destinations for.
f. **Answered Hour/Day:** indicates the number of calls that were answered by the Agents in the Skillsets, in the current hour and in the current day.
g. **Abandoned Hour/Day:** indicates the number of calls that were abandoned in the Skillsets, in the current hour and in the current day.
h. **Disconnected Hour/Day:** indicates the number of calls that were disconnected by the Contact Center in the current hour and in the current day.
i. **Longest Waiting Time:** indicates the waiting time of the call that has waited the longest, of the list of currently waiting calls.
j. **Unread Skillset Messages:** Indicates the number of voice mail messages in the Skillset Mailbox which have not been listened to. If any messages have not been listened to, the cell background is red.
k. **Grade of Service (GOS):** Indicates the grade of service currently offered to incoming callers.

Agent Summary

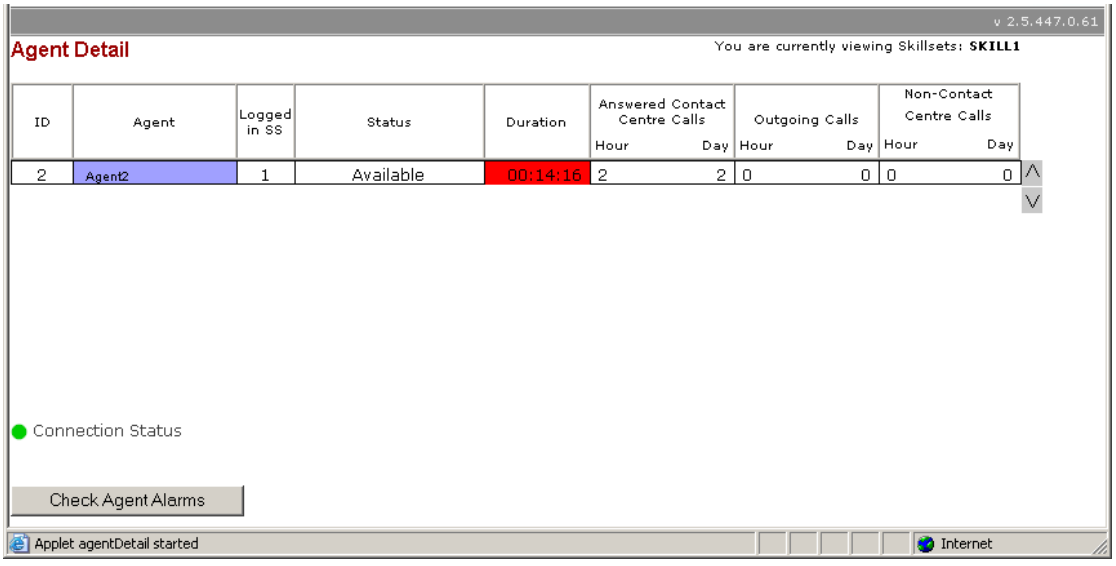


The Real Time Agent Summary Report shows a selection of statistics:

a. **Skillset:** 'Grouping' refers to all selected Skillsets. Skillset Number and names are displayed in this column.
b. **Logged In:** Indicates the number of Agents who are logged into the Skillsets.
c. **Supervising:** Indicates the number of Agents who are currently supervising other Agents.
d. **Available:** Indicates the number of Agents who are available to take Incoming Contact Center calls.

e. **Not Ready:** Indicates the number of Agents who are in the Not Ready state. Not Ready can be manually invoked by the Agent or it may be that the Agent has missed an Incoming Contact Center call and has automatically placed in the Not Ready state.
f. **Not Available:** Indicates when a Contact Centre agent invokes certain features for example F981 voice mail or performs any action that prevents them from receiving a Contact Centre call like lifting the receiver.
g. **Ringing:** The number of agents who have calls ringing on their handset.
h. **On Contact Center Calls:** Indicates the number of Contact Center Agents who are currently on Incoming Contact Center Calls.
i. **Break Time:** Indicates the number of Agents who are in Break Time following the completion of an Incoming Contact Center Call.
j. **On Non-Contact Center Calls:** Indicates the number of Agents who are currently on incoming calls that have not been handled by the Contact Center.
k. **On Outgoing Calls:** Indicates the number of Agents who are on Outgoing Calls.
l. **On Internal Calls:** Indicates the number of Agents who are currently on Internal (Intercom) calls.
m. **With All Calls Held:** Indicates the number of Agents who have all of their Current Contact Center Calls on hold.

Agent Detail



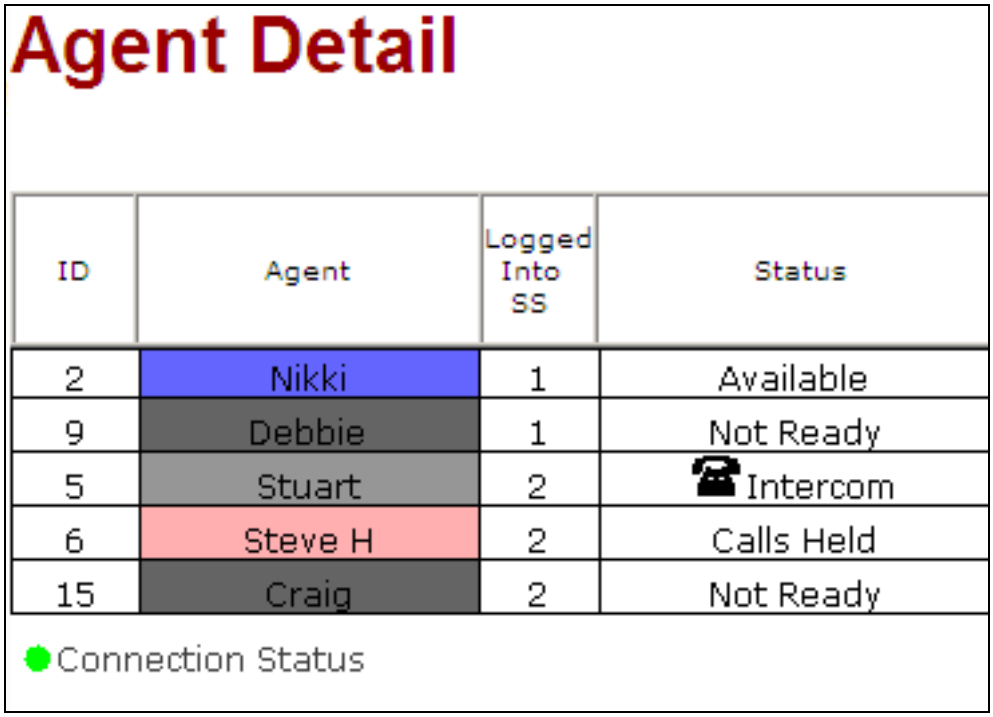
The following sections describe the available information.

a. **ID:** Indicates the Contact Center ID of the Agent.
b. **Agent:** Indicates the name of the Agent and indicates the state the Agent is in by colouring the cell background. The state of the Agent depends on their current activity. Further detail on the Agent state can be seen in the Status column

c. **Logged In SS:** Indicates the Skillsets the Agent is currently logged in to.
d. **Status:** This column provides additional detail about the Agent state, as follows:
   - **Incoming:** An Agent is in the Incoming State when they have answered an Incoming Contact Center Call. The information in the Status column indicates the type of call.
   - **Incoming Non-Contact Center:** When an agent receives a call that didn't originate from a Contact Center Skillset, this is termed a Non-Contact Center call.
   - **Break Time:** Is the term used to describe the period of time allocated to each Agent to allow post-call completion work, also called wrap-up.
   - **Outgoing**: When an Agent makes an Outgoing Call; the Agent is in the Outgoing State.
   - **Supervisory Monitoring:** When an Agent who is created in the Contact Center as a Supervisor undertakes a monitoring session with another Agent, the Status column displays Monitoring. There are various states associated with Monitoring:
     - **Asked:** An agent has pressed F906 to request help from the supervisor.
     - **Helping:** The supervisor has answered the agent help request.
     - **Monitoring:** The supervisor has initiated a monitoring session via F905.
     - **Viewing:** When in the Monitoring state via F905, the Supervisor is selecting the Skillset of the agent to monitor.
     - **Observing:** When in the Viewing state, the Supervisor has selected an Agent to Observe.
   - **Available:** These are Agents who are available to answer Incoming Contact Center Calls.
   - **Not Available:** Indicates when a Contact Centre agent invokes certain features for example F981 voice mail or performs any action that prevents them from receiving a Contact Centre call like lifting the receiver.
   - **All Calls Held:** An Agent has placed all of their calls on hold.
   - **Not Ready:** Represents Agents who are in the Not Ready state.
   - **Ringing:** This state will display when an Agent has a ringing call on their handset, i.e. the Agent has been presented with a call but hasn't picked up the call yet.
e. **Duration:** Displays a timer that represents the time the Agent has spent in the current state. If the Agent has been in the current state for a period in excess of the associated Agent Alarm, the background of this cell turns red.
f. **Answered Contact Center Calls Hour/Day:** Answered Contact Center Calls Hour/Day indicates the number of Contact Center Calls that this Agent has answered in the current hour and in the current day.
g. **Outgoing Calls Hour / Day:** Outgoing Calls Hour/Day indicates the number of Outgoing Calls that this Agent has made in the current hour and in the current day.

h. **Answered Non-Contact Center Calls Hour/Day:** Answered Non-Contact Center Calls Hour/Day indicates the number of Non-Contact Center Calls that this Agent has answered in the current hour and in the current day.
i. **Check Agent Alarms:** Click **Check Agent Alarms** to update any Agent Alarms that had been set through Reporting for Contact Center after the Agent Detail Real Time screen had been opened.

The below is example Agent Detail screen showing Agents in different states:

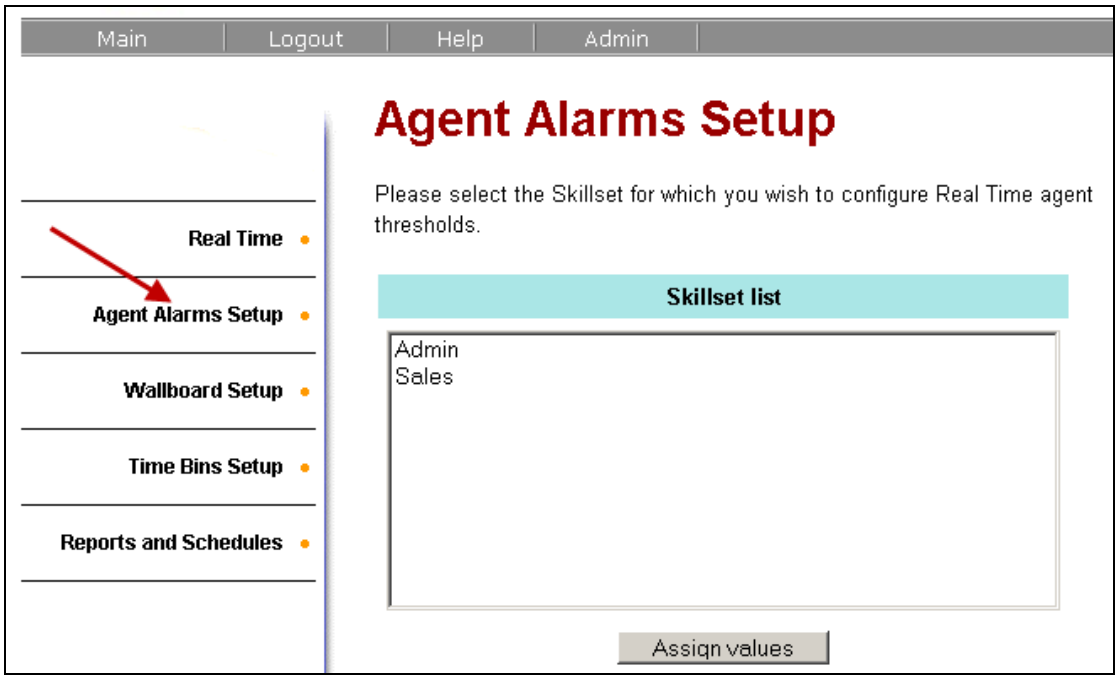


Agent Alarms

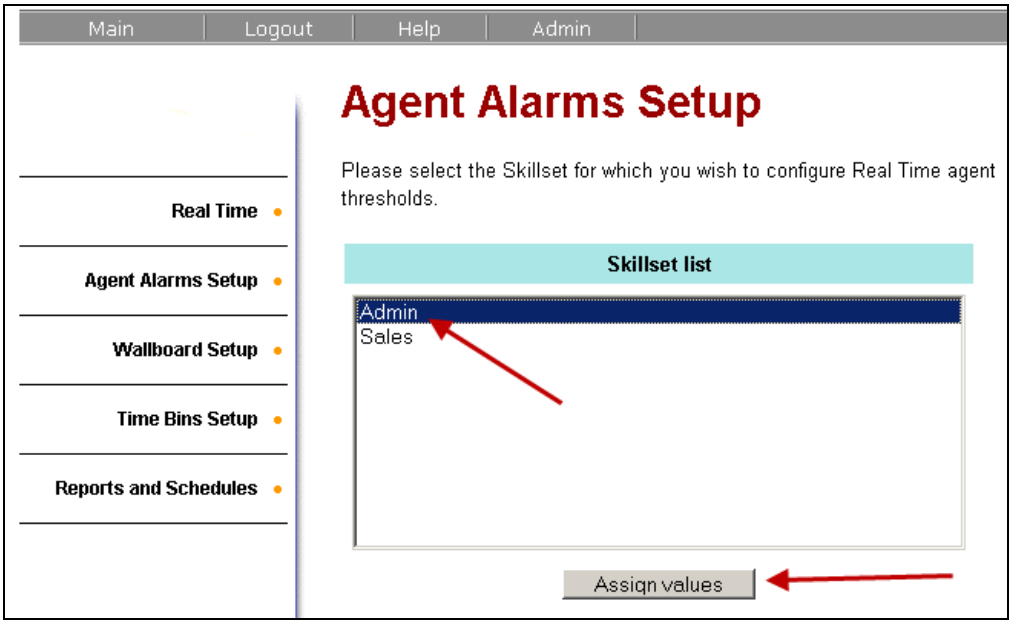
Agent Alarms allow the Contact Center Supervisor to be alerted in the Real Time Agent Detail display, when an Agent exceeds specified parameters for various states. Thresholds can be set and will trigger an alarm to alert the Contact Center Supervisor of excessive call activity. For example, you can specify a target duration for an Outgoing call and if an Agent exceeds that duration, an alarm is raised.

Follow the steps in this section to configure **Agent Alarms**.

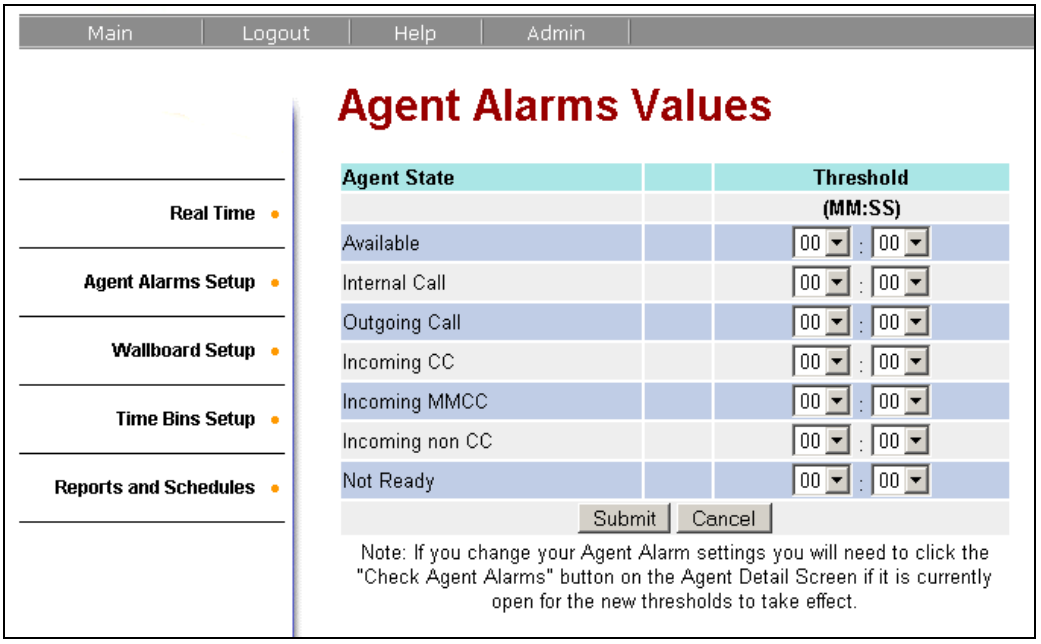
1. From the **Reporting** section of **Reporting for Contact Center** click **on Agent Alarms.** Then click on **Agent Alarms Setup**.



2. From the list of assigned Skillsets select which one you wish to assign Agent Alarms to. To select more than one Skillset but not all of them, hold down the ctrl key and make selection. When selection is complete click **Assign Values**.

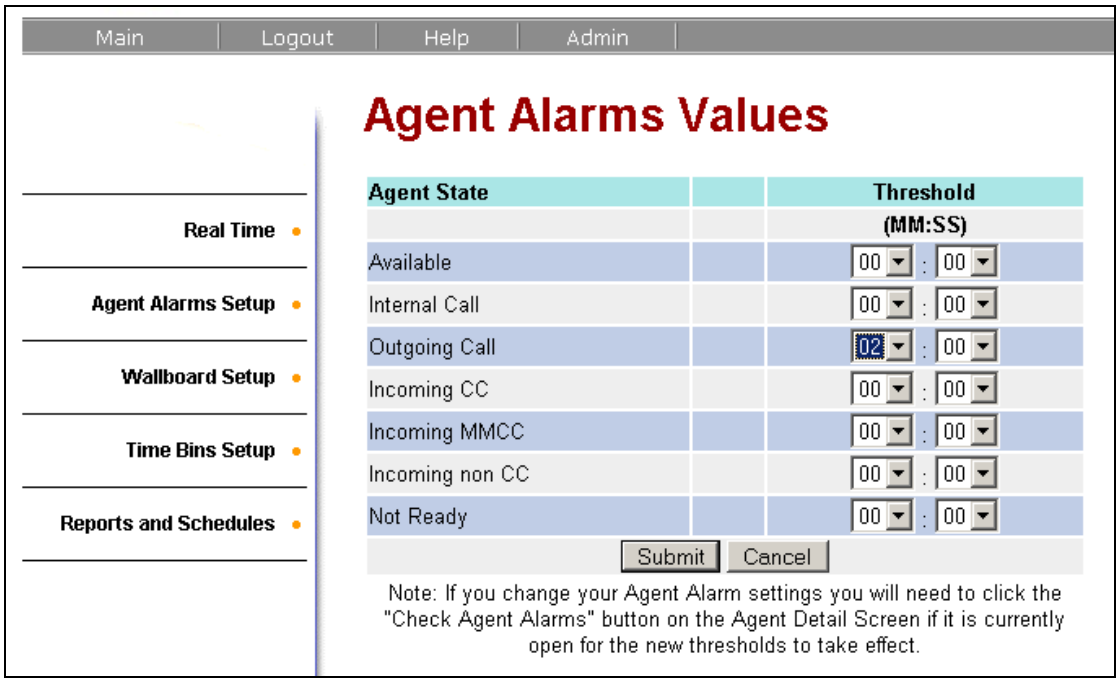


3. The **Agent Alarms Values** screen will be displayed.



4. The following Agent Alarms can be configured in Reporting for Contact Center:
   a) **Available:** An Agent who is in an Available state for excessive periods
   b) **Internal Call:** An Agent who is on an Internal Call for excessive periods
   c) **Outgoing Call:** An Agent who is on an Outgoing call for excessive periods
   d) **Incoming CC:** An Agent who is on an Incoming Contact Center Call for excessive periods
   e) **Incoming MMCC:** An Agent who is on a Multimedia Contact Center Call for excessive periods.
   f) **Incoming non CC:** An Agent who is on an Incoming non Contact Center call for excessive periods.
   g) **Not Ready:** An Agent who is in Not Ready State for excessive periods

5. Enter the values that you wish to apply to Agent Alarms, and click on **Submit**.



Wallboard Setup

For Wallboard and *ip***View** Soft**Board** setup, configuration and use please refer to the ***ipView Wallboard Guide*** and ***ipView SoftBoard Guide***.

Time Bins Setup and Configuration

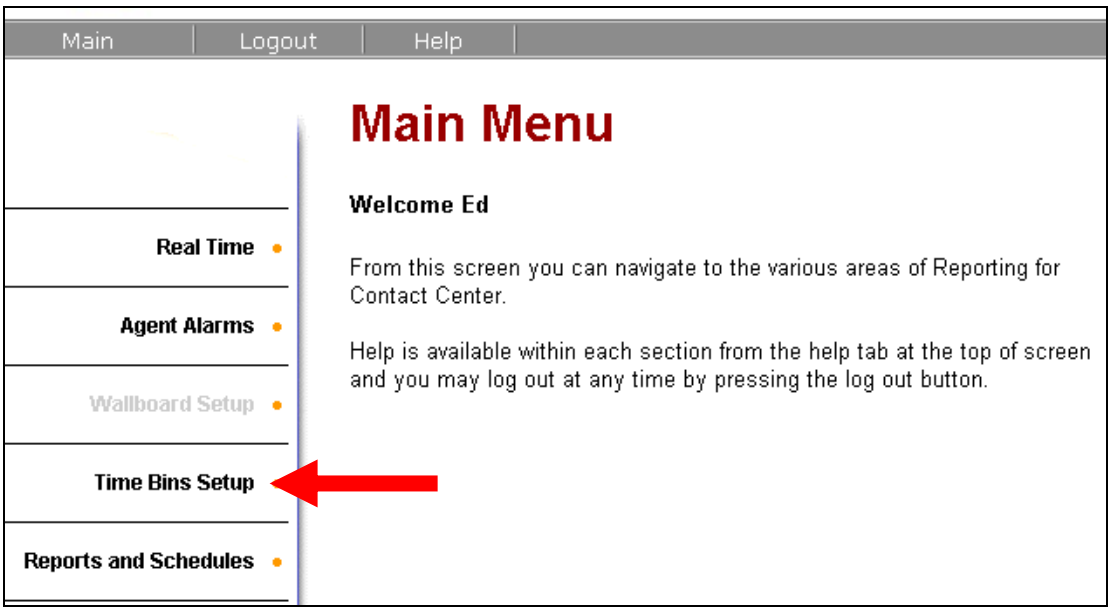
Time Bins are fields on the Current and Historical Reports that allow us to categorise calls that have involved the Contact Center, and indicate when calls are being answered or abandoned during specified time frames. There are two types of Time Bins; **Answered Time Bins and Abandoned Time Bins.**

The **Answered Time Bins** are a series of six time steps used in the statistical analysis of Answered Contact Center Calls. For example, the Answered Time Bins could be set at <10 seconds, <20 seconds, <30 seconds, <60 seconds, <90 seconds, <120 seconds and >120 seconds. Calls answered in less than 10 seconds would be entered into the first Time Bin. A call answered in 46 seconds would fall into the fourth Time Bin (<60 second).

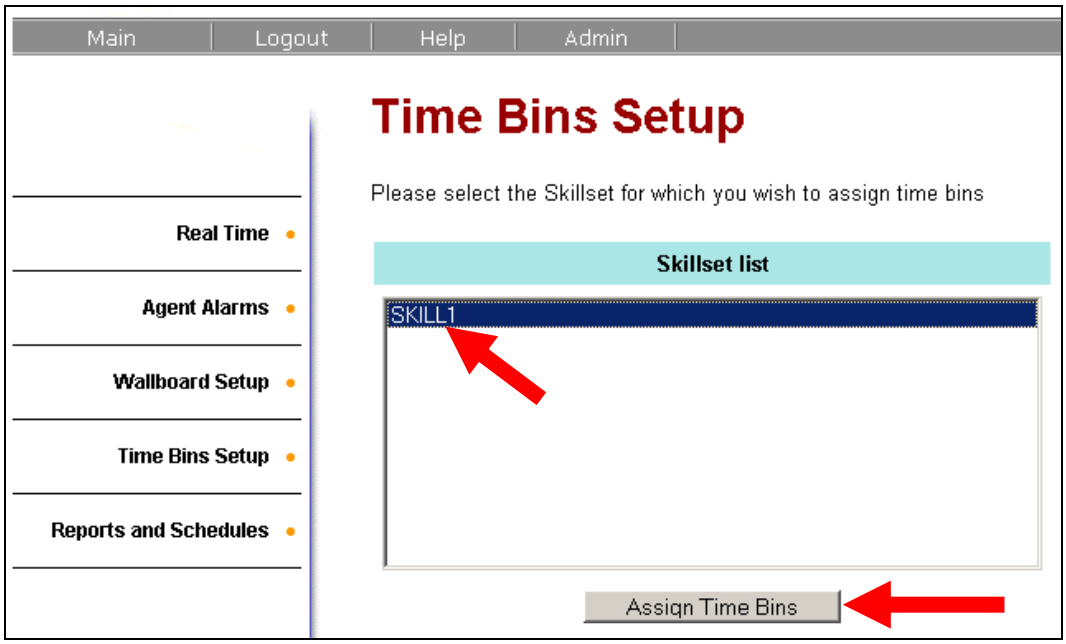
Abandoned Time Bins work on the same principle of Answered Time Bins but relate to the time taken for a person to abandon a call without being answered by a Contact Center Agent or overflowed to another destination.

To configure Answered Time Bins and Abandoned Time Bins follow these steps:

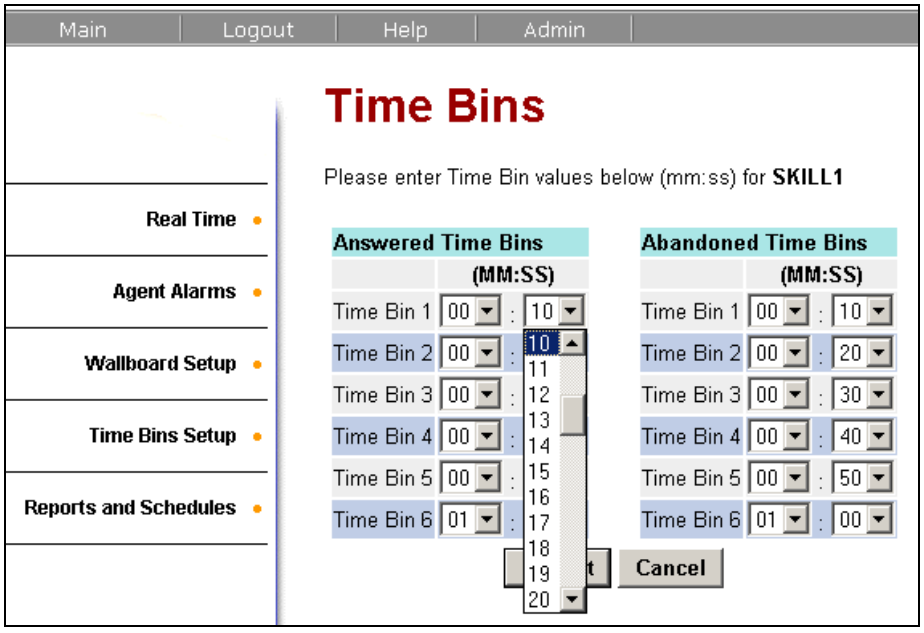
1. From the main menu click on the **Time Bins Setup** link.



2. From the list of assigned Skillsets select which one you wish to setup Answered and Abandoned Time Bins for. Notice that dual selections cannot be made for Time Bins Setup. Time Bins are configured exclusively to each Skillset. When selection is complete click **Assign Time Bins.**



3. By default the Time Bins for both Answered and Abandoned calls are set to 10, 20, 30, 40, 50 and 60 seconds. Alter these values to suit the reporting requirements. When completed click **Submit**.



4. The below shows how the Time Bins Setup are applied to reports.

Skillsets **Customer service**

	Presented Calls Abandoned	Time Bin 1	Time Bin 2	Time Bin 3	Time Bin 4	Time Bin 5	Time Bin 6	>Time Bin 6
Total	3	0,0%	1,33%	1,33%	0,0%	0,0%	0,0%	1,33%
Voice	3	0,0%	1,33%	1,33%	0,0%	0,0%	0,0%	1,33%
Multimedia	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
	Presented Calls Abandoned	<00:10	<00:20	<00:30	<00:40	<00:50	<01:00	>01:00
Customer service (1)	3	0,0%	1,33%	1,33%	0,0%	0,0%	0,0%	1,33%
Voice	3	0,0%	1,33%	1,33%	0,0%	0,0%	0,0%	1,33%
Multimedia	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%

Reports

Reporting for Contact Center provides you with a flexible and easy to understand set of reports. The reports contain information on the call traffic in and out of your Contact Center, and on the activities of your Contact Center Agents. Reports are listed and can be loosely grouped into the following categories:

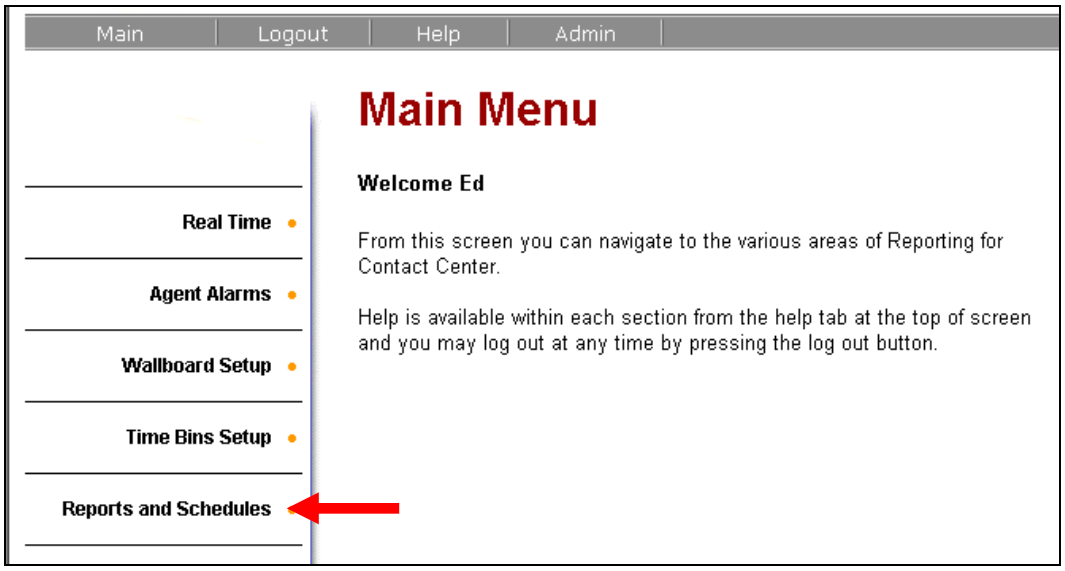
- **Agents:** Reports related to Agent activity.
- **Calls:** Reports related to calls.
- **Miscellaneous:** All other reports, such as Supervisor reports, Activity Code reports, System Configuration, and Call Audit reports.

Reports can be generated for any elapsed period of time. This means that if you want to have a report that contains information from 12:00 mid-day Tuesday to 16:15 Thursday afternoon, you can easily obtain it. There are no pre-defined limitations on the period of time a report can include.

Accessing Reports

Use the following procedure to access the reports.

1. Click on the **Reports and Schedules** link.



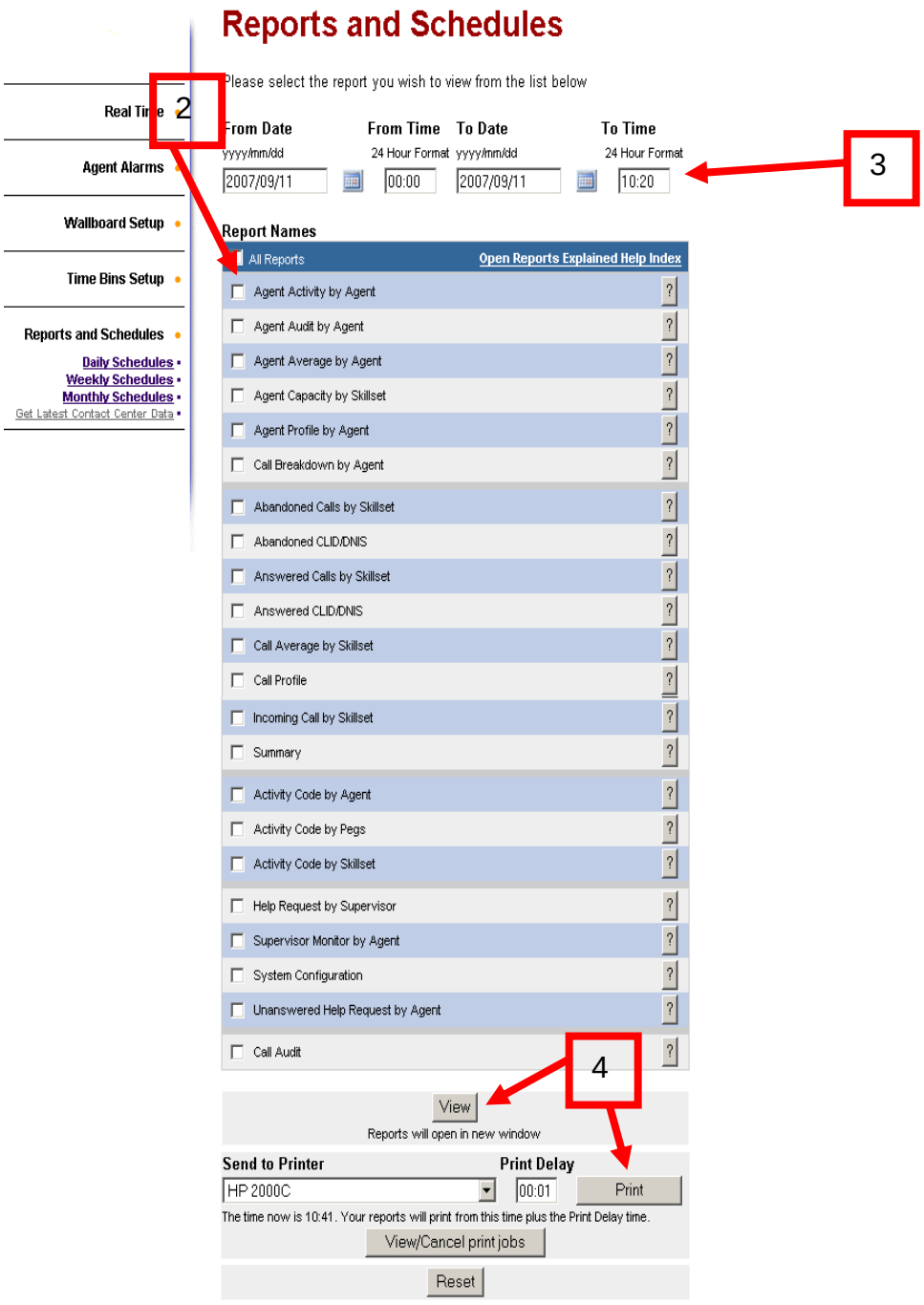
2. Select the desired report (or multiple reports) from the list of available reports.

3. Select required dates and times in the **From Date/Time** and **To Date/Time** fields. You can use the calendar box for date selection.

4. You can choose to view the report(s) by simply clicking **View**, or send the report(s) to a printer by clicking **Print**.

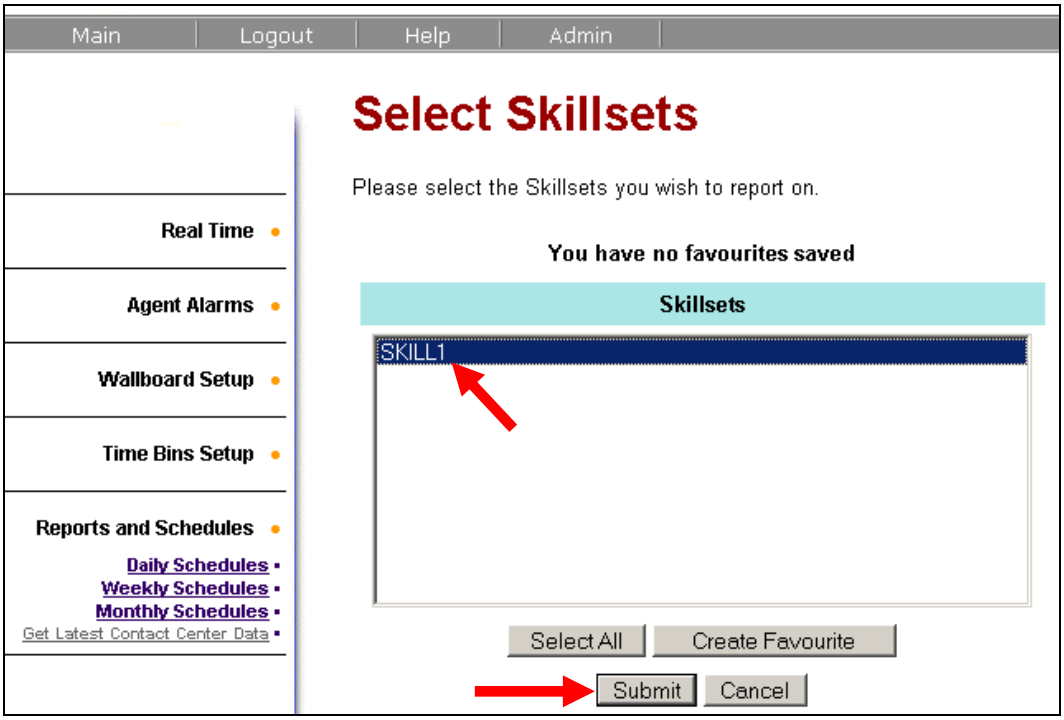
Note: If you are choosing to send the report to a printer from this window, only printers available to the Web Host PC can be selected.

Note: If you have created print jobs, you can click on the **View/Cancel print jobs** button to cancel any queued jobs that have not yet printed.

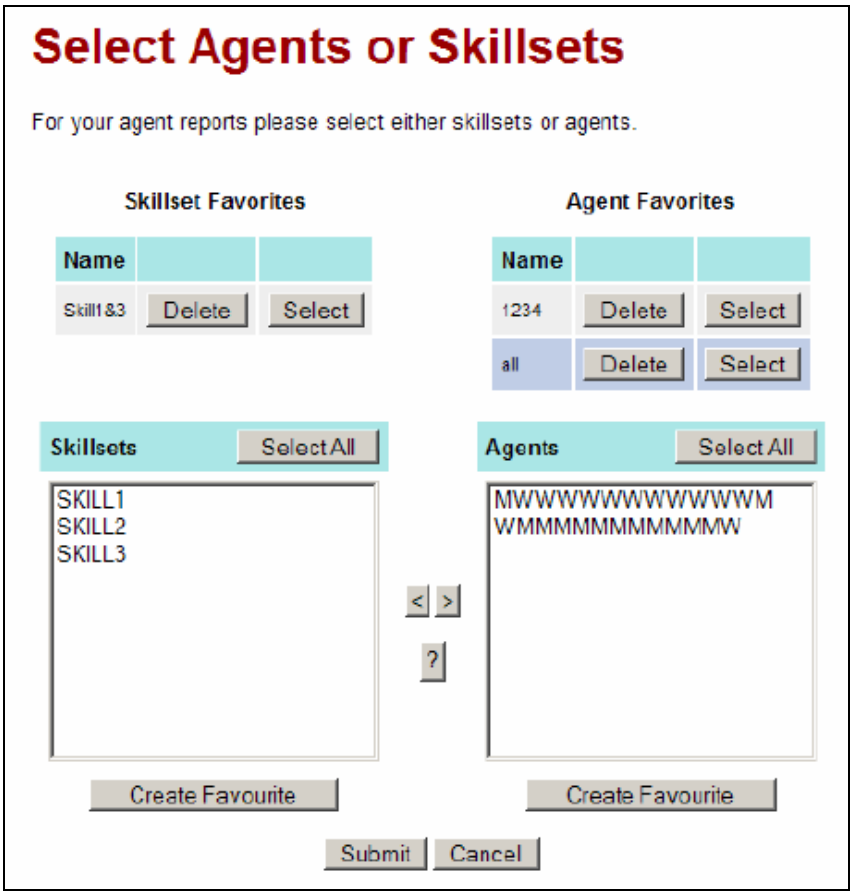


Note: Data in any of the reports is only as up to date as the last time data was received. To ensure that all data in the reports is as up to date as possible before viewing any reports click the **Get latest Contact Center Data** under the **Reports** heading.

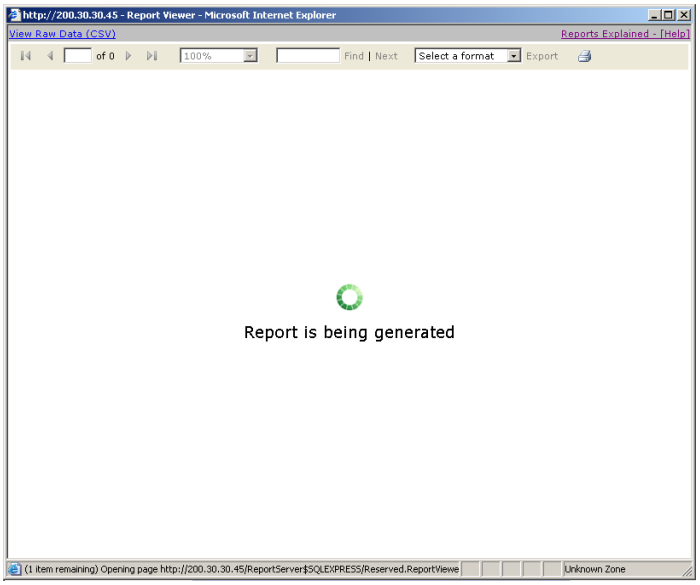
5. Once the desired report(s) is selected you may be requested to choose which Skillset you wish to view. Once selected press **Submit.**



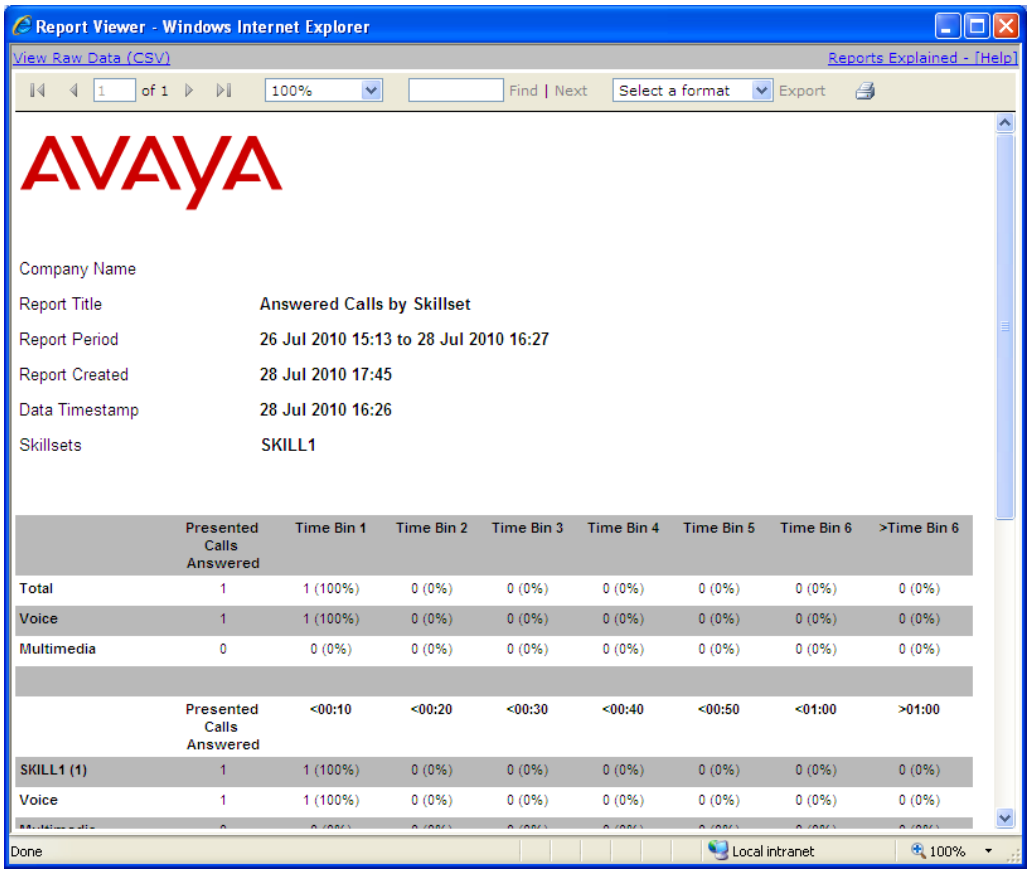
6. Some Agent reports also require the agents you want to view to be selected.



7. A new window will now open to show the report is being generated.



8. The selected report with the desired time period will then be displayed.

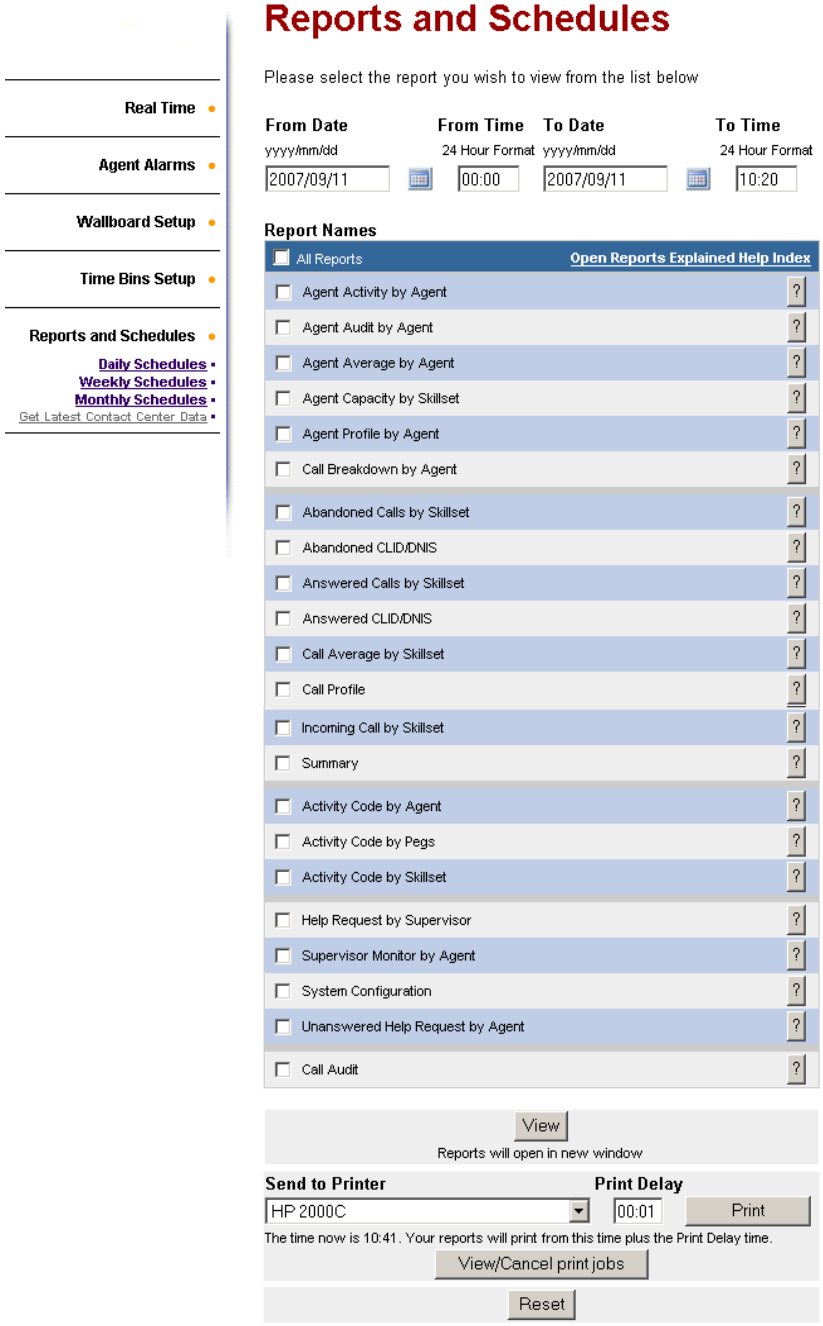


Creating Favourites

For users who wish to frequently access the same report relating to multiple, but not all of the Skillsets or Agents on varied dates, there is the ability to create ‘Favourites’.

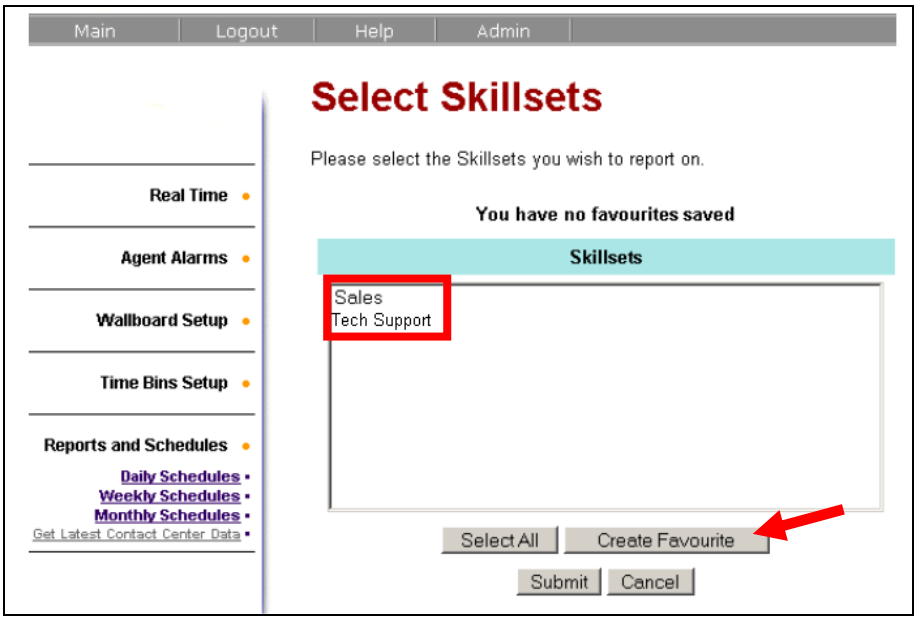
To create a Favourite follow the instructions below.

1. Select the report that you wish to view, and click on the **View** button.

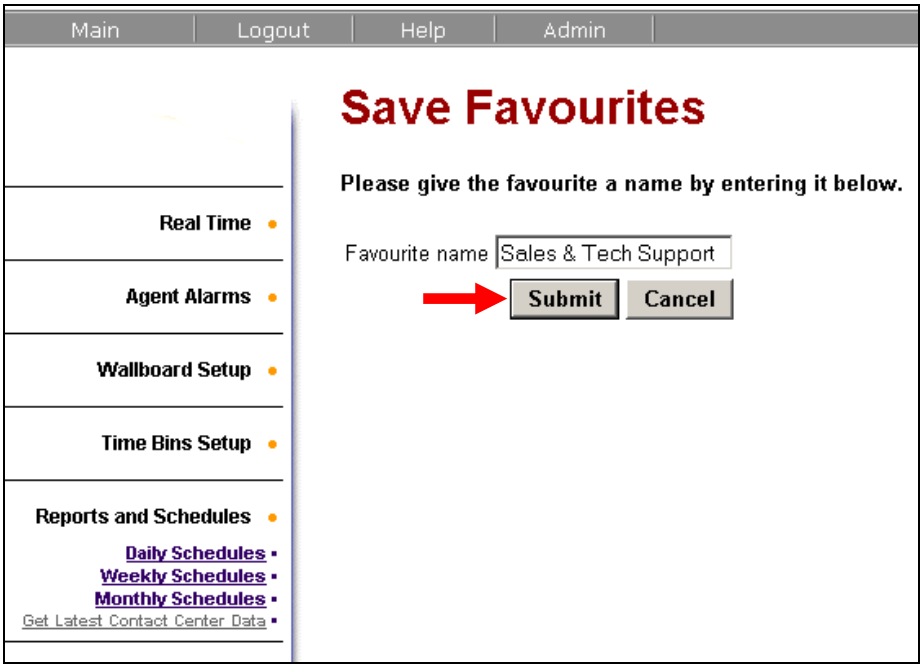


2. In this example a Favourite will be created to view agent activity in the Sales and Tech Support Skillsets.

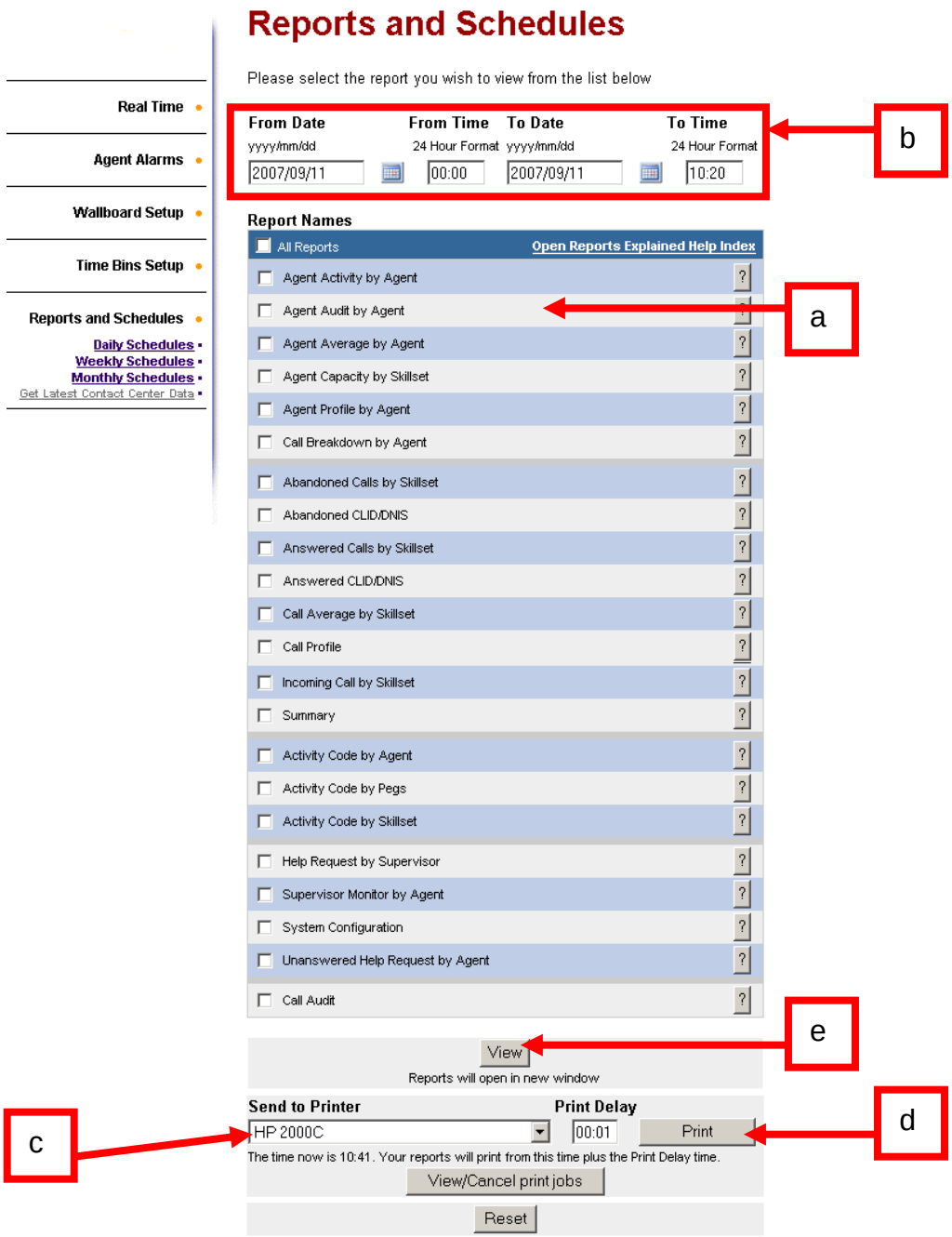
3. Select from the Skillsets that have been assigned to the user the ones that the user wishes to group together. Once selection is complete, click **Create Favourite.**



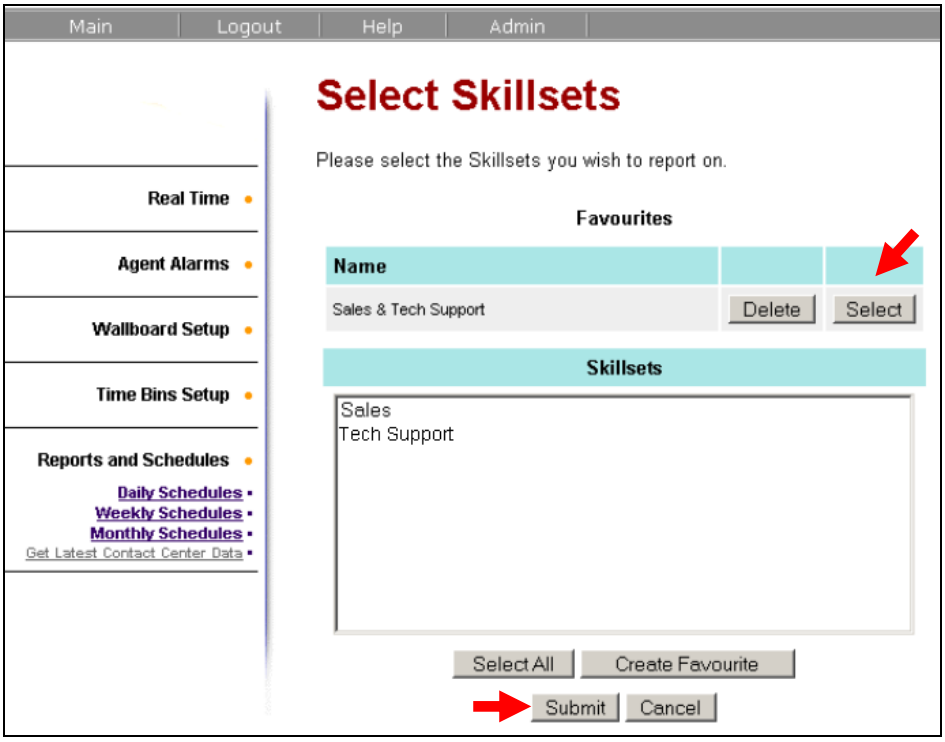
4. Enter a name that the user wishes to give to this group and click **Submit.**



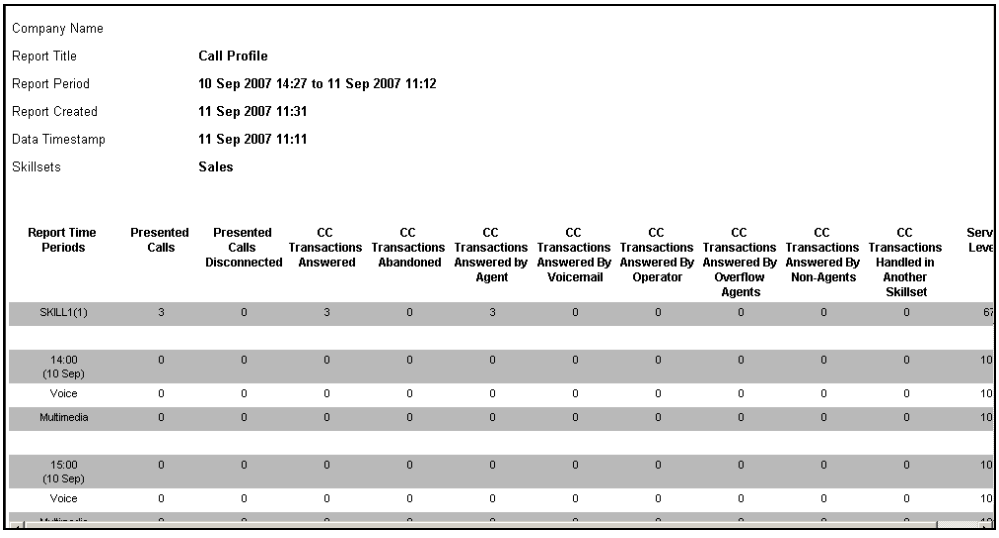
5. To select the Favourite:
    a. Select report to be viewed
    b. Adjust relevant time/date period
    c. Select the printer
    d. **Print** for output to hard copy.
    Or
    e. Select **View** to send to screen



6. Once the Select Skillsets window is open, select the Favourite by clicking on the select button, then click **Submit**.



7. This is the report for Admin & Support. Has been set to request for data between the 10th and 11th Sept 07



Company Name

Report Title	**Call Profile**
Report Period	**10 Sep 2007 14:27 to 11 Sep 2007 11:12**
Report Created	**11 Sep 2007 11:31**
Data Timestamp	**11 Sep 2007 11:11**
Skillsets	**Sales**

Report Time Periods	Presented Calls	Presented Calls Disconnected	CC Transactions Answered	CC Transactions Abandoned	CC Transactions Answered by Agent	CC Transactions Answered By Voicemail	CC Transactions Answered By Operator	CC Transactions Answered By Overflow Agents	CC Transactions Answered By Non-Agents	CC Transactions Handled in Another Skillset	Serv Leve
SKILL1(1)	3	0	3	0	3	0	0	0	0	0	67
14:00 (10 Sep)	0	0	0	0	0	0	0	0	0	0	10
Voice	0	0	0	0	0	0	0	0	0	0	10
Multimedia	0	0	0	0	0	0	0	0	0	0	10
15:00 (10 Sep)	0	0	0	0	0	0	0	0	0	0	10
Voice	0	0	0	0	0	0	0	0	0	0	10

This report that is displayed will show only the statistics for the Skillsets that have been selected to be in the Favourite list. Almost every report that is selected to be viewed now will give the user the opportunity to use the Favourite rather than select multiple Skillsets every time.

This feature is useful when each user has many Skillsets to report on. For example, there maybe four Skillsets (Sales A, Sales B, Sales C and Sales D)

which the user may wish to be grouped together into a Favourite named **Sales.**

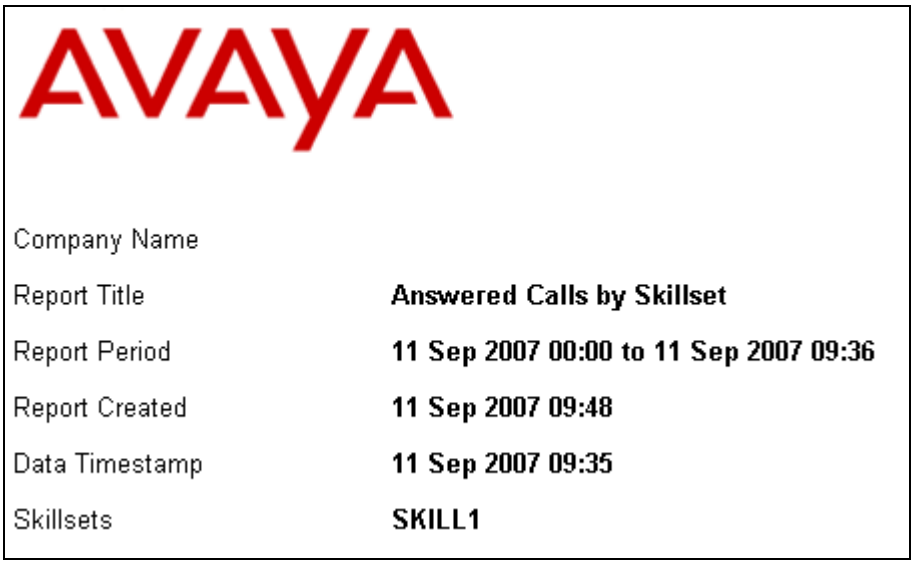
Note: The same procedure can be applied to creating favourites for Agents. Select one of the Agent reports and repeat the process from step 3.

Using Reports

Many reports allow the User to choose to report on any combination of the Skillsets they have been assigned. They can report on a single Skillset, a combination of their assigned Skillsets or all of their assigned Skillsets.

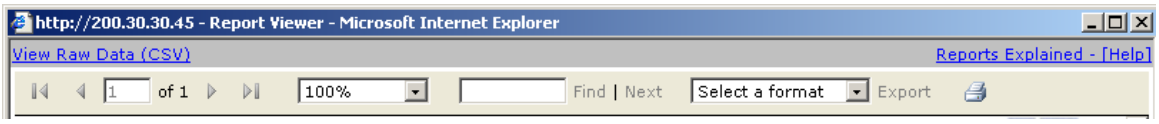
Each report will show a header of information that will contain:

a. The Company Name.
b. The Report Title.
c. The Period the report covers (start time and date and an end time and date).
d. The time and date when the report was created.
e. The time and date when the report data was obtained from the Contact Center.
f. The Skillsets included in the report.



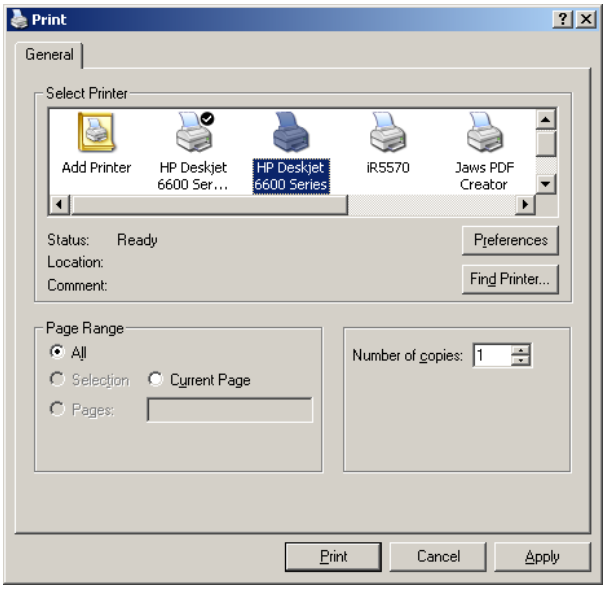
Report Options

Every report that is viewed has a standard layout and facilities such as printing.



Printing Reports

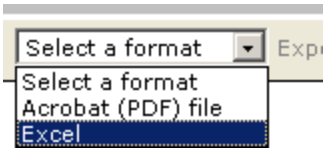
To print this particular report, click the print icon.

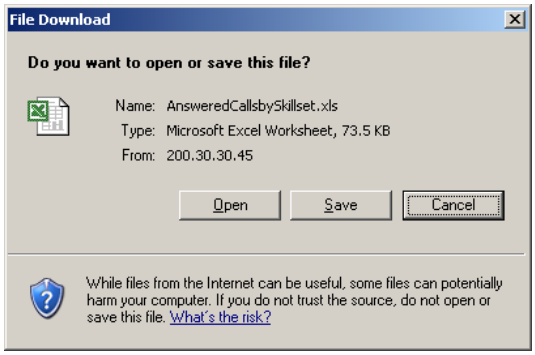


Note: When printing from a report, printers local to the viewing PC can be selected.

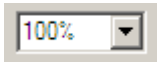
Exporting Reports

To export this particular report to another location and format (pdf or Excel).

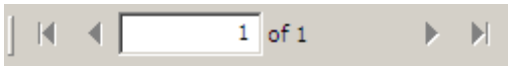




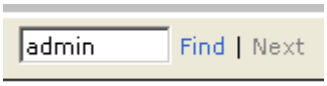
Viewing and Navigating Reports



To alter the magnification of the report being viewed



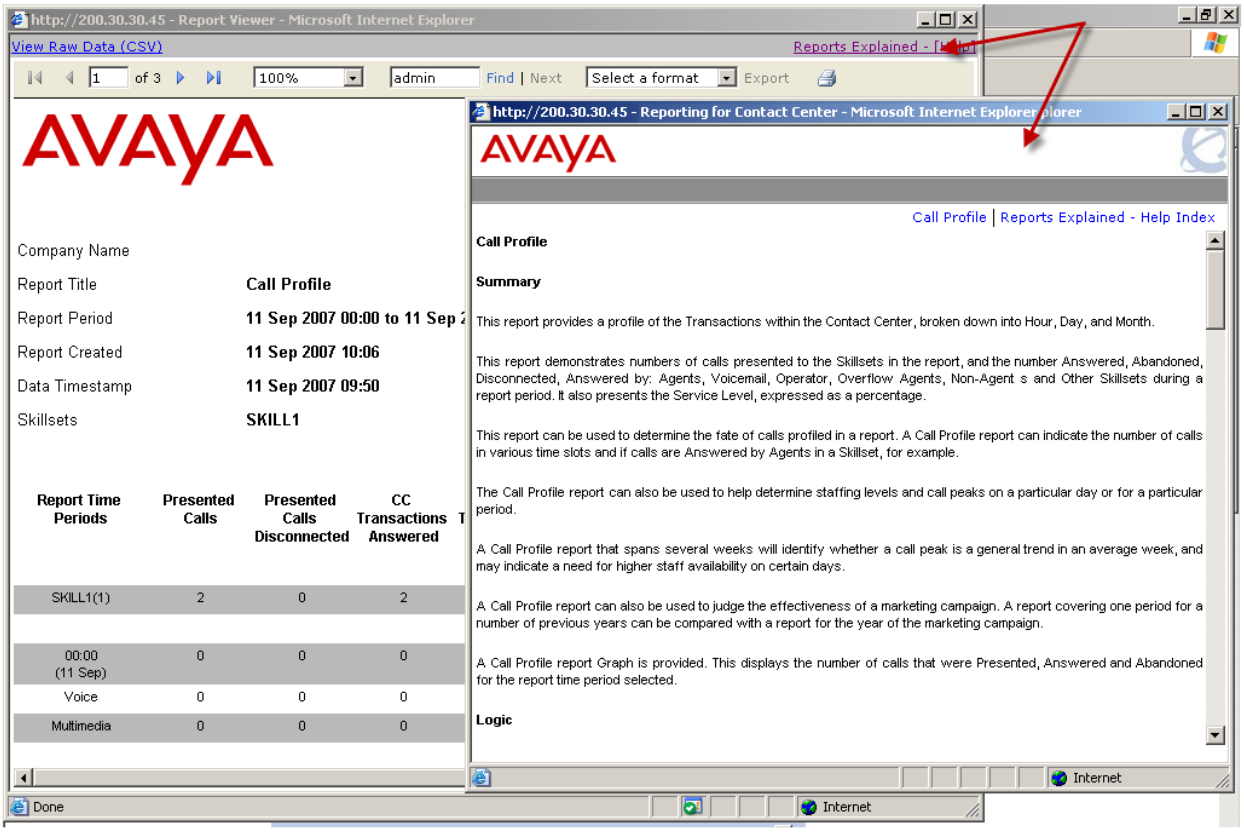
To scroll through the pages of each report



To find specific text in this report.

Reports Explained Help

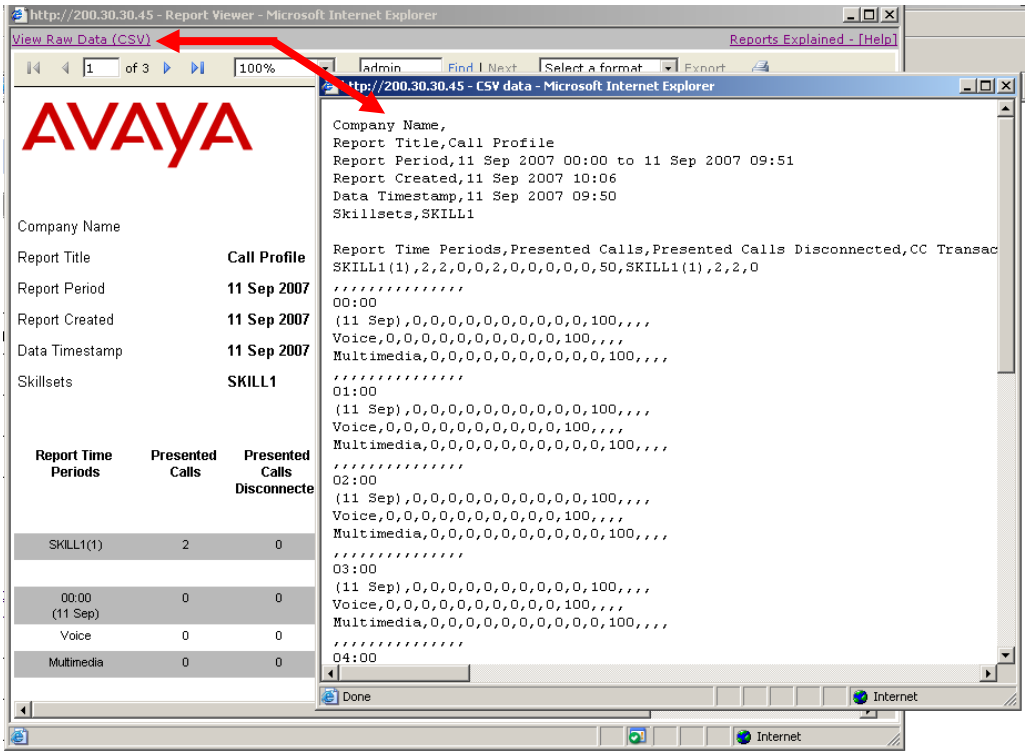
Select the **Reports Explained Help** link to open a separate window with descriptions of the current report parameters that are being viewed.



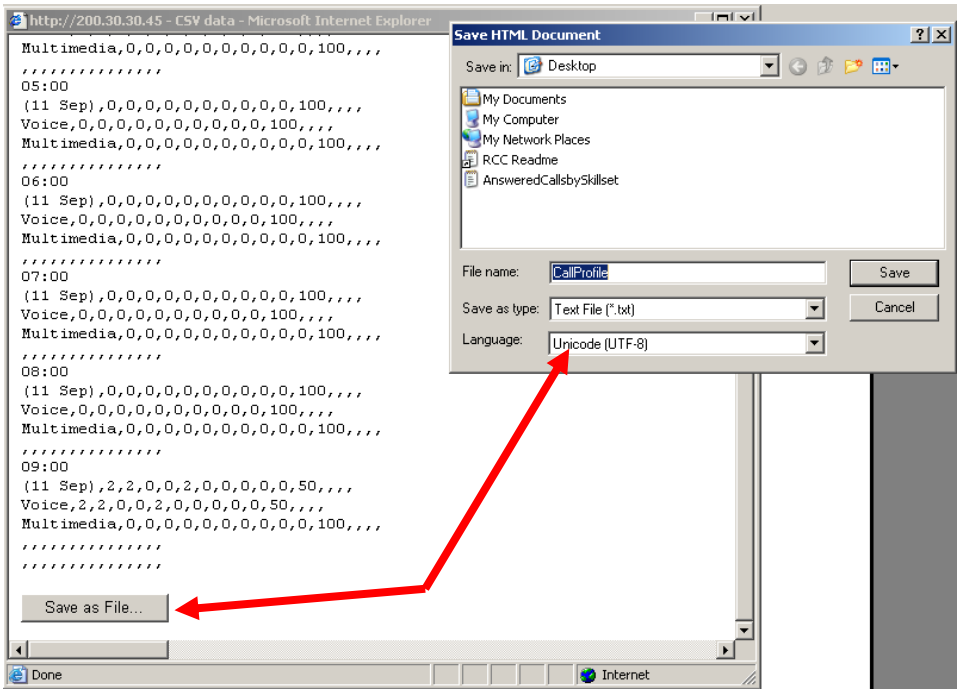
View Raw Data CSV

Raw data can be viewed and saved in CSV format for importing into e.g. Excel.

1. Click the **View Raw Data (CSV)** link to open a new window containing all of the report data in comma separated view (CSV) format.

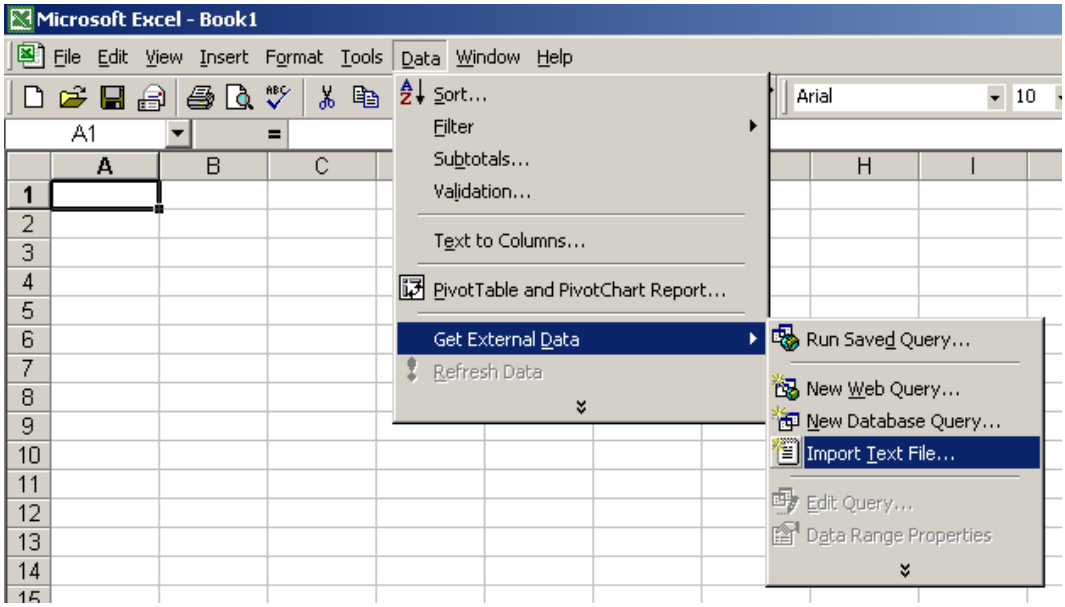


2. To save the raw report data click on the **Save as File** button at the bottom of the Raw Data report page.

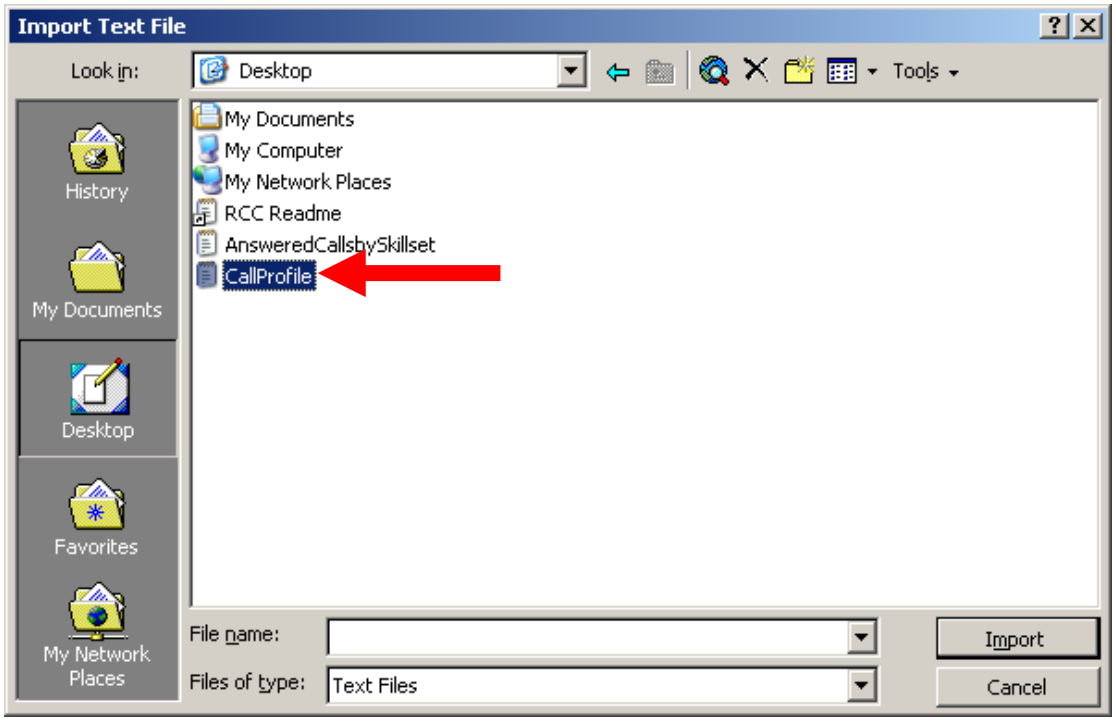


3. Save the raw report data as a .txt file to a location of your choice. The raw report data in CSV format can be imported to Microsoft Excel as follows.

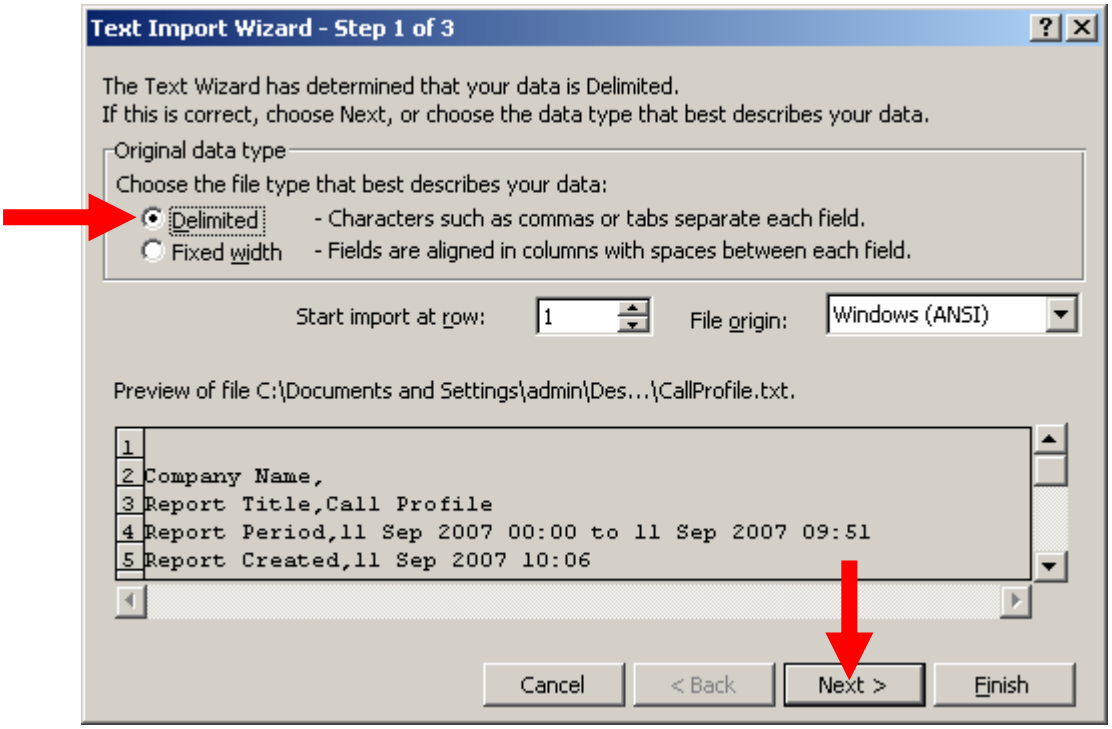
4. From Microsoft Excel open the saved raw report data .txt file by selecting **Data**, **Get External Data**, **Import Text File**.



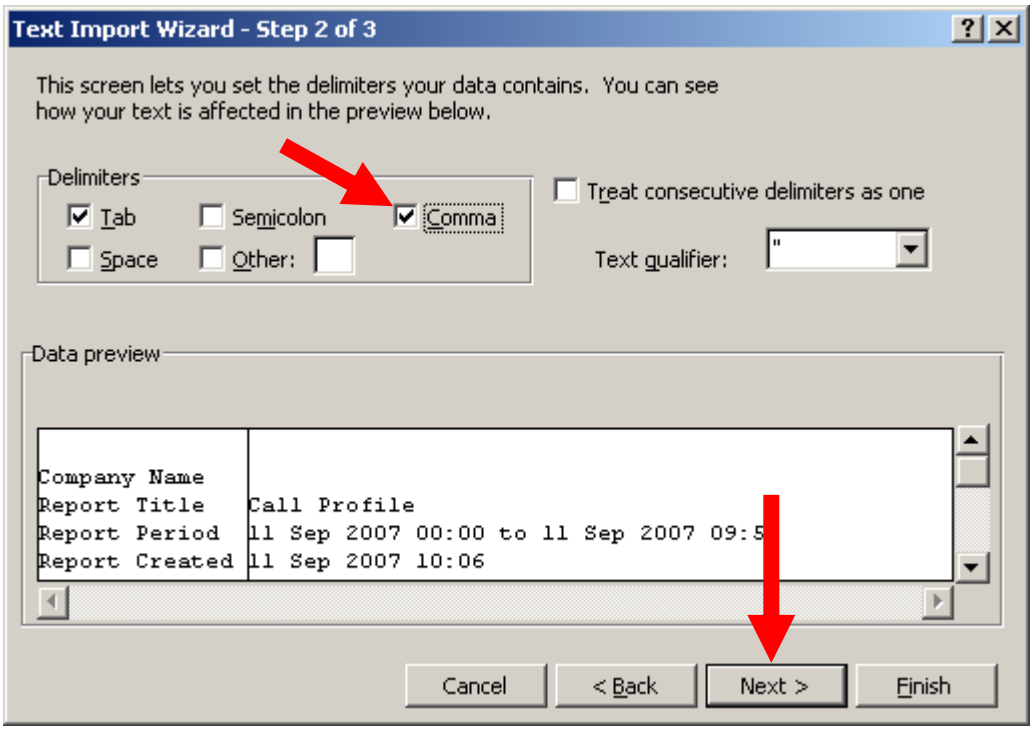
5. From the **Import Text File** dialog box Double click on the required file.



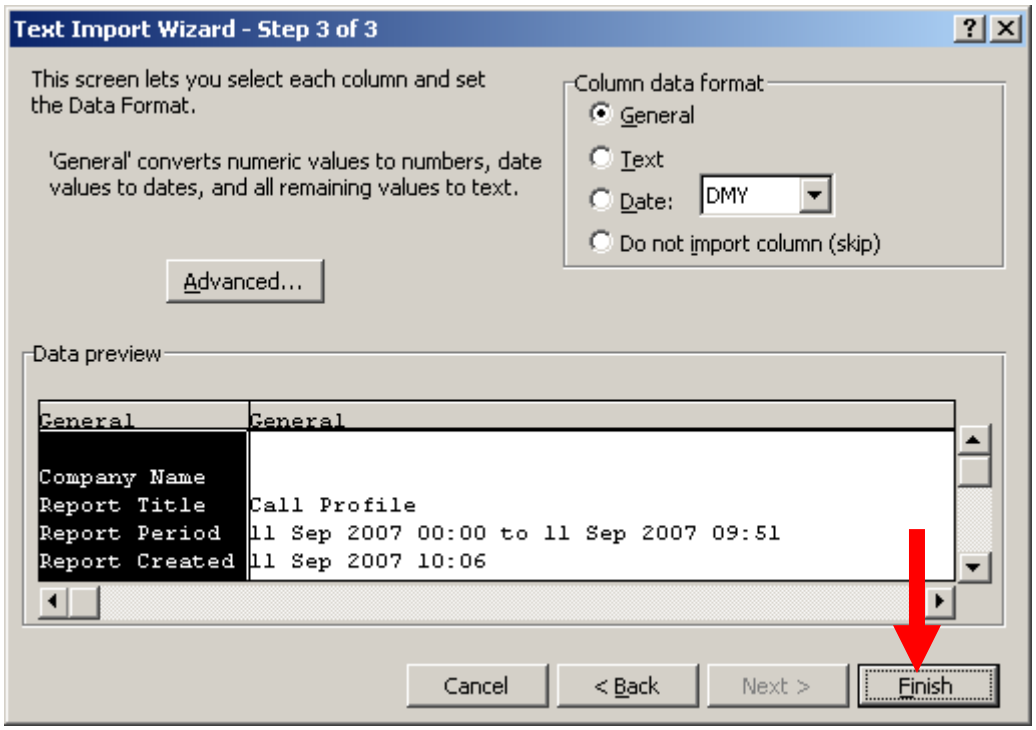
6. From the **Original data type** section of the screen, select the **Delimited** radio button. Click **Next**.



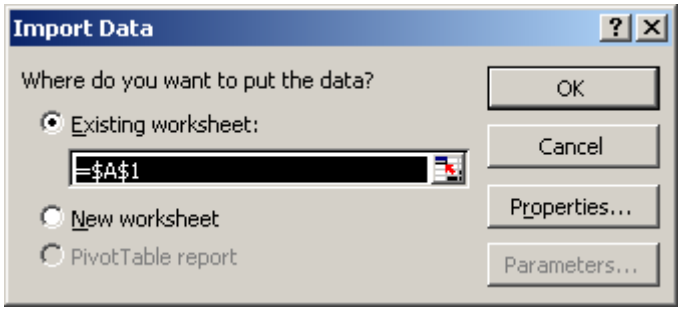
7. From the **Delimiters** section of the screen, select **Comma** as the delimiter of the raw report data. Click **Next**.



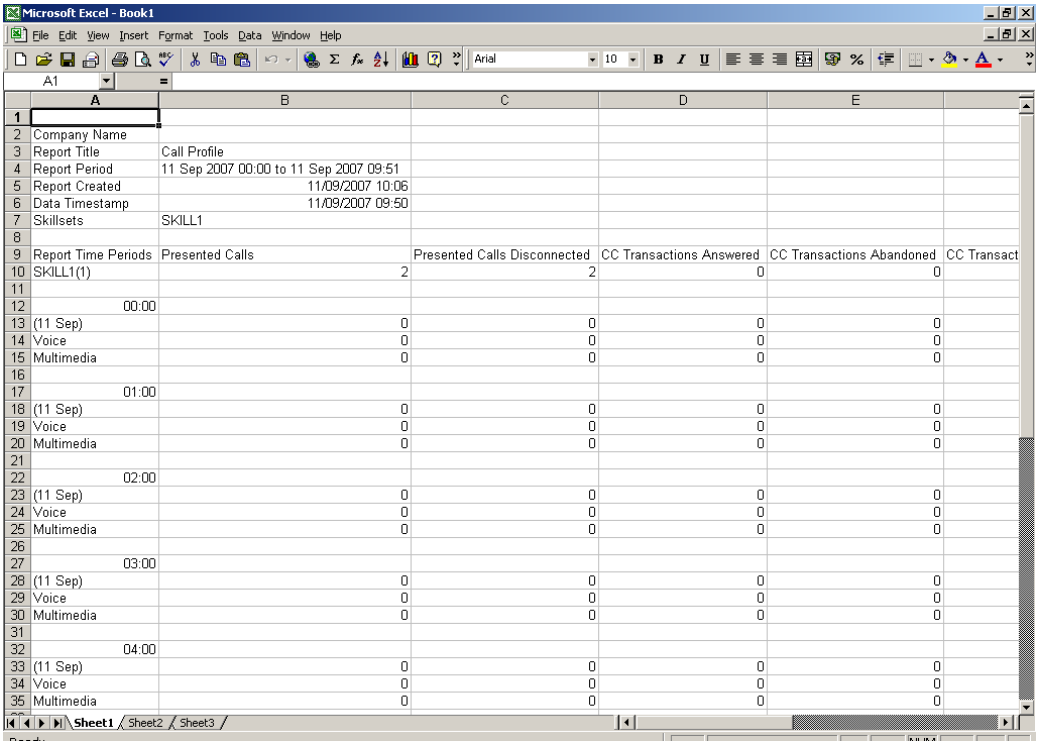
8. Click **Finish** to complete the report data export to Microsoft Excel.



9. You will be requested to confirm where the data is to be imported. Make a selection as required and click **OK**.



10. The imported raw report data in CSV format can be viewed and saved as a Microsoft Excel worksheet.



Microsoft Excel - Book1

File Edit View Insert Format Tools Data Window Help

A1

	A	B	C	D	E	
1						
2	Company Name					
3	Report Title	Call Profile				
4	Report Period	11 Sep 2007 00:00 to 11 Sep 2007 09:51				
5	Report Created	11/09/2007 10:06				
6	Data Timestamp	11/09/2007 09:50				
7	Skillsets	SKILL1				
8						
9	Report Time Periods	Presented Calls	Presented Calls Disconnected	CC Transactions Answered	CC Transactions Abandoned	CC Transact
10	SKILL1(1)	2	2	0	0	
11						
12	00:00					
13	(11 Sep)	0	0	0	0	
14	Voice	0	0	0	0	
15	Multimedia	0	0	0	0	
16						
17	01:00					
18	(11 Sep)	0	0	0	0	
19	Voice	0	0	0	0	
20	Multimedia	0	0	0	0	
21						
22	02:00					
23	(11 Sep)	0	0	0	0	
24	Voice	0	0	0	0	
25	Multimedia	0	0	0	0	
26						
27	03:00					
28	(11 Sep)	0	0	0	0	
29	Voice	0	0	0	0	
30	Multimedia	0	0	0	0	
31						
32	04:00					
33	(11 Sep)	0	0	0	0	
34	Voice	0	0	0	0	
35	Multimedia	0	0	0	0	

Sheet1 Sheet2 Sheet3

Report Descriptions

The following is a brief overview of each of the reports that are available from Reporting for Contact Center. For a detailed description of each Report and the parameters they contain please refer to the **Reporting for Contact Center Reports Explained** document.

Agent Activity by Agent

The report displays the instances and total durations of all Contact Center activities for each of the agents selected on the report generation screen.

As well as displaying the Login time an agent has 2 types of activity, agent state activity and agent call activity.

Agent State Activities are non call states that are not applicable to a specific skillset, for example if Agent 1 is logged on to skillets 1 and 2 and they invoke Feature 908 Make Not Ready, they will be in the Not Ready state in all skillsets they are logged on to.

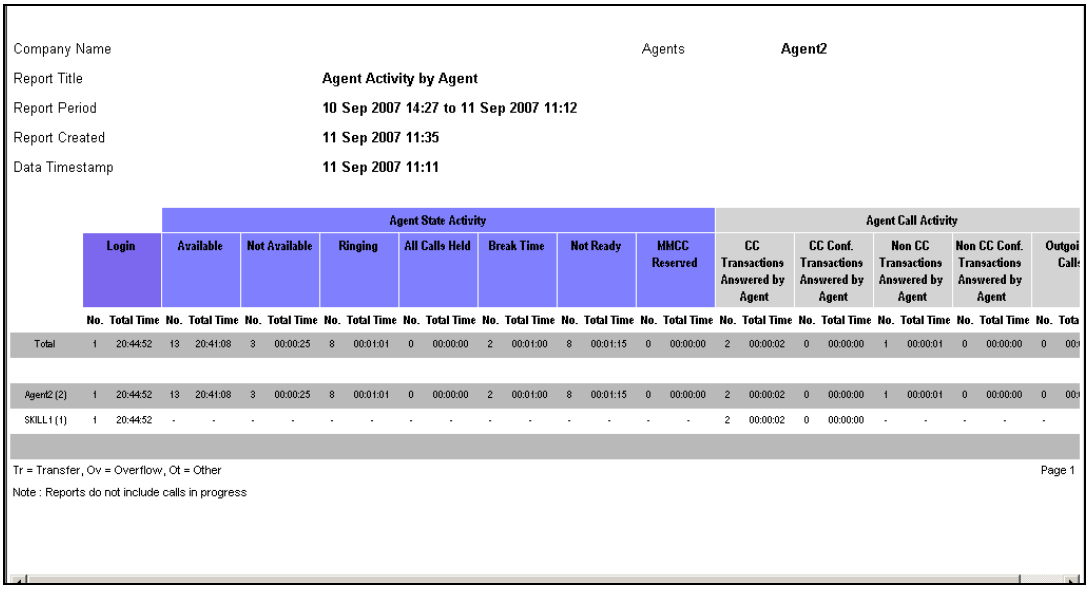
The agent states include Available, Not Available, Ringing, All Calls Held, Break Time, Not Ready and Multimedia Contact Center (MMCC) Reserved (when an agent is reserved by the Contact Center before it makes an out bound call to the caller).

Agent Call Activities are call states, one state is specific to a particular skillset and this is the Contact Center (CC) Transactions Answered by Agent field.

The remaining agent call activities: CC Conference Transactions Answered by Agent, Non CC Transactions Answered by Agent, Non CC Conference Transactions Answered by Agent and Outgoing Calls, are not specific to a particular skillset.

This report also displays when an agent has been borrowed into another skillset. The term borrowed applies to any situation where a call has been transferred (Tr), overflowed (Ov) or by some other method (Ot) passed to another agent who is then temporarily assisting that skillset.

Note: If you request this report for an Agent, you will receive a report listing all activities across all of the skillsets that agent has logged on to for the period selected.



Company Name — Agents: **Agent2**

Report Title: **Agent Activity by Agent**

Report Period: **10 Sep 2007 14:27 to 11 Sep 2007 11:12**

Report Created: **11 Sep 2007 11:35**

Data Timestamp: **11 Sep 2007 11:11**

	Agent State Activity																Agent Call Activity											
	Login		Available		Not Available		Ringing		All Calls Held		Break Time		Not Ready		MMCC Reserved		CC Transactions Answered by Agent		CC Conf. Transactions Answered by Agent		Non CC Transactions Answered by Agent		Non CC Conf. Transactions Answered by Agent		Outgoi Calls	
	No.	Total Time	No.	Total Time	No.	Total Time	No.	Total Time	No.	Total Time	No.	Total Time	No.	Total Time	No.	Total Time	No.	Total Time	No.	Total Time	No.	Total Time	No.	Total Time	No.	Tota
Total	1	20:44:52	13	20:41:08	3	00:00:25	8	00:01:01	0	00:00:00	2	00:01:00	8	00:01:15	0	00:00:00	2	00:00:02	0	00:00:00	1	00:00:01	0	00:00:00	0	00:
Agent2 (2)	1	20:44:52	13	20:41:08	3	00:00:25	8	00:01:01	0	00:00:00	2	00:01:00	8	00:01:15	0	00:00:00	2	00:00:02	0	00:00:00	1	00:00:01	0	00:00:00	0	00:
SKILL1 (1)	1	20:44:52	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	00:00:02	0	00:00:00	-	-	-	-	-	

Tr = Transfer, Ov = Overflow, Ot = Other

Page 1

Note : Reports do not include calls in progress

Note: This report is generated by agent selection, not skillset.

Agent Audit by Agent

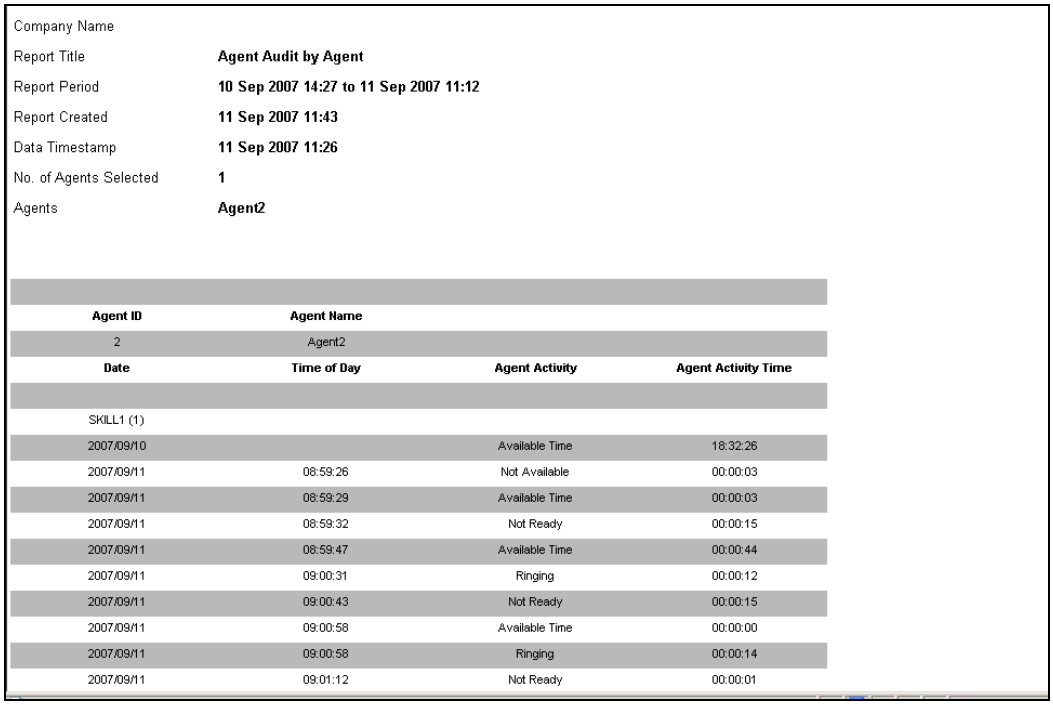
This report displays the activity of an Agent broken down into specific entries on each action performed.

This report is intended to provide a detailed picture of an Agent's activities, covering small numbers of agents over short periods of time.

If the Agent is a multi-Skillset Agent, all of their activities will be included for all Skillsets into which they are signed for the duration of the report.

This report is generated for the selected Agents, and is grouped by Agent then by skillset.

Certain activities can overlap but the agent can only be performing one action at a time, this means the activity they were performing is put on hold. This can occur for example when a call is placed on hold and an outgoing call is made. This overlapping is reflected in the report by indicating when the previous activity is resumed, denoted by the *Resumed* keyword and the light gray color of the text. When manually counting activity, for example, Incoming Contact Center Calls, the items grayed out should not be counted towards the total.



Company Name	
Report Title	**Agent Audit by Agent**
Report Period	**10 Sep 2007 14:27 to 11 Sep 2007 11:12**
Report Created	**11 Sep 2007 11:43**
Data Timestamp	**11 Sep 2007 11:26**
No. of Agents Selected	**1**
Agents	**Agent2**

Agent ID	Agent Name		
2	Agent2		
Date	**Time of Day**	**Agent Activity**	**Agent Activity Time**
SKILL1 (1)			
2007/09/10		Available Time	18:32:26
2007/09/11	08:59:26	Not Available	00:00:03
2007/09/11	08:59:29	Available Time	00:00:03
2007/09/11	08:59:32	Not Ready	00:00:15
2007/09/11	08:59:47	Available Time	00:00:44
2007/09/11	09:00:31	Ringing	00:00:12
2007/09/11	09:00:43	Not Ready	00:00:15
2007/09/11	09:00:58	Available Time	00:00:00
2007/09/11	09:00:58	Ringing	00:00:14
2007/09/11	09:01:12	Not Ready	00:00:01

Agent Average by Agent

The report displays the instances and average durations of all Contact Center activities for each of the agents selected on the report generation screen. The report is broken down by Agent and then grouped by skillset and shows the activity for multi-Skillset agents for all of the Skillsets into which they were logged on to during the report time period.

As well as displaying the Average Login time an agent has 2 types of activity, agent state activity and agent call activity.

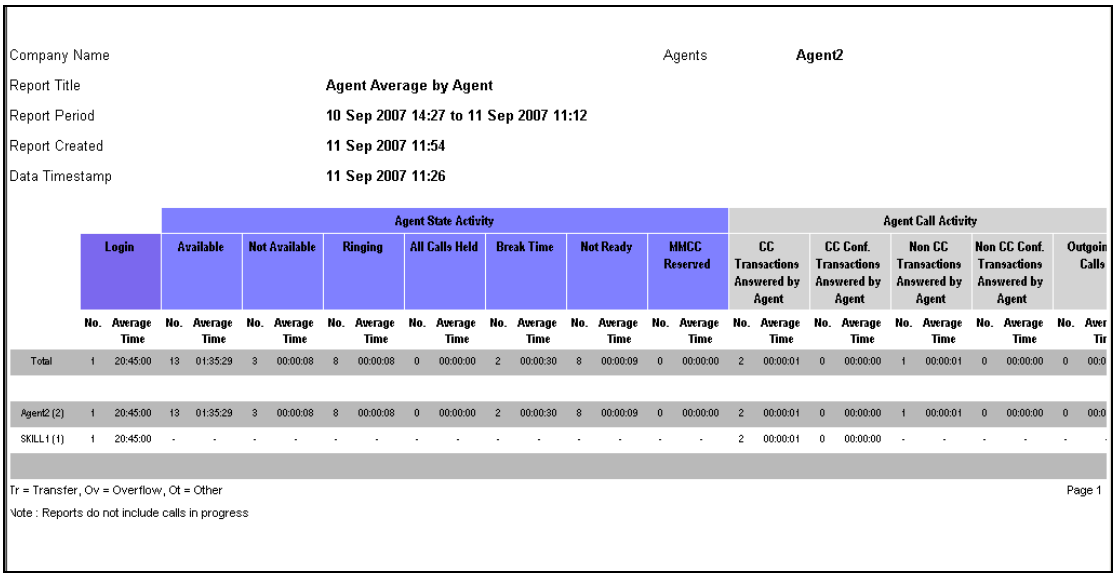
Agent State Activities are non call states that are not applicable to a specific skillset, for example if Agent 1 is logged on to Skillets 1 and 2 and they invoke Feature 908 Make Not Ready, they will be in the Not Ready state in all skillsets they are logged on to. The agent states include Available, Not Available, Ringing, All Calls Held, Break Time, Not Ready and Multimedia Contact Center (MMCC) Reserved (when an agent is reserved by the Contact Center before it makes an outbound call to the caller).

Agent Call Activities are call states, one state is specific to a particular skillset and this is the Contact Center (CC) Transactions Answered by Agent field. The remaining agent call activities: CC Conference Transactions Answered by Agent, Non CC Transactions Answered by Agent, Non CC Conference

Transactions Answered by Agent and Outgoing Calls, are not specific to a particular skillset.

This report also displays when an agent has been borrowed into another skillset. The term borrowed applies to any situation where a call has been transferred (Tr), overflowed (Ov) or by some other method (Ot) passed to another agent who is then temporarily assisting that skillset.

Note: This report is generated by agent; all activity for that agent across all skillsets will be displayed. This report is generated by agent selection, not skillset.



Company Name — Agents: **Agent2**

Report Title: **Agent Average by Agent**

Report Period: **10 Sep 2007 14:27 to 11 Sep 2007 11:12**

Report Created: **11 Sep 2007 11:54**

Data Timestamp: **11 Sep 2007 11:26**

	Agent State Activity																Agent Call Activity									
	Login		Available		Not Available		Ringing		All Calls Held		Break Time		Not Ready		MMCC Reserved		CC Transactions Answered by Agent		CC Conf. Transactions Answered by Agent		Non CC Transactions Answered by Agent		Non CC Conf. Transactions Answered by Agent		Outgoin Calls	
	No.	Average Time	No.	Average Time	No.	Average Time	No.	Average Time	No.	Average Time	No.	Average Time	No.	Average Time	No.	Average Time	No.	Average Time	No.	Average Time	No.	Average Time	No.	Average Time	No.	Aver Tir
Total	1	20:45:00	13	01:35:29	3	00:00:08	8	00:00:08	0	00:00:00	2	00:00:30	8	00:00:09	0	00:00:00	2	00:00:01	0	00:00:00	1	00:00:01	0	00:00:00	0	00:0
Agent2 (2)	1	20:45:00	13	01:35:29	3	00:00:08	8	00:00:08	0	00:00:00	2	00:00:30	8	00:00:09	0	00:00:00	2	00:00:01	0	00:00:00	1	00:00:01	0	00:00:00	0	00:0
SKILL1 (1)	1	20:45:00	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	00:00:01	0	00:00:00	-	-	-	-	-	-

Tr = Transfer, Ov = Overflow, Ot = Other — Page 1

Note : Reports do not include calls in progress

Agent Capacity by Skillset

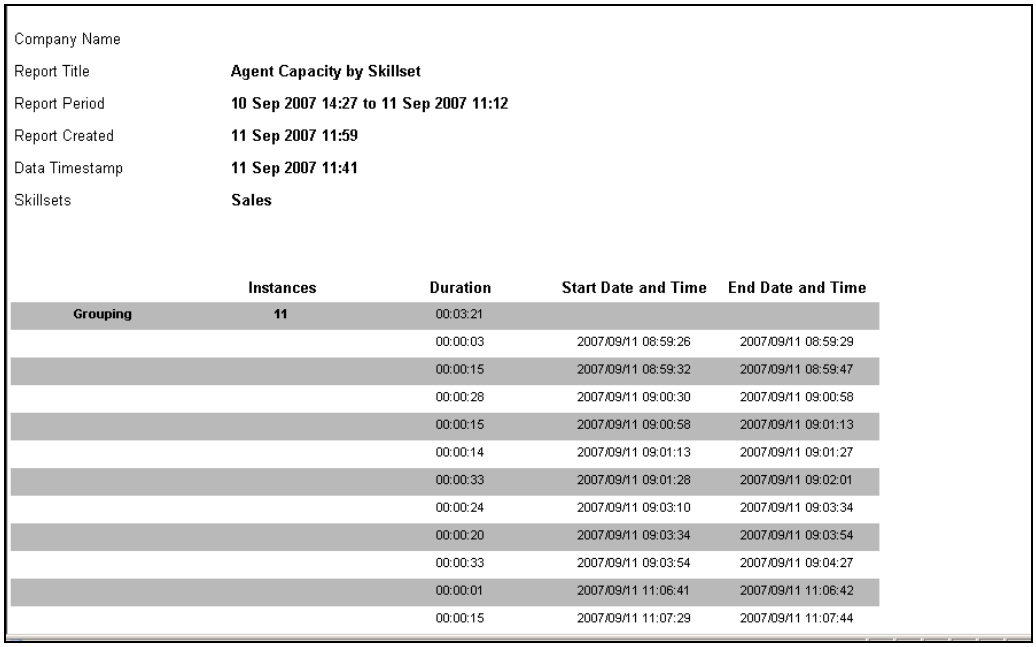
This report displays the occasions when there were no logged on agents available to answer incoming Contact Center calls. That is, it details the instances, the duration, and the total duration of all periods when all Agents were occupied simultaneously. The reasons that Agents are unavailable include they are already on an incoming call, an outgoing call, or they are Not Ready.

The Grouping values represent the instances when all Agents were unavailable across all selected Skillsets. For example, if in Skillset 1 all agents become busy at 11:12 a.m. for 10 minutes, and in Skillset 2 all agents become busy at 11:15 a.m. for 15 minutes. This means that from 11:15 to 11:22 (7 minutes) all agents were busy in both Skillset 1 and 2. This will count towards the Grouping values.

The Agent Capacity by Skillset report indicates how often, and for how long, the Contact Center was working at its maximum Agent capacity. It does not consider instances when there were no Agents logged on; it only reflects staffed periods.

The report displays the Grouping information and the Skillset information.

Note: When displaying the total there is no entry for either **Start Date and Time** or **End Date and Time** fields.



Company Name

Report Title **Agent Capacity by Skillset**

Report Period **10 Sep 2007 14:27 to 11 Sep 2007 11:12**

Report Created **11 Sep 2007 11:59**

Data Timestamp **11 Sep 2007 11:41**

Skillsets **Sales**

	Instances	Duration	Start Date and Time	End Date and Time
Grouping	**11**	00:03:21		
		00:00:03	2007/09/11 08:59:26	2007/09/11 08:59:29
		00:00:15	2007/09/11 08:59:32	2007/09/11 08:59:47
		00:00:28	2007/09/11 09:00:30	2007/09/11 09:00:58
		00:00:15	2007/09/11 09:00:58	2007/09/11 09:01:13
		00:00:14	2007/09/11 09:01:13	2007/09/11 09:01:27
		00:00:33	2007/09/11 09:01:28	2007/09/11 09:02:01
		00:00:24	2007/09/11 09:03:10	2007/09/11 09:03:34
		00:00:20	2007/09/11 09:03:34	2007/09/11 09:03:54
		00:00:33	2007/09/11 09:03:54	2007/09/11 09:04:27
		00:00:01	2007/09/11 11:06:41	2007/09/11 11:06:42
		00:00:15	2007/09/11 11:07:29	2007/09/11 11:07:44

Agent Profile by Agent

This report displays the instances and total durations of all Contact Center activities for each of the agents selected on the report generation screen. The report will display the profile for all Agent activity for all Skillsets into which they were logged on for the period of the report. It is broken down by Agent, then by skillset and finally each Login session is broken out.

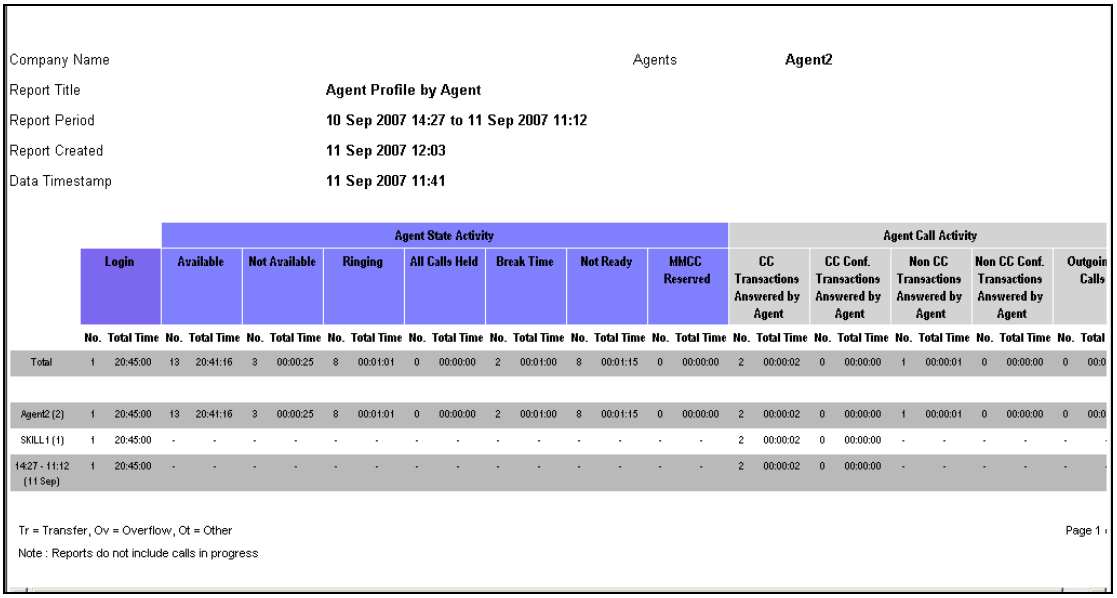
As well as displaying the Login time an agent has 2 types of activity, agent state activity and agent call activity.

Agent State Activities are non call states that are not applicable to a specific skillset, for example if Agent 1 is logged on to Skillets 1 and 2 and they invoke Feature 908 Make Not Ready, they will be in the Not Ready state in all skillsets they are logged on to. The agent states include Available, Not Available, Ringing, All Calls Held, Break Time, Not Ready and Multimedia Contact Center (MMCC) Reserved (when an agent is reserved by the Contact Center before it makes an out bound call to the caller).

Agent Call Activities are call states, one state is specific to a particular skillset and this is the Contact Center (CC) Transactions Answered by Agent field. The remaining agent call activities: CC Conference Transactions Answered by Agent, Non CC Transactions Answered by Agent, Non CC Conference Transactions Answered by Agent and Outgoing Calls, are not specific to a particular skillset.

This report also displays when an agent has been borrowed into another skillset. The term borrowed applies to any situation where a call has been transferred (Tr), overflowed (Ov) or by some other method (Ot) passed to another agent who is then temporarily assisting that skillset.

Note: If you request this report for an Agent, you will receive a report listing all activities across all skillsets that agent has logged on to for the period selected. This report is generated by agent selection, not skillset.



Company Name — Agents: **Agent2**

Report Title: **Agent Profile by Agent**

Report Period: **10 Sep 2007 14:27 to 11 Sep 2007 11:12**

Report Created: **11 Sep 2007 12:03**

Data Timestamp: **11 Sep 2007 11:41**

	Agent State Activity																Agent Call Activity									
	Login		Available		Not Available		Ringing		All Calls Held		Break Time		Not Ready		MMCC Reserved		CC Transactions Answered by Agent		CC Conf. Transactions Answered by Agent		Non CC Transactions Answered by Agent		Non CC Conf. Transactions Answered by Agent		Outgoin Calls	
	No.	Total Time	No.	Total Time	No.	Total Time	No.	Total Time	No.	Total Time	No.	Total Time	No.	Total Time	No.	Total Time	No.	Total Time	No.	Total Time	No.	Total Time	No.	Total Time	No.	Total
Total	1	20:45:00	13	20:41:16	3	00:00:25	8	00:01:01	0	00:00:00	2	00:01:00	8	00:01:15	0	00:00:00	2	00:00:02	0	00:00:00	1	00:00:01	0	00:00:00	0	00:0
Agent2 (2)	1	20:45:00	13	20:41:16	3	00:00:25	8	00:01:01	0	00:00:00	2	00:01:00	8	00:01:15	0	00:00:00	2	00:00:02	0	00:00:00	1	00:00:01	0	00:00:00	0	00:0
SKILL 1 (1)	1	20:45:00	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	00:00:02	0	00:00:00	-	-	-	-	-	
14:27 - 11:12 (11 Sep)	1	20:45:00	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	00:00:02	0	00:00:00	-	-	-	-	-	

Tr = Transfer, Ov = Overflow, Ot = Other

Page 1

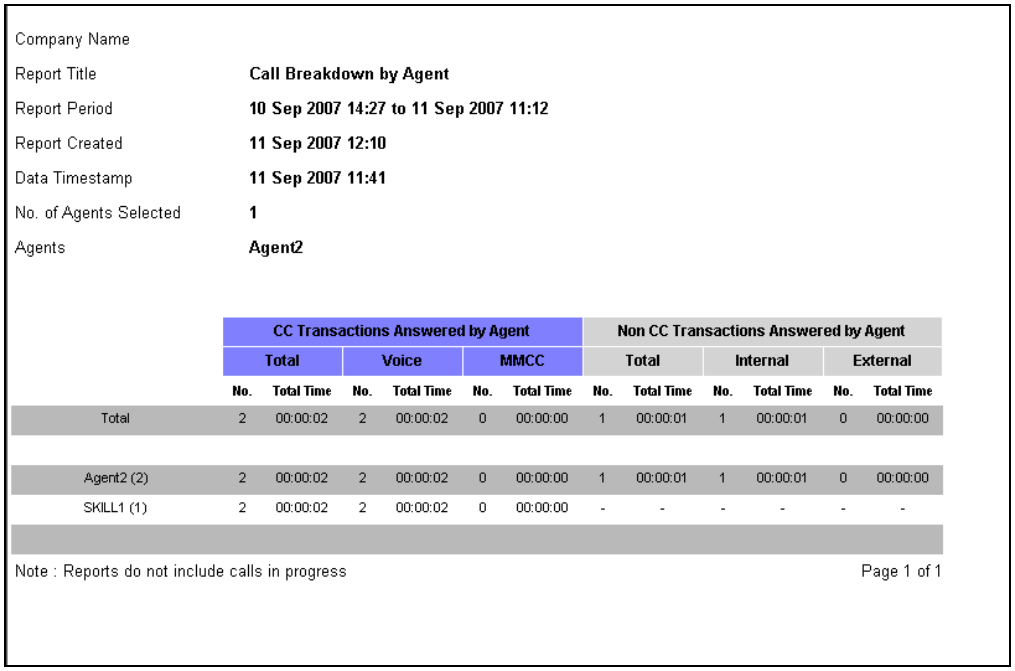
Note : Reports do not include calls in progress

Call Breakdown By Agent

The Call Breakdown by Agent report provides a break down of the Contact Center (CC) Transactions and Non CC Transactions answered by Agents.

The report demonstrates the total number of transactions answered by an agent and breaks them down into either CC Transactions and then by Voice and Multimedia Contact Center (MMCC), or Non CC Transactions and then by Internal or External. An Internal Non CC Transaction is a call that originates from within the Contact Center and an External Non CC Transaction originates from outside the Contact Center.

The report will display all the answered transactions for the Agent for all Skillsets into which they were logged on to for the period of the report. It is broken down by Agent, then by skillset.



Company Name

Report Title **Call Breakdown by Agent**

Report Period **10 Sep 2007 14:27 to 11 Sep 2007 11:12**

Report Created **11 Sep 2007 12:10**

Data Timestamp **11 Sep 2007 11:41**

No. of Agents Selected **1**

Agents **Agent2**

	CC Transactions Answered by Agent						Non CC Transactions Answered by Agent					
	Total		Voice		MMCC		Total		Internal		External	
	No.	Total Time	No.	Total Time	No.	Total Time	No.	Total Time	No.	Total Time	No.	Total Time
Total	2	00:00:02	2	00:00:02	0	00:00:00	1	00:00:01	1	00:00:01	0	00:00:00
Agent2 (2)	2	00:00:02	2	00:00:02	0	00:00:00	1	00:00:01	1	00:00:01	0	00:00:00
SKILL1 (1)	2	00:00:02	2	00:00:02	0	00:00:00	-	-	-	-	-	-

Note : Reports do not include calls in progress

Page 1 of 1

Abandoned Calls by Skillset

For each of the Skillsets included in the report, the total number of abandoned calls is displayed. Each Abandoned Call within a Time Bin is also displayed. This figure is also represented as a percentage of the total number of Abandoned Calls. If a call is a Contact Center call while at the Control Directory Number (DN) of the Skillset and the caller hangs up, the call is classified as Abandoned. This includes direct and indirect calls to a Skillset.

This report indicates the number of calls received and how long Abandoned Calls waited before they hung up.

Voice (PSTN) calls and Multimedia calls are listed separately and totalled for each Skillset and for the report total. Both figures and the percentages are provided.

The breakdown is based on Abandoned Time Bin values. The identity of some of the abandoned callers may be held in the Abandoned CLID/DNIS report.

Company Name

Report Title **Abandoned Calls by Skillset**

Report Period **10 Sep 2007 14:27 to 11 Sep 2007 11:12**

Report Created **11 Sep 2007 12:07**

Data Timestamp **11 Sep 2007 11:41**

Skillsets **Sales**

	Presented Calls Abandoned	Time Bin 1	Time Bin 2	Time Bin 3	Time Bin 4	Time Bin 5	Time Bin 6	>Time Bin 6
Total	0	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Voice	0	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Multimedia	0	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
	Presented Calls Abandoned	**<00:10**	**<00:20**	**<00:30**	**<00:40**	**<00:50**	**<01:00**	**>01:00**
SKILL1 (1)	0	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Voice	0	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Multimedia	0	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)

Abandoned CLID/DNIS

This report displays the Calling Line Identification (CLID) (if known) and Dialled Number Identification Service (DNIS) of Abandoned Calls.

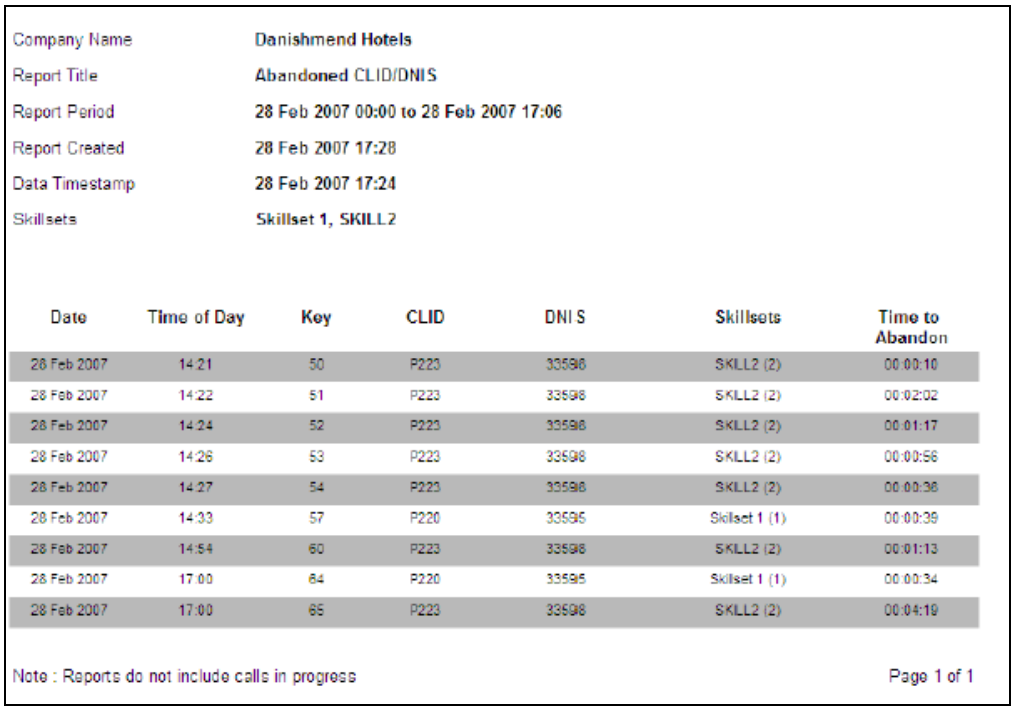
The Abandoned CLID/DNIS Report lists information regarding the Abandoned Calls for the Skillsets included within the report.

This report only includes Contact Center calls that incoming callers terminate while held on a Control Directory Number (DN) and before they have reached an Agent. This includes direct and indirect calls to the Skillset. If there is no

CLID, the report displays either the target line (or physical line, if the target line is not known) that carried the call.

The date and the time of day at which each call was abandoned is listed, together with the unique Key identifier, CLID (when it is known) and DNIS of the call, the skillset, and the amount of time the caller waited before hanging up.

CLID is not always known. When Reporting for Contact Center does not know the CLID, it displays the channel or line number on which the call arrived.



Company Name	Danishmend Hotels
Report Title	Abandoned CLID/DNIS
Report Period	28 Feb 2007 00:00 to 28 Feb 2007 17:06
Report Created	28 Feb 2007 17:28
Data Timestamp	28 Feb 2007 17:24
Skillsets	Skillset 1, SKILL2

Date	Time of Day	Key	CLID	DNIS	Skillsets	Time to Abandon
28 Feb 2007	14:21	50	P223	33598	SKILL2 (2)	00:00:10
28 Feb 2007	14:22	51	P223	33598	SKILL2 (2)	00:02:02
28 Feb 2007	14:24	52	P223	33598	SKILL2 (2)	00:01:17
28 Feb 2007	14:26	53	P223	33598	SKILL2 (2)	00:00:56
28 Feb 2007	14:27	54	P223	33598	SKILL2 (2)	00:00:36
28 Feb 2007	14:33	57	P220	33595	Skillset 1 (1)	00:00:39
28 Feb 2007	14:54	60	P223	33598	SKILL2 (2)	00:01:13
28 Feb 2007	17:00	64	P220	33595	Skillset 1 (1)	00:00:34
28 Feb 2007	17:00	65	P223	33598	SKILL2 (2)	00:04:19

Note : Reports do not include calls in progress

Page 1 of 1

Answered Calls by Skillset

For each of the Skillsets in a report, the total number of answered calls is displayed. For each Time Bin, the number of calls answered within that Time Bin is displayed. This figure is also presented as a percentage of the total number of answered calls.

The Answered Calls by Skillset report shows how long calls wait before they are connected to an Agent. Voice calls and Multimedia calls are listed separately and totalled for each Skillset, and for the report total.

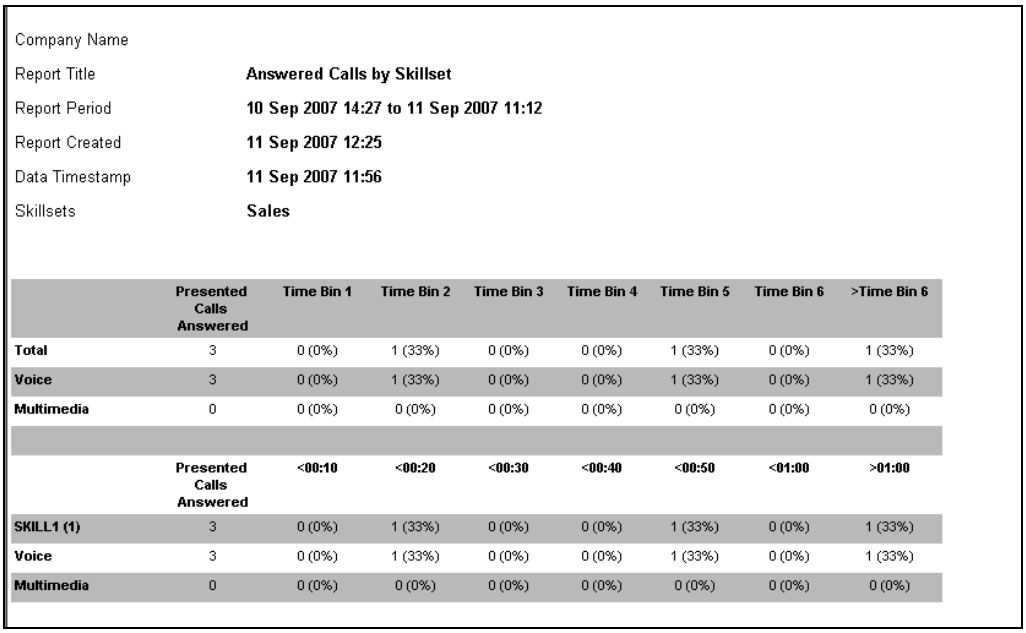
This report indicates the total number of Skillset answered calls included within the report.

Voice (Public Switched Telephone Network Call (PSTN)) calls and Multimedia calls are listed separately and totalled for each Skillset, and for the report total. Both figures and the percentages are provided.

The breakdown is based on Answer Time Bins values. There are six Time Bins. A seventh Time Bin, which captures all values higher than the sixth Time Bin, is appended automatically.

A graphical representation of the number of calls in each of the Time Bins is also included in the report.

Calls that are transferred directly between Agent sets are not included in this report. This report covers only the time that calls waited in the Skillset queues before being answered. It includes Direct and Indirect Contact Center calls.



Company Name

Report Title **Answered Calls by Skillset**

Report Period **10 Sep 2007 14:27 to 11 Sep 2007 11:12**

Report Created **11 Sep 2007 12:25**

Data Timestamp **11 Sep 2007 11:56**

Skillsets **Sales**

	Presented Calls Answered	Time Bin 1	Time Bin 2	Time Bin 3	Time Bin 4	Time Bin 5	Time Bin 6	>Time Bin 6
Total	3	0 (0%)	1 (33%)	0 (0%)	0 (0%)	1 (33%)	0 (0%)	1 (33%)
Voice	3	0 (0%)	1 (33%)	0 (0%)	0 (0%)	1 (33%)	0 (0%)	1 (33%)
Multimedia	0	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
	Presented Calls Answered	**<00:10**	**<00:20**	**<00:30**	**<00:40**	**<00:50**	**<01:00**	**>01:00**
SKILL1 (1)	3	0 (0%)	1 (33%)	0 (0%)	0 (0%)	1 (33%)	0 (0%)	1 (33%)
Voice	3	0 (0%)	1 (33%)	0 (0%)	0 (0%)	1 (33%)	0 (0%)	1 (33%)
Multimedia	0	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)

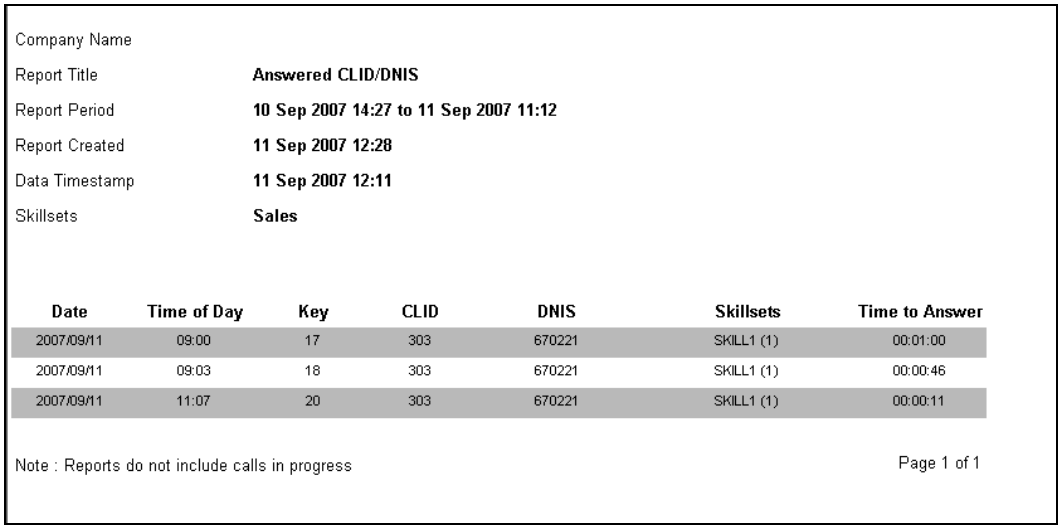
Answered CLID/DNIS

This report displays the Calling Line Identification (CLID) and Dialed Number Identification Service (DNIS) (if known) of Answered Calls.

The Answered CLID/DNIS Report lists information regarding the Answered Calls for the Skillsets included within the report. The date and the time of day at which each call was answered is listed, together with the unique Key identifier, CLID (when it is known) and DNIS of the call, the skillset, and the amount of time the caller waited before hanging up.

CLID is not always known. When Reporting for Contact Center does not know the CLID, it displays the channel or line number on which the call arrived.

This report includes direct and indirect calls to the Skillset. If there is no CLID, the report displays either the target line (or physical line, if the target line is not known) that carried the call.



Company Name

Report Title **Answered CLID/DNIS**

Report Period **10 Sep 2007 14:27 to 11 Sep 2007 11:12**

Report Created **11 Sep 2007 12:28**

Data Timestamp **11 Sep 2007 12:11**

Skillsets **Sales**

Date	Time of Day	Key	CLID	DNIS	Skillsets	Time to Answer
2007/09/11	09:00	17	303	670221	SKILL1 (1)	00:01:00
2007/09/11	09:03	18	303	670221	SKILL1 (1)	00:00:46
2007/09/11	11:07	20	303	670221	SKILL1 (1)	00:00:11

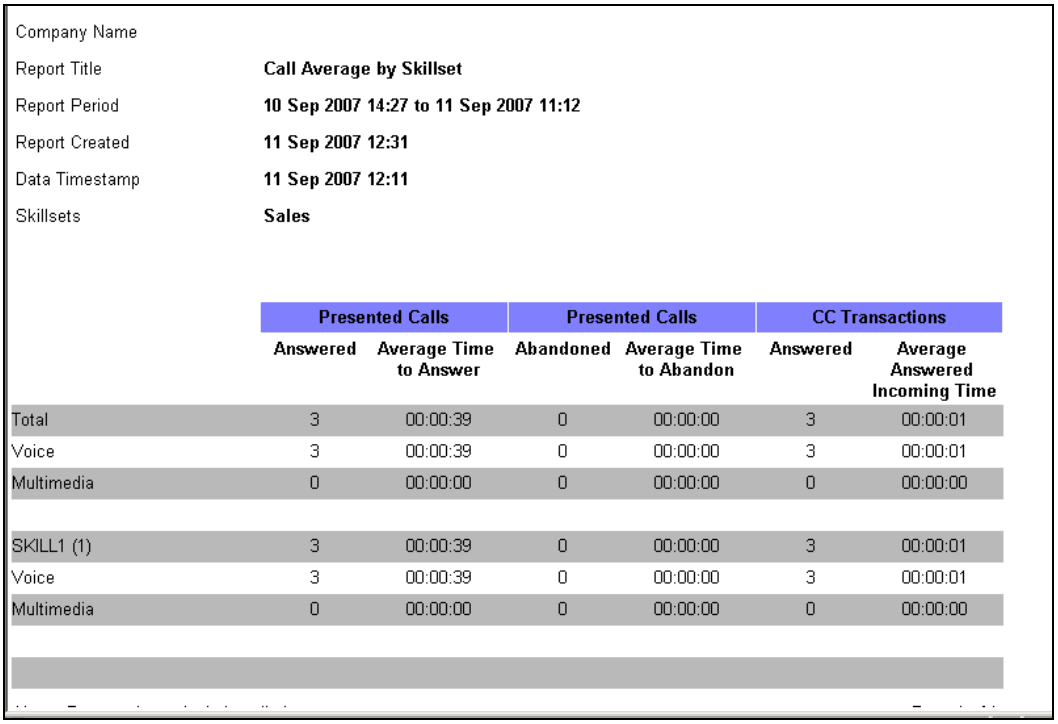
Note : Reports do not include calls in progress

Page 1 of 1

Call Average by Skillset

This report indicates the number and the associated averages for answered and abandoned Contact Center calls, and for answered Transactions (that is, transferred calls). This report is devised based on Skillset. Each Skillset is shown on a separate line. Each line displays a total for the field and an average time (to answer, to abandon, and the answered incoming call time) for the call type.

The Average Time to Answer and Average Time to Abandon figures in this report can be used to determine the appropriate settings for the Primary and Secondary Alerts, or wallboard alarms.



Company Name

Report Title **Call Average by Skillset**

Report Period **10 Sep 2007 14:27 to 11 Sep 2007 11:12**

Report Created **11 Sep 2007 12:31**

Data Timestamp **11 Sep 2007 12:11**

Skillsets **Sales**

	Presented Calls		Presented Calls		CC Transactions	
	Answered	Average Time to Answer	Abandoned	Average Time to Abandon	Answered	Average Answered Incoming Time
Total	3	00:00:39	0	00:00:00	3	00:00:01
Voice	3	00:00:39	0	00:00:00	3	00:00:01
Multimedia	0	00:00:00	0	00:00:00	0	00:00:00
SKILL1 (1)	3	00:00:39	0	00:00:00	3	00:00:01
Voice	3	00:00:39	0	00:00:00	3	00:00:01
Multimedia	0	00:00:00	0	00:00:00	0	00:00:00

Call Profile

This report provides a profile of the Transactions within the Contact Center, broken down into Hour, Day, and Month.

This report demonstrates numbers of calls presented to the Skillsets in the report, and the number Answered, Abandoned, Disconnected, Answered by: Agents, Voicemail, Operator, Overflow Agents, Non-Agents and Other Skillsets during a report period. It also presents the Service Level, expressed as a percentage.

This report can be used to determine the fate of calls profiled in a report. A Call Profile report can indicate the number of calls in various time slots and if calls are Answered by Agents in a Skillset, for example.

The Call Profile report can also be used to help determine staffing levels and call peaks on a particular day or for a particular period. A Call Profile report

that spans several weeks will identify whether a call peak is a general trend in an average week, and may indicate a need for higher staff availability on certain days.

A Call Profile report can also be used to judge the effectiveness of a marketing campaign. A report covering one period for a number of previous years can be compared with a report for the year of the marketing campaign.

A Call Profile report Graph is provided. This displays the number of calls that were Presented, Answered and Abandoned for the report time period selected.

The Call Profile report is generated for a range of selected Skillsets. Depending on the selected date range, the report is broken down into one of the following periods: Hourly, if the report period is less than 48 hours; Daily, if the report period is less than one month; and Monthly, if the report period is longer than one month. Each line of data represents a total of each statistic within the Contact Center for the selected report period.

Company Name

Report Title **Call Profile**

Report Period **10 Sep 2007 14:27 to 11 Sep 2007 11:12**

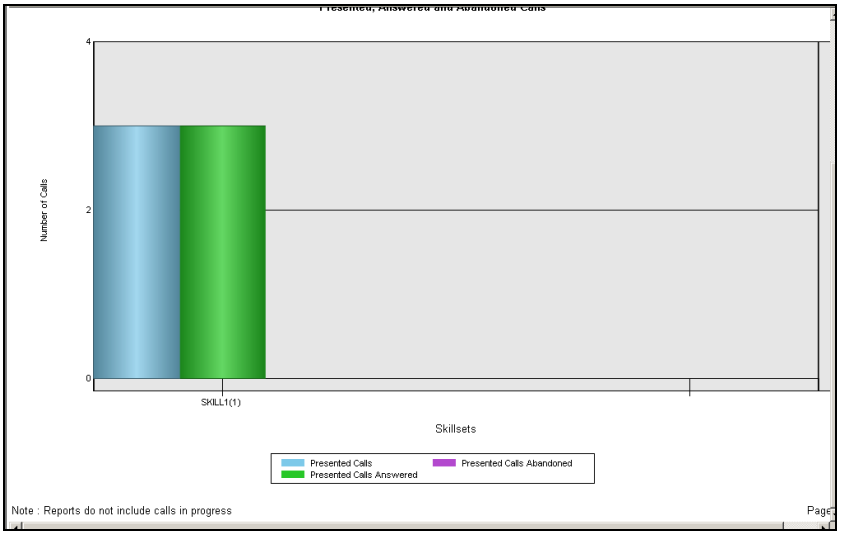
Report Created **11 Sep 2007 11:31**

Data Timestamp **11 Sep 2007 11:11**

Skillsets **Sales**

Report Time Periods	Presented Calls	Presented Calls Disconnected	CC Transactions Answered	CC Transactions Abandoned	CC Transactions Answered by Agent	CC Transactions Answered By Voicemail	CC Transactions Answered By Operator	CC Transactions Answered By Overflow Agents	CC Transactions Answered By Non-Agents	CC Transactions Handled in Another Skillset	Serv Leve
SKILL1(1)	3	0	3	0	3	0	0	0	0	0	67
14:00 (10 Sep)	0	0	0	0	0	0	0	0	0	0	10
Voice	0	0	0	0	0	0	0	0	0	0	10
Multimedia	0	0	0	0	0	0	0	0	0	0	10
15:00 (10 Sep)	0	0	0	0	0	0	0	0	0	0	10
Voice	0	0	0	0	0	0	0	0	0	0	10
Multimedia	0	0	0	0	0	0	0	0	0	0	10
16:00 (10 Sep)	0	0	0	0	0	0	0	0	0	0	10
Voice	0	0	0	0	0	0	0	0	0	0	10

A graphical representation of calls that were Presented, Answered and Abandoned for each hourly period for the time/date period selected, can also be displayed



Incoming Call by Skillset

This report provides an overview of the incoming calls into the Contact Center, for a selection of Skillsets. The Incoming Call by Skillset report relates to Incoming Direct and Indirect Calls, not Transactions.

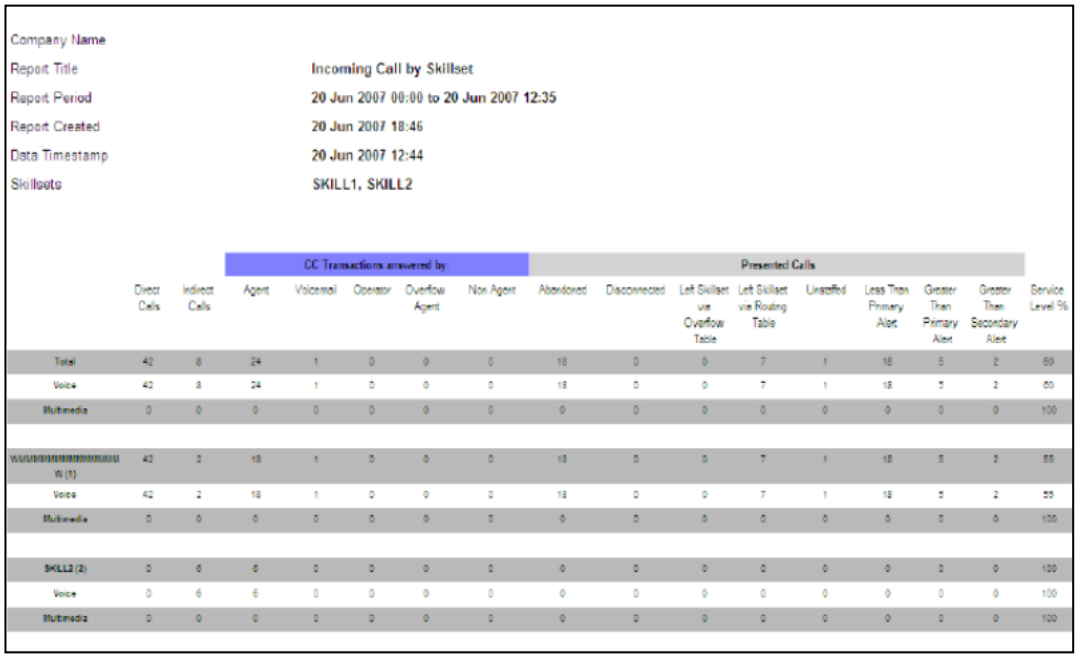
This report provides a consolidated one-line summary of the call traffic into the Skillsets included in the report, and the call handling of that traffic.
This report can be used to determine how many calls (Direct and Indirect) were presented to the Skillsets, and how many were Answered and Abandoned. Location and Agent answering calls, calls answered before the Primary Alert (<P), calls answered after the Primary Alert, but before the Secondary Alert (>P), and calls answered beyond the Secondary Alert (>S) can also be determined.

The Incoming Call by Skillset report Graph shows the Total Presented calls for the Skillsets selected as well as the number of calls Answered, Abandoned, the number of Unstaffed calls (that is, calls presented to the Skillset when no Agents are logged on), and calls answered after the Secondary Alert.

The Incoming Call by Skillset report is generated for a range of selected Skillsets. Each line of data shows the number of incoming direct and indirect calls, and the other columns show the treatment those calls received. Treatments include being answered by Agent , by Overflow Agent, by Voicemail and calls that left the Skillset by means of the routing table.

This report's main focus is on Contact Center calls not transactions.

A Graphical Representation of the data can also be displayed.



Company Name

Report Title: Incoming Call by Skillset

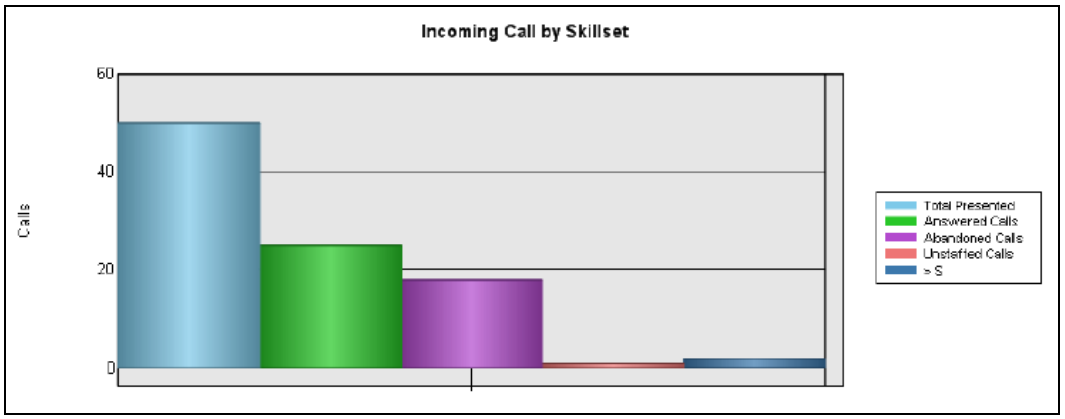
Report Period: 20 Jun 2007 00:00 to 20 Jun 2007 12:35

Report Created: 20 Jun 2007 18:46

Data Timestamp: 20 Jun 2007 12:44

Skillsets: SKILL1, SKILL2

			CC Transactions answered by					Presented Calls								
	Direct Calls	Indirect Calls	Agent	Voicemail	Operator	Overflow Agent	Non Agent	Abandoned	Disconnected	Left Skillset via Overflow Table	Left Skillset via Routing Table	Unstaffed	Less Than Primary Alert	Greater Than Primary Alert	Greater Than Secondary Alert	Service Level %
Total	42	8	24	1	0	0	0	18	0	0	7	1	18	5	2	60
Voice	42	8	24	1	0	0	0	18	0	0	7	1	18	5	2	60
Multimedia	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	100
[illegible] (1)	42	2	18	1	0	0	0	18	0	0	7	1	18	5	2	55
Voice	42	2	18	1	0	0	0	18	0	0	7	1	18	5	2	55
Multimedia	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	100
SKILL2 (2)	0	6	6	0	0	0	0	0	0	0	0	0	0	0	0	100
Voice	0	6	6	0	0	0	0	0	0	0	0	0	0	0	0	100
Multimedia	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	100



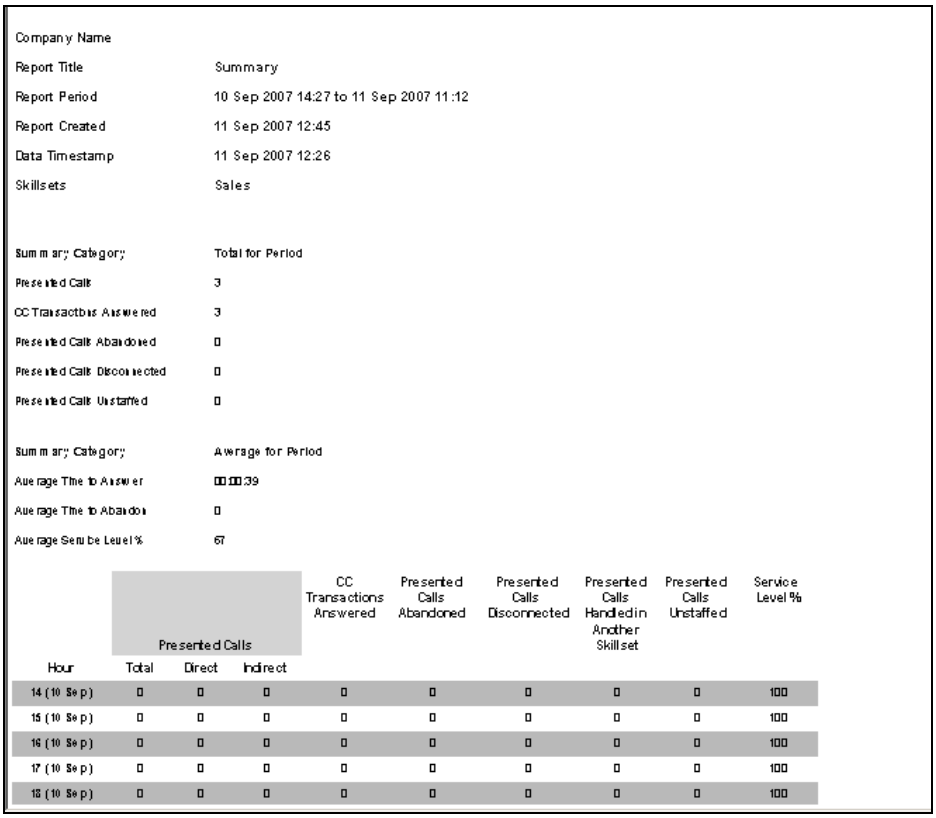
Summary Report

This report displays a summary of key Contact Center statistics over the period of the report, broken down into one Hour, Day, and Month time slots. The Summary report provides a quick, one-report summation of the performance and activity of the Skillsets it includes.

A figure-based and an average-based table are provided above a profile, which spans the report period. For each unit, the number of incoming calls, answered calls, abandoned calls, calls handled in another Skillset, and Unstaffed Calls are shown, together with the Service Level, expressed as a percentage.

The Summary report includes five graphs. Each graph is a bar chart profile of the report period. These graphs allow data correlations to be highlighted and then investigated using other, more detailed reports. The summary report is generated for selected Skillsets.

Depending on the date range, the report is broken down into one of the following periods: Hourly, if the report period is less than 48 hours; Daily, if the report period is less than one month; and Monthly, if the report period is longer than one month. A summary of the totals of certain call types and an average of call lengths and levels of service is also provided.



Company Name

Report Title: Summary

Report Period: 10 Sep 2007 14:27 to 11 Sep 2007 11:12

Report Created: 11 Sep 2007 12:45

Data Timestamp: 11 Sep 2007 12:26

Skillsets: Sales

Summary Category: Total for Period

Presented Calls: 3

CC Transactions Answered: 3

Presented Calls Abandoned: 0

Presented Calls Disconnected: 0

Presented Calls Unstaffed: 0

Summary Category: Average for Period

Average Time to Answer: 00:00:39

Average Time to Abandon: 0

Average Service Level %: 67

	Presented Calls			CC Transactions Answered	Presented Calls Abandoned	Presented Calls Disconnected	Presented Calls Handled in Another Skillset	Presented Calls Unstaffed	Service Level %
Hour	Total	Direct	Indirect						
14 (10 Sep)	0	0	0	0	0	0	0	0	100
15 (10 Sep)	0	0	0	0	0	0	0	0	100
16 (10 Sep)	0	0	0	0	0	0	0	0	100
17 (10 Sep)	0	0	0	0	0	0	0	0	100
18 (10 Sep)	0	0	0	0	0	0	0	0	100

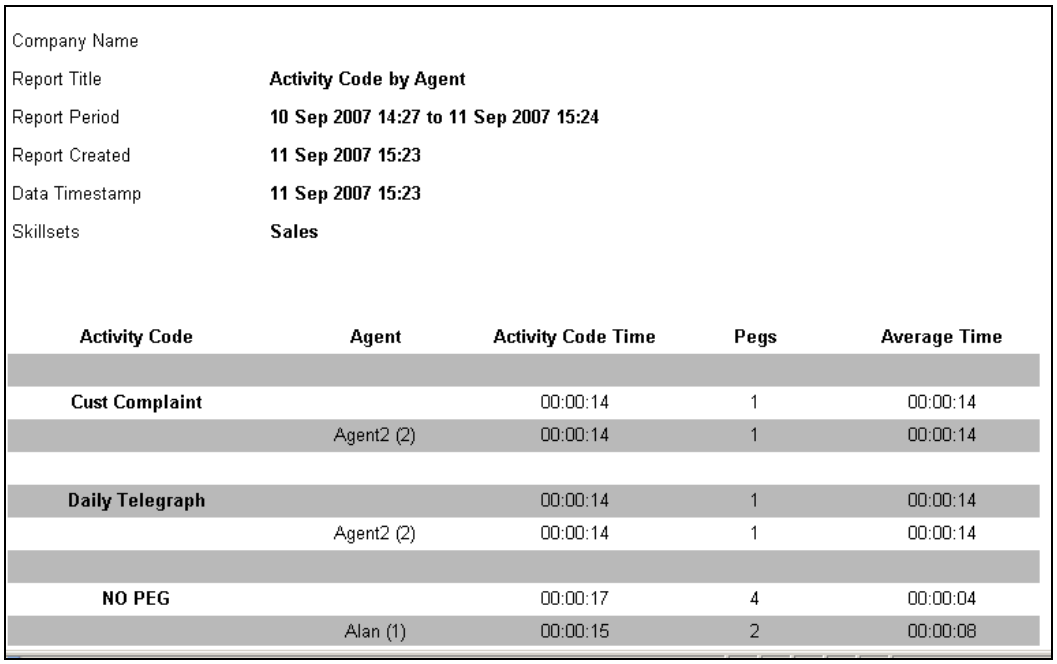
Activity Code by Agent

This report displays the usage of Activity Codes, known as pegs, which are grouped by activity and broken down into each Agent's Activity Code pegging. Agents who have entered each Activity Code are listed, together with the average call duration, the number of pegs each Agent has entered, and the accumulated time of all the calls that were associated with each Activity code, per Agent.

This report can be used to determine which Agents have answered certain calls, or performed certain call-related activities, such as performing a credit search or requesting a catalogue dispatch.

This report displays the Activity Code usage for those agents who entered any of the selected Activity Codes over the period of the report.

Each line of data is the total Activity Code pegs entered over the period selected in the report.



Company Name

Report Title **Activity Code by Agent**

Report Period **10 Sep 2007 14:27 to 11 Sep 2007 15:24**

Report Created **11 Sep 2007 15:23**

Data Timestamp **11 Sep 2007 15:23**

Skillsets **Sales**

Activity Code	Agent	Activity Code Time	Pegs	Average Time
Cust Complaint		00:00:14	1	00:00:14
	Agent2 (2)	00:00:14	1	00:00:14
Daily Telegraph		00:00:14	1	00:00:14
	Agent2 (2)	00:00:14	1	00:00:14
NO PEG		00:00:17	4	00:00:04
	Alan (1)	00:00:15	2	00:00:08

Activity Code by Pegs

This report illustrates the usage Activity Codes (pegging) grouped by Agent and broken down for each Activity Code, ranked according to their usage by each Agent within each Skillset.

Each Agent's Activity Codes are listed, in descending order of use, together with the average call duration time, the number of pegs entered, and the accumulated time of all the calls that were associated with each Activity Code. The data can be used to determine which activities or call types each Agent spends the most time on or has been most frequently involved with.

This report is generated for the selected Skillsets. It groups the Activity Code usage of each Agent who entered Activity Codes in the period covered by the report, and then lists the Activity Codes together with their peg count and total durations. Each line of data is a total of Activity Code pegs for a single Activity Code, for a single Agent over the period selected for the report.

Company Name

Report Title **Activity Code by Pegs**

Report Period **10 Sep 2007 14:27 to 11 Sep 2007 15:24**

Report Created **11 Sep 2007 15:24**

Data Timestamp **11 Sep 2007 15:23**

Skillsets **Sales**

Agent	Activity Code	Activity Code Time	Pegs	Average Time
Alan (1) Total		00:00:19	3	00:00:06
	NO PEG	00:00:19	3	00:00:06
Agent2 (2) Total		00:00:31	5	00:00:06
	Cust Complaint	00:00:14	1	00:00:14
	Daily Telegraph	00:00:14	1	00:00:14
	NO PEG	00:00:03	3	00:00:01

Note : Reports do not include calls in progress

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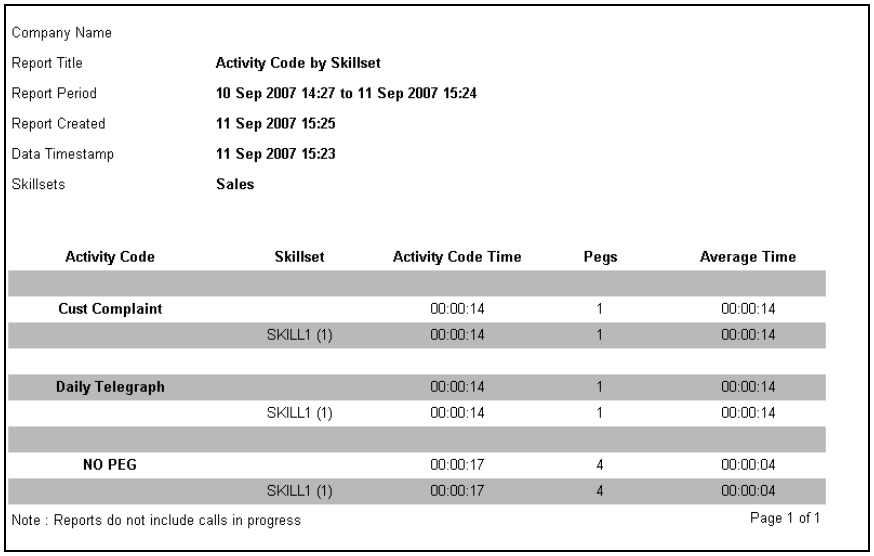
Activity Code by Skillset

The Activity Code by Skillset report displays the usage of grouped Activity Codes, known as *pegs* that are broken down into each Skillset. This report shows the Activity Code that has been entered on calls for each Skillset included in the report.

For each Skillset, the Activity Codes are presented in alphabetical order, with the average call duration time, the number of pegs, and the actual accumulated time of all the calls that were associated with each Activity Code.

Activity Codes can be used to determine different things. If an Activity Code represented each newspaper or publication in which advertisements had been placed and each incoming caller was asked to indicate where they saw the advertisement they were responding to, this data can be used to indicate which publications are the most effective advertisements.

This report displays Activity Code usage grouped by Activity Codes and grouped again for each included Skillset. Each line of data is a total of Activity Code pegs that were entered over the period selected in the report generation.



Company Name

Report Title	**Activity Code by Skillset**
Report Period	**10 Sep 2007 14:27 to 11 Sep 2007 15:24**
Report Created	**11 Sep 2007 15:25**
Data Timestamp	**11 Sep 2007 15:23**
Skillsets	**Sales**

Activity Code	Skillset	Activity Code Time	Pegs	Average Time
Cust Complaint		00:00:14	1	00:00:14
	SKILL1 (1)	00:00:14	1	00:00:14
Daily Telegraph		00:00:14	1	00:00:14
	SKILL1 (1)	00:00:14	1	00:00:14
NO PEG		00:00:17	4	00:00:04
	SKILL1 (1)	00:00:17	4	00:00:04

Note : Reports do not include calls in progress

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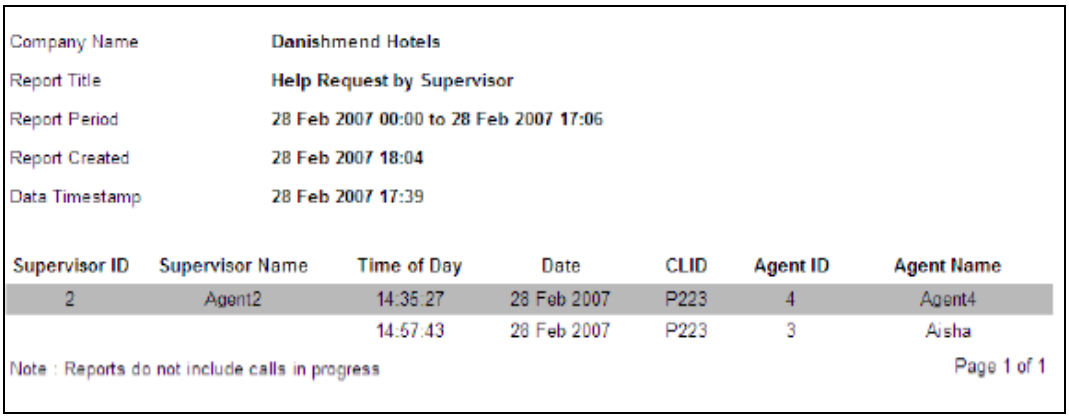
Help Request by Supervisor

The Help Request by Supervisor report shows information relating to Help Requests made by Agents and which Supervisor responded to the request. This report shows the Supervisor's Name and ID, the date and time that the request was made, the Agent ID and Name and the CLID of the caller who the Agent requires help with.



Company Name **Danishmend Hotels**

Report Title **Help Request by Supervisor**

Report Period **28 Feb 2007 00:00 to 28 Feb 2007 17:06**

Report Created **28 Feb 2007 18:04**

Data Timestamp **28 Feb 2007 17:39**

Supervisor ID	Supervisor Name	Time of Day	Date	CLID	Agent ID	Agent Name
2	Agent2	14:35:27	28 Feb 2007	P223	4	Agent4
		14:57:43	28 Feb 2007	P223	3	Aisha

Note : Reports do not include calls in progress

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Supervisor Monitor by Agent

The Supervisor Monitor by Agent report lists the instances when the Supervisor entered a monitoring session (**Start Date and Time**), left the monitoring session (**End Date and Time**) and the details of each agent monitored during that session.

The report is generated by agent. If the agent selected is a supervisor it will list all the agents they have monitored plus any other supervisors that may have monitored them. If the agent selected for the reports are not supervisors then it will list the supervisors that may have monitored them.

Each Supervisor Monitor Session is displayed against a gray background and the corresponding Agent monitored in that session is displayed against a white background directly following the Supervisor Monitor Session in the report.

This includes monitoring sessions activated through Feature 905 Supervisor Monitoring and any Feature 906 Help Requests made to that supervisor. If a help request is accepted and the supervisor monitors the call it will be shown in this report. If the help request is declined, a monitoring session will be displayed but no activity within that session will be shown.

Company Name	Danishmend Hotels
Report Title	Supervisor Monitor by Agent
Report Period	29 Jan 2007 00:00 to 29 Jan 2007 11:19
Report Created	12 Mar 2007 17:47
Data Timestamp	29 Jan 2007 11:39
No. of Agents Selected	1
Agents	Phil

Supervisor	Agent	Start Date and Time	End Date and Time
Phil (1)	Monitor Session	2007/01/29 10:18:41	2007/01/29 10:19:14
	Monitor Session	2007/01/29 10:19:18	2007/01/29 10:19:22
	Monitor Session	2007/01/29 10:23:35	2007/01/29 10:25:13
	Monitor Call Agent2 (2)	2007/01/29 10:24:14	2007/01/29 10:24:40
	Monitor Session	2007/01/29 11:06:46	2007/01/29 11:08:24
	Monitor Agent2 (2)	2007/01/29 11:07:35	2007/01/29 11:07:41
	Monitor Call Agent2 (2)	2007/01/29 11:07:36	2007/01/29 11:07:42
	Monitor Agent2 (2)	2007/01/29 11:08:05	2007/01/29 11:08:21
	Monitor Session	2007/01/29 11:13:12	2007/01/29 11:16:15
	Monitor Agent2 (2)	2007/01/29 11:13:29	2007/01/29 11:14:51
	Monitor Call Agent2 (2)	2007/01/29 11:14:22	2007/01/29 11:14:51
	Monitor Agent2 (2)	2007/01/29 11:15:18	2007/01/29 11:16:12
Agent2 (2)	Monitor Session	2007/01/29 10:26:42	2007/01/29 10:27:09
	Monitor Phil (1)	2007/01/29 10:26:49	2007/01/29 10:27:01
	Monitor Session	2007/01/29 11:17:44	2007/01/29 11:18:08
	Monitor Phil (1)	2007/01/29 11:17:48	2007/01/29 11:18:07

Note : Reports do not include calls in progress

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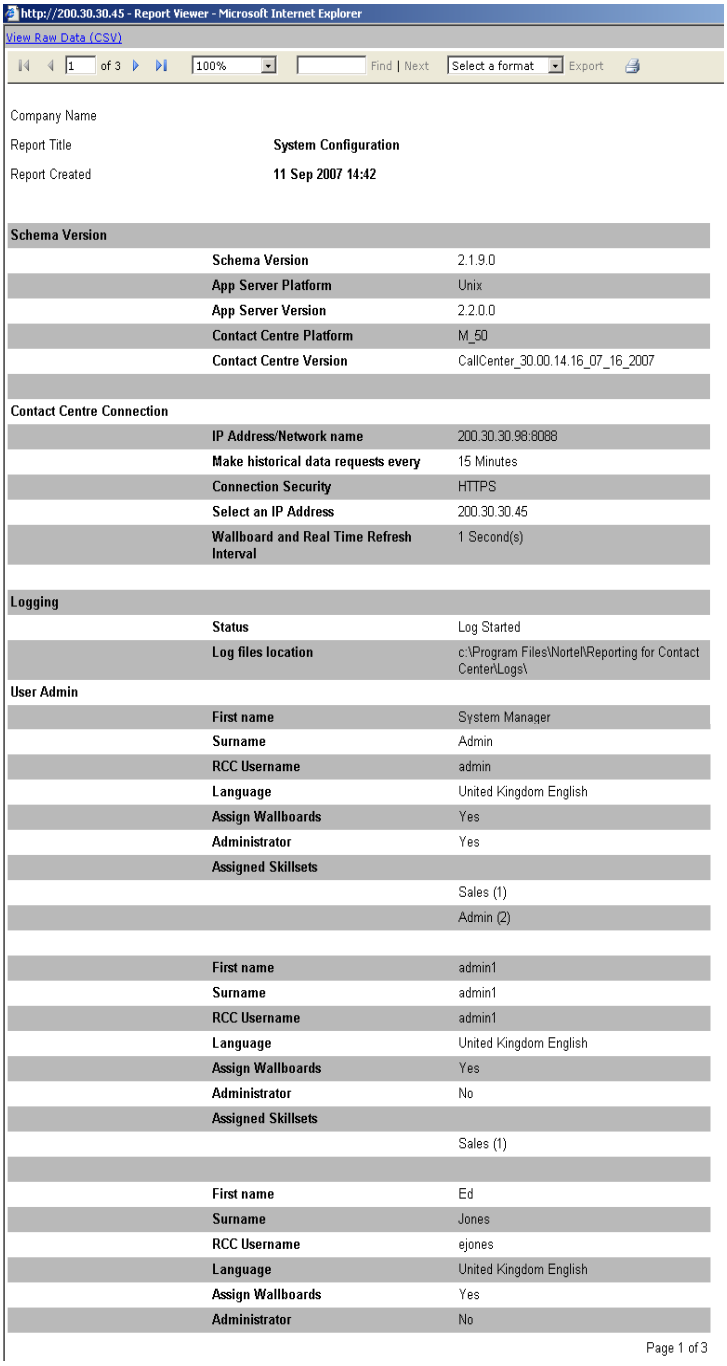
System Configuration Report

This a detailed report running to a number of pages giving details of how Reporting for Contact Center has been configured. The information displayed will include:

- RCC and Contact Center Platform information
- Contact Center Connection Information
- Logging Details
- User Admin Setup
- Company Details
- Print Schedules
- Agent Alarms by Skillset
- Wallboard Messages & Alarms
- Answered and Abandoned Calls Time Bins



http://200.30.30.45 - Report Viewer - Microsoft Internet Explorer

View Raw Data (CSV)

1 of 3 | 100% | Find | Next | Select a format | Export

Company Name

Report Title: **System Configuration**

Report Created: **11 Sep 2007 14:42**

Schema Version		
	Schema Version	2.1.9.0
	App Server Platform	Unix
	App Server Version	2.2.0.0
	Contact Centre Platform	M_50
	Contact Centre Version	CallCenter_30.00.14.16_07_16_2007
Contact Centre Connection		
	IP Address/Network name	200.30.30.98:8088
	Make historical data requests every	15 Minutes
	Connection Security	HTTPS
	Select an IP Address	200.30.30.45
	Wallboard and Real Time Refresh Interval	1 Second(s)
Logging		
	Status	Log Started
	Log files location	c:\Program Files\Nortel\Reporting for Contact Center\Logs\
User Admin		
	First name	System Manager
	Surname	Admin
	RCC Username	admin
	Language	United Kingdom English
	Assign Wallboards	Yes
	Administrator	Yes
	Assigned Skillsets	
		Sales (1)
		Admin (2)
	First name	admin1
	Surname	admin1
	RCC Username	admin1
	Language	United Kingdom English
	Assign Wallboards	Yes
	Administrator	No
	Assigned Skillsets	
		Sales (1)
	First name	Ed
	Surname	Jones
	RCC Username	ejones
	Language	United Kingdom English
	Assign Wallboards	Yes
	Administrator	No

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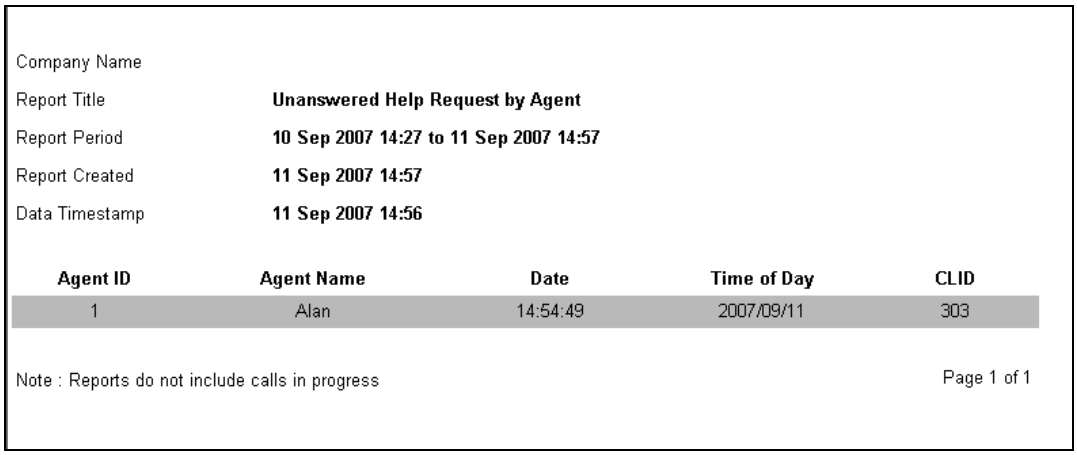
Unanswered Help Request by Agent

This report displays the instances of each unanswered help request, where the supervisor declined an Agent's request for help. This report should be read in conjunction with the Help Request by Supervisor report to establish the total number of Help Requests an Agent makes. This report can also be used to determine if a Supervisor is refusing too many Help Requests.



Company Name

Report Title **Unanswered Help Request by Agent**

Report Period **10 Sep 2007 14:27 to 11 Sep 2007 14:57**

Report Created **11 Sep 2007 14:57**

Data Timestamp **11 Sep 2007 14:56**

Agent ID	Agent Name	Date	Time of Day	CLID
1	Alan	14:54:49	2007/09/11	303

Note : Reports do not include calls in progress

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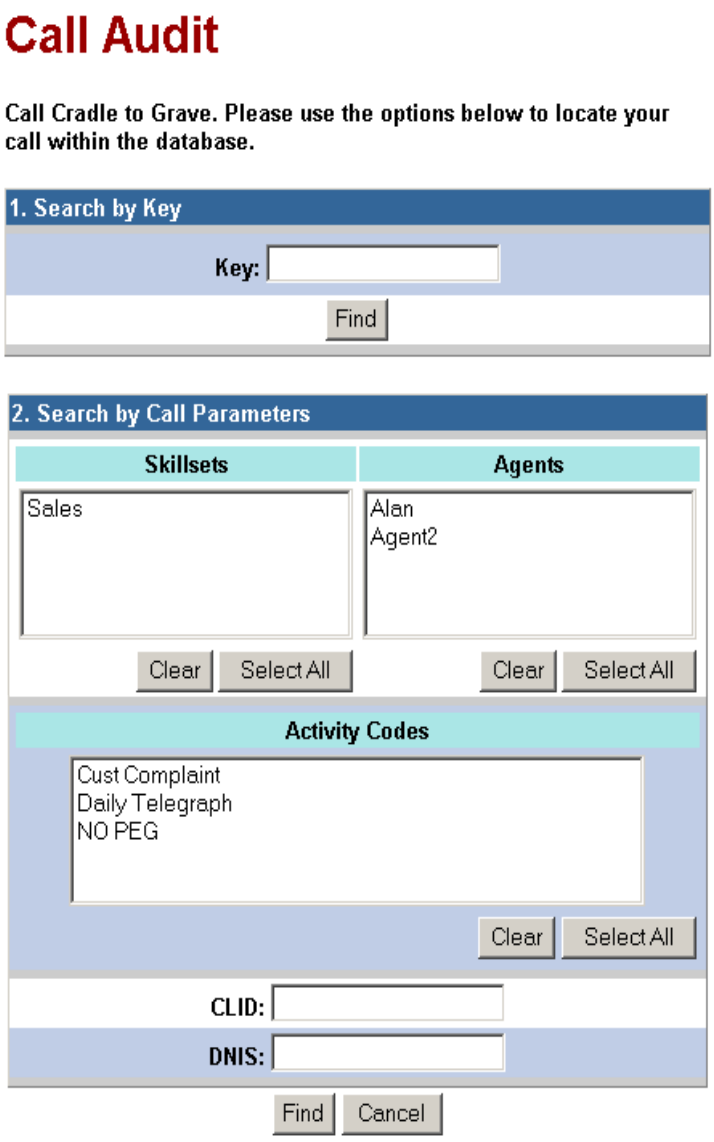
Call Audit

This report shows transactional information for a single call; its main purpose is to serve as a *cradle to grave* report on exactly how that call entered the Contact Center, how it moved around the system and how it ended. A supervisor may use this report to track down problematic calls, for example, a complaint from a caller that they waited on the phone too long and once it was answered they were transferred all over the place, or they may want to see in practise how their routing tables are working.

The Call Audit report is generated from the Reports and Schedules report generation page as a selectable report. However, if this report is selected it will be generated exclusively, that is, all other report check boxes will be cleared and appear dimmed until the Call Audit report check box has been cleared.

After selecting the Call Audit report check box and clicking the **View** button the **Call Audit Search by Call Criteria** page will open.



There are 2 methods for generating the Call Audit report from this page: Search by Key, and Search by Call Parameters method.

The following describes the 2 methods for searching for a call:

Search by Key

1. In the **Key** box, type a unique call key. The unique call key can also be found in the Answered CLID/DNIS, or Abandoned CLID/DNIS report.
2. Click **Find**.
3. If the key is valid, the Call Audit report for that Call will be generated. If the key is not valid, an error message will be displayed prompting the user to enter a valid key.

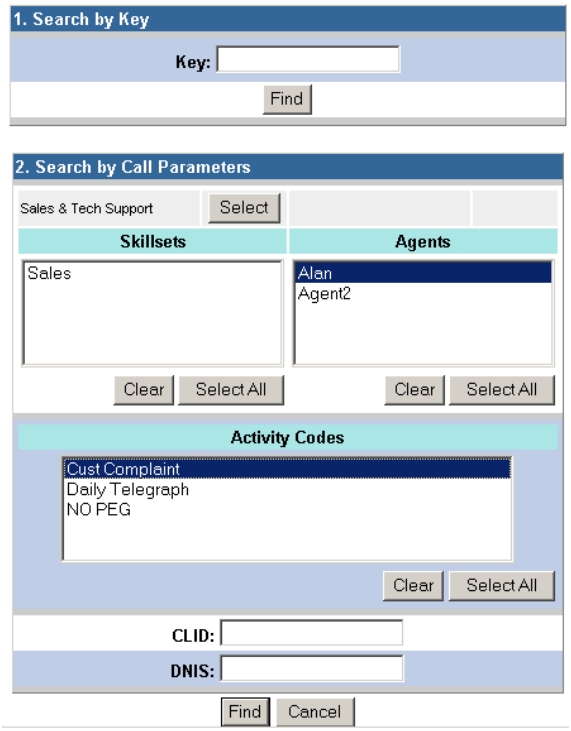
Search by Call Parameters

1. Search for a call by entering a combination of Skillset(s), Agent(s), Activity Codes, Calling Line Identification (CLID), or Dialed Number Identification Service (DNIS).
2. Click **Find** to open the Call Audit Search Results page.
3. A list of all the calls that match the search criteria will be displayed.
4. For each call the search results will display the Key, CLID, DNIS, Start Date and Time, End Date and Time, and the Media type (for example, Multimedia Contact Center (MMCC), or Public Switched Telephone Network Call (PSTN)) that the call was initially presented to.
5. A View button is displayed next to each call. Click View to show the Call Audit report for that call.

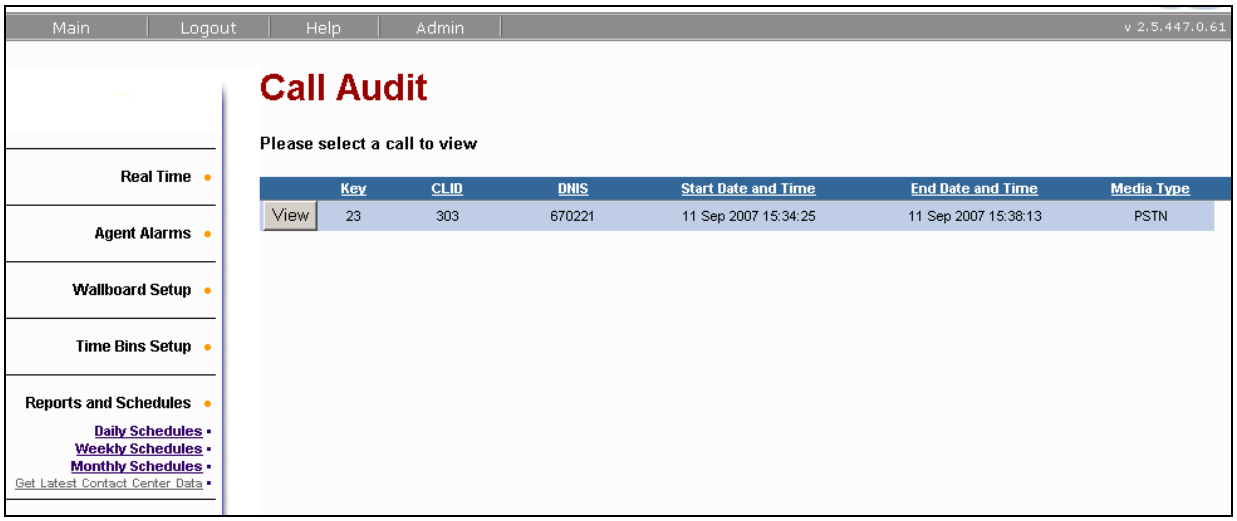
Note: This report must be generated by itself. When selecting this report all other report check boxes that have been selected will be cleared and disabled.

Note: You cannot schedule this report to print through the daily, weekly or monthly scheduled reports. Neither can you print this report by way of the **Print** button on the Reports and Schedules report generation page. However, you can print the report from the Report Viewer window.

In this example a customer complaint has occurred from a call that was taken by agent Alan. The audit report has been used to trace the details of the call that generated the complaint. A search has been made against the agent "Alan" and the "Customer Complaint" activity code that he entered during the call.



The call in question has been found with an identity key for the call of 23.



The details of the “life” of the call can then be viewed. The call had a total duration of 3 minutes 48 seconds. The call was presented directly to the Sales skillset and queued for 3 minutes 30 seconds. It was then routed to Alan (agent 1) who answered the call. The caller was then with Alan for a further 18 seconds.

Company Name

Report Title **Call Audit**

Report Created **11 Sep 2007 15:47**

Data Timestamp **11 Sep 2007 15:38**

Key	CLID	DNIS	Start Date and Time	End Date and Time	Duration	Call Step	Call Status	Media
23	303	670221	11 Sep 2007 15:34:25	11 Sep 2007 15:38:13	00:03:48	-	-	-
-	-	-	11 Sep 2007 15:34:25	11 Sep 2007 15:37:55	00:03:30	Direct Call	Sales (1) CDN	PSTN
-	-	-	11 Sep 2007 15:37:55	11 Sep 2007 15:38:13	00:00:18	Routed to	Alan (1) SET	PSTN

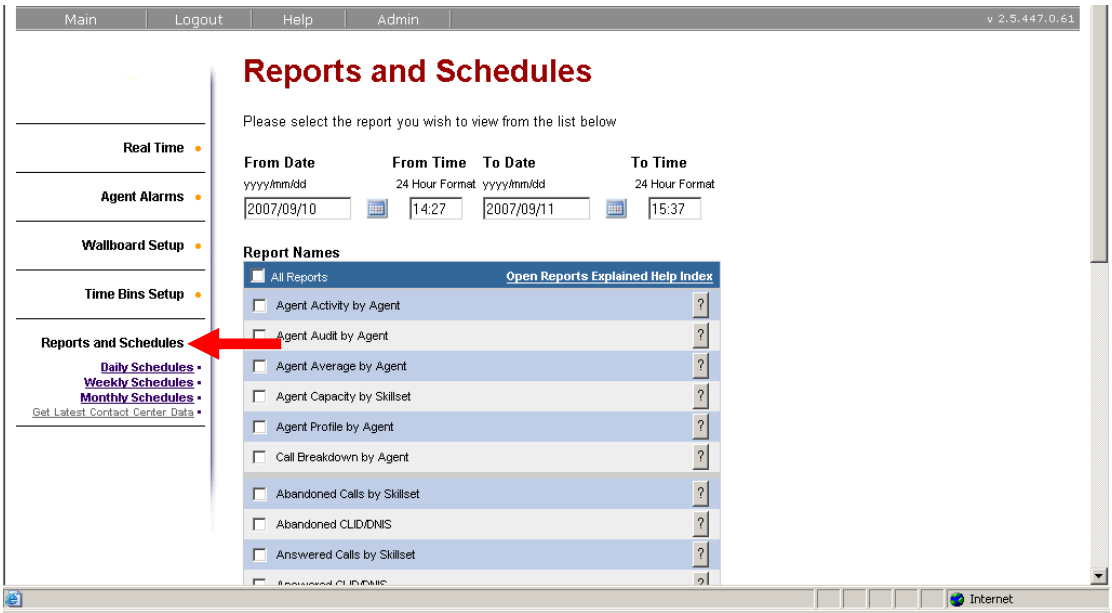
Note : Reports do not include calls in progress Page

Print Schedules

Reports can be scheduled to print out on a daily, weekly or monthly basis.

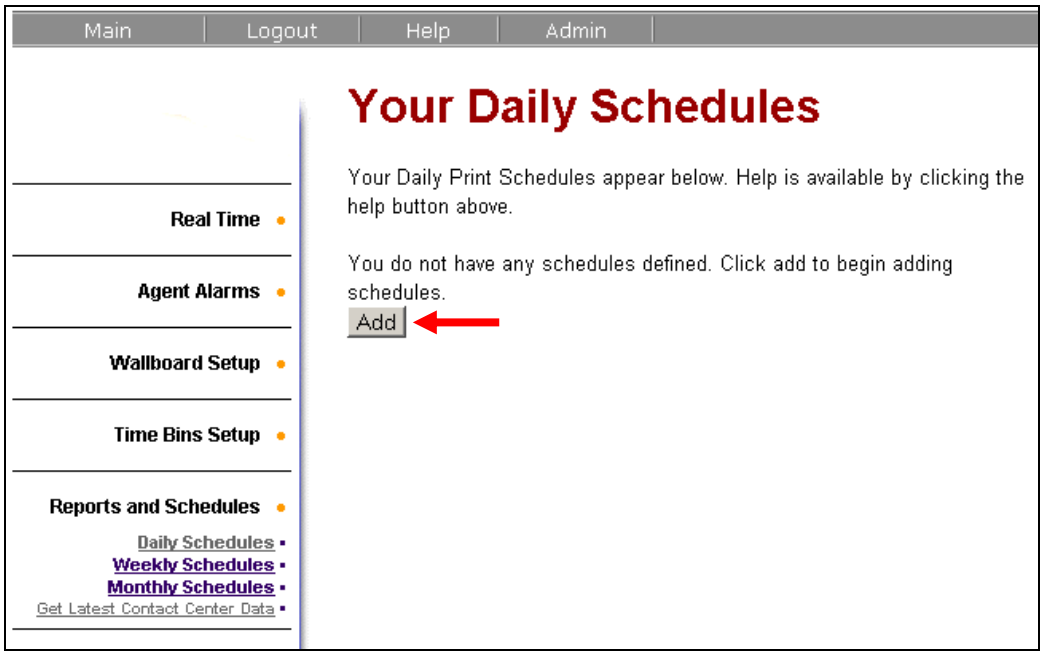
Note: Scheduled printing uses printers that are available on the Web Host PC.

1. From the Reporting section’s **Main Menu**, click on **Reports and Schedules**.

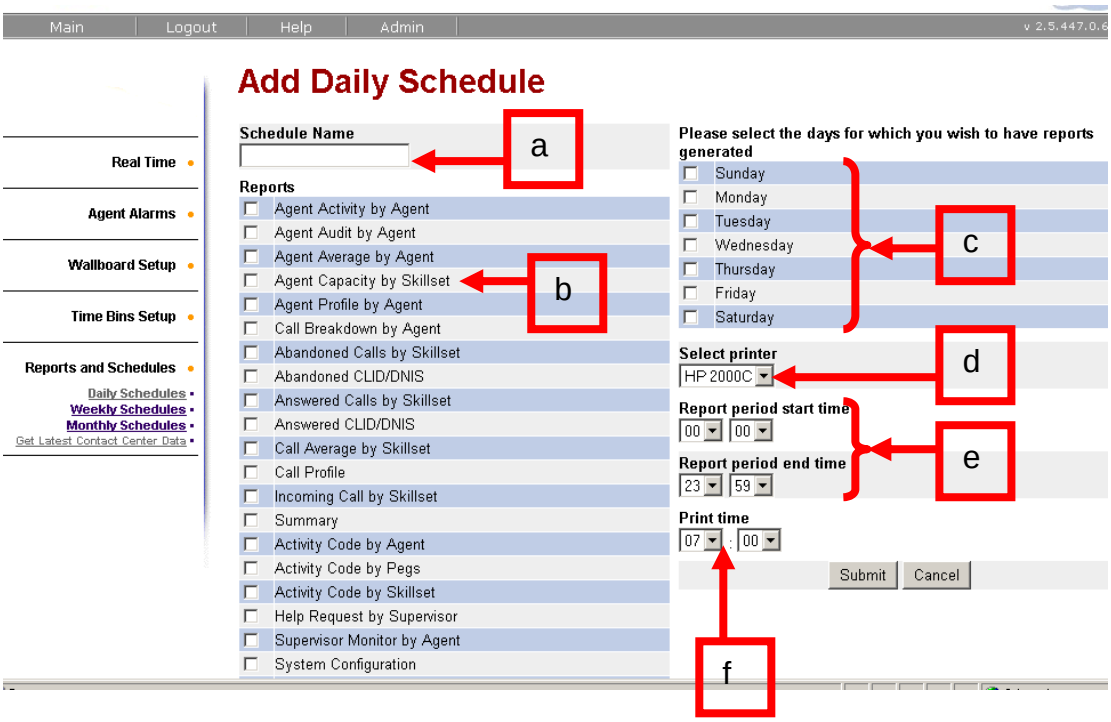


Daily Print Schedule

1. Click on **Daily Schedules** under the **Print Schedules** heading. Click **Add** to add a Daily Print Schedule.



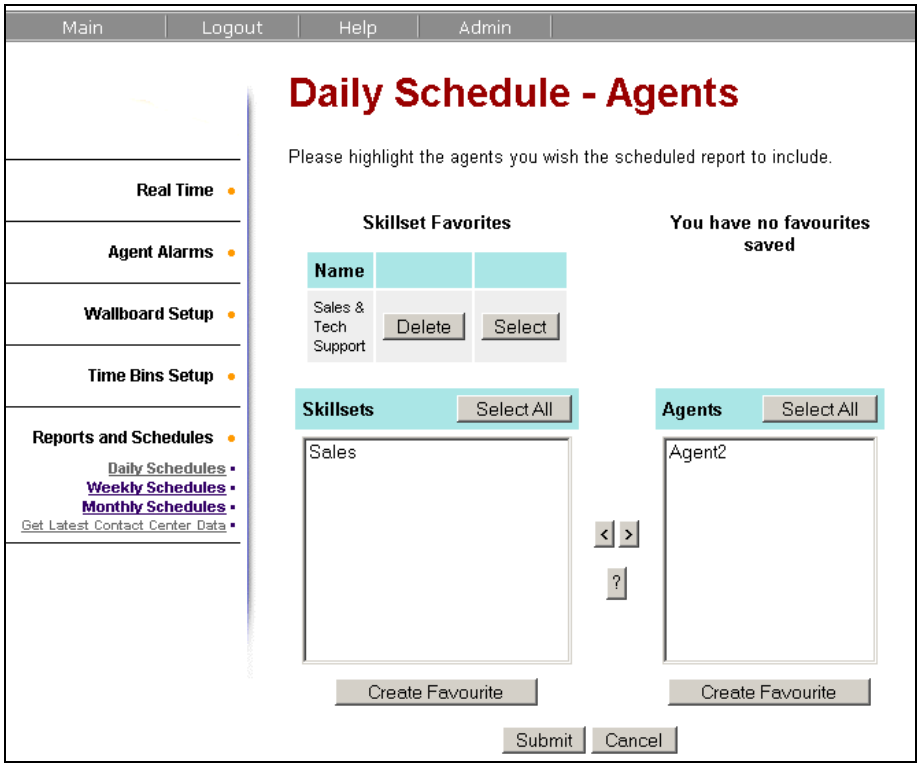
2. On the following screen:
    a. Enter a Name for the Schedule e.g. ‘8:00pm Daily’
    b. Select the reports that you wish to be printed out
    c. Select which days of the week on which you wish the reports to be printed out on. You may wish to only select week days if the company is not open during the weekend.
    d. Select the printer that you wish the reports to be sent to. RCC will allow you to access any of the printers that are already configured on the Web Host PC (local or network).
    e. Select the time period that you wish to view the data for.
    f. Select the time at which you wish the reports to be printed out.



3. When the Daily Print Schedule settings are complete click **Submit**.

4. Select the Skillsets or Agents that you wish the reports to include. To select more than one Skillset or Agent but not all hold down the ctrl key and make selection.

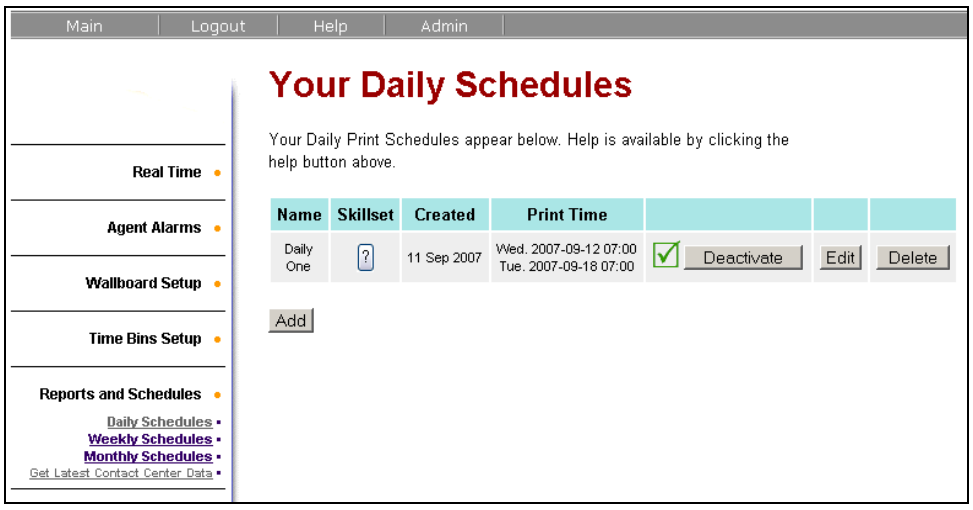
Note: As a standard user you will only have the ability to report on Skillsets that have been assigned to you.



5. When the selection is complete click **Submit**.

6. Select the Skillsets or Agents that you wish the reports to include. To select more than one Skillset or Agent but not all hold down the ctrl key and make selection.

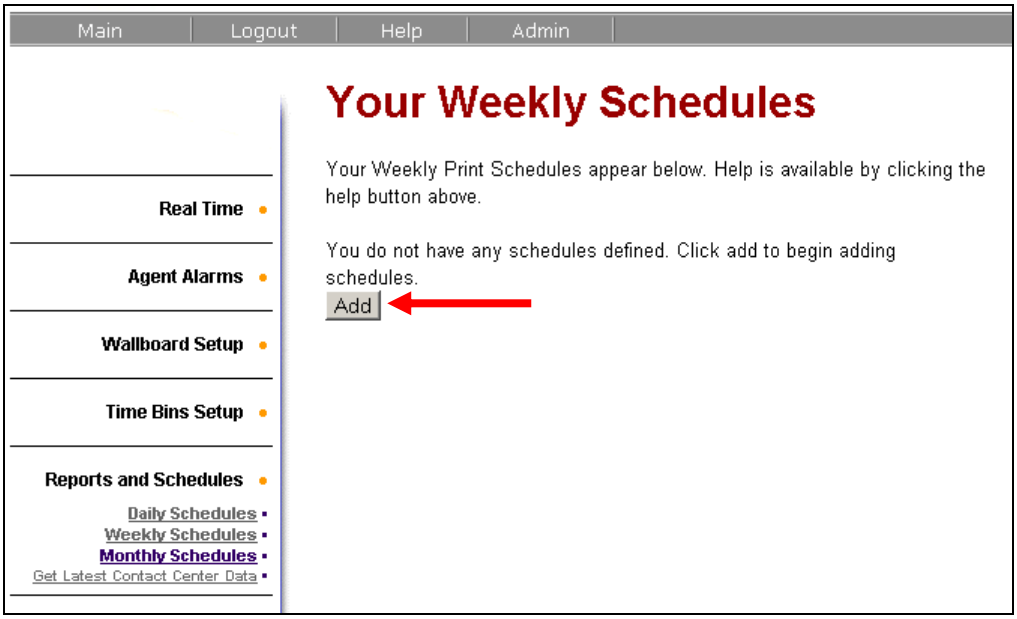
7. A list of **Daily Print Schedules** is now available.



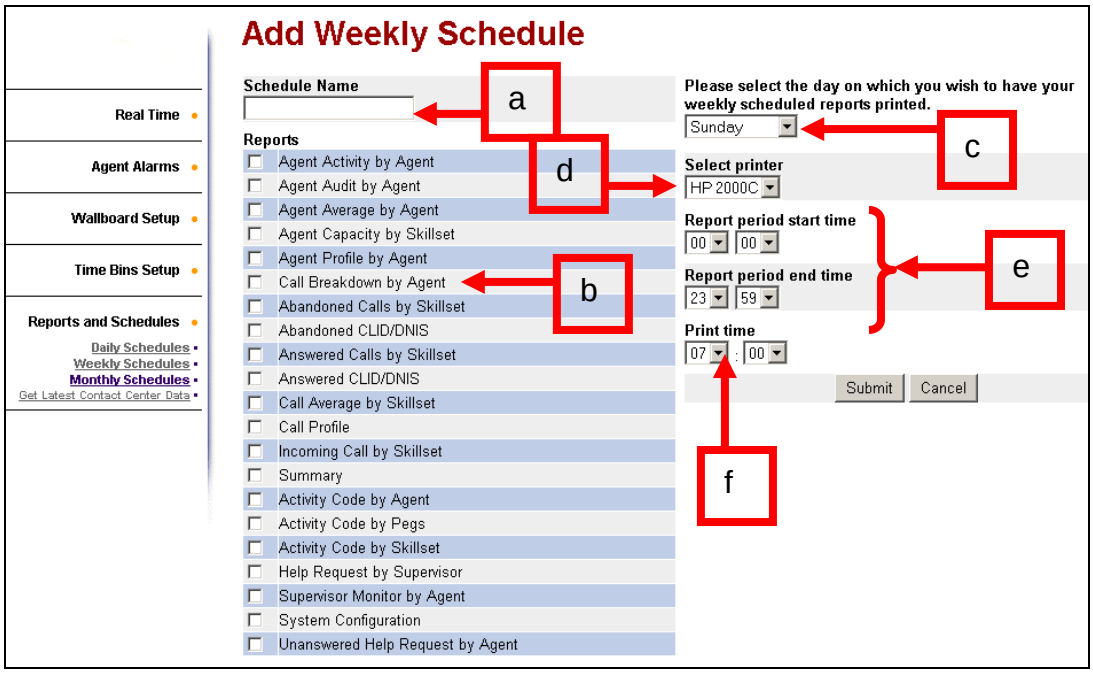
8. Hover your mouse cursor over the Skillset **'?'** symbol to find out which Skillsets are part of this report.

Weekly Print Schedule

1. Click on **Weekly Schedules** under the **Print Schedules** heading. Click **Add** to add a Weekly Print Schedule.

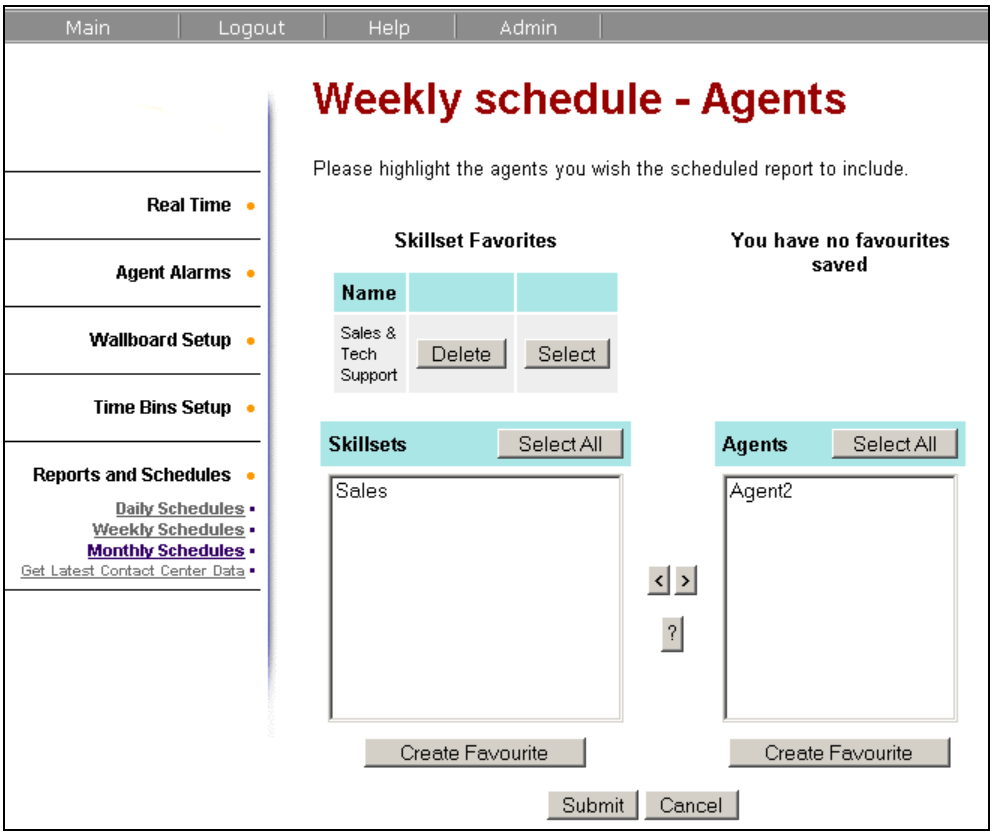


2. On the following screen:
    a. Enter a Name for the Schedule. E.g. '8:00pm Sunday'
    b. Select the reports that you wish to be printed out
    c. Select which day of the week on which you wish the reports to be printed out on.
    d. Select the printer that you wish the reports to be sent to. RCC will allow you to access any of the printers that are already configured on the Web Host PC (local or network).
    e. Select the time period that you wish to view the data for.
    f. Select the time at which you wish the reports to be printed out.

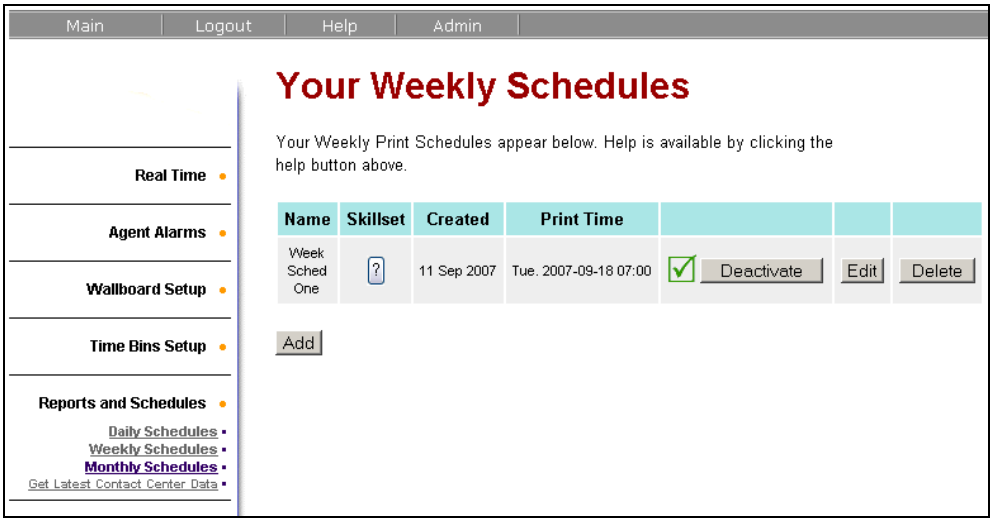


3. When the selection is complete click **Submit**.

4. Select the Skillsets or Agents that you wish the reports to include. To select more than one Skillset or Agent but not all hold down the ctrl key and make selection.



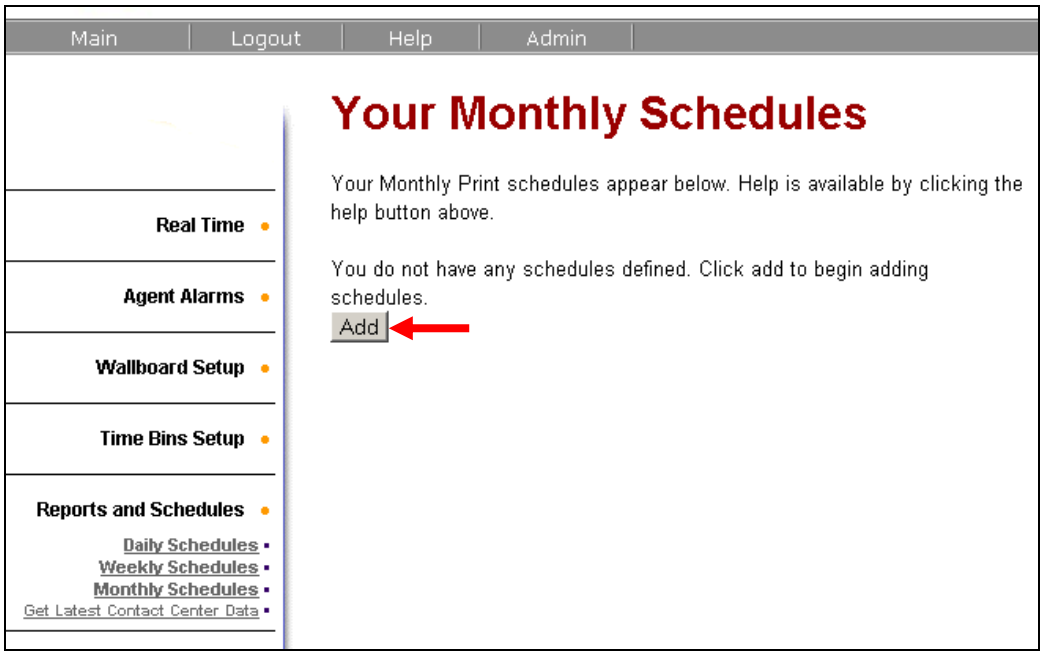
5. A list of **Weekly Print Schedules** is now available.



6. Hover your mouse cursor over the Skillset **'?'** symbol to find out which Skillsets are part of this report.

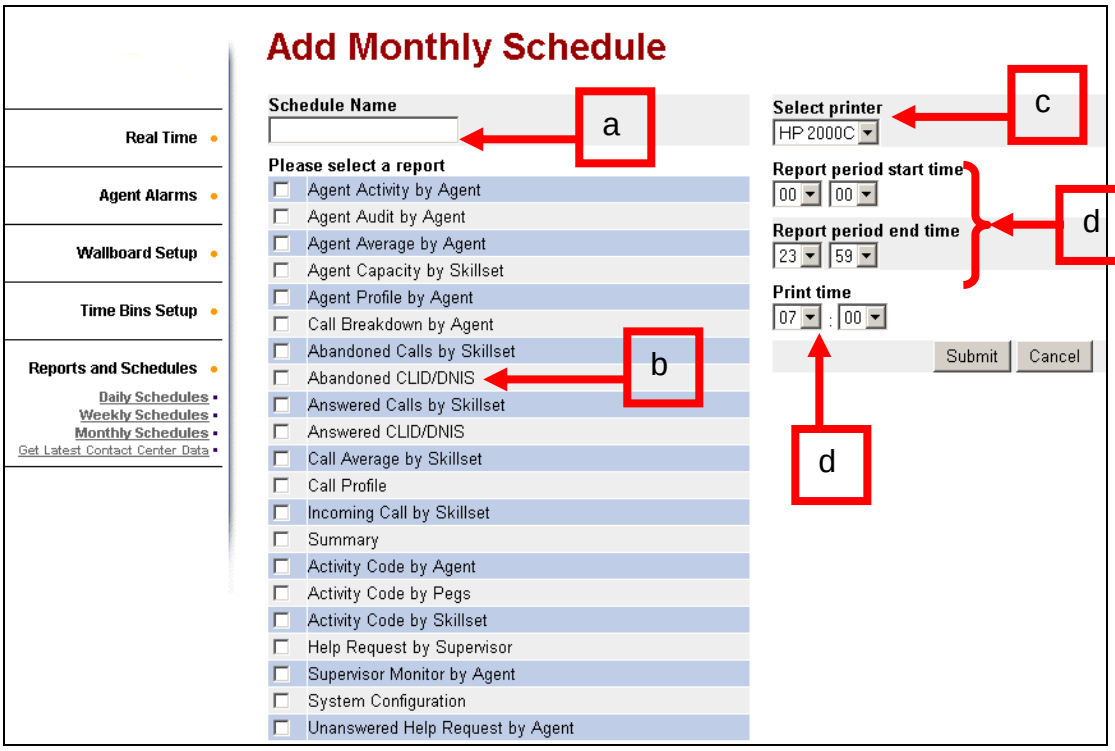
Monthly Print Schedule

1. Click on **Monthly Schedules** under the **Print Schedules** heading. Click **Add** to add a Monthly Print Schedule.



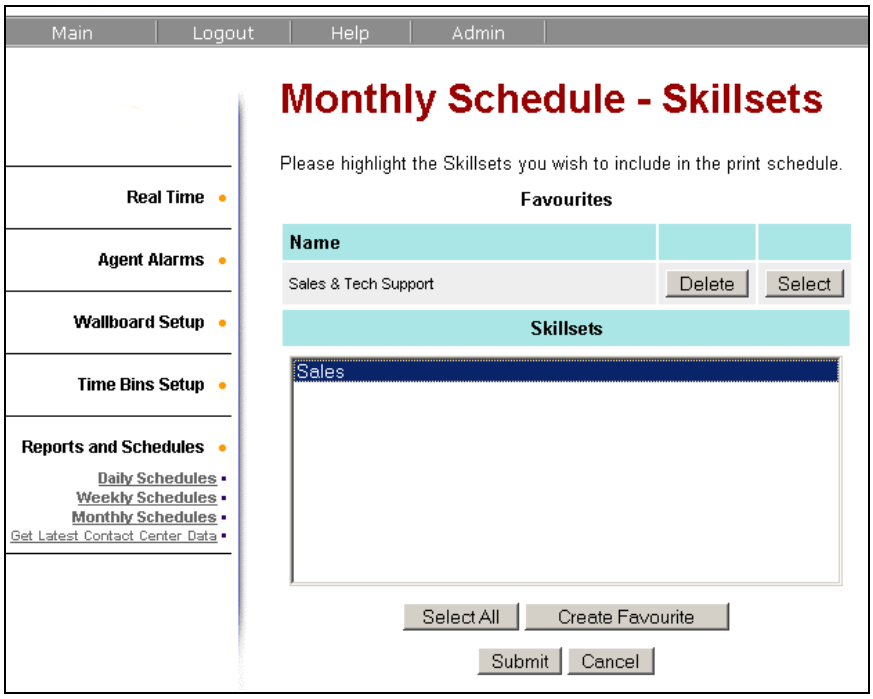
2. On the following screen:
    a. Enter a Name for the Schedule. E.g. '8:00pm Monthly'
    b. Select the reports that you wish to be printed out
    c. Select the printer that you wish the reports to be sent to. RCC will allow you to access any of the printers that are already configured on the Web Host PC (local or network).
    d. Select the time period that you wish to view the data for.
    e. Select the time at which you wish the reports to be printed out.

Note: When configuring Monthly Print Schedules be aware that the reports will print on the **first day** of every month while this schedule is active.

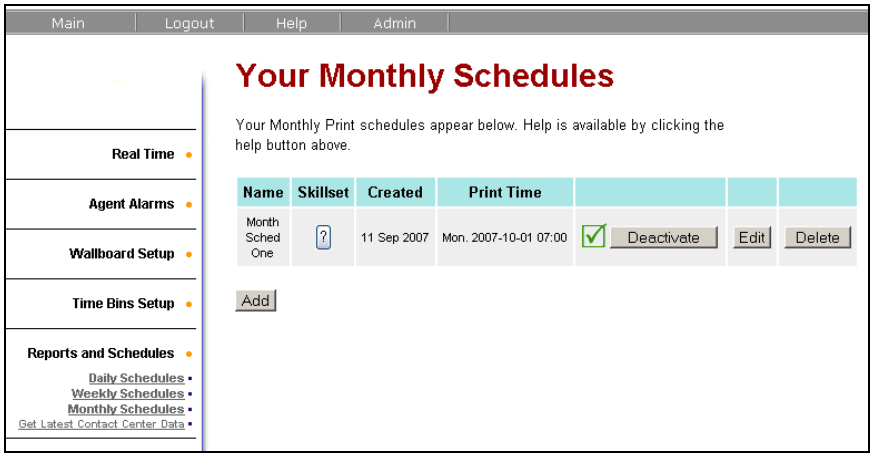


3. When the **Monthly Print Schedule** settings are complete click **Submit**.

4. Select the Skillsets or Agents that you wish the reports to include. To select more than one Skillset or Agent but not all hold down the ctrl key and make selection.



5. When the selection is complete click **Submit**. To select more then one but not all hold down the ctrl key and make selection. A list of **Monthly Print Schedules** is now available.



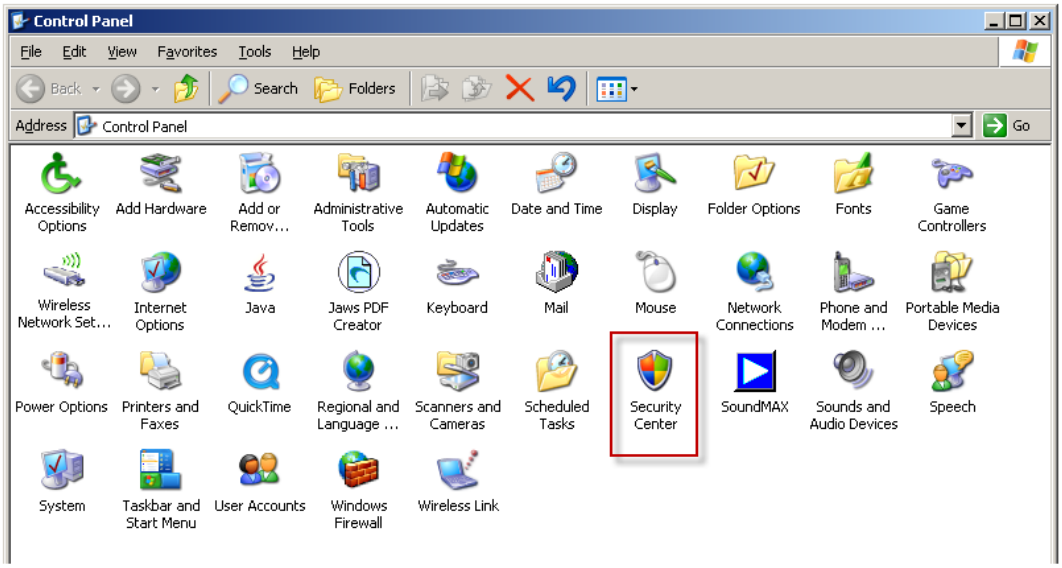
6. Hover your mouse cursor over the Skillset **'?'** symbol to find out which Skillsets are part of this report.

Additional Information

Configuring the Windows XP Firewall

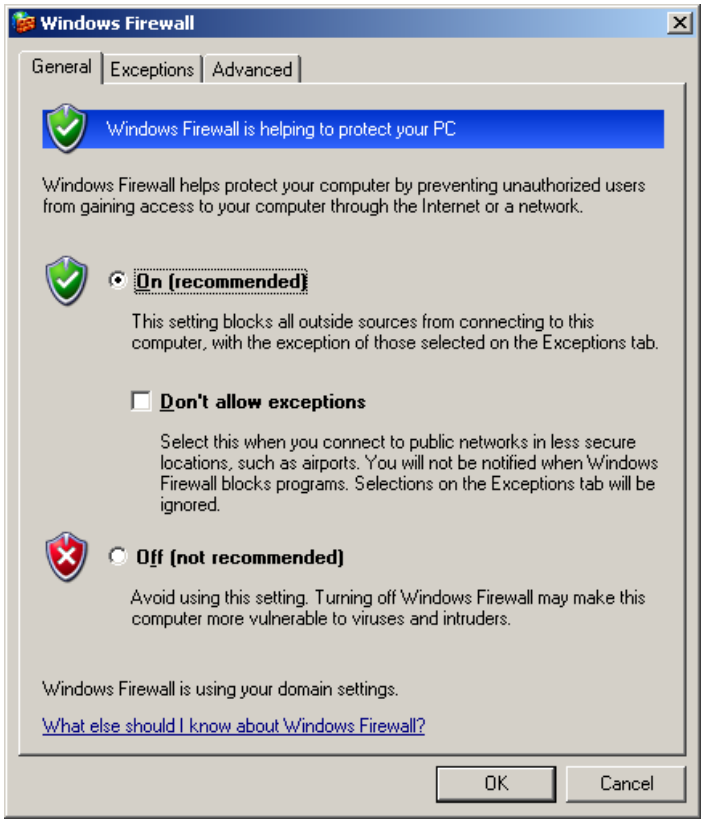
The following is an example of how to configure the Windows XP (SP2 or later) firewall to allow RCC information through.

1. From the Windows task bar, select **Start, Settings, Control Panel,** and double click the **Security Center** icon.

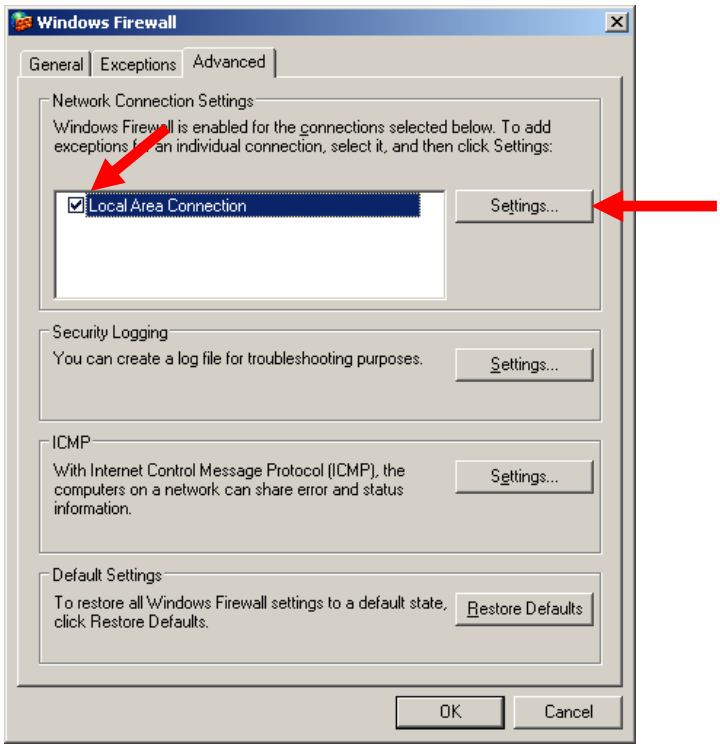


2. Click **Windows Firewall**.

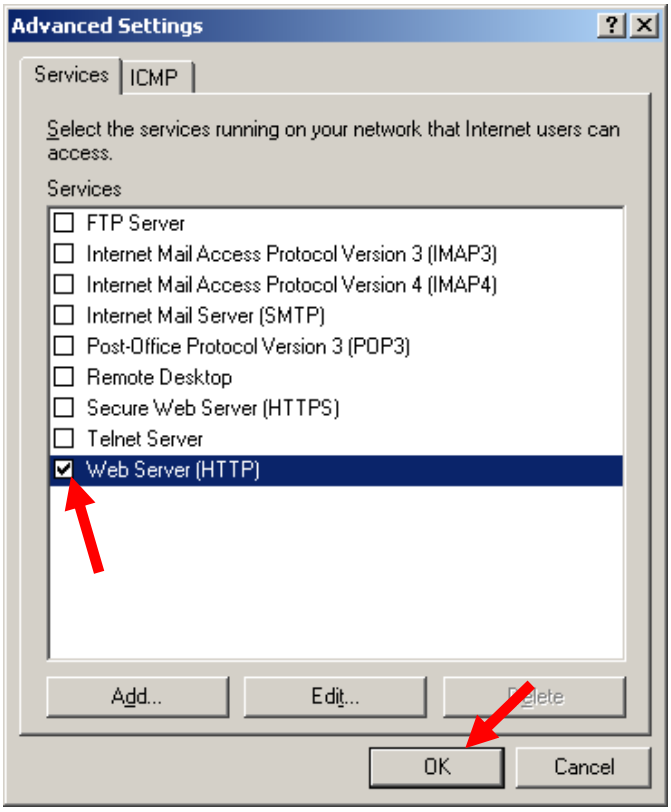
3. The **Windows Firewall** dialog box appears.



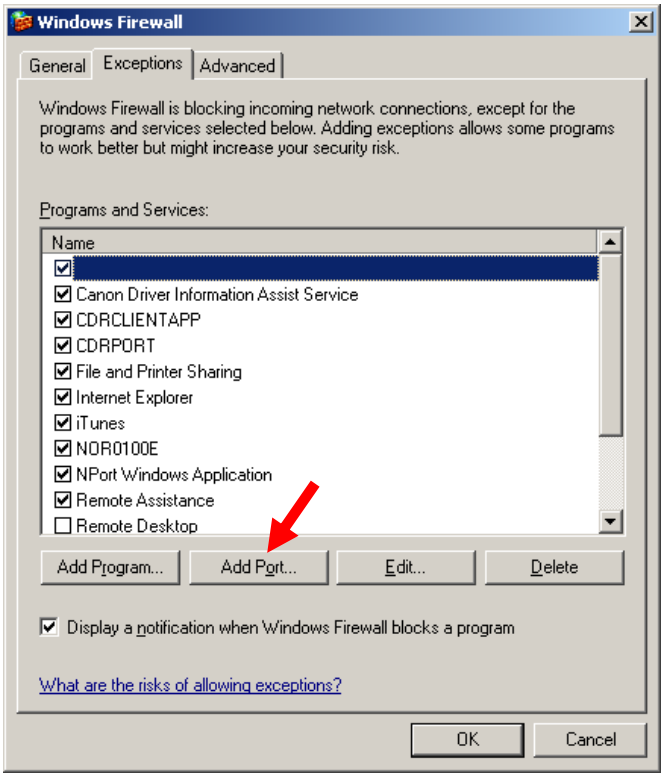
4. Select the **Advanced tab** and select **Local Area Connection**. Then click **Settings**.



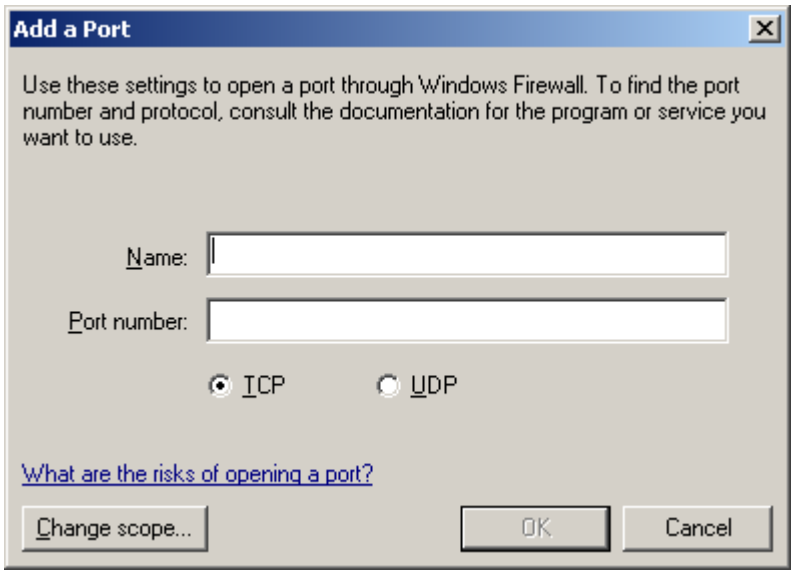
5. The **Advanced Settings** dialog box appears with the **Services** tab displayed. Select **Web Server (HTTP)** and click **OK**.



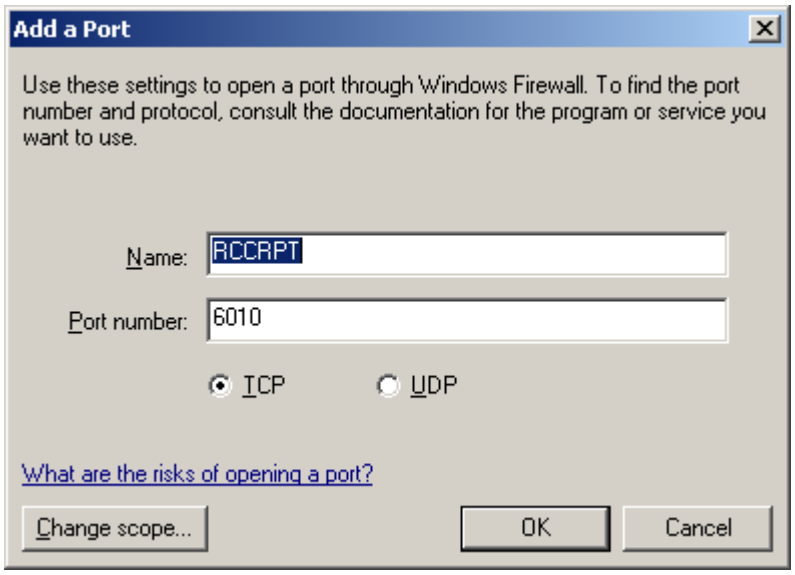
6. Click the **Exceptions** tab and click **Add Port**.



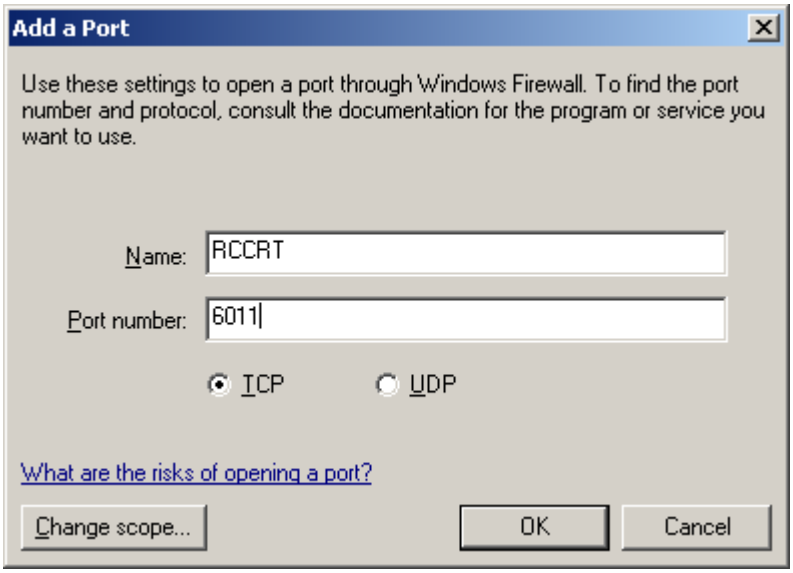
7. The **Add a Port** dialog box appears.



8. Enter **RCCRPT** as the name for the new port and enter **6010** for the port number. Leave the connection type as **TCP**, and click **OK**.



9. Click **Add**. Enter **RCCRT** as the name for the new port and enter **6011** for the port number. Leave the connection type as **TCP**, and click **OK**.



Note: Please refer to the **Firewall Considerations - Port Numbers used by Reporting for Contact Center** section of this guide for further ports that **may** require opening in the firewall. For example, the ports required for SoftBoard operation may also require opening on the destination PCs.

10. Click **OK** to close the **Windows Firewall** dialog box, and then close the **Security Center** Window.

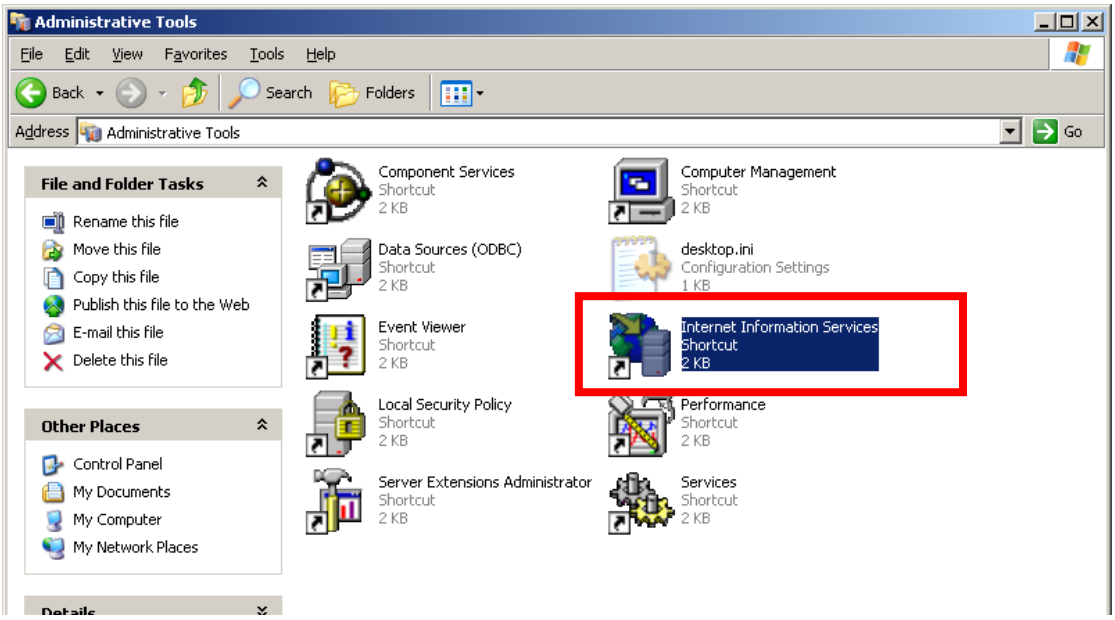
Troubleshooting

Checking Internet Information Services Settings

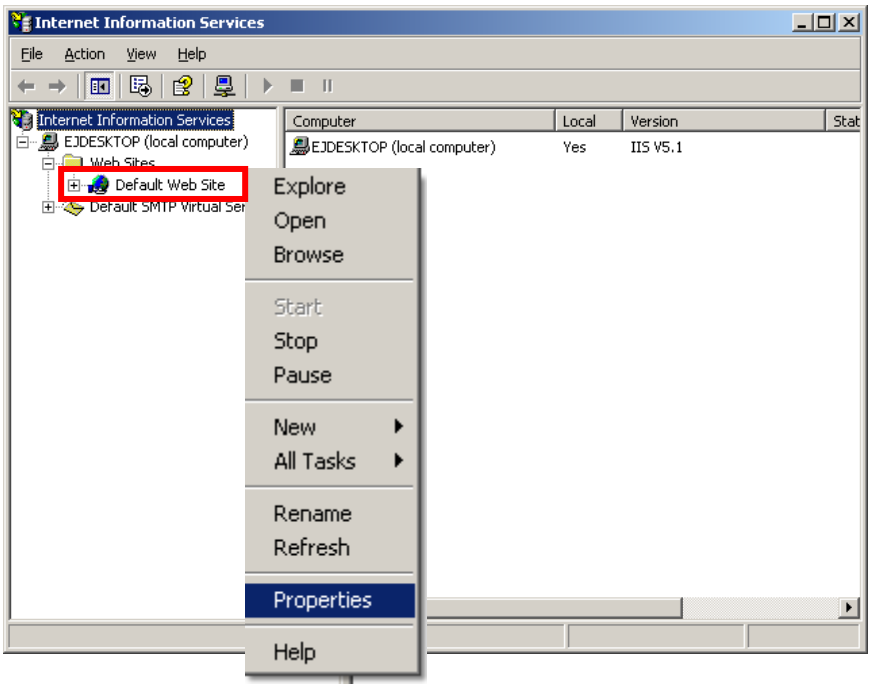
The following procedure details how to check the Internet Information Services settings in Windows XP.

1. These settings can be found in the Windows Control Panel of the Web Host PC under **Administrative Tools**.

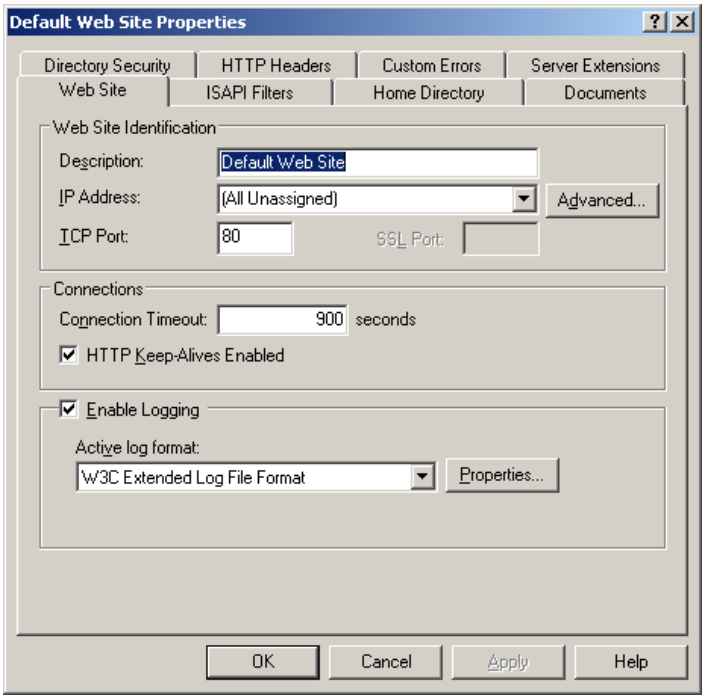
2. Once you have opened Administrative Tools, double click Internet Information Services.



3. Then right click on the **Default Websites** link and select **Properties**.



4. The IP address setting for the default website should be '(All Unassigned)' or the IP address setting for the default website should be 127.0.0.1 and the host header should be localhost.



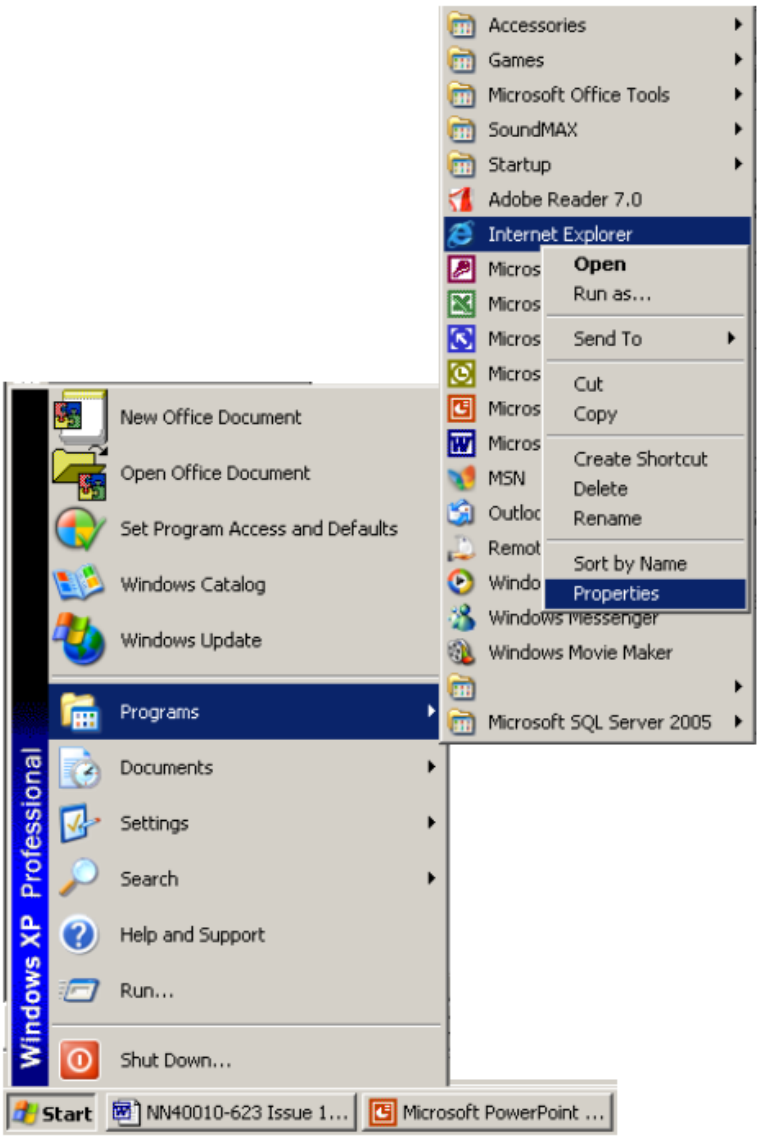
5. The port should be set to 80.

Note: It is recommended that the customer ensure that they have made the Web Host PC Internet Information Services installation as secure as possible. Generally this involves loading security patches and/or service packs for Internet Information Services and for the operating system of the Web Host PC. These are made available free of charge by Microsoft.

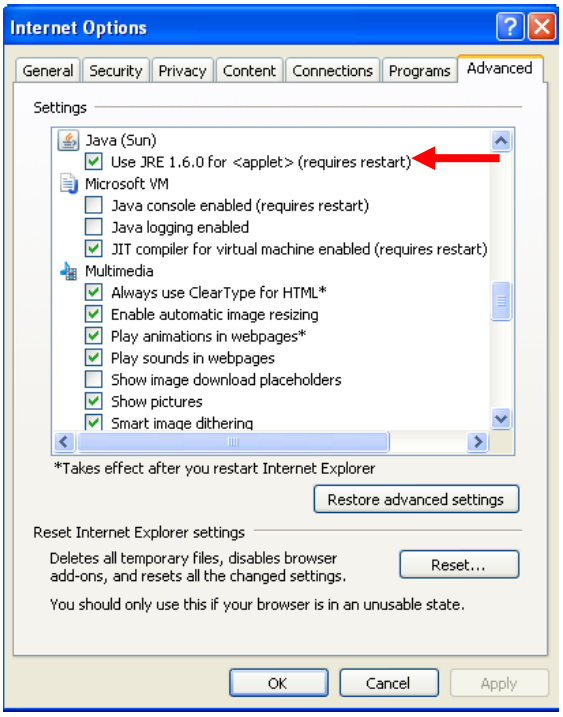
Real Time Screens Not Displaying Correctly

If you have multiple versions of JRE (Java Runtime Environment) installed on your PC and the Real Time screens are not being displayed correctly check that Internet Explorer is using JRE version 1.6.0 for applets, **or higher**, by the following:

1. Click **Start**, **Programs** then right-click the **Internet Explorer** icon, and select **Internet Properties**.



2. Click on the **Advanced** tab and scroll down to **Java (Sun)** and select the **Use JRE1.6.0_[version] for <applet>** check box.



3. Click **Apply** and click **OK** to close the **Internet Properties** dialog box.

4. If the Use JRE 1.6.0[_version] for <applet> option is not available, JRE version 1.6.0 must be installed. Go to step 6.

5. If the Real Time screens are still being displayed incorrectly, uninstall JRE version 1.6.0 by selecting from the Window taskbar **Start**, **Settings** and then click **Control Panel**. The Control Panel window appears.

6. Double-click the **Add or Remove Programs** icon. The Add or Remove Programs dialog box appears.

7. Under Java(TM) SE Runtime Environment 6 click **Remove**. Click **Yes** to confirm uninstalling the program.

8. Re-install Java Runtime Environment 6 by opening C:\Program Files\Nortel\Reporting for Contact Center\Java on the Web Host PC. Copy the jre-6-windowsi586.exe file and install it on the PC exhibiting problems to install the Java Runtime Environment. When JRE 1.6.0 is installed on the PC you should be able to view Real Time screens correctly.

For further details relating to Reporting for Contact Center troubleshooting please refer to the Reporting for Contact Center Troubleshooting Guide.

Avaya Documentation Links

- Reporting for Contact Center – Setup and Operations Guide
- Reporting for Contact Center – Reports Explained
- Reporting for Contact Center – Quick Reference Guide
- Reporting for Contact Center - Troubleshooting and Maintenance Guide
- *IP*View Softboard – Setup and Operations Guide