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Reporting for Call Center Setup and Operations Guide

RCC Setup and Operations Guide

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2. Call Center Connection Page section expanded.
3. Troubleshooting Section expanded.
4. GOS % Formula changed in Glossary.

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1. Section added regarding GOS on wallboards and Real Time screens.
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1. Standardization of heading styles for cross-referencing and general editing.
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4. Updated the Report Skillset selection pages' screenshots.
5. Updated the Reports Introduction section as well as the entire Reports Explained chapter.

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1. Correction made to the Release number and updated the Document Number and Document Version.

How to Use this Guide 1

Introduction

This document is designed to allow an Administrator or User to set up and operate Nortel Networks Reporting for Call Center.

Use this document as an ongoing reference. This chapter tells you what to expect as you read this document and how information in this document is presented.

How This Guide is Organized

The *Reporting for Call Center Setup and Operations Guide* is organized as follows:

How to Use this Guide	Provides a brief overview of the organization of this guide.
Introduction	Provides an overview of the conceptual organization of the Nortel Networks Reporting for Call Center product.
Installation	Describes the minimum specification for the PC required to host Nortel Networks Reporting for Call Center, and how to install Nortel Networks Reporting for Call Center.
Administration	Describes the Administration duties and configuration that must be conducted to ensure that Nortel Networks Reporting for Call Center operates correctly.
Using Reporting for Call Center	Describes the usage and configuration of Nortel Networks Reporting for Call Center from a User's perspective.
Reports	This chapter describes the reports that are available within Nortel Networks Reporting for Call Center.
Reports Explained	This chapter describes each report available within Nortel Networks Reporting for Call Center, with examples of suggested usage.
Upgrading to Reporting for Call Center	Provides an overview of how you can upgrade from a previous installation of Call Center Reporting 2.5, 3.0 or 3.5 to Nortel Networks Reporting for Call Center.
Glossary	Describes the terms used within this User Guide.

References

This chapter lists documents referenced in the body of this guide.

Index

Provides a cross-reference of topics in this document.

Introduction 2

Introduction

Nortel Networks Reporting for Call Center is a browser-based Real Time information and Historical Reporting tool for Nortel Networks Call Center.

Nortel Networks Reporting for Call Center provides:

- Real Time windows showing current Call Center activity, for Calls and for Agents
- Real Time information via hardware and software IP-enabled wallboards
- A comprehensive Historical Reporting package

!	Within this document the phrase '*the Call Center platform*' is used to refer to either the Business Communications Manager or the CallPilot hardware, and the phrase '*the Call Center*' is used to refer to the Call Center application running on that platform. The platforms are only referenced specifically by name in areas of this document describing the installation of the Call Center Reporting application software, on Pages 13, 14, 17, 18 & 19, and the discussion concerning the configuration of the Call Center Connection page, on Page 38.

Web Based User Interface

All the administrative and user interactions with Nortel Networks Reporting for Call Center are conducted through a series of Web Pages accessed through Internet Explorer browser sessions.

The Web Pages are hosted on a designated PC which is referred to as the Web Host PC, on which the Nortel Networks Reporting for Call Center software is installed. The Web Host PC communicates directly with the Call Center to retrieve Real Time updates (for the Real Time screens and wallboards) and Historical information (for the reports).

Other PCs that have network access to the Web Host PC can access these Web Pages. Multiple users can, therefore, use Nortel Networks Reporting for Call Center without having any software other than Internet Explorer installed on their PCs. (The Java runtime environment, if required, and the Crystal Reports ActiveX report viewer will be automatically downloaded on to the client the first time they are required.)

Language Support

Each Administrator or User of Nortel Networks Reporting for Call Center can specify to view their Web user interface pages in one of the following 13 languages: North American English, United Kingdom English, Canadian French, Latin American Spanish, Brazilian Portuguese, Spanish, Dutch, French, German, Italian, Norwegian, Danish, and Swedish.

Each Administrator or User can also view individual wallboards in any of these languages.

Administrators and Users

The two types of user of Nortel Networks Reporting for Call Center users are Administrators and Users.

In addition to having access to all of the features of Nortel Networks Reporting for Call Center, Administrators can specify and change fundamental configuration settings within Nortel Networks Reporting for Call Center.

For security purposes and to maintain system stability, only Users with Administrator capabilities can change these fundamental configuration settings . User interactions with Nortel Networks Reporting for Call Center are limited to using the features that it provides.

Whilst Users cannot modify the core set-up of Nortel Networks Reporting for Call Center, they can specify and change some personal preferences. Users can also configure any aspects of Nortel Networks Reporting for Call Center that affect only themselves.

Administrators and Users view different menus when they login.

Assigned Skillsets

Administrators create Users by providing details, such as User Name and language, to Nortel Networks Reporting for Call Center. The Administrator must then assign Skillsets to Users.

The process of assigning Skillsets defines the Skillsets that each User can view in the Real Time screens and for which the User can request Historical Reports. Skillsets can be assigned to more than one User.

Users can choose to view the Real Time screens or Historical Reports for any of the Skillsets assigned to them, any combination of the allocated Skillsets, or all the assigned Skillsets.

Users, including the Administrator, can save frequently used Selections of Skillsets as Favorites and assign names to the Favorites. The User can then, with a single mouse click, quickly locate a

Skillset selection. Favorites are unique to each User. Users can create, modify, or delete their Favorites without affecting the Favorites of other Users.

SQL Historical Database

Historical Report information is stored in a standard MySQL database. If Users have reporting requirements that are not available through Nortel Networks Reporting for Call Center, they can analyze the data using third-party reporting packages.

System Software

The software that sends data to Nortel Networks Reporting for Call Center is integral to the Nortel Networks Call Center.

Nortel Networks Reporting for Call Center software on the Web Host PC communicates directly with the Call Center to request Call Center Historical Report statistical data and Real Time data.

Users on other PCs can access the Real Time and Historical Report data by pointing their Internet browsers to the Nortel Networks Reporting for Call Center Web pages on the Web Host PC. Only the Web Host PC needs to communicate with the Call Center.

!	One PC on your network should be designated as the Web Host PC. Install the Nortel Networks Reporting for Call Center application software onto the designated PC only. All other network PCs from which Users access the Real Time screens, Historical Reports, or the Nortel Networks Reporting for Call Center user interface must be equipped with Internet Explorer. No other software is required on these PCs.

PC Requirements

The minimum requirements of the PC designated as the Nortel Networks Reporting for Call Center Web Host PC are as follows:

Minimum PC Specifications

IBM™ Compatible PC

Microprocessor
Intel® Pentium™ III (or equivalent) minimum, Intel® Pentium™ IV (or equivalent) recommended.

Microprocessor Speed
400 MHz minimum, 1.0 GHz recommended

Memory
64 MB minimum, 128 MB recommended

Network Interface Card
TCP/IP protocol
SVGA display
Mouse (or other Windows® compatible Pointing Device)
Microsoft Internet Explorer version 5 or higher

Operating System
Microsoft Windows NT 4 Service Pack 6a
Microsoft Windows 2000 Service SP2
Microsoft Windows XP Professional
Microsoft Windows 2003 Server Standard Edition

Web Server
Nortel Networks Reporting for Call Center has been verified with Microsoft Internet Information Services 4 and 5

Hard Disk Space Required
For installation of application on Web Server: 80 MB
Storage space required for Historical Data: (approx) 256 bytes per call.

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

Minimum Printer Specification

Paper Size
Letter, 8 ½ x 11 inches
A4, 210 x 297 mm

Operating System Compatibility

Nortel Networks Reporting for Call Center is verified for correct operation on the following operating systems:

Operating System	Version
Windows NT	4.00.1381
Windows 2000	5.00.2195
Windows XP Professional	Version 2002
Windows 2003	Standard Edition

Installation 3

Introduction

This chapter describes the installation prerequisites and how to install the Nortel Networks Reporting for Call Center software on the Windows Personal Computer you wish to use as the Web Host PC. The Web Host PC is the one which will communicate with Nortel Networks Call Center. The Web Host PC also stores the Call Center statistical database and the Nortel Networks Reporting for Call Center user interface, which is configured as a web site.

Other network users can use Internet Explorer to browse to the Nortel Networks Reporting for Call Center web site on the Web Host PC to access the software features and obtain Real Time displays and Reports.

Upgrading to Reporting for Call Center

This chapter describes the first-time installation of Nortel Networks Reporting for Call Center on a Web Host PC that has never had Nortel Networks Reporting for Call Center installed on it.

If you are upgrading from Call Center Reporting 2.5, 3.0 or 3.5, please refer to the chapter titled Upgrading to Reporting for Call Center on Page 258.

If you are upgrading from a previous version of Nortel Networks Reporting for Call Center to a newer version of Nortel Networks Reporting for Call Center please refer to the section titled Upgrading a Previous Version of Reporting for Call Center, below.

Upgrading a Previous Version of Reporting for Call Center

In order to perform an upgrade of a previous installation of Nortel Networks Reporting for Call Center, please do the following.

1. On the Windows taskbar, click **Start**, point to **Settings** and then click **Control Panel**. The **Control Panel** window appears. (On some versions of Windows you can click **Start**, point to **Settings** and then click **Control Panel.**
2. Click on Add/Remove Programs.
3. Uninstall Reporting for Call Center

Note: You **DO NOT** need to uninstall the *MySQL Servers and Clients 3.23.53*, nor the *Java 2 Runtime Environment SE v.1.4.0_03*.

If required, your Nortel Networks Reporting for Call Center databases will be modified during the installation. There will be no loss of statistical data, but new data, tables, columns and/or indexes may be added to them.

Deleting Temporary Internet Files

To prevent Internet Explorer from caching old versions of the Nortel Networks Reporting for Call Center web pages, you should delete the temporary internet files that are on your computer.

Click on Start, then right click on the Internet Explorer icon, and select Internet Properties.

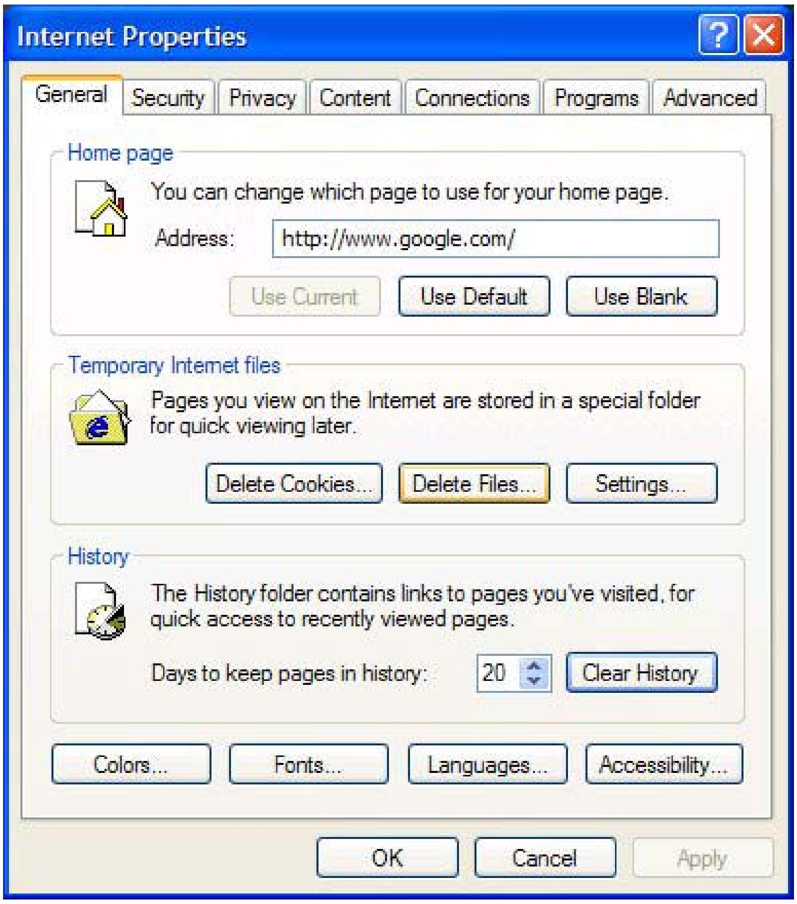


Figure 1 Internet Properties Window

Note: If you do not see this window you have clicked on a *shortcut* to Internet Explorer. You **must** click on the Internet Explorer icon in the Start menu.

When you see the window shown in Figure 1, click on the Delete Files button. The Delete Files dialog shown in Figure 2 will appear.

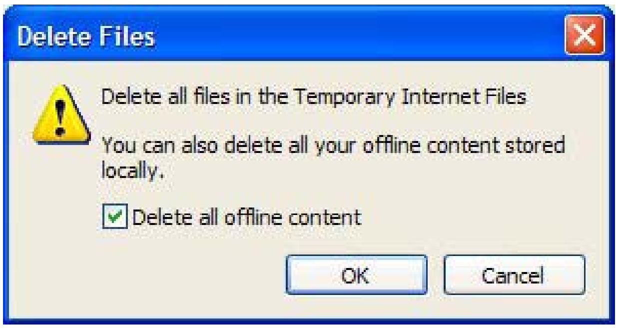


Figure 2 Delete Files Dialog

Select the Delete all offline content option, and then click on the OK button. You may then click on the OK button to close the Internet Properties window.

You may now proceed with the installation of Nortel Networks Reporting for Call Center, as described in the section titled Installation prerequisites, on page 12.

!	Note that if you are installing Nortel Networks Reporting for Call Center and your Call Center platform is a **CallPilot 3.0** system you **MUST** install the Nortel Networks Call Center Reporting Server BEFORE installing Nortel Networks Reporting for Call Center, as detailed in the section below titled Call Center Reporting Server. **THIS IS A PREREQUISITE FOR THE INSTALLATION AND CORRECT OPERATION OF THESE TWO SOFTWARE APPLICATIONS.** If you are installing Nortel Networks Reporting for Call Center to be used in conjunction with a Business Communications Manager platform, then you can proceed directly to the section titled Installation prerequisites, on page 12, skipping the section below titled Call Center Reporting Server.

Call Center Reporting Server

If your Call Center Platform is a CallPilot, you will also need to install the Call Center Reporting Server onto a PC. Typically this will be the PC you will use as the Master Web Host.

Note: You **DO NOT** need to perform this installation if your Call Center platform is a Business Communications Manager.

1. Load the CallPilot 100/150 CD in the CD-ROM drive of your computer.

2. Inside the CD folder double-click the **Optional Software** folder.

3. Inside the **Call Center Application Server** folder double-click **setup.exe**.
   The Welcome screen appears.

4. Click the **Next** button.
   The License Agreement screen appears.

5. Click the Yes button to accept the license agreement.
   The folder selection screen appears.

6. We recommend you install the reporting server in the default folder shown.
   Click the **Next** button.
   The database folder screen appears.

7. We recommend you install the database in the default folder shown.
   Click the **Next** button.
   If you do not have the Microsoft SQL Desktop Engine (MSDE) installed on your computer, a message appears that asks if you want to install it.

8. If you have MSDE installed, go to step 9.
   If you do not have MSDE installed, click OK and wait until it is installed.
   If you do not have Microsoft .NET Framework installed, a message appears that asks if you want to install it.

9. If you have Microsoft .NET Framework installed, go to step 10.
   If you do not have Microsoft .NET Framework installed, follow the information on the next six screens to install it.
   A message appears that says that the Call Center Reporter Server configuration tool will now launch.

10. Click the **OK** button.

11. On the Call Center Reporting Server Config screen:

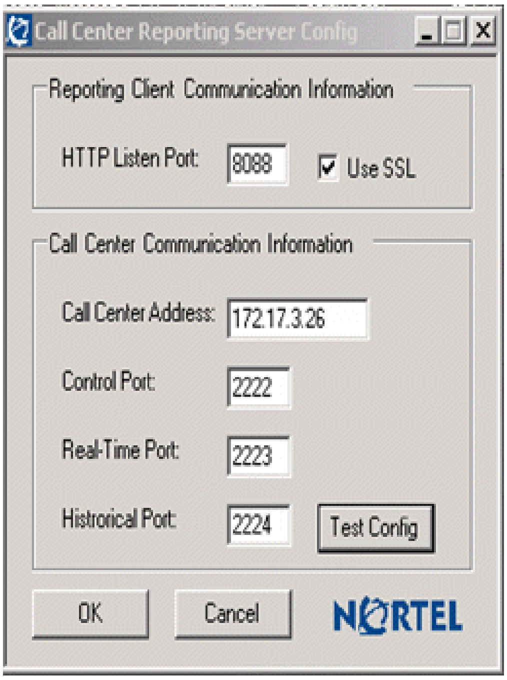


Figure 3: Nortel Networks Call Center Reporting Server Config window

a) In the CallPilot address box your local host address automatically appears. Change this address to the IP address or Fully Qualified Domain Name of your CallPilot.

b) If you have a Call Center reporting application installed on the same PC as the Call Center Reporting Application Server software, you must change the HTTP Listen Port value from its default (8088), by entering the number of the port you want to use. If your reporting application is installed on a different PC, you can leave the value at its default of 8088. If you do not know which port to use, ask your installer.

c) We recommend you do not change the values for the Control, Real-Time or Historical Ports.

d) Click **OK.** The Setup Complete screen appears.

12. Click **Finish**.

Installation prerequisites

Before you install Nortel Networks Reporting for Call Center software, you must:

- Be familiar with the Call Center and the Windows™ operating system used by your Web Host PC.
-
- Ensure that the Call Center is installed and configured.

- Ensure that the Call Center platform is connected to, and is operational on, the network to which the Nortel Networks Reporting for Call 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.

Microsoft Internet Information Services can be installed through Add/Remove programs, using the Add/Remove Windows Components icon. Note that on Windows NT you <u>must</u> upgrade Internet Information Services to Version 4. This is available on the Windows NT Options pack CD.

To ensure correct operation of Nortel Networks Reporting for Call Center the following points must be observed.

- 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.
- The port should be set to 80.
- Ports 3500, 6010 and 6011 must not be blocked by local firewalls.

!	It is recommended that you ensure that you have made your 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. Contact your network Administrator for further advice.

Now you are ready to install the Nortel Networks Reporting for Call Center software from the Call Center platform.

!	You **must** have Administrator's rights for the installation to be successful. If you do not have Administrator's rights for the PC on which you wish to install Nortel Networks Reporting for Call Center, the installation will be halted and you will be requested to log out and log back in with Administrator's rights.

Installing Nortel Networks Reporting for Call Center software

By default, Nortel Networks Reporting for Call Center software creates a folder called **\Program Files\Nortel Networks\Nortel Networks Reporting for Call Center** on the installation drive of the Web Host PC. This folder contains the application files used by Nortel Networks Reporting for Call Center. It also contains the Nortel Networks Reporting for Call Center configuration and statistical database.

Note: Before Nortel Networks Reporting for Call Center will operate correctly, you must enable the Call Center Reporting Software Keycode. For Software Keycode information, refer to the *Software Keycode Installation Guide*.

TCP/IP Protocol

The Call Center platform and Nortel Networks Reporting for Call Center use the industry standard TCP/IP protocol for communication between the Call Center and the Nortel Networks Reporting for Call Center Web Host PC. This means the Windows Network component is required for the Nortel Networks Reporting for Call Center Web Host PC.

The Nortel Networks Reporting for Call Center installation process does not install the Windows Network component. For instructions on installing the Windows Networking component, refer to your network or Windows documentation.

Checking Installation of the Windows Networking Component

Follow the steps in this section to check that the Windows Networking component is set up properly on the PC that will operates as a Web Host PC.

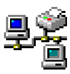
Note: If your company has a network administrator, check with your administrator before changing any network configuration parameters.

4. Start the Windows system on the PC that will have the Nortel Networks Reporting for Call Center application installed.

5. On the Windows taskbar, click **Start**, point to **Settings** and then click **Control Panel**. The **Control Panel** window appears.

   (If you are using the Windows 2000 operating system, double click instead on **Networking and Dial-up Connections**. The **Networking and Dial-up Connections window** appears)

   (If you are using the Windows XP operating system, point to Start, Connect to and then click on instead on **Show All Connections**. The **Networking Connections window** appears)

6. Double click on the **Network**  icon . The **Network** window appears with the **Configuration** tab displayed.

   (If you are using the Windows 2000 or Windows XP operating system, right click on the **Local Area**  **Connection** icon and then click on **Properties**.)

7. Check that TCP/IP appears on the list of installed network components. If TCP/IP is not on the list, click **Add** to install this protocol using the Windows installation instructions, or refer to your network administrator.

Installing Nortel Networks Reporting for Call Center for a Business Communications Manager Installation

Follow the steps in this section to install Nortel Networks Reporting for Call Center for a Business Communications Manager installation.

1. Close any Windows programs that are open.

2. Start your internet Browser (such as Internet Explorer or Netscape), and use it to connect to the Business Communications Manager. Do this by entering into the browser Address Bar the IP Address of the Business Communications Manager in the following format: https://10.10.10.1/.

   Remember to substitute the IP Address of *your* Business Communications Manager for the 10.10.10.1 shown in the example above.

   Nortel Networks Unified Manager page appears.

3. Click **Install Clients**. The Install Clients page appears.

4. Click **Nortel Networks Reporting for Call Center**. Information about the Nortel Networks Reporting for Call Center application appears. (You may need to scroll down the page to see the button to install the application.)

5. Click **Nortel Networks Reporting for Call Center**.

6. A dialog will appear from which you can select to either **Run this program from its current location** or **Save this program to disk**. The default option is **Save this program to disk.** Click on **OK**.

7. The dialog box in Figure 4: InstallShield Initialization Dialog appears. Please wait.

Installing Nortel Networks Reporting for Call Center for a CallPilot Installation

Follow the steps in this section to install Nortel Networks Reporting for Call Center for a CallPilot installation.

1. Close any Windows programs that are open.

2. Insert the Application Installation CD in the CD drive of the PC you wish to use as the Web Host PC.

3. Double-click on the **Setup.exe** file.

4. The Install Wizard shown in Figure 4: InstallShield Initialization Dialog appears. The wizard extracts the installation files required to install the Nortel Networks Reporting for Call Center files on the Web Host PC. Once the files are extracted click the **Next** button.

Figure 4: InstallShield Initialization Dialog

5. The **Choose Setup Language** dialog box will be displayed, as shown in Figure 5: Language Selection Dialog, which allows you to select the default language for your installation of Nortel Networks Reporting for Call Center.

Figure 5: Language Selection Dialog

Note that the User of Nortel Networks Reporting for Call Center is assigned a language. You can have different languages in use by various Users at the same time.

This dialog allows you to define the default language for the Login Page and for the default Administrator. Click on the down arrow to the right of the dropdown box to display a list of all the languages available. When you have selected your language, click **OK**. To stop the installation, click **Cancel**.

6. The InstallShield Windows Installer Configuration dialog box shown in Figure 6: InstallShield Windows Installer Configuration Dialog appears. This dialog prepares the Wizard to install the Nortel Networks Reporting for Call Center files on the Web Host PC.

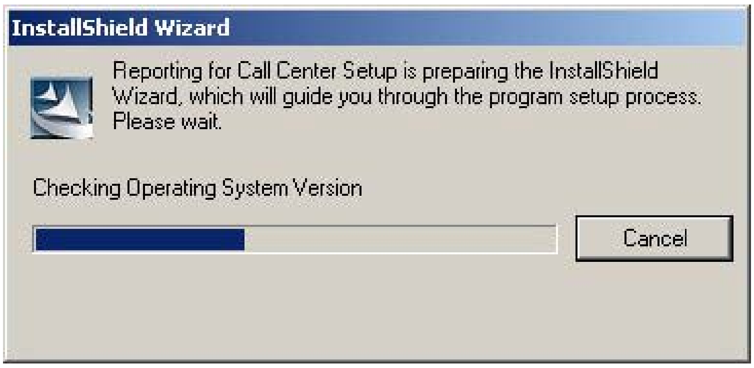


Figure 6: InstallShield Windows Installer Configuration Dialog

When prompted, click **OK**. The dialog box shown in Figure 7: InstallShield Wizard Start Dialog appears.

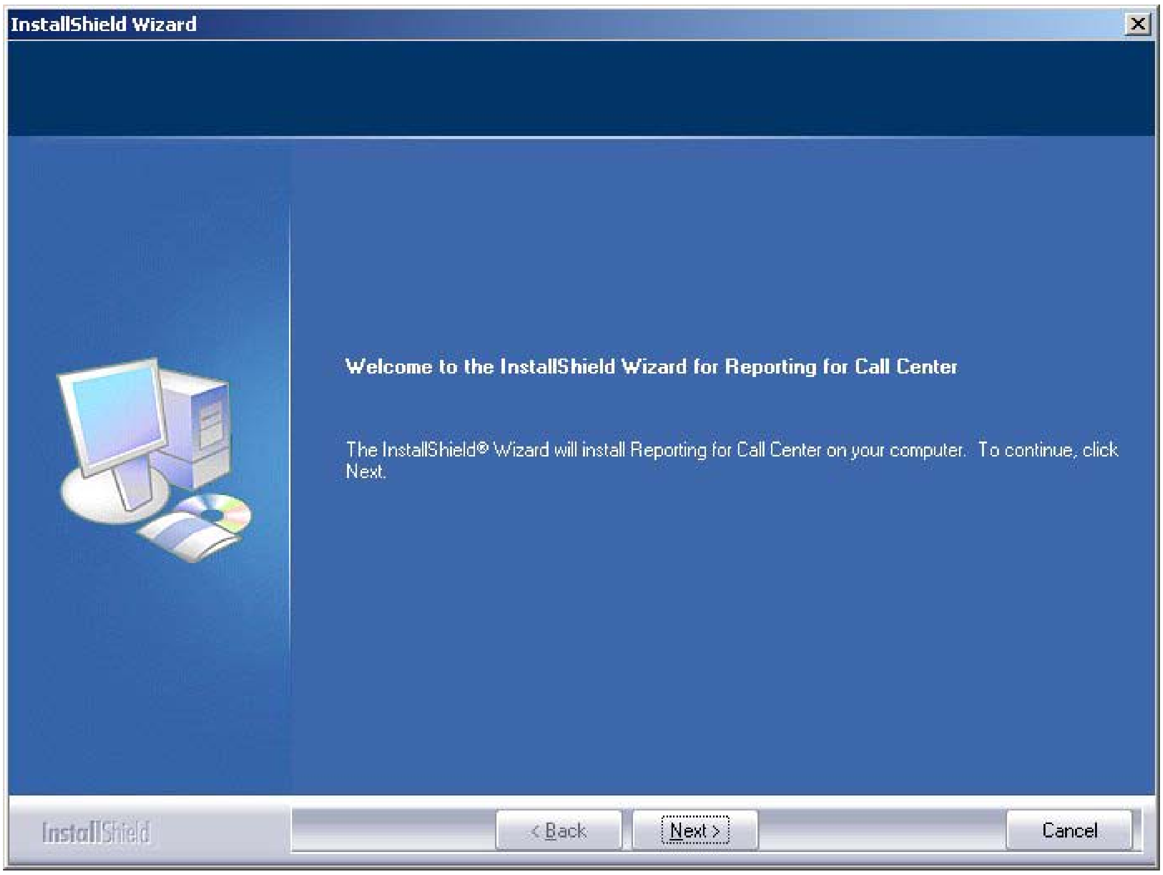


Figure 7: InstallShield Wizard Start Dialog

7. To proceed, click **Next**. The License Agreement dialog box shown in Figure 8: License Agreement Dialog appears.
   To cancel the installation procedure, click **Cancel.**

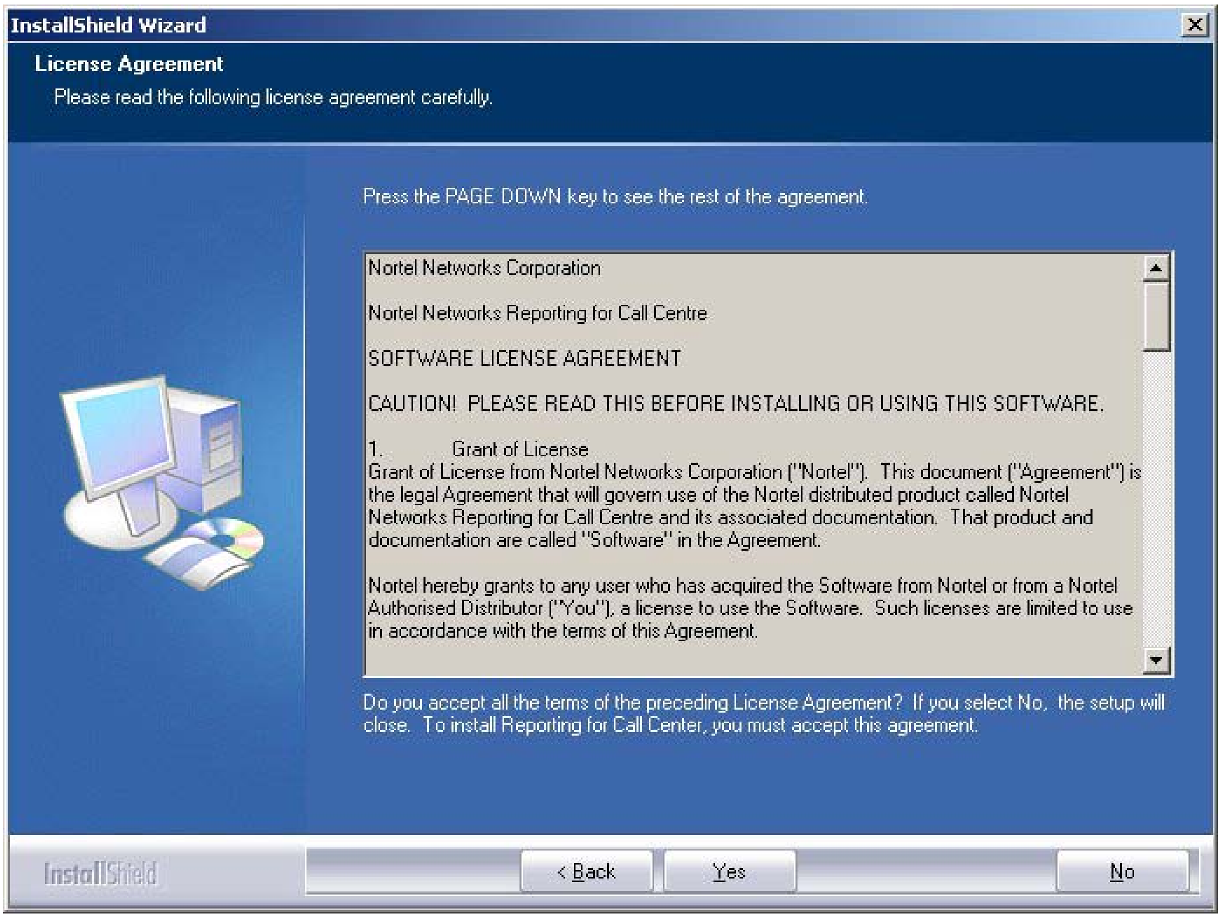


Figure 8: License Agreement Dialog Box

8. Read the Software License Agreement before proceeding. To proceed with the installation, click **Yes**. The Choose Destination Location dialog box shown in Figure 9: Choose Destination Location appears.
   To cancel the installation, click **No**. To return to the Welcome dialog box, click **Back**.

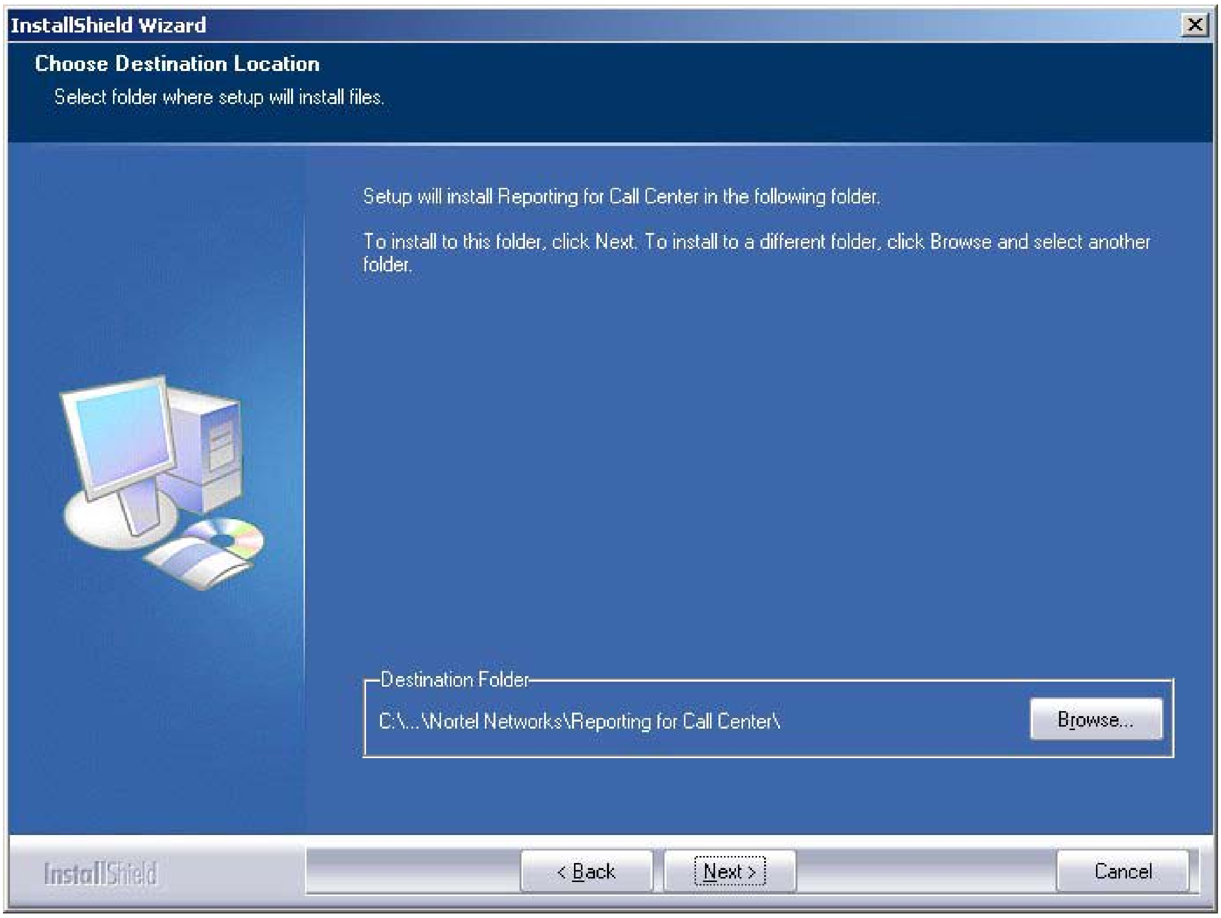


Figure 9: Choose Destination Location Dialog Box

9. Nortel Networks recommends that you accept the location specified in the dialog box. If you do not wish to install Nortel Networks Reporting for Call Center on the default drive (C:), click **Browse** to choose a new destination.

   To proceed with the installation, click **Next**. The Setup Status dialog box shown in Figure 10: Setup Status Dialog appears.

   To cancel the installation, click **Cancel**. To return to the Customer Information dialog box, click **Back**.

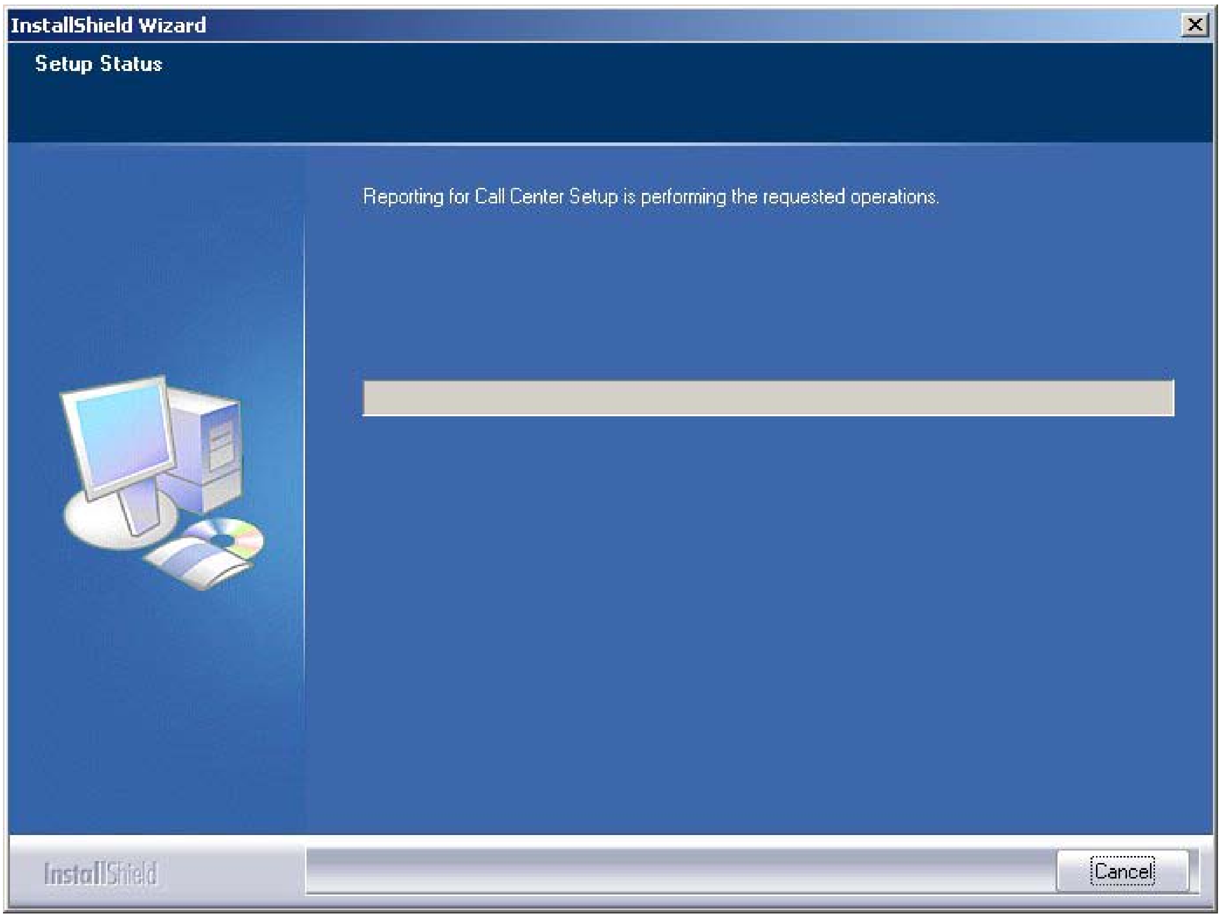


Figure 10: Setup Status Dialog Box

The Setup Status dialog. shows the progress of the installation. To cancel the installation, click **Cancel**.

10. During installation, the message shown in Figure 11: Database Installation Dialog appears. Wait for the installation to complete.

Figure 11: Database Installation Dialog

Note: The MySQL database is not installed in the same folders as Nortel Networks Reporting for Call Center; it is installed in \mysql on the target hard drive.

11. The message shown in Figure 12: Java Installation Dialog appears. Wait for the installation to complete.

Figure 12: Java Installation Dialog

Note: The Java Runtime is not installed into the same folders as Nortel Networks Reporting for Call Center; it is installed into \Program Files\Java on the target hard drive.

12. When installation is complete, the Installation Complete dialog box shown in Figure 13: Installation Complete Dialog appears.

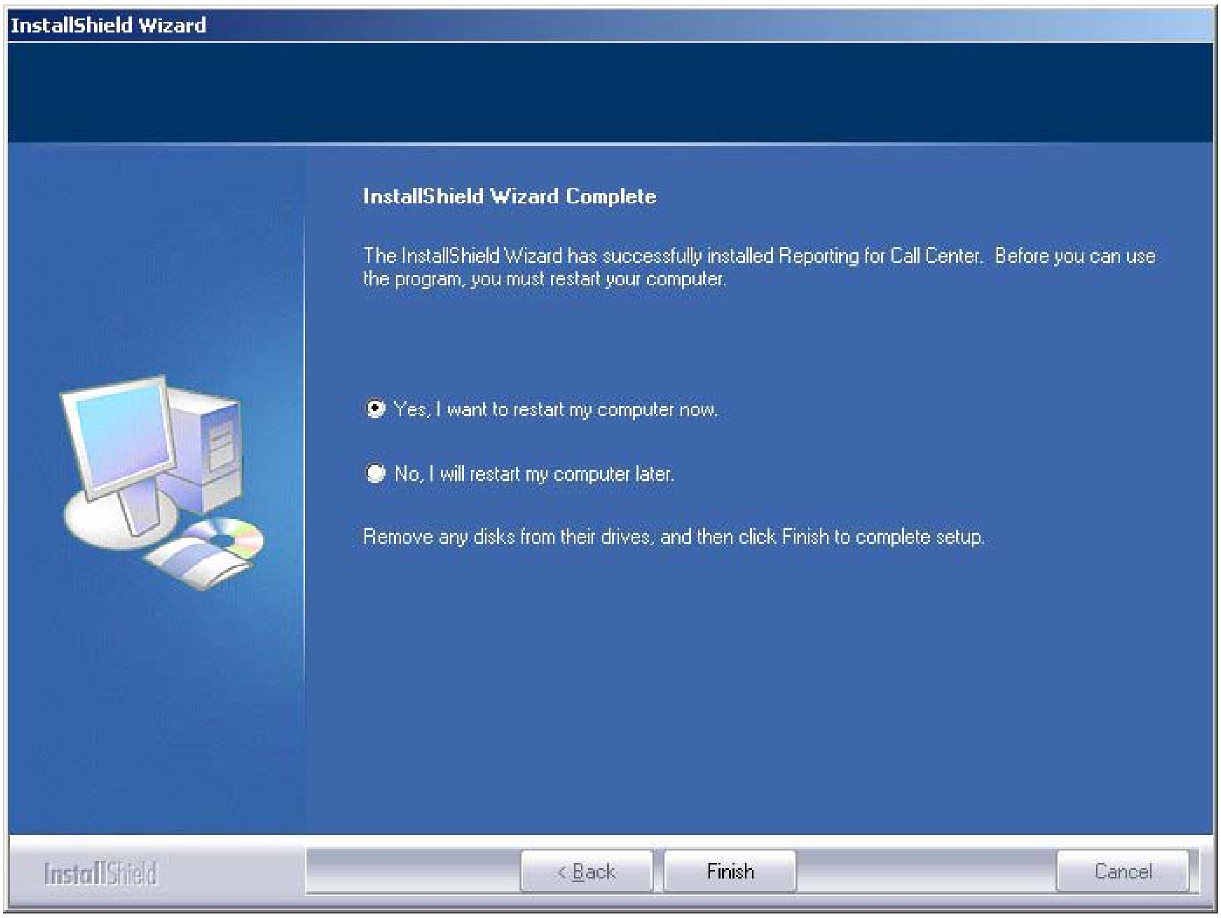


Figure 13: Installation Complete Dialog Box

Note: Before Nortel Networks Reporting for Call Center can operate correctly, you must restart you Web Host PC.

To have the installation restart your PC, click **Yes, I want to restart my computer now**, and then click **Finish**.

To complete the installation without restarting your PC at this time, click **No, I will restart my computer later**, and then click **Finish**.

Settings Required for Windows XP Service Pack 2

The following settings need to be configured on the Web Host PC with Windows XP Service Pack 2 installed on it in order to allow Client PCs to connect and operate correctly.

1. Go to Start, Control Panel, Security Center.

Figure 14: Windows Security Center Window

2. Click on Windows Firewall.

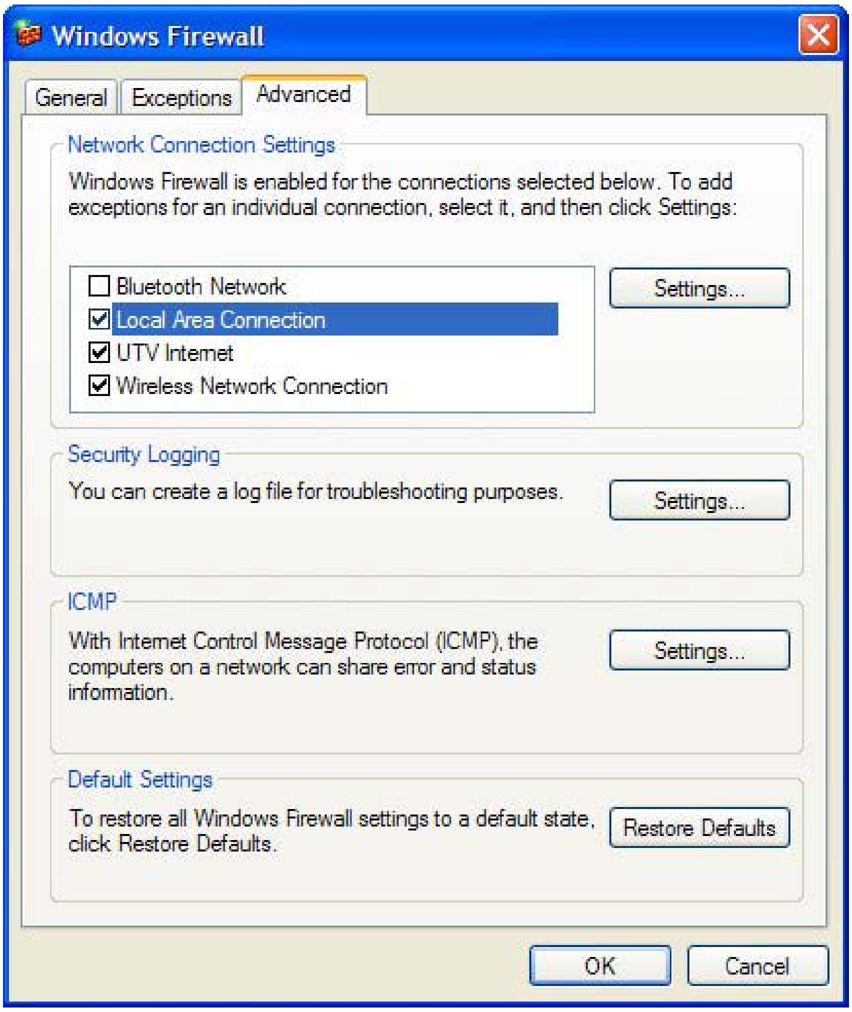


Figure 15: Windows Firewall Window

3. Select the Advanced Tab and highlight the Local Area Connection entry, then click the Settings button.

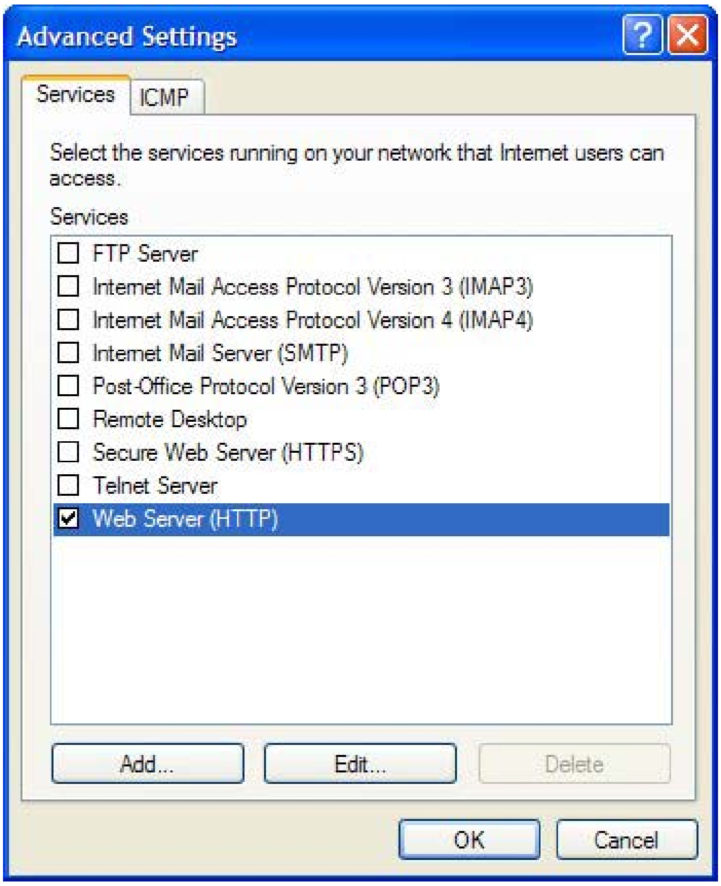


Figure 16: Advanced Settings Window

4. Check the Web Server (HTTP) check box and click the OK button.

5. Click the Exceptions tab and click the Add button.

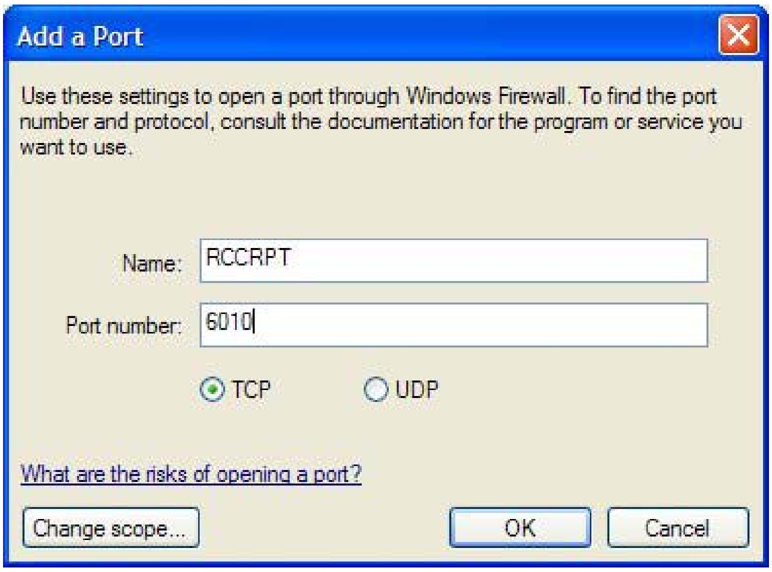


Figure 17: Add A Port Dialog

6. Enter ‘RCCRPT’ as the name for the new port and enter 6011 for the port number. Leave the connection type as TCP, and click OK.

7. Click the Add button. Enter ‘RCCRT’ as the name for the new port and enter 6010 for the port number. Leave the connection type as TCP, and click OK.

8. Click Ok to close the Windows Firewall Window, then close the Security Center Window.

Settings Required for Windows 2003 Server, IIS 6

The changes required in order for Reporting for Call Center to operate on Internet Information Services 6 are detailed below.

Change 1: Enable Active Server Pages

1. Open IIS Manager
2. Highlight Web Service Extensions

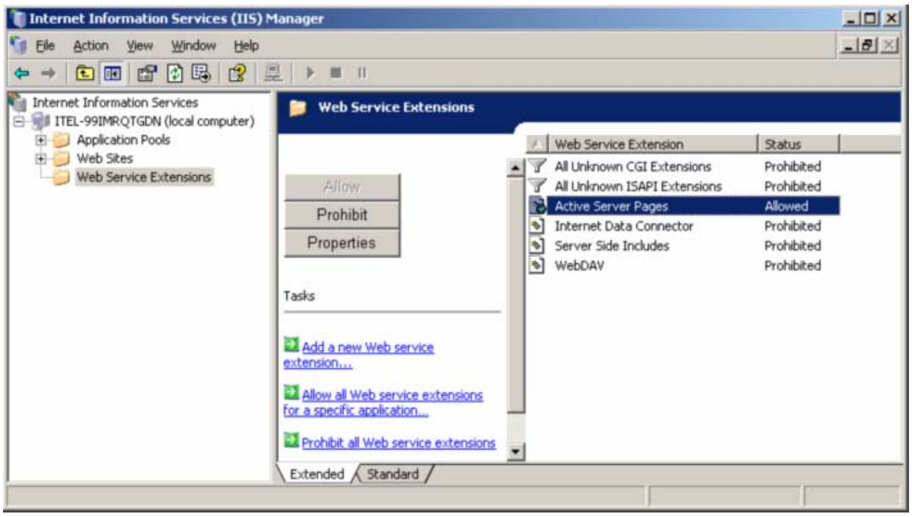


Figure 18: IIS Main Window with Web Service Extensions Highlighted

3. In the list on the right hand side of the Manager window highlight **Active Server Pages**
4. click the **Allow** button

Change 2: Allow IIS 6 to see the Path to the RCC Folder

1. Open IIS Manager
2. Double click on **Web Sites**
3. Double Click Default Web Site

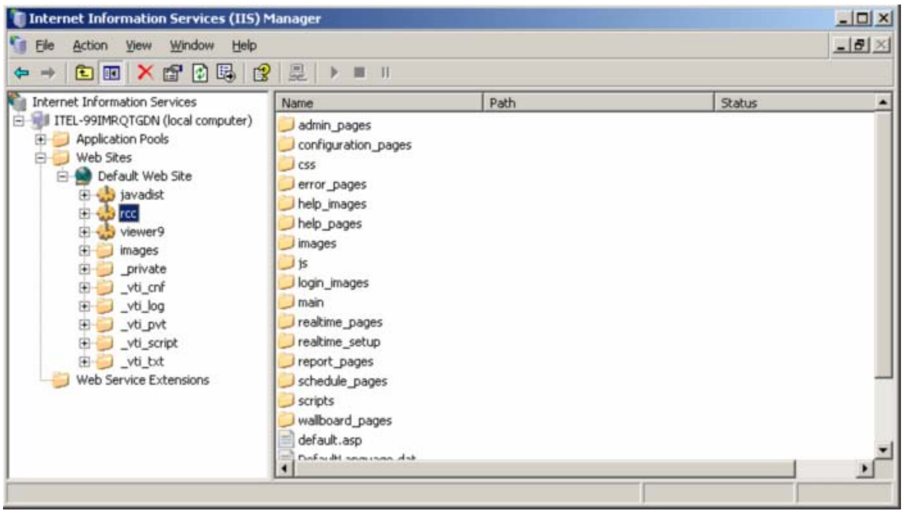


Figure 19: IIS Manager with the RCC Folder highlighted

4. Right click on **RCC** and select **Properties**

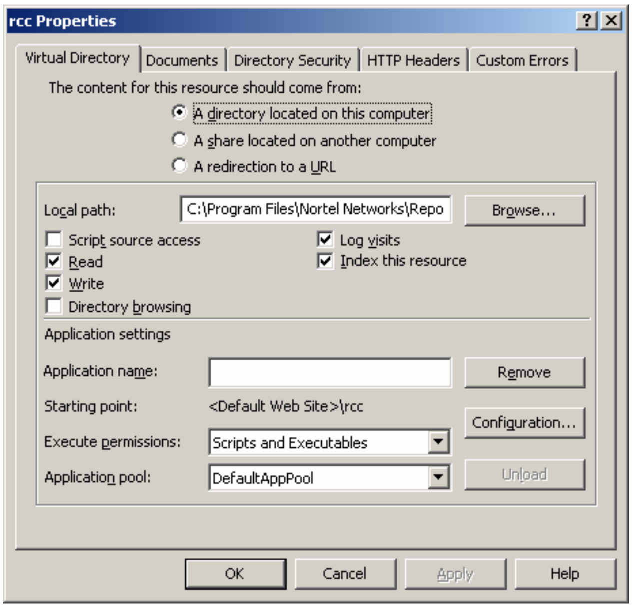


Figure 20: RCC Properties Page

5. Click on the **Configuration** button

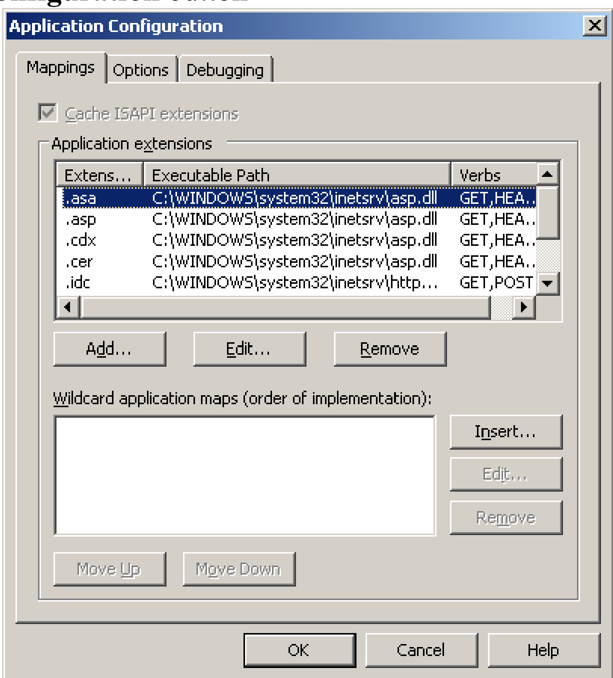


Figure 21: Application Configuration Window

6. Click on the **Options** tab

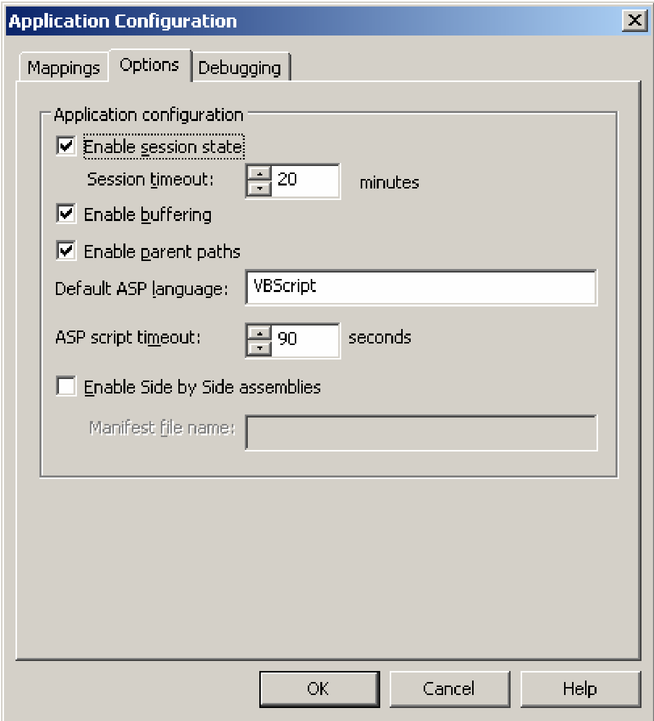


Figure 22: Options Page with the Enable parent paths option selected

7. Check the **Enable parent paths** option
8. Click **OK**
9. Click **OK**

Change 3: Allow RCC to access its .dat data files

1. Open IIS Manager
2. Right click the **Local Computer** entry in the tree

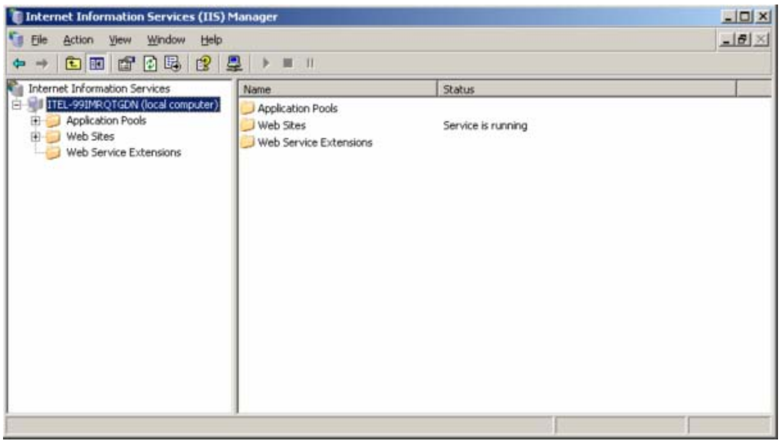


Figure 23: IIS Manager with the Local Computer entry highlighted

3. Select **Properties**

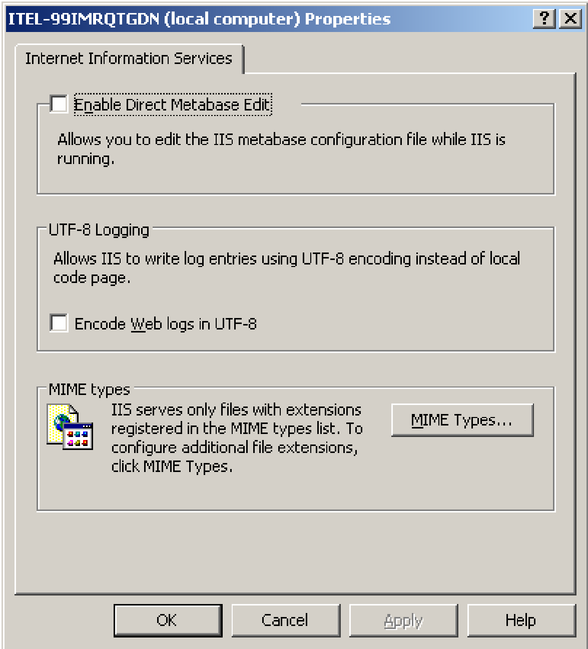


Figure 24: Local Computer properties page showing the Mime Types button

4. Click on the **Mime types** button

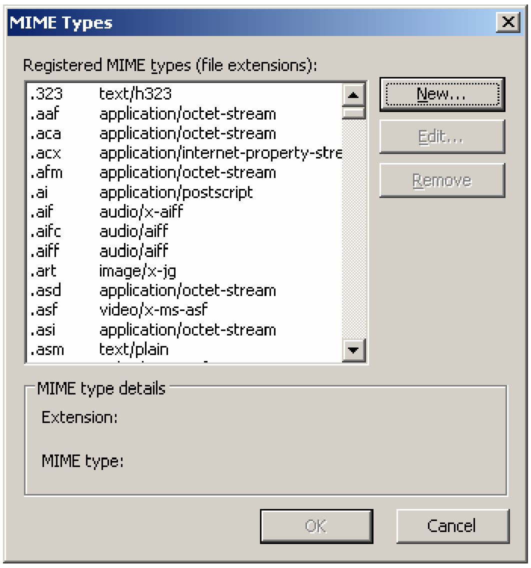


Figure 25: Mime Types Window

5. Click on the **New** button and complete the **MIME** Type dialog as shown below.

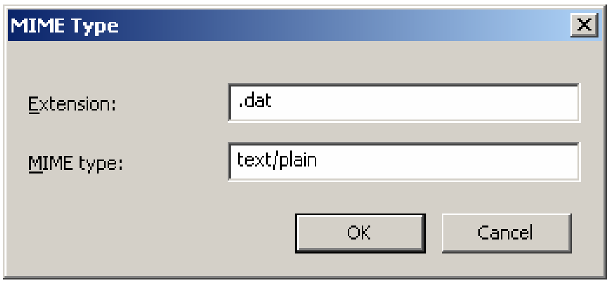


Figure 26: New Mime Type settings

6. Click **OK**
7. Click **Apply**
8. Click **OK**

Change 4: Create a new Application pool and add RCC to it

1. Open the IIS Manager
2. Right click on **Application Pools** and select **New** -> **Application Pool**
3. Enter **Nortel** into the **Application ID** field and select the **Use existing application pool as template** radio button
4. In the drop down box select **DefaultAppPool**

Figure 27: Configuring Application Pool

5. Click **OK**
6. Right click on the newly created application pool **Nortel** and select **Properties**
7. Click on the **Identity** tab
8. If the **Predefined** radio button is not selected, do so and select **Local System** in the drop down box beside it.

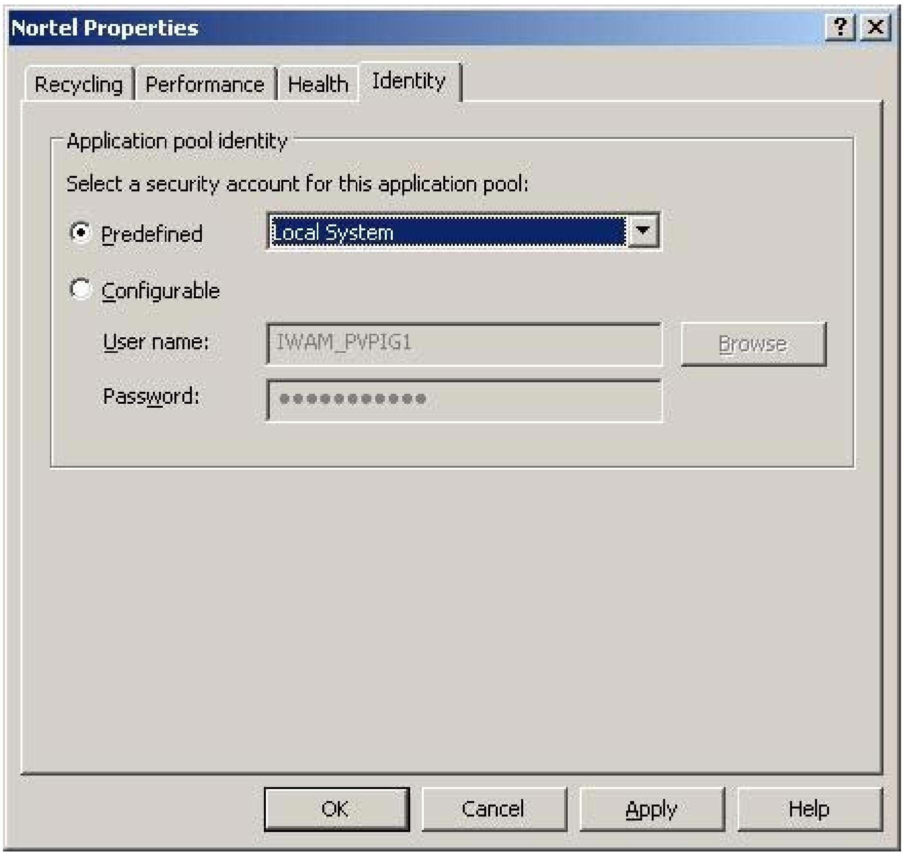


Figure 28: Application Pool Identity

9. Click **OK** and then click **Yes** on the confirmation dialogue box that appears.
10. Right click on the **RCC** item under **Web Sites** and select **Properties**.

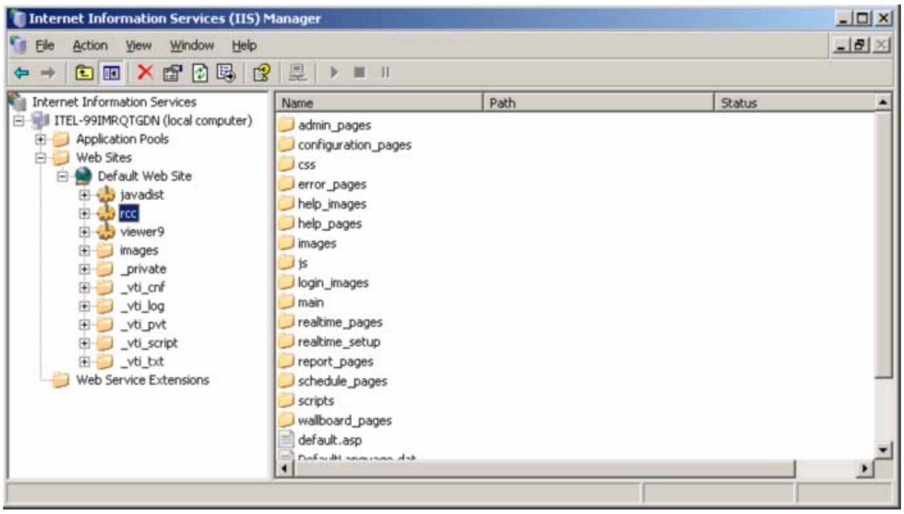


Figure 29: RCC Website Properties

11. In the drop down box next to **Application pool** select **Nortel**

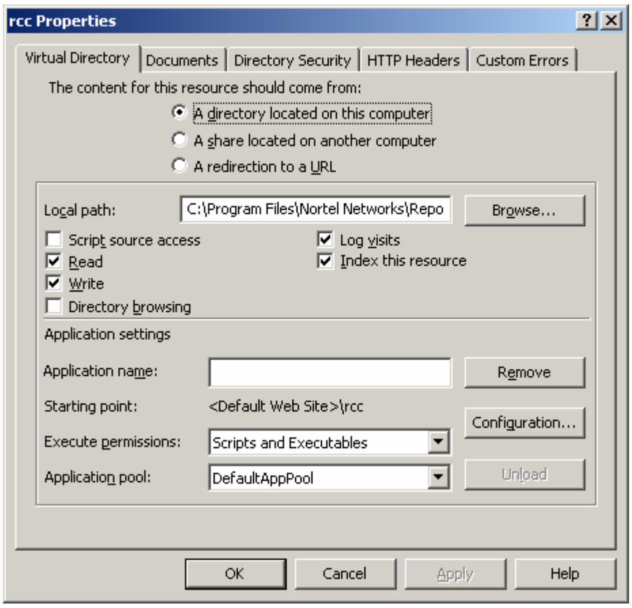


Figure 30: RCC Properties - Application Pool

12. Click **OK**

Upgrading Reporting for Call Center

Allow IIS 6 to see the Path to the RCC Folder

Following an upgrade from one release of Reporting for Call Center to another, you must repeat Step 2: Allow IIS 6 to see the Path to the RCC Folder as described in Chapter 3.
The other steps do not need repeating.

Administration 4

Logging In

Using Internet Explorer, browse to the URL of your Nortel Networks Reporting for Call Center Web pages Log In page.

The URL will be http://*NameOfWebHostPC*/RCC

Where *NameOfWebHostPC* should be replaced with the network name or IP Address of the Web Host PC.

Note: If you are actually using the browser on the Web Host PC *NameOfWebHostPC* can be substituted with 'localhost'.

Note: Once you have successfully browsed to the Log In page, you might like to add this location to your Internet Favorites. This can be accomplished in Internet Explorer by pressing **Ctrl-D** when you are on the Log In page, or by clicking on **Favorites, Add to favorites…**

When you have logged in you will be presented with the page below.

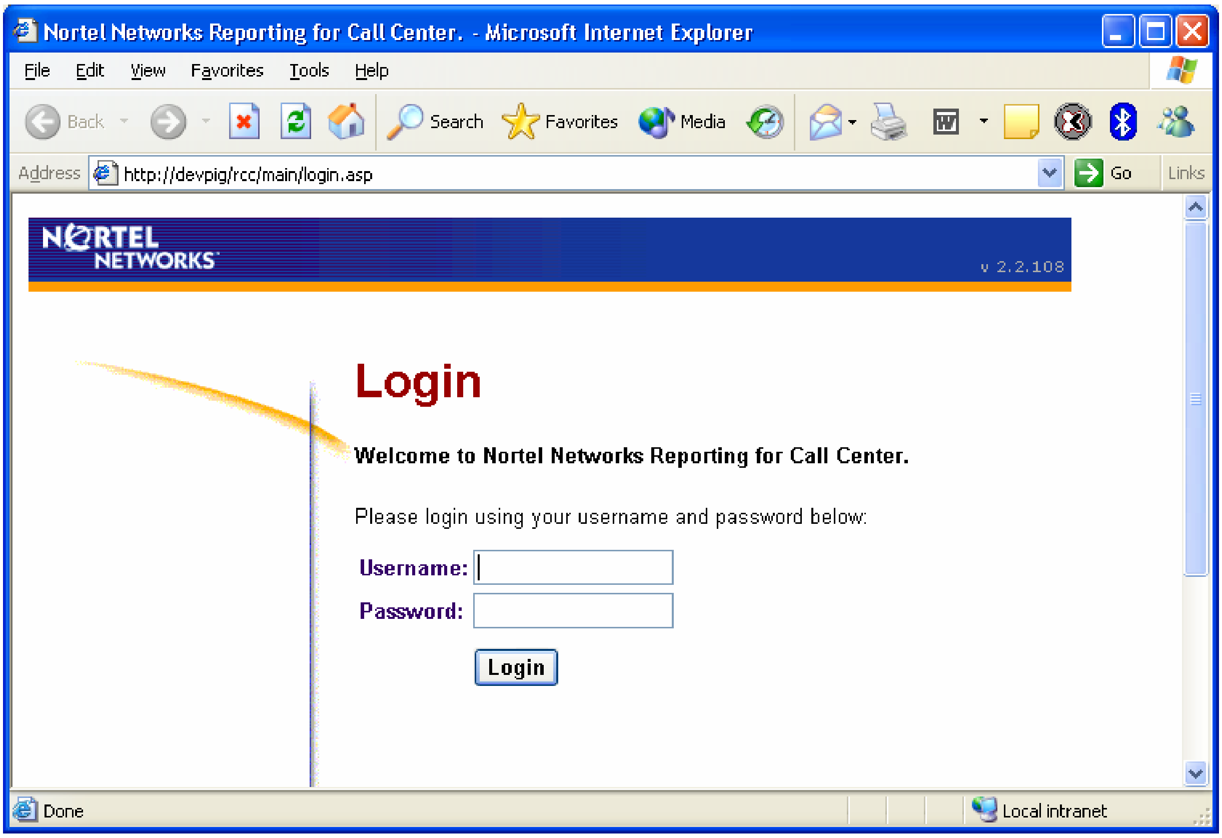


Figure 31 Log In page

Note: A System Administrator is already set up for you, with a default password. You will be required to change this password the first time you login.

Enter the username **admin** and the password **0000** and click on the Login button. You will be presented with the Change Password page, shown below.

Changing Default Password

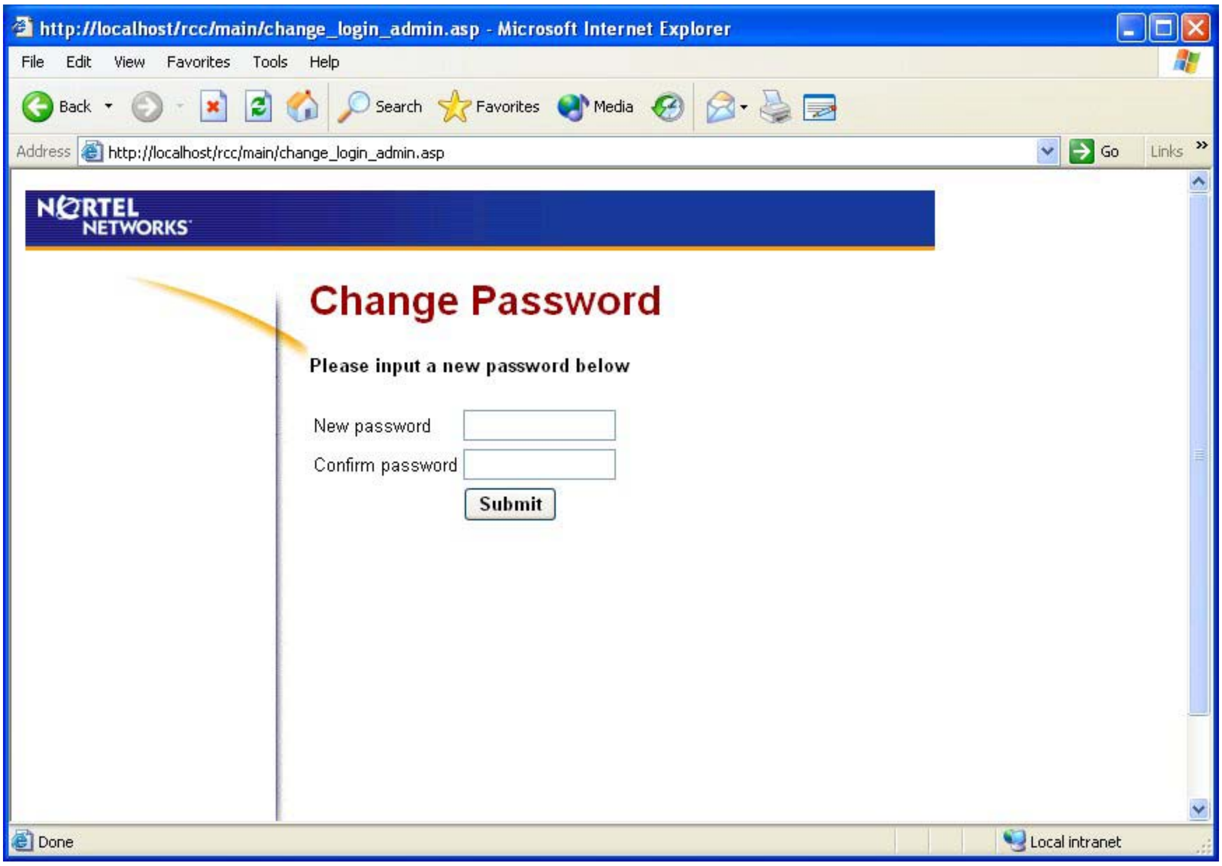


Figure 32 Change Password Page

Choose a new password. The password can be from 1 to 10 characters, including upper and lowercase letters, and digits. It can be anything apart from 0000. Enter your new password in the New Password field, and then enter the same password in the Confirm password field.

If there were any differences between the two entries you will be informed that the password and confirmation do not match, and you will need to re-enter the password in both fields once more.

If you have successfully entered the new password correctly in both fields you will be presented with the Administration Menu page, shown below.

Administration Menu

The Administration Menu is the page an Administrator will be presented with whenever they login (unless they are logging in with a default password of 0000).

Note: To remind you that you have logged in as an Administrator, the word ‘Administration’ is displayed on the right hand end of the blue bar at the top of each Administration page.

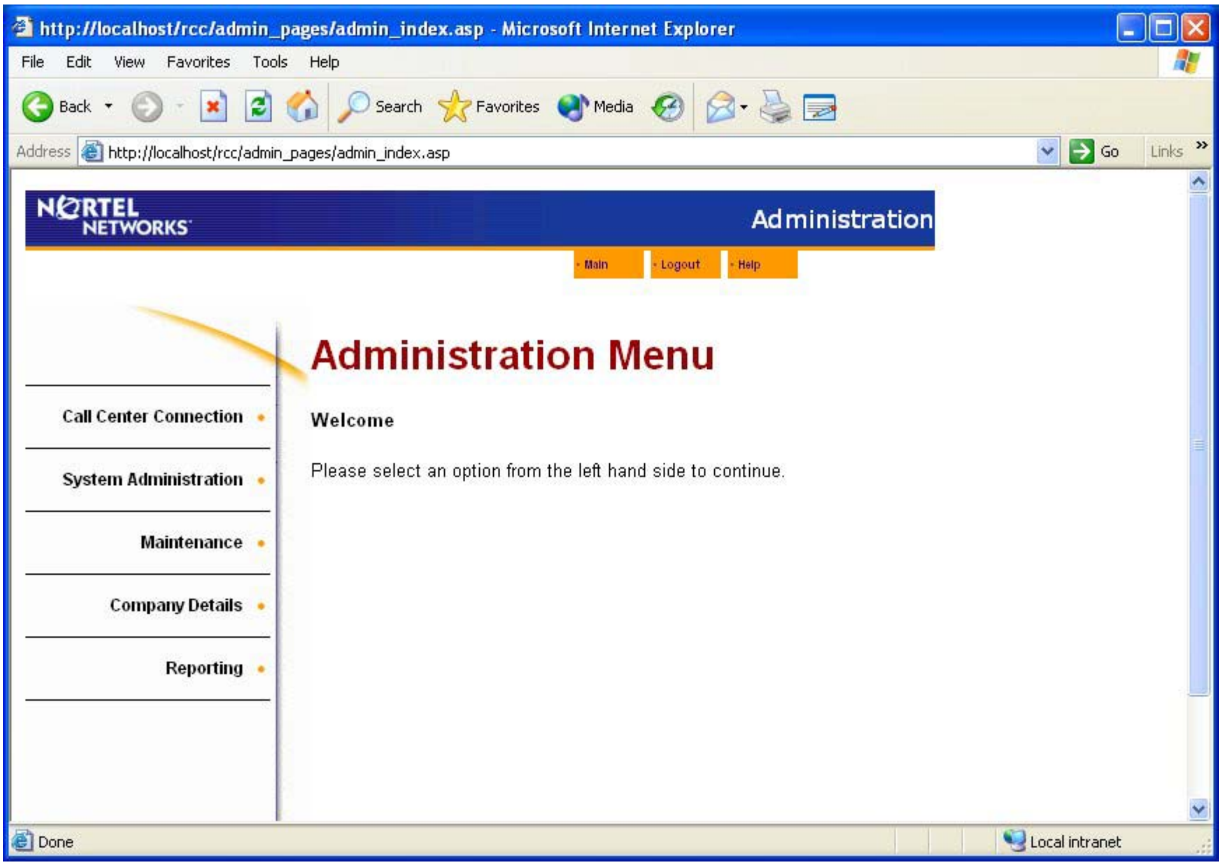


Figure 33 Administration Menu Page

The options that are available to an Administrator are listed down the left hand side of the page. These will be described in turn below.

Call Center Connection

The Call Center Connections option allows you to specify the network identifier (IP Address or Network Name) of the Call Center platform.

When you select the Call Center Connection option you are presented with the Call Center Connection page, shown below.

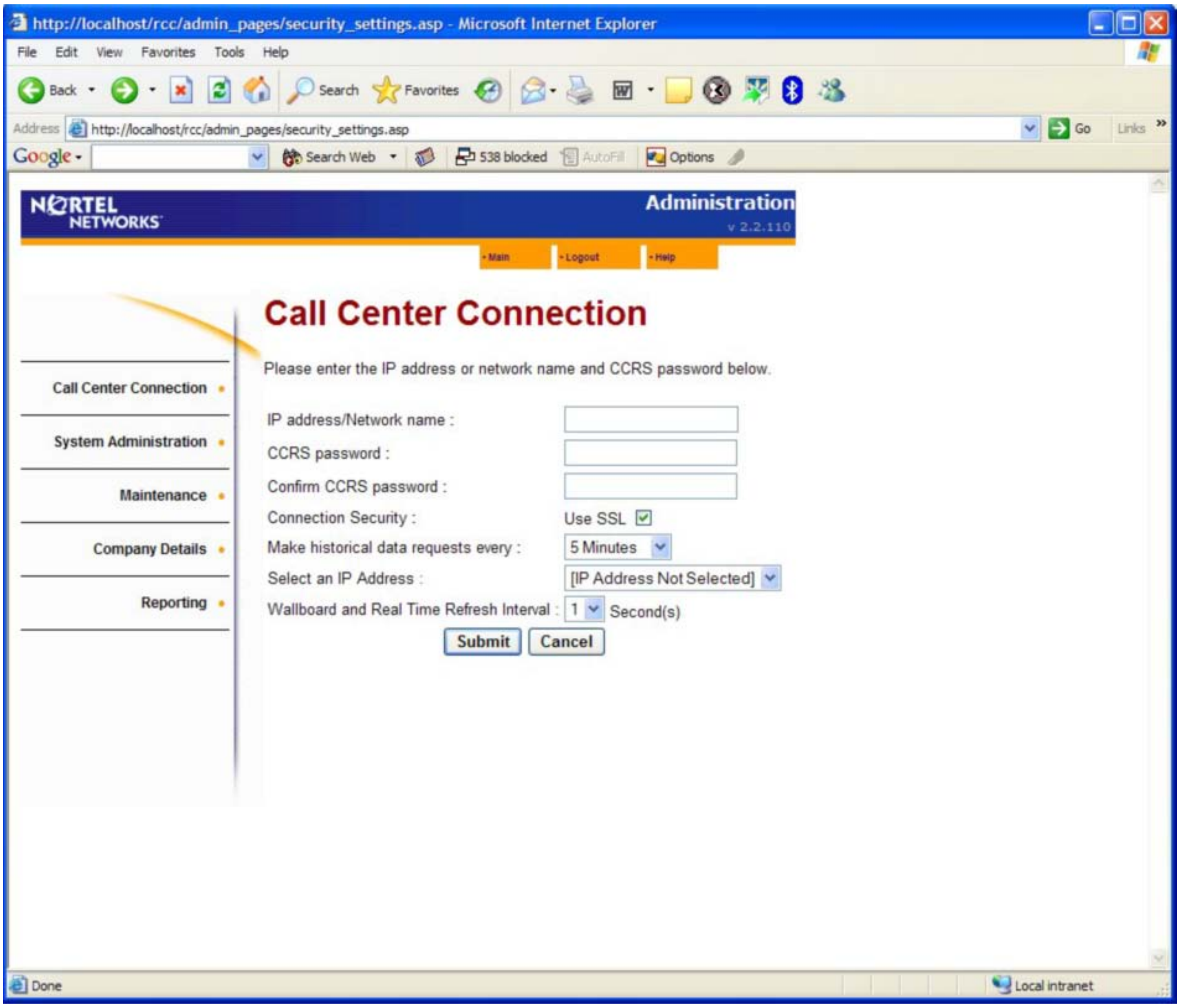


Figure 34 Call Center Connection Page

Enter the IP Address or the Network Name of the Call Center platform. If you do not know what to enter here, consult the Local Area Network Administrator for your site.

!	If you are entering the connection details for the PC on which the CallPilot 3.0 Application Server is running, you must also specify the Port number for which the Application Server has been configured. This is indicated by entering the IP Address, a colon and then the Port number. For example, If the IP address number was 10.1.1.150 and the Port number was 8079, the full entry in this field would be the 10.1.1.150:8079. **Note that the default Port is 8088**.

When Nortel Networks Reporting for Call Center communicates with the Call Center to request Real Time or Historical Report data it includes a password in the data request. This allows the Call Center to verify that the application requesting the data is authorized to receive it.

This password is set within the Call Center using CallPilot Manager. That same password must be entered into the CCRS password field. It must then be entered into the Confirm CCRS password field.

Note: The default CCRS password is 'CCRS', but this might have been changed within the Call Center from within CallPilot Manager.

The Connection Security check box allows you to specify whether you are connecting to the Call Center using SSL or not. By default, the setting is checked, to use SSL. If it is changed on the Call Center platform to no longer use SSL then you must also uncheck this setting to no longer use SSL. This is an advanced setting that is not usually changed from the default.
When you change the Connection Security setting you will see a popup message informing you that you must reboot your Web Host PC in order for the settings to take effect.

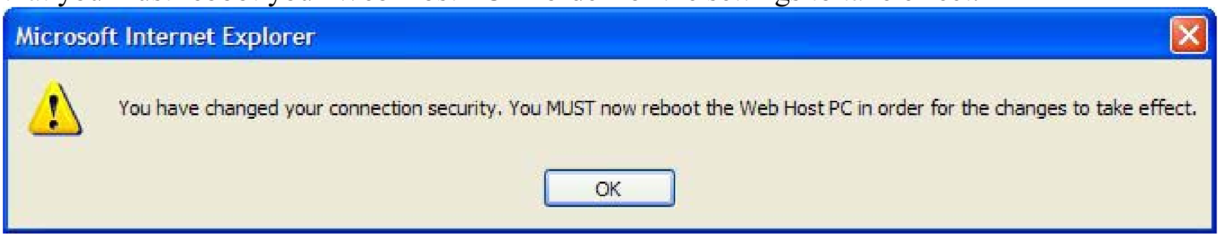


Figure 35 Connection Security Setting Changed Reboot Message

As indicated in the message box shown above, you **must** close down and restart the Web Host PC before these changes will take effect.

The Make data requests every dropdown allows you to specify how frequently the Web Host PC communicates with the Call Center in order to obtain reporting data. It is usual to set this to 15 minutes.

The Select An IP Address field allows you to select which IP Address (Network Interface Card) you wish to use to communicate to the wallboards with. If the Web Host PC has more than one IP Address (because it has more than one Network Interface Card configured) the drop down menu will be populated with the IP Addresses that have been configured for the Web Host PC. This allows you to select which Network Interface Card to use for communication with the wallboards. The Network Interface Cards are identified in the drop down menu by their configured IP Addresses.

You should select the IP Address which has been configured on the Network Interface Card which is connected to the same network as the wallboards. Note that this is NOT the IP Address of the wallboard – this is the IP Address that has been configured for the Network Interface Card in the Web Host PC.

!	Note that if you add a new Network Interface Card or other network type of device, such as a USB Bluetooth device, or if you enable a disabled Network Interface Card, then you must reboot your Web Host PC in order for the new device to be detected and presented to you in the Select An IP Address drop-down menu.

Finally select your refresh interval for the Wallboard and Realtime displays, the 2 options available are 1 second (default) and 3 seconds.

!	Note that this setting only applies to the refresh rate of the display. Wallboard and Real Time information is always calculated to the second, so for example if you select 3 seconds as your refresh interval your display will update every 3 seconds but your data will still be calculated to the second.

When you click on the Submit button on the Call Center Connection page (see Page 22 of the Reporting for Call Center SUOG) you will see a popup message informing you that the data download might take some time, and to please await further notification.

Figure 36 Starting Data Download notification Message

When you click the OK button the message box will close and Reporting for Call Center will repeatedly request historical data from the Call Center until the database on the Web Host PC is up to date.
A small window will appear which will show an updated display to allow you to monitor the progress of the Call Center download.

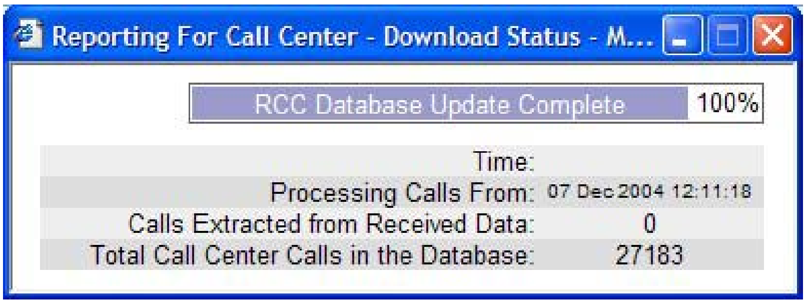


Figure 37 Download Status Window

This window provides information regarding the status of the current download.
The Percentage Completed line indicates how near to completion the download is. When Reporting for Call Center is installed it queries the Call Center for any Call Center data that the Call Center has accumulated.

Time is the time in hours, minutes, seconds that the current download has been running for, this will be updated every 9-10 seconds.

The oldest data that is held within the Call Center database defines the start point of the download, and the date of 'today' defines the end point of the download. The download has to request data from the Call Center for each day within the download period. The Percentage Completed line indicates how far through the download period the download process has reached in terms of *time*, not in terms of calls.

For example, if the Percentage Completed figure was at 50% and the Calls Extracted from Received Data was at 125, this does not mean the download will be complete when the Calls Extracted from Received Data reaches 250. Rather, it means that the download has processed 50% of the download period and has extracted 125 calls so far.

Total Call Center Calls in the Database indicates the total amount of calls stored within the Web Host PC database, which will include the Calls Extracted from Received Data figure.

Note: The time taken to download the historical data from the Call Center and to store it in the Web Host PC database will depend on the amount of time the Call Center has been recording historical data prior to being connected to the Web Host PC, and the amount of call traffic that your Call Center handles.
As a rough guide, 30,000 calls will take between 6 and 18 hours, depending on the level of network traffic and the speed of your Web Host PC.
You may use your PC as normal during this period of course, but do not reset it or power it off.

When the download has completed you will be informed by another message box.

Note: If you have changed the Browser Web Page to something other than the Call Center Connection page, or if you have closed the Browser, then you will not receive the download completed message. The data download will complete as expected, and you will be informed of this in the Download Status Window, but you will not receive another message box from the Browser.

Note: If the Browser page has timed out by the time the data download has finished, this is not an error. Microsoft Internet Information Services has a setting which dictates how long it will wait before closing a web page. The data download will complete as expected, and you will be informed of this in the Download Status Window, but you will not receive another message box from the Browser.

System Administration

Selecting the System Administration option presents you with the System Administration Menu page, shown below.

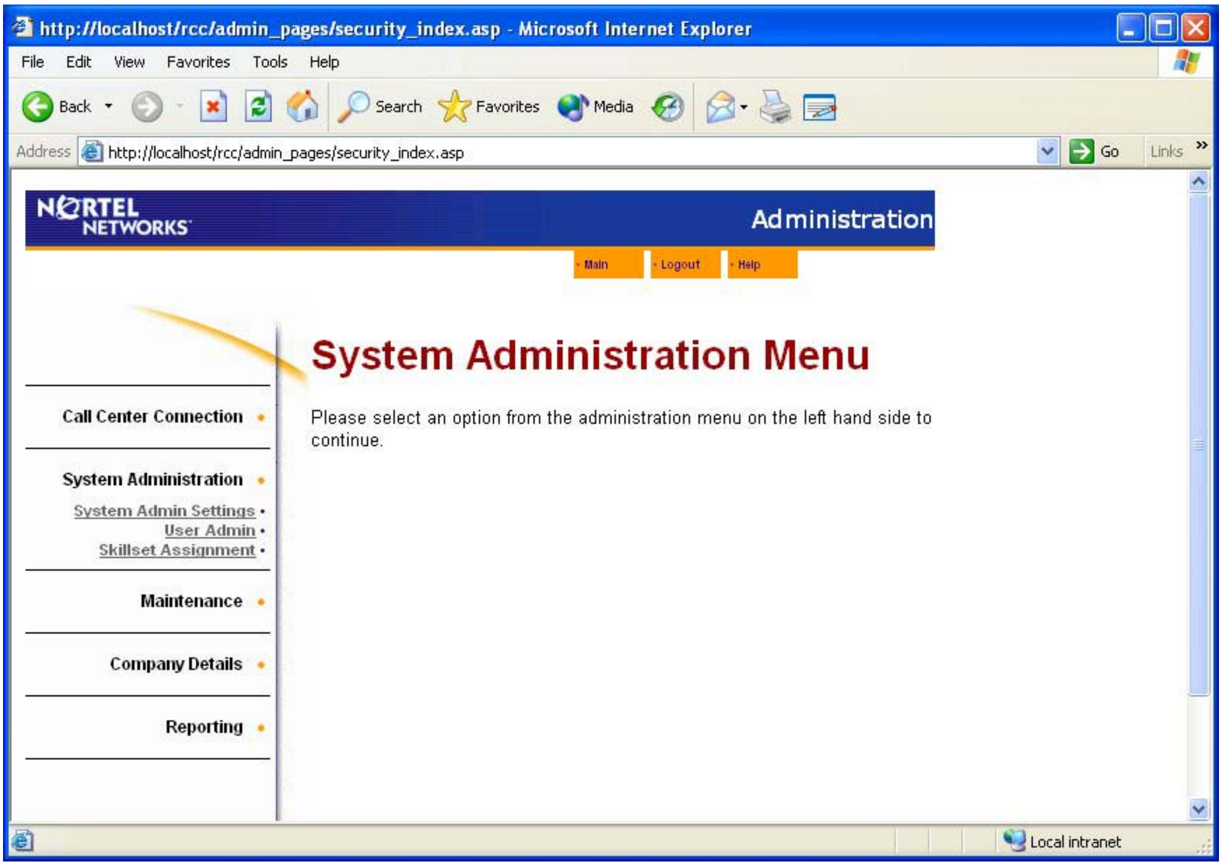


Figure 38 System Administration Menu Page

The System Administration Menu allows you to:

- Change the username and the password for the default Nortel Networks Reporting for Call Center Administrator
- To create Users
- To allocate Skillsets to those Users

System Admin Settings

Note: This is a special utility to allow you to amend the settings for the single, pre-defined Administrator that is supplied ready-defined with Nortel Networks Reporting for Call Center.

This is NOT the way to change the username and password of other Users who have been configured as Administrators. To change the details of those Administrators, use the User Admin Edit feature, described on Page 47.

On the System Administrator page you can change the name of the System Administrator or change their password, or both. In either case you must enter the current System Administrator password to confirm that you have authority to make these changes.

Selecting the System Admin Settings option presents you with the System Administrator details page, shown below.

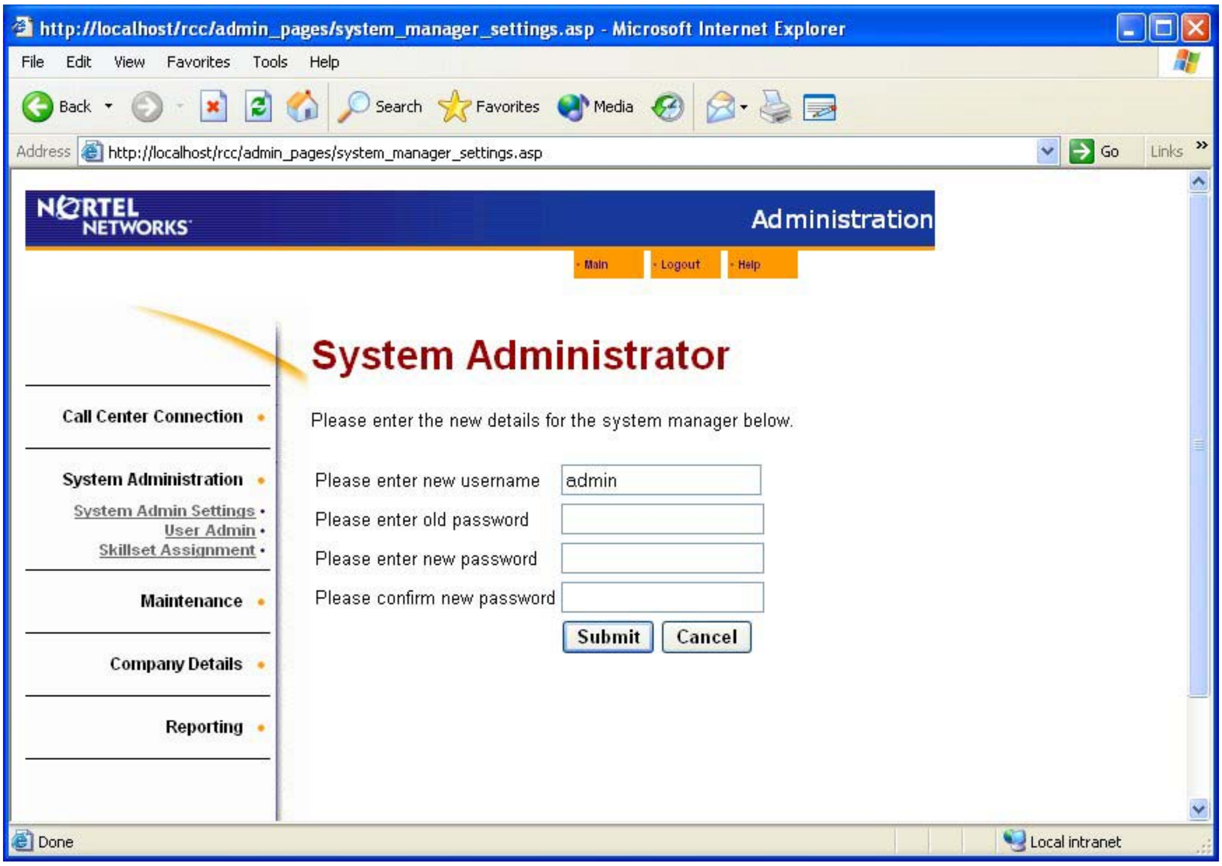


Figure 39 System Administrator details page

To change the name of the System Administrator provide a new name in the username field, and the current Administrator password in the old password field.

To change the password provide the new password in the new password field, and confirm the password by entering the same password in the confirm new password field. (You must also provide the old (that is, the current) password in the old password field.)

When you have made the changes you need to, click on the Submit button. You will be returned to the System Administration Menu page.

User Admin

This option allows you to Add, Delete, Edit the settings or Reset the password for a User.

Note: A User is not an Agent! A user is someone that you wish to have access to the Nortel Networks Reporting for Call Center system, in order to monitor Skillsets through the Real Time screens and to be able to obtain Historical Reports on those Skillsets.

You do not have to enter all of your Call Center Agents into Nortel Networks Reporting for Call Center (although you can, if you so wish). Typically, you would enter Skillset Supervisors and other Management personnel who need to know about the performance of the Call Center.

Selecting the User Admin option presents you with the user Admin page, shown below.

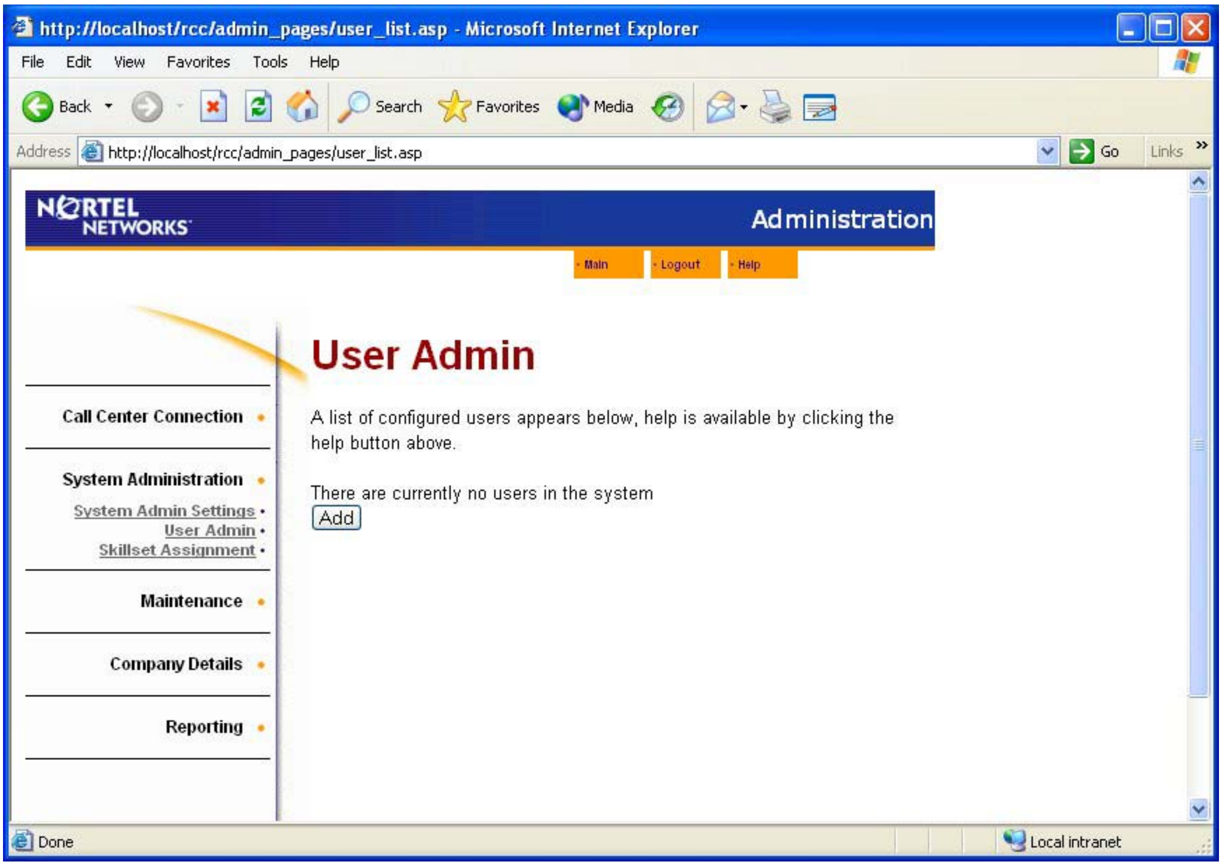


Figure 40 User Admin Page

The first time you see this page there will be no Users defined. To add users click the Add button. You will be presented with the Add User page, shown below.

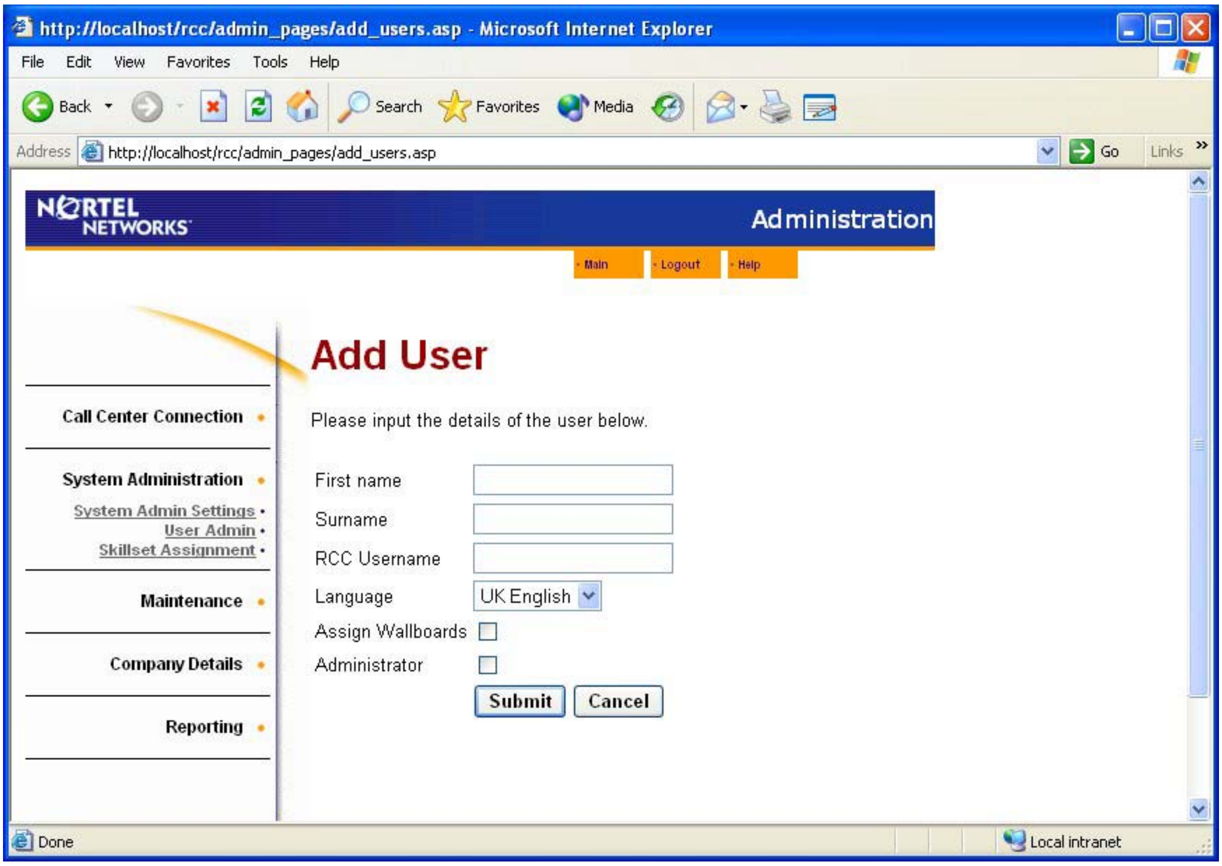


Figure 41 Add User Page

This page allows you to enter the details of the new User. You provide the first name and the surname of the User, and the username they will use to log in to Nortel Networks Reporting for Call Center with. You can specify the language preference of the User, which will dictate the language used to display the Nortel Networks Reporting for Call Center Web Pages to them.

Finally, you can specify whether the new User is able to configure wallboards (for their assigned Skillsets), and whether they are a regular User or an Administrator.

Note 1: You should only make a User an Administrator if it is required for that individual to be able to specify and change fundamental configuration settings within Nortel Networks Reporting for Call Center.

Note 2: All new Users have their passwords defaulted to 0000. The first time they login to Nortel Networks Reporting for Call Center they are prompted to change their password.

In the example shown below, the new user Mary Smith has been added, with the Username of MaryS, she is going to receive the Web Pages in English and whilst she is able to configure wallboards for her assigned Skillsets, she is not a full Administrator.

Administration and User Permissions

The System Administrator, Users created as Administrators, Users who can Assign Wallboard and Standard Users have different administration capabilities regarding other Users, Skillset Assignment and Wallboard Assignment.

Regular Users (Standard Users)
These are Users who have been created without either the Administrator or the Assign Wallboards check boxes ticked. These Users can perform no configuration of other Users, and they cannot change their own settings. They also cannot assign or work with Wallboards. Regular Users only have access to the Skillsets that were assigned to them by the System Administrator.

Users with the Assign Wallboard Box Checked (Wallboard Users)
These are Users who have been created without the Administrator check box ticked. These Users can perform no configuration of other Users, and they cannot change their own settings. They can assign and work with Wallboards. Wallboard Users only have access to the Skillsets that were assigned to them by the System Administrator.

Users with the Administration Box Checked (User Administrators)
These are Users who have been created with the Administrator check box ticked. These Users can perform configuration and editing activities on other Users, including creating Users and assigning Skillsets to them. They cannot change their own settings however, apart from resetting their own password. If the Wallboard check box was ticked when their own account was originally created they are also able to assign and work with Wallboards. User Administrators only have access to the Skillsets that were assigned to them by the System Administrator.

System Administrator
This is the default Administrator account which is created when Nortel Networks Reporting for Call Center was installed. This User has full access to the system and to all configuration options. They can create and edit and delete Users, and can assign Skillsets to them. They can also reset User passwords, including the System Administrator's password. Note that they are the only user who can do this. The System Administrator has access to any Skillset.

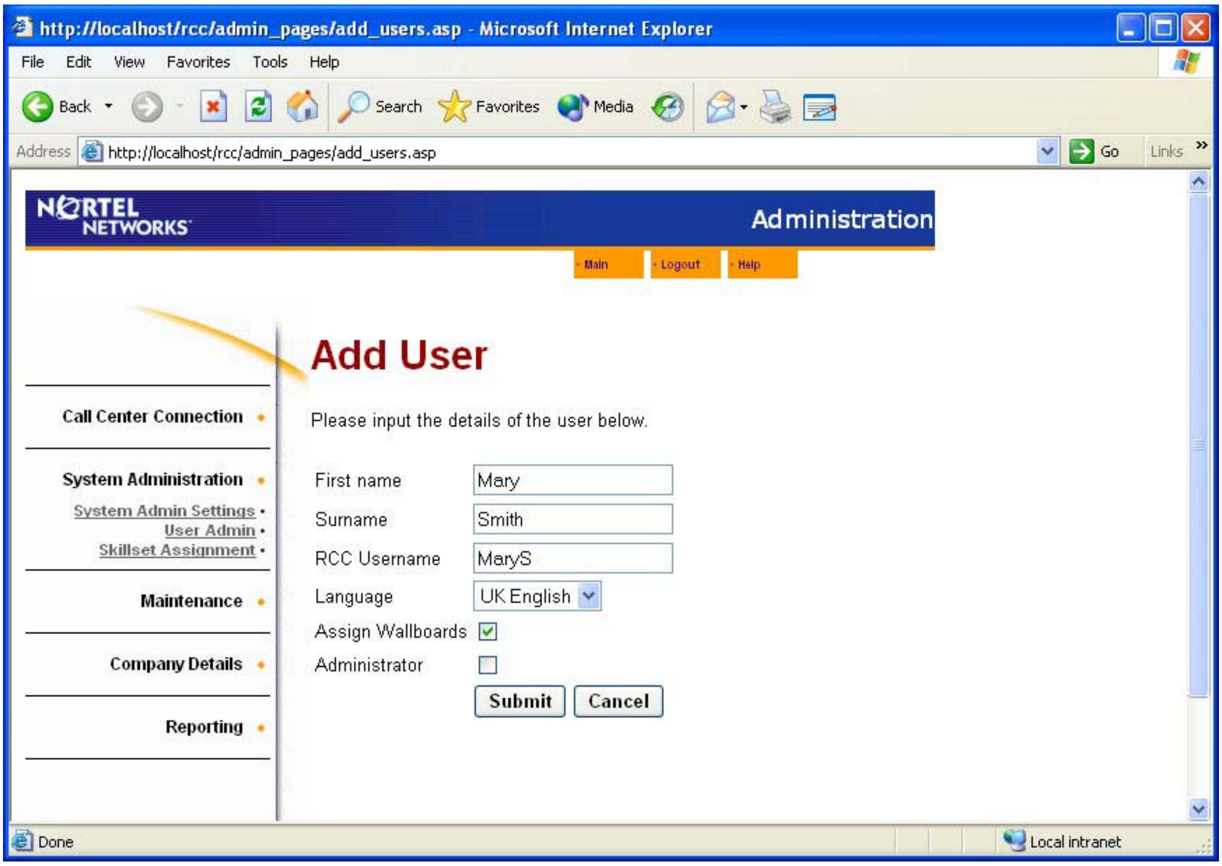


Figure 42 Details for new User Mary Smith

When you have completed the details of your new User, click on the Submit button. This will save the details of the newly entered User.

A small dialog box will ask whether you wish to add more Users. If you choose to Add more users the Add User page fields are cleared and you can enter the details of your next new User. If you decide not to add any more Users at this time you are returned to the User Admin page.

The newly added User will now be listed on the User Admin page. Beside the user details are some buttons. These allow you to Edit the details of the user, to Delete the User from the system entirely or to Reset their password to 0000, should they have forgotten their password.

Edit

This button will present you with the Edit user page, shown below.

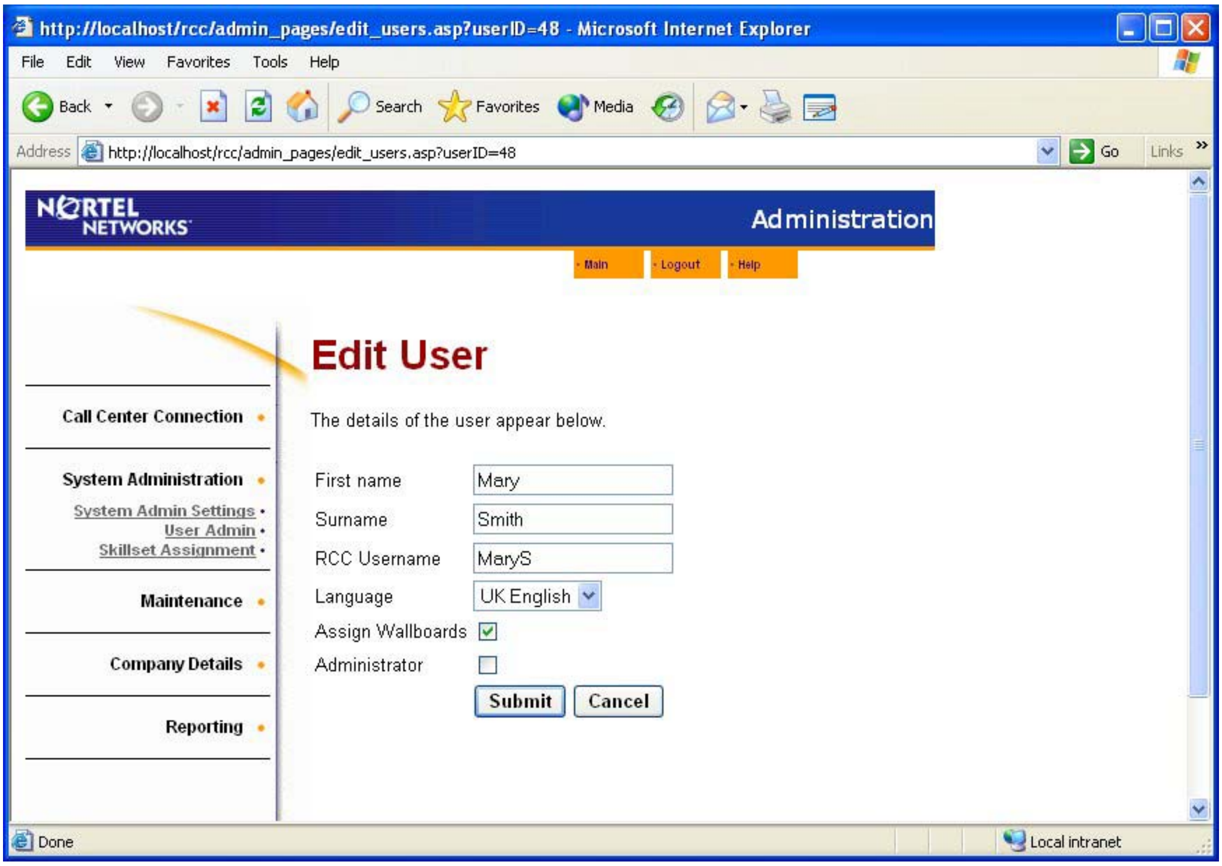


Figure 43 Edit User Page

This is similar to the Add User page but the User detail fields are already populated with the currently stored details for the User.

Delete

Use this option to remove the details of a User completely.

Note: If you Delete a User and subsequently wish that you hadn't, you will have to Add the User again by using the Add User page and entering their detail once more.

When you click the Delete button you will be prompted to make sure that you wish to remove the User. If you do not wish to remove the User click the Cancel button, if you are sure you wish to remove the User click the OK button.

In both cases you will be returned to the User Admin page, but if you decide to remove the User they will no longer be included in the list of configured Users.

Reset Password

This button allows you to reset the password of the User to 0000. This will mean that the User must use the password 0000 when they next login, and they will be forced to select a new password. Use this option when a User has changed their password to something and then forgotten what it was.

When you click the Reset Password button you will be prompted to make sure that you wish to reset the password for the User. If you do not wish to reset their password click the Cancel button, if you are sure you wish to reset their password, click the OK button.

In both cases you will be returned to the User Admin page, but if you decide to reset their password they will need to use the password 0000 the next time they login. They will then be prompted to enter a new password.

Skillset Assignment

This option allows you to assign Skillsets to Users. Assigning Skillsets to a User allows the User to view those Skillsets in the Real Time screens and to obtain Historical Reports on those Skillsets.

A User can have multiple Skillsets assigned to them, and a Skillset can be assigned to multiple Users.

Selecting the Skillset Assignment option presents you with the Skillset Assignment page, shown below.

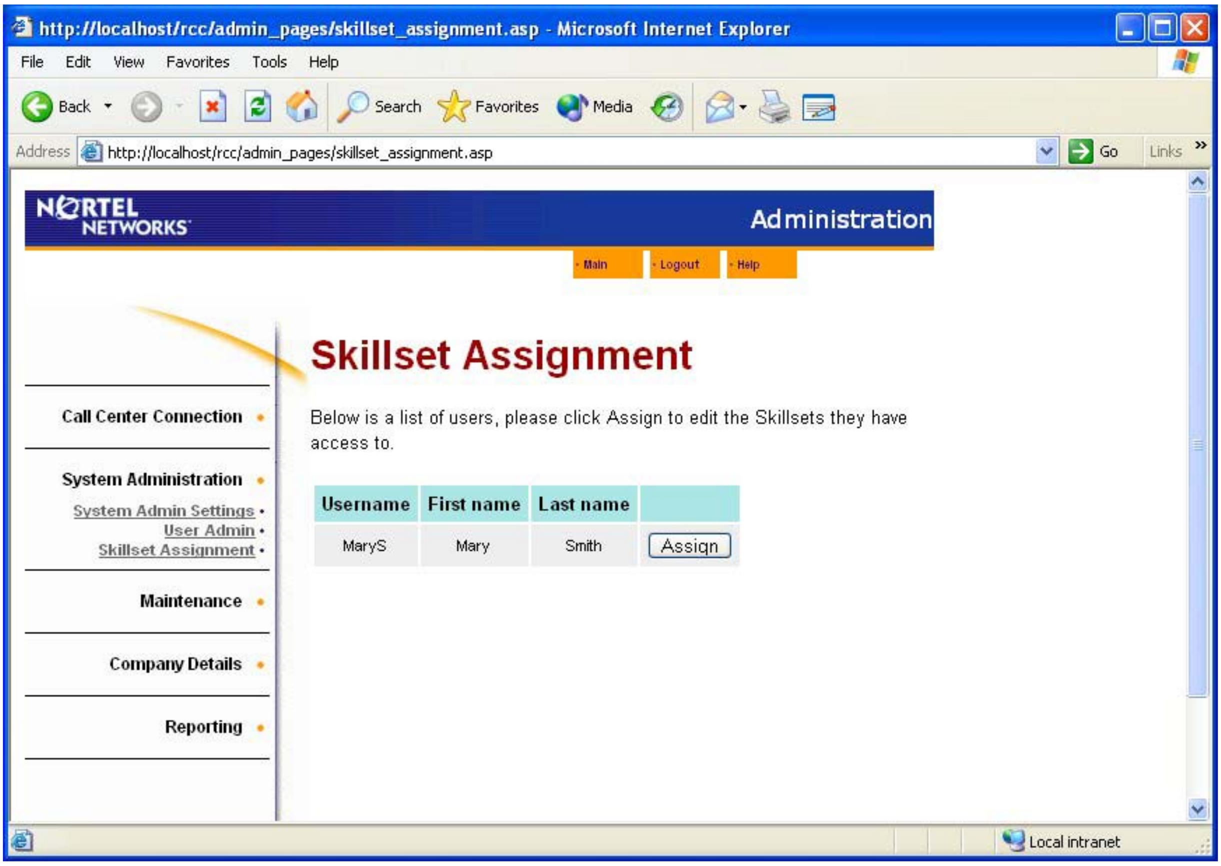


Figure 44 Skillset Assignment Page

Each configured user is listed on this page. In our example we only have one configured User, Mary Smith. Beside the entry for Mary Smith there is a button labeled Assign. Clicking the Assign button presents you with the Assigned Skillsets page, shown below.

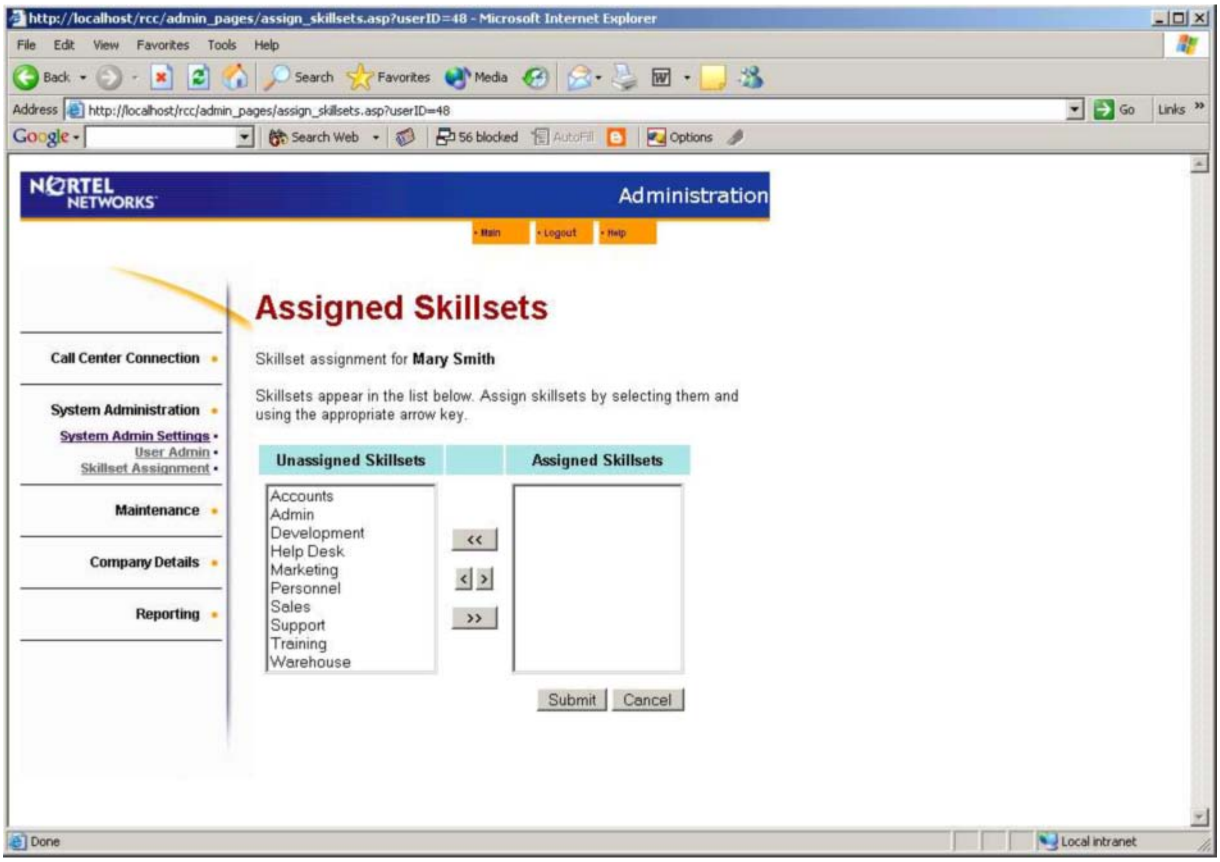


Figure 45 Assigned Skillsets Page

Note 1: The Skillset names shown here are intended as examples only. Your copy of Nortel Networks Reporting for Call Center will display whatever Skillset names you have setup in the Call Center using CallPilot Manager.

Note 2: The Skillset names are obtained automatically from the Call Center. Your copy of Nortel Networks Reporting for Call Center will have to have been connected to the Call Center for a few moments in order for the Skillset names to appear here.

The Skillsets are assigned by moving them from the Unassigned Skillsets list to the Assigned Skillsets list.

This is accomplished by highlighting the Skillset name you wish to assign (in the Unassigned Skillsets list) and clicking on the > button. This will move the Skillset from the Unassigned Skillsets list to the Assigned Skillsets list.

Repeat this until you have assigned all the Skillsets you wish to assign to this User. In the example shown below the User Mary Smith has been assigned three Skillsets: Development, Sales and Training.

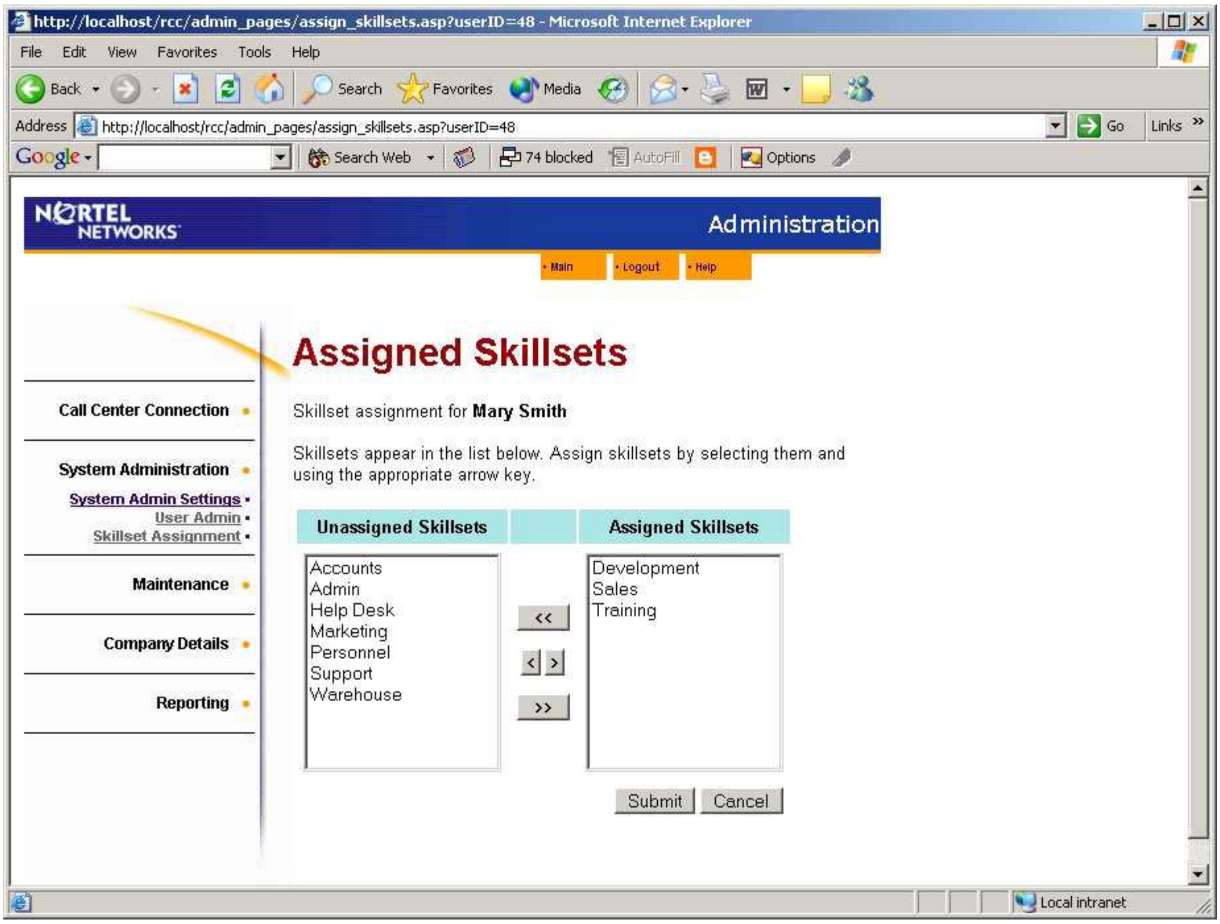


Figure 46 Skillsets Assigned to User Mary Smith

To un-assign a Skillset, simply highlight it in the Assigned Skillset list and click on the < to move the highlighted Skillset back to the Unassigned Skillsets list.

The >> and << buttons will assign or un-assign all of the Skillsets in a single mouse-click.

Holding down the Control (CTRL) key and clicking different Skillset names will allow you to highlight and select a selection of the Skillsets in the Unassigned Skillsets list. Clicking once on the > button will then assign those selected Skillsets in one step.

Likewise, holding down the Control key and clicking different Skillset names will allow you to highlight and select a selection of Skillsets in the Assigned Skillsets list. Clicking once on the < button will then un-assign those selected Skillsets in one step.

When you have assigned the Skillsets you wish this User to have access to, click the Submit button. You will be returned to the Skillset Assignment page.

Reporting

The Reporting option presents you with the Main Menu page, shown below.

This is the page all regular Users (that is, non-Administrative Users) are presented with when they login.

This option allows an Administrator to use the Nortel Networks Reporting for Call Center as though they were a User, to view Real Time screens and to access the Historical Reports.

Maintenance

The Maintenance option allows you to check the System Status and to start or stop the XML data feed logging.

When you select the Maintenance option you are presented with the Maintenance Menu page, and the Maintenance menu options appear below the main Maintenance heading. This is shown below.

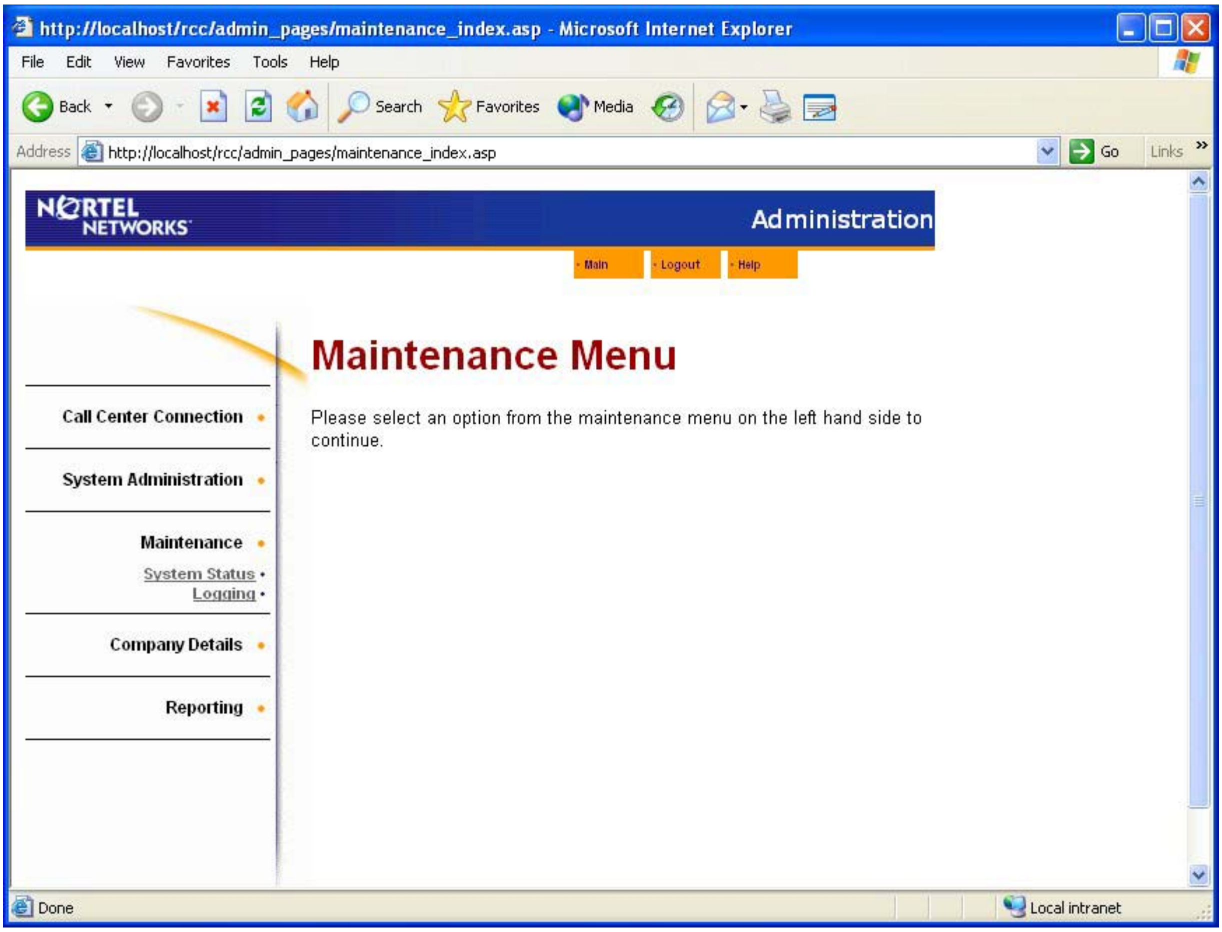


Figure 47 Maintenance Menu Page

System Status

Selecting the System Status option presents you with the System Status page, shown below.

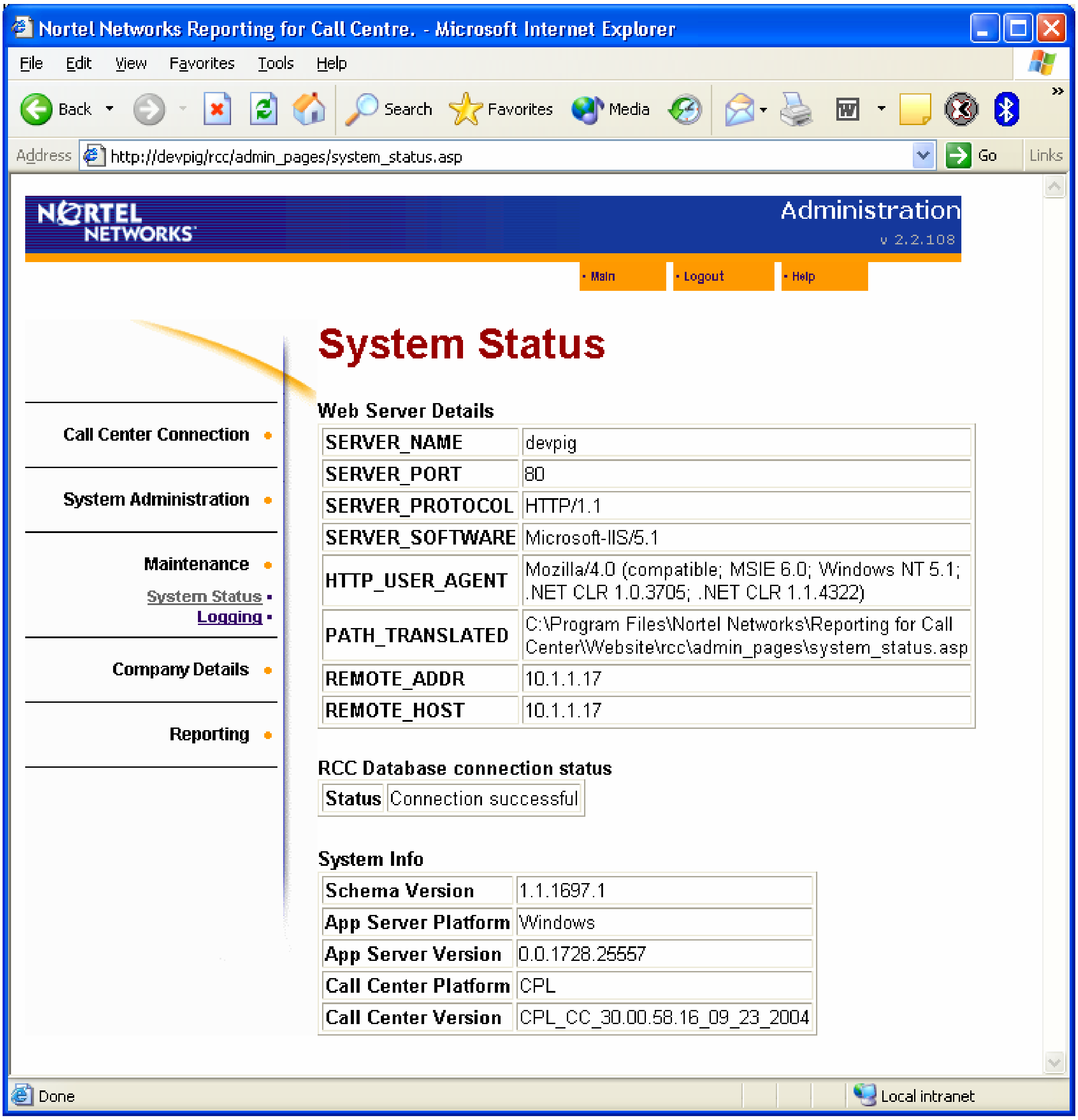


Figure 48 System Status Page

The System Status page shows a variety of information relating to the current status of Nortel Networks Reporting for Call Center.

You would normally only need to refer to this page when under the instruction of Support Personnel.

Logging

Selecting the Logging option presents you with the Logging Menu page, shown below.

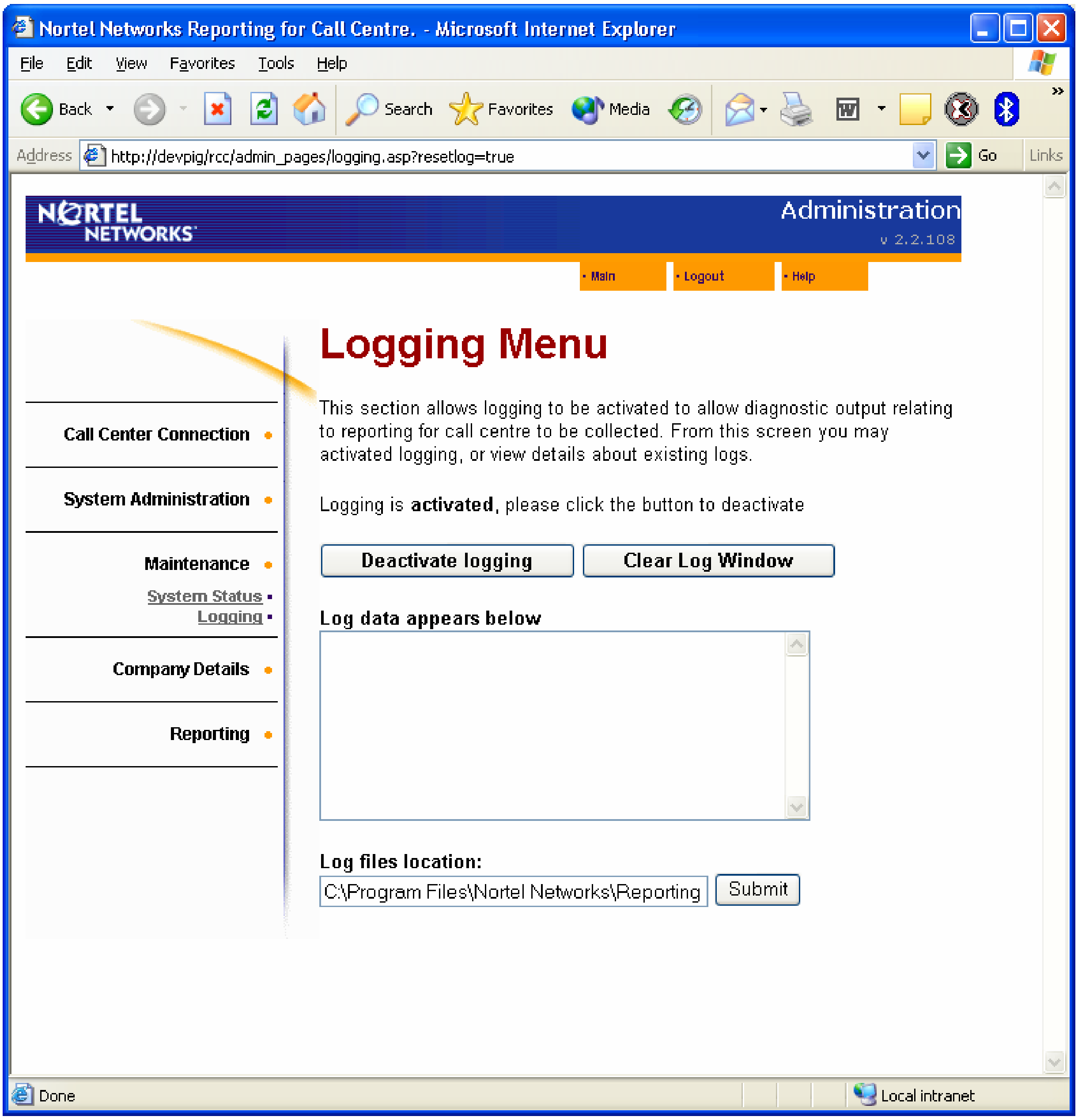


Figure 49 Logging Menu Page

The Logging Menu page contains a window which lists logging activity information, and two buttons. Various diagnostic logs are always running whenever Nortel Networks Reporting for Call Center is operational.

The Logging Menu window allows you to start or stop one of the diagnostic logs. This log captures the XML data sent from the Call Center to Nortel Networks Reporting for Call Center. You would only normally stop this log under the instruction of Support Personnel.

The Clear Log Window button erases any text from the Log Data Window. It does not affect the current state of logging.

If the XML data logging is on, the first button will be labeled Deactivate Logging. Clicking this will cause the logging to stop, as shown below.

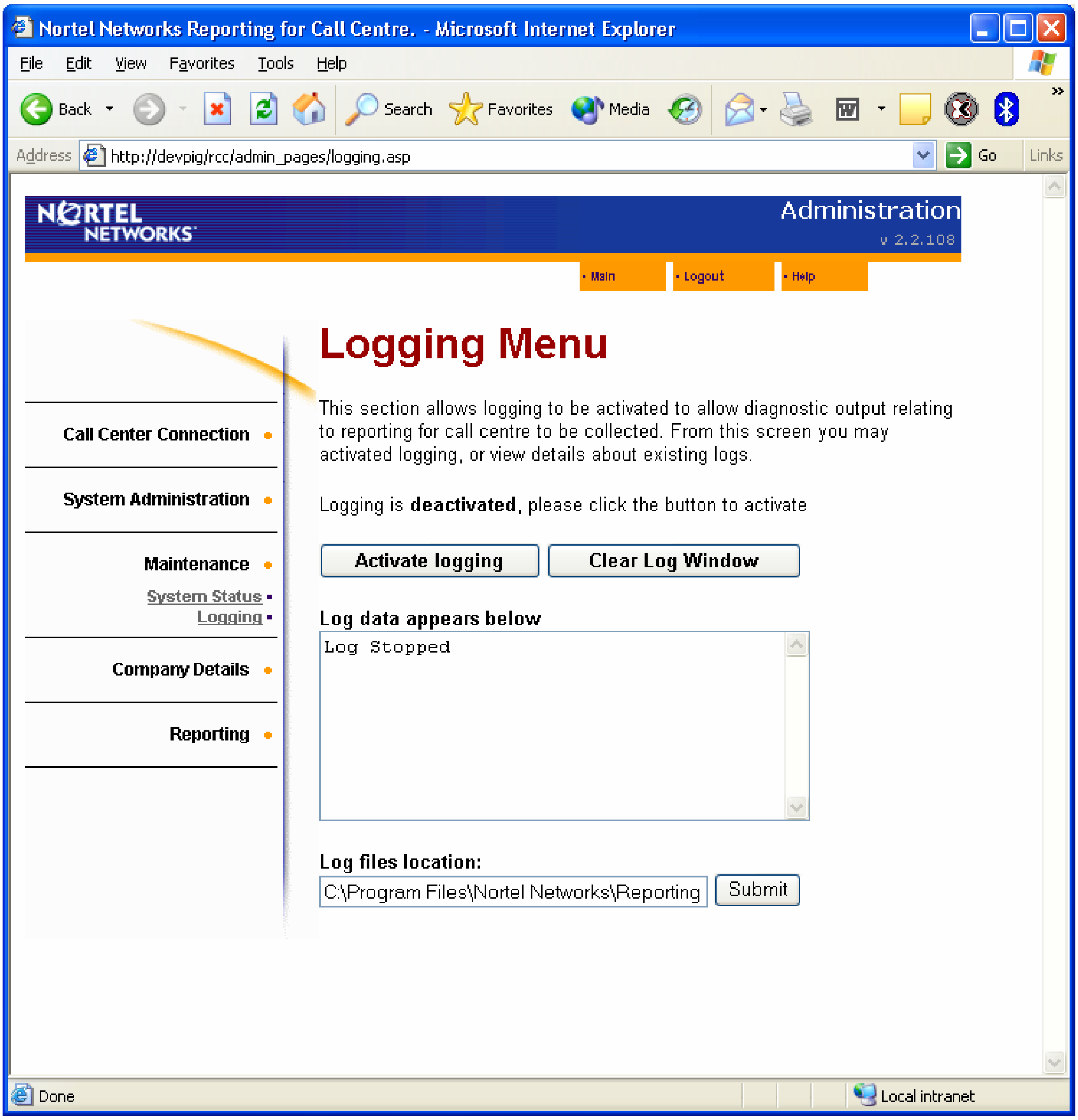


Figure 50 Logging Menu Page, with the Logging Stopped

When the logging is stopped, the button is re-labeled with Activate Logging. Clicking the button in this state will start the logging.

Company Details

Selecting the Company Details option presents you with the Company Details page shown below.

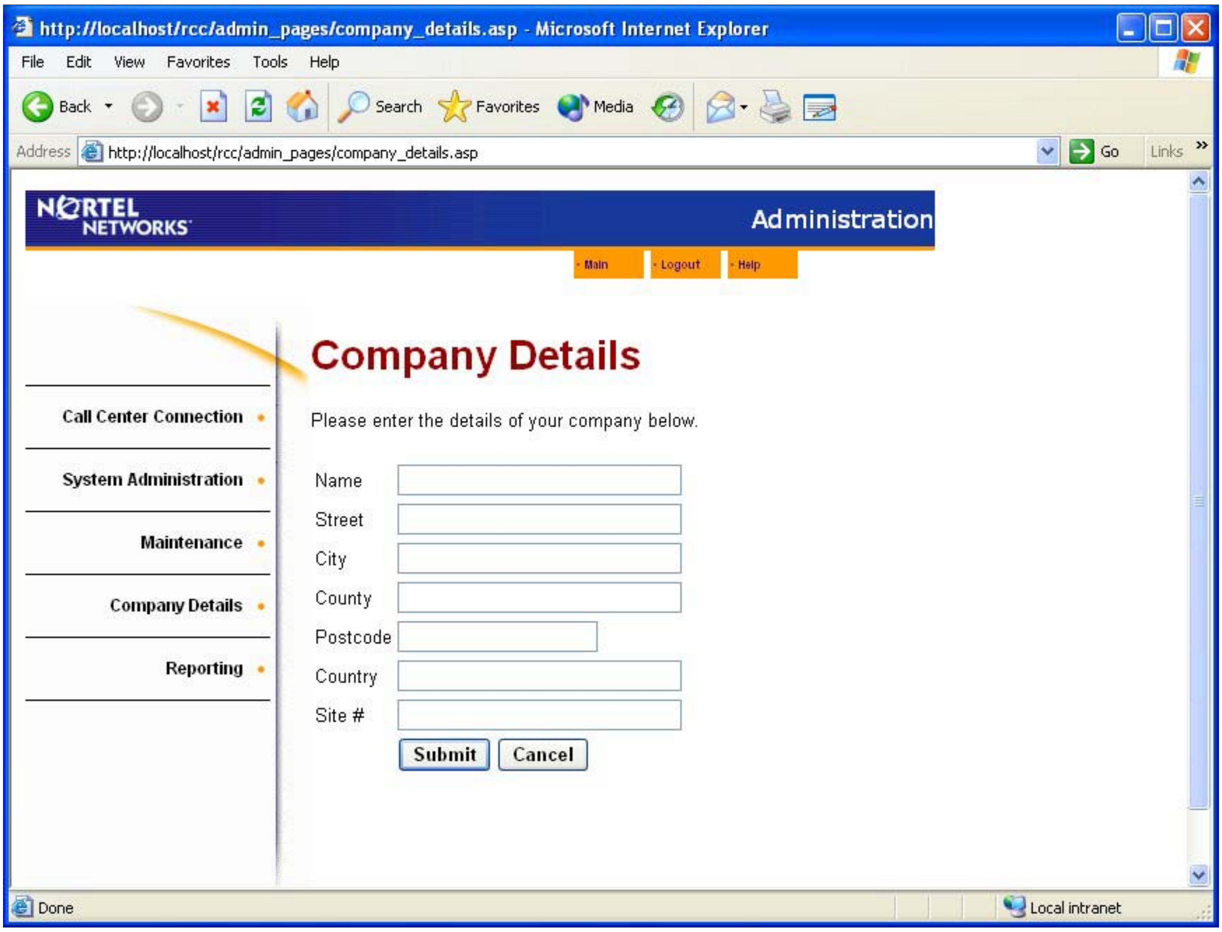


Figure 51 Company Details Page

This page allows you to enter the details of your company or site.

Completing this page is not a requirement for the correct operation of Nortel Networks Reporting for Call Center, it is purely a means of recording where the software is installed.

Reporting

The Reporting option presents you with the Main Menu page, shown below.

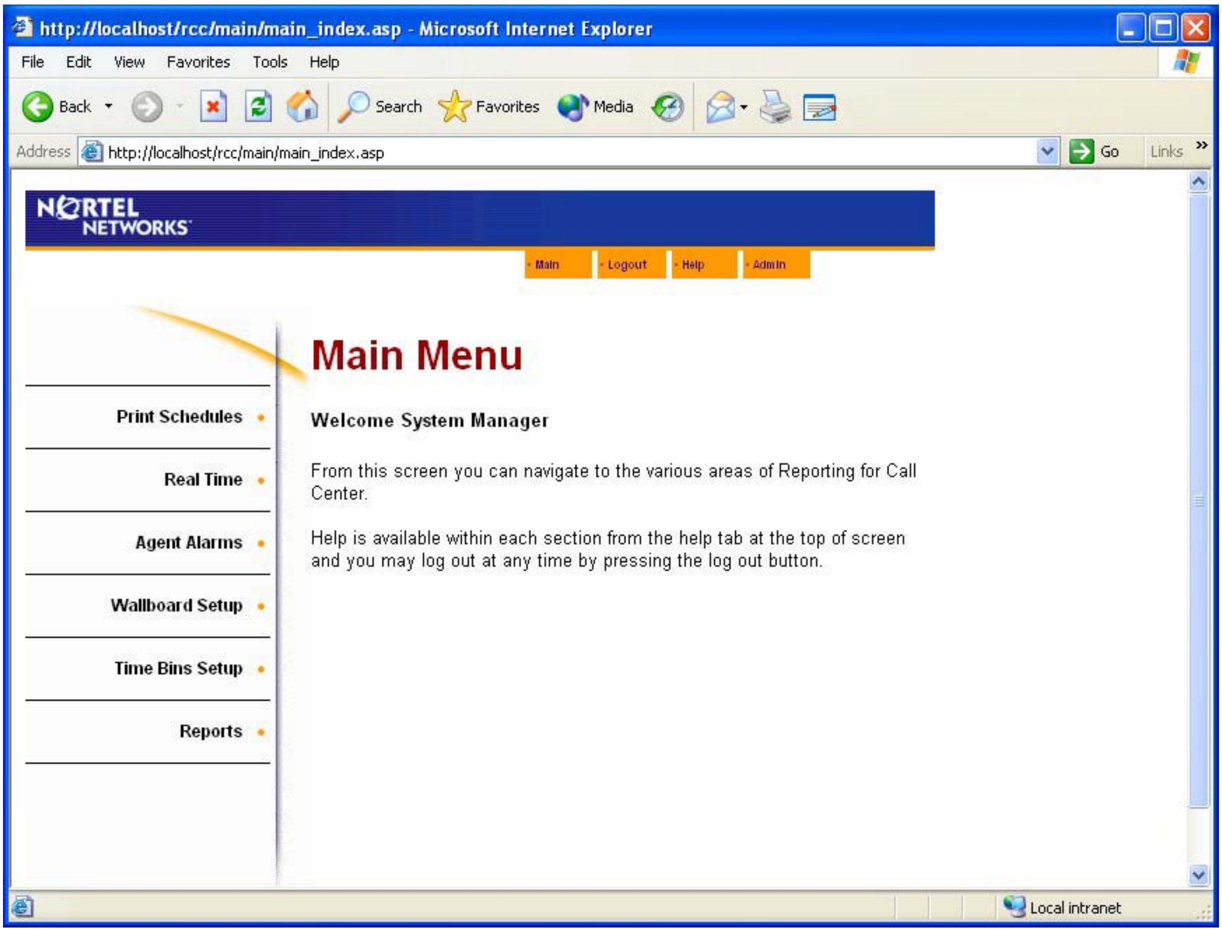


Figure 52 Main Menu Page

This allows you to use the application exactly as if you had logged in as a User. (This is the first page a non-Administrative User will see when they log in).

Using Reporting for Call Center 5

Logging In

Using Internet Explorer, browse to the URL of your Nortel Networks Reporting for Call Center Web pages Log In page.

The URL will be [http://*NameOfWebHostPC*/RCC](http://NameOfWebHostPC/RCC)

Where *NameOfWebHostPC* should be replaced with the network name or IP Address of the Web Host PC. Note: If you are actually using the browser on the Web Host PC *NameOfWebHostPC* can be substituted with 'localhost'.

Note: Once you have successfully browsed to the Log In page, you might like to add this location to your Internet Favorites. This can be accomplished in Internet Explorer by pressing **Ctrl-D** when you are on the Log In page, or by clicking on **Favorites, Add to favorites…**

When you have logged in you will be presented with the page below.

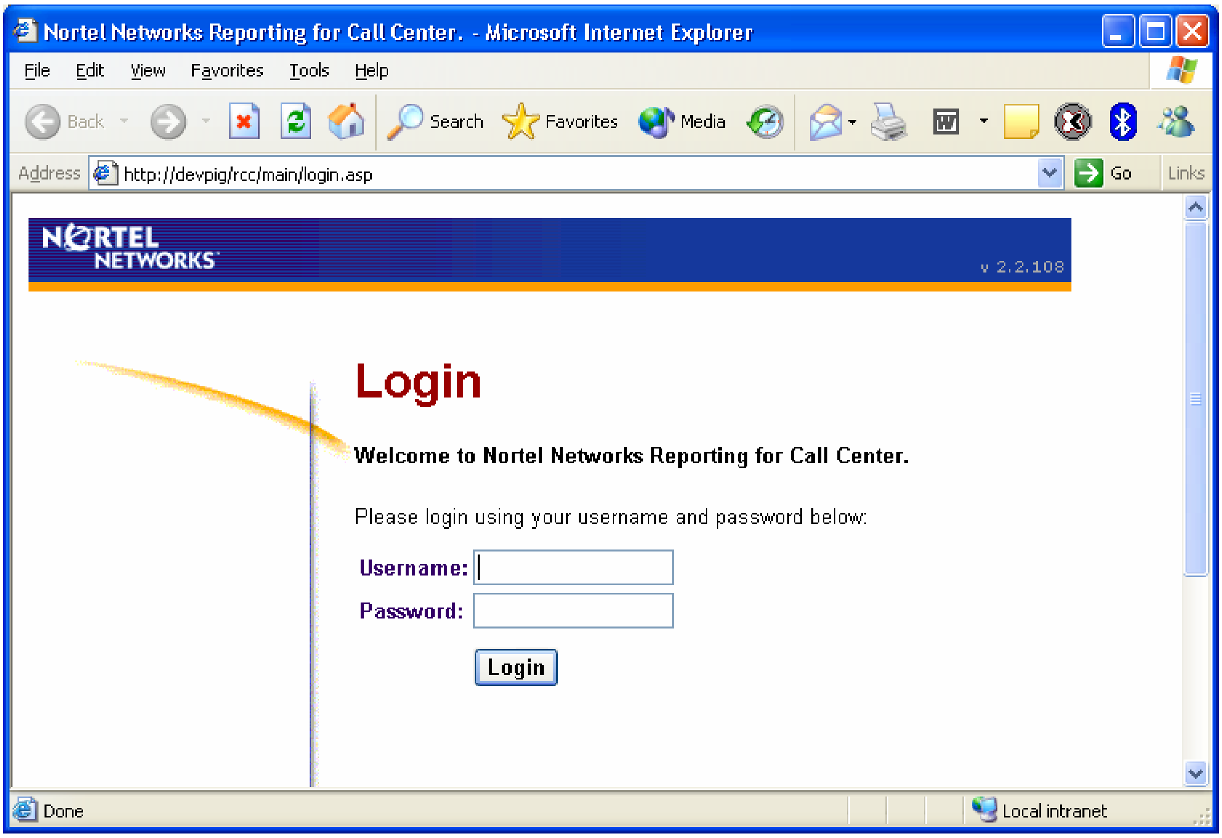


Figure 53 Log In Page

You must provide a valid username and a password in order to gain access to the features of Nortel Networks Reporting for Call Center. Before you attempt to login, ensure that an Administrator has created a username for you.

The first time you log in your password will be set to the default value of 0000.

In the username field type the Username you have been allocated, and in the Password field enter the default password of 0000.

You must change your password the first time you login. You will be resented with the Change Password page shown below.

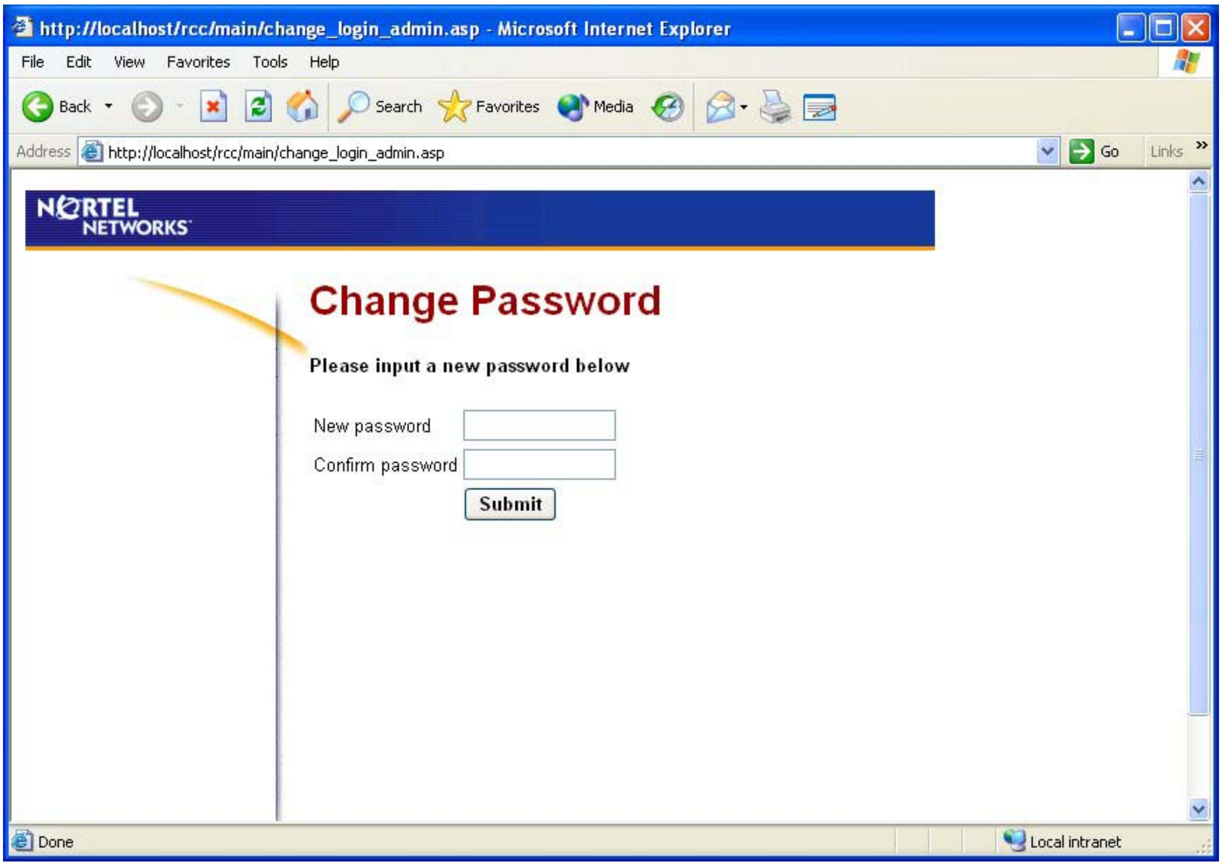


Figure 54 Change Password Page

Choose a new password. The password can be from 1 to 10 characters, including upper and lowercase letters, and digits. It can be anything apart from 0000. Enter your new password in the New Password field, and then enter the same password in the Confirm password field.

If there were any differences between the two entries you will be informed that the password and confirmation do not match, and you will need to re-enter the password in both fields once more.

If you have successfully entered the new password correctly in both fields you will be presented with the Main Menu page, shown below. This is the page you will be presented with for all future logins.

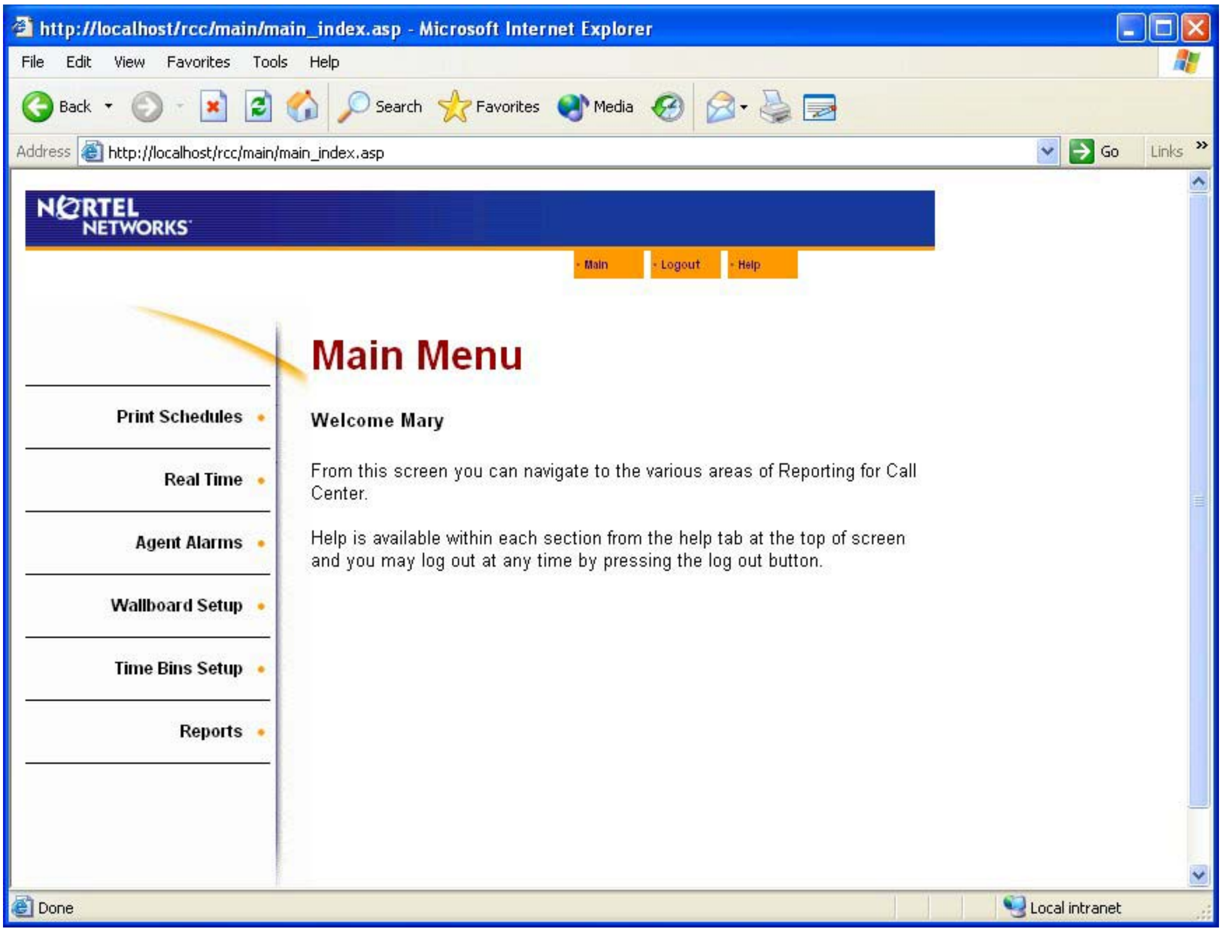


Figure 55 User Main Menu Page

This is the Main Menu for all regular (*non-Administrator*) Users. Note that the word 'Administrator' is *not* displayed on the right hand end of the blue bar at the top of each page.

Also note that Nortel Networks Reporting for Call Center recognizes who has just logged in, and it greets them accordingly. In our example shown above User 'Mary Smith' has logged in, and the page displays the message 'Welcome Mary'.

The options that are available to Users are displayed on the left-hand side of the Main Menu page.

Time Bins Setup

This option allows you to specify the settings for the Answer and Abandon Time Bins, for the Skillsets which have been assigned to you. Answer and Abandon Time Bins are collectively known as the Time Bins.

Answer Time Bins

The Answered Time Bins are a series of six time steps used in the statistical analysis of Answered Calls. Nortel Networks Reporting for Call Center will provide statistical reports on the percentage of incoming calls answered within each of the periods specified in the chosen Answered Time Bins.

A seventh Answer period is also used in the reports, which gathers information on all calls which were answered *after* the period specified by the sixth Answered Time Bin.

Abandon Time Bins

The Abandon Time Bins are a series of six time steps used in the statistical analysis of Abandoned Calls. Nortel Networks Reporting for Call Center will provide statistical reports on the percentage of incoming calls abandoned within each of the periods specified in the chosen Abandoned Time Bins.

A seventh Abandoned period is also used in the reports, which gathers information on all calls which abandoned *after* the period specified by the sixth Abandoned Time Bin.

Note: If other Users have been assigned these Skillsets, they can change these settings.

Selecting the Time Bins Setup option presents you with a single menu option (Time Bins Setup), and the Time Bins Setup Menu page, shown below.

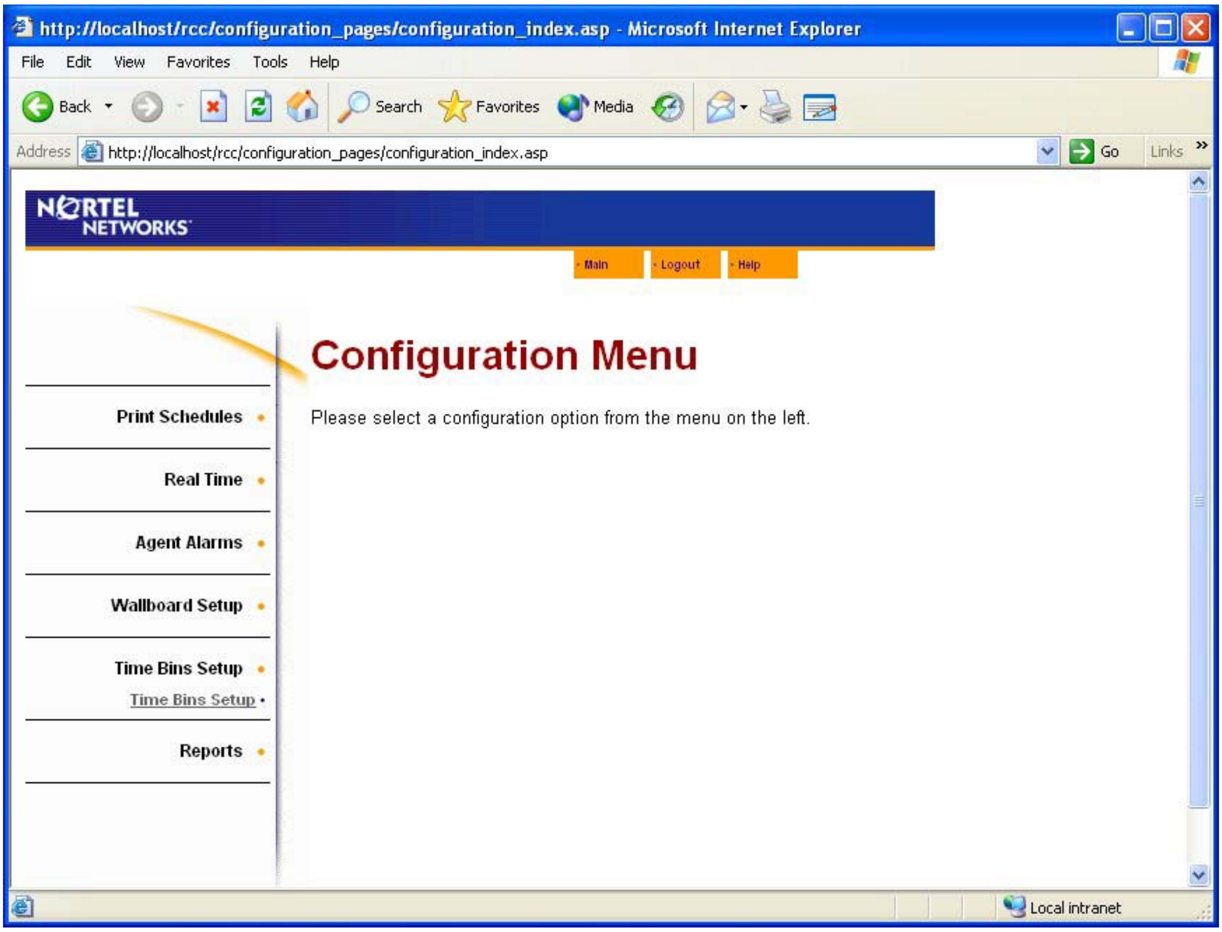


Figure 56 Time Bins Setup (Configuration) Menu Page

Selecting the Time Bins Setup option presents you with the Time Bin Setup page, shown below.

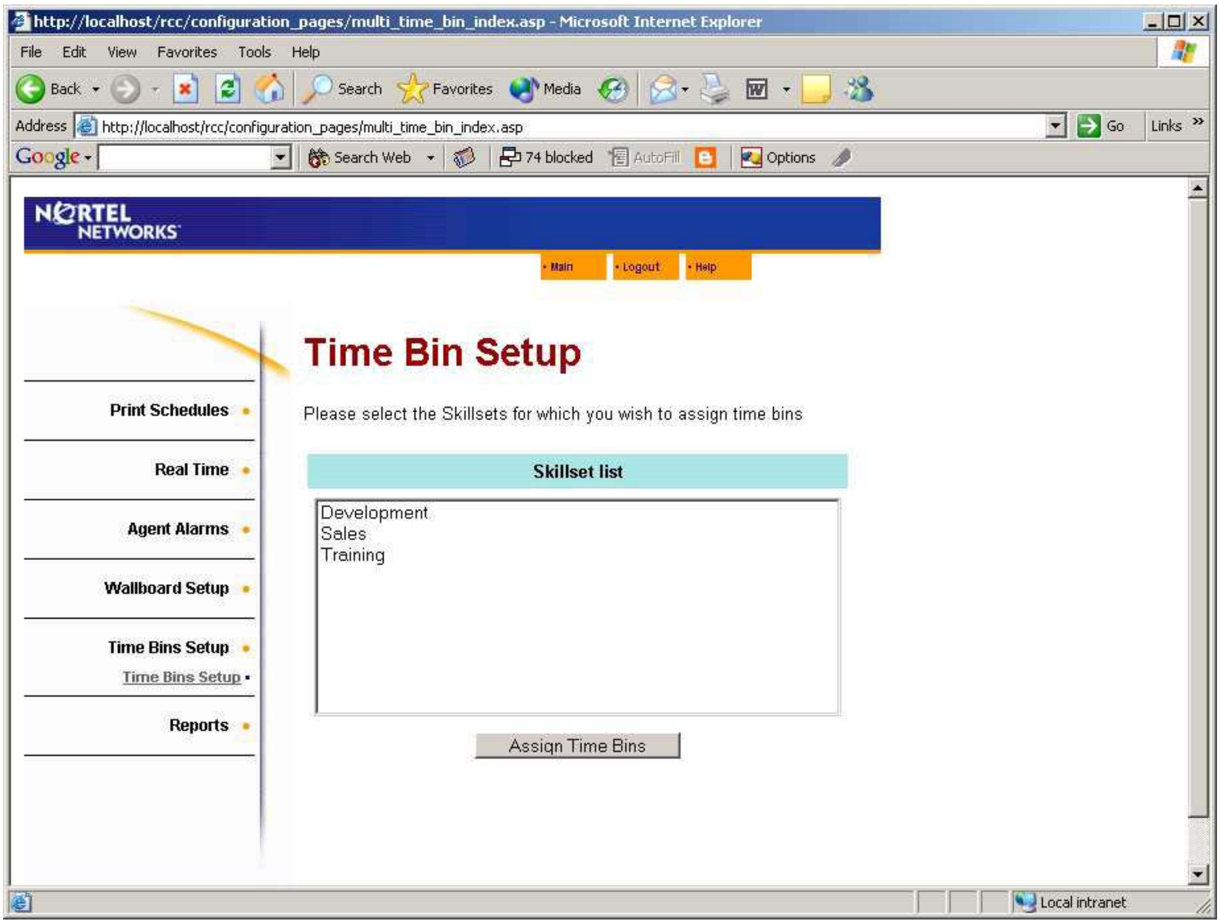


Figure 57 Time Bin Setup Skillset Selection page

The Time Bin Setup Skillset selection page allows you to select a Skillset you wish to set Time Bin values for. Note that the list of available Skillsets for our Example User Mary Smith only contains those Skillsets assigned to her by the Administrator.

Click on any of the displayed Skillsets to highlight the Skillset you wish to set the Time Bin values for, and then click on the Assign Time Bins button. You will be presented with the Time Bins values page, shown below.

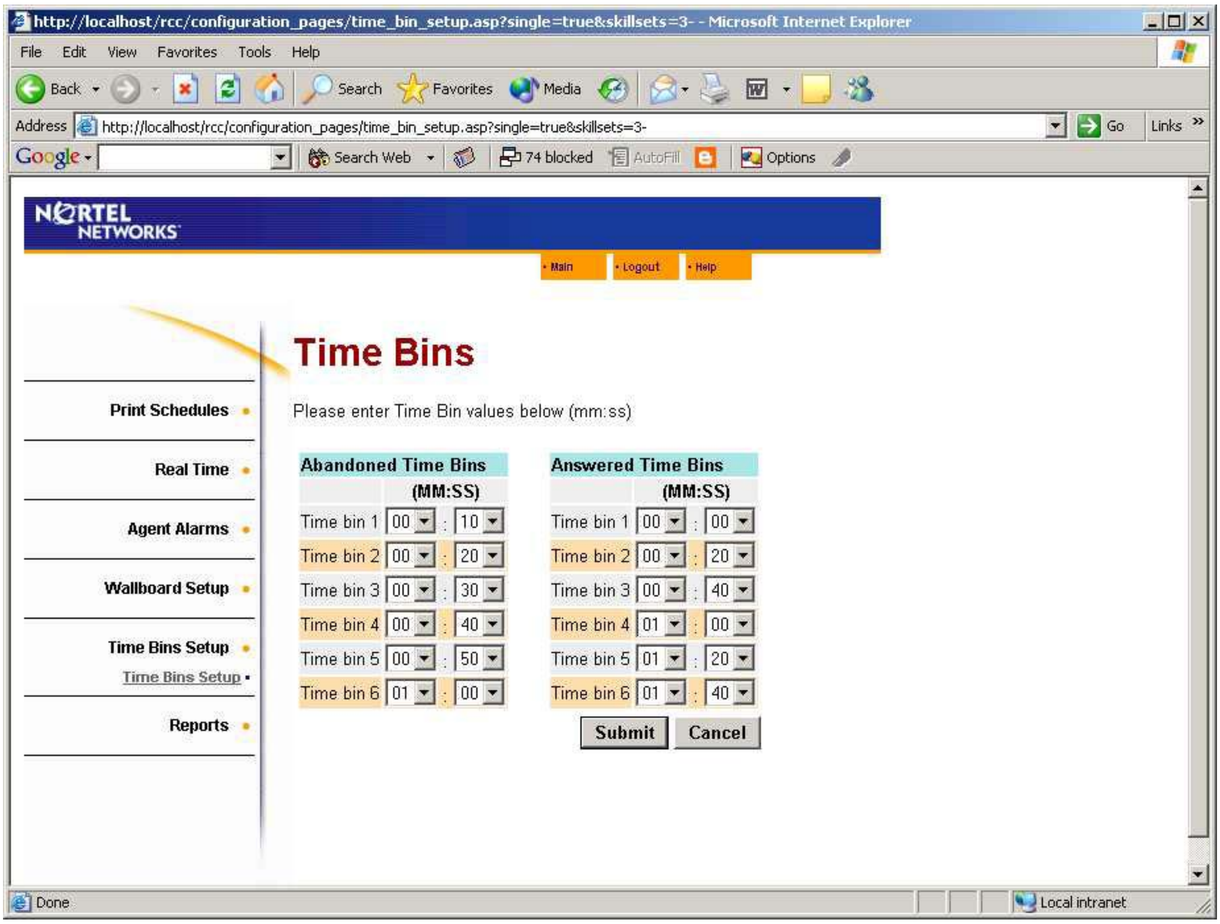


Figure 58 Time Bins Page

This page allows you to enter the time steps required to define the periods into which you wish to have calls that are Answered or Abandoned in these Skillsets categorized.

The steps used in the Time Bin periods need not be the same, but the Time Bin periods must be set in ascending order.

For example, if you want to have Nortel Networks Reporting for Call Center report on Answered calls, grouping together the calls that were answered within 10 seconds, the calls that were answered between 10 and 20 seconds, the calls that were answered between 20 and 30 seconds, the calls that were answered between 30 and 40 seconds, the calls that were answered between 40 and 50 seconds, the calls that were answered between 50 seconds and one minute, you would set the Time Bins up to be: 00:10, 00:20, 00:30, 00:40, 00:50 and 01:00.

Note that Nortel Networks Reporting for Call Center would also include a category for anything greater than the last time period, which in this example would be 'anything answered after 01:00'.

To save the settings you have made, click the Submit button. You will be returned to the Time Bin Setup Menu page.

To leave the Time Bins page without saving any changes you might have made, click the Cancel button. You will be prompted to confirm you do not wish to save your changes. You will then be returned to the Time Bin Setup Menu page.

Print Schedules

Print Schedules configure Nortel Networks Reporting for Call Center to automatically print the a set of requested reports, at a specified time. You can specify Print Schedules to print either Daily, Weekly or Monthly reports.

You can configure multiple Daily, weekly and Monthly Schedules.

For example you may wish to run off a set of reports each day before you come in, which refer to Call information. You would accomplish this by configuring a Daily Schedule which prints at, say, 08:00.

You may also have a different Daily Schedule report which refers to Agent Activity, and configure Nortel Networks Reporting for Call Center to print these reports at, say, 16:30 so that you have time to review them before the end of the day and the departure of your Agents.

Note: If the Web Host PC is powered off over the period in which the Schedule print is due to take place, the Schedule Print will not be produced. You can easily obtain the same reports by using the Reports options (see the Report section, on Page 138).

Note: If you select the Agent Audit Report, the Activity Code Report by Skillset, Agent Activity Code Report by Agent or the Activity Code Report by # of Pegs Reports to be included in your Print Schedule, you will be further prompted for the Agents and/or the Activity Codes you wish to have included within these Reports. These further steps are described on Pages 174 (Agent Audit Report), 179 (Activity Code Report by Skillset), 184 (Activity Code Report by Agents) and 189 (Activity Code report by # of Pegs).

Selecting the Print Schedules option presents you with the Print Schedules page, shown below, with the various Print Schedule options displayed on the left-hand edge of the page, beneath the main Print Schedules heading.

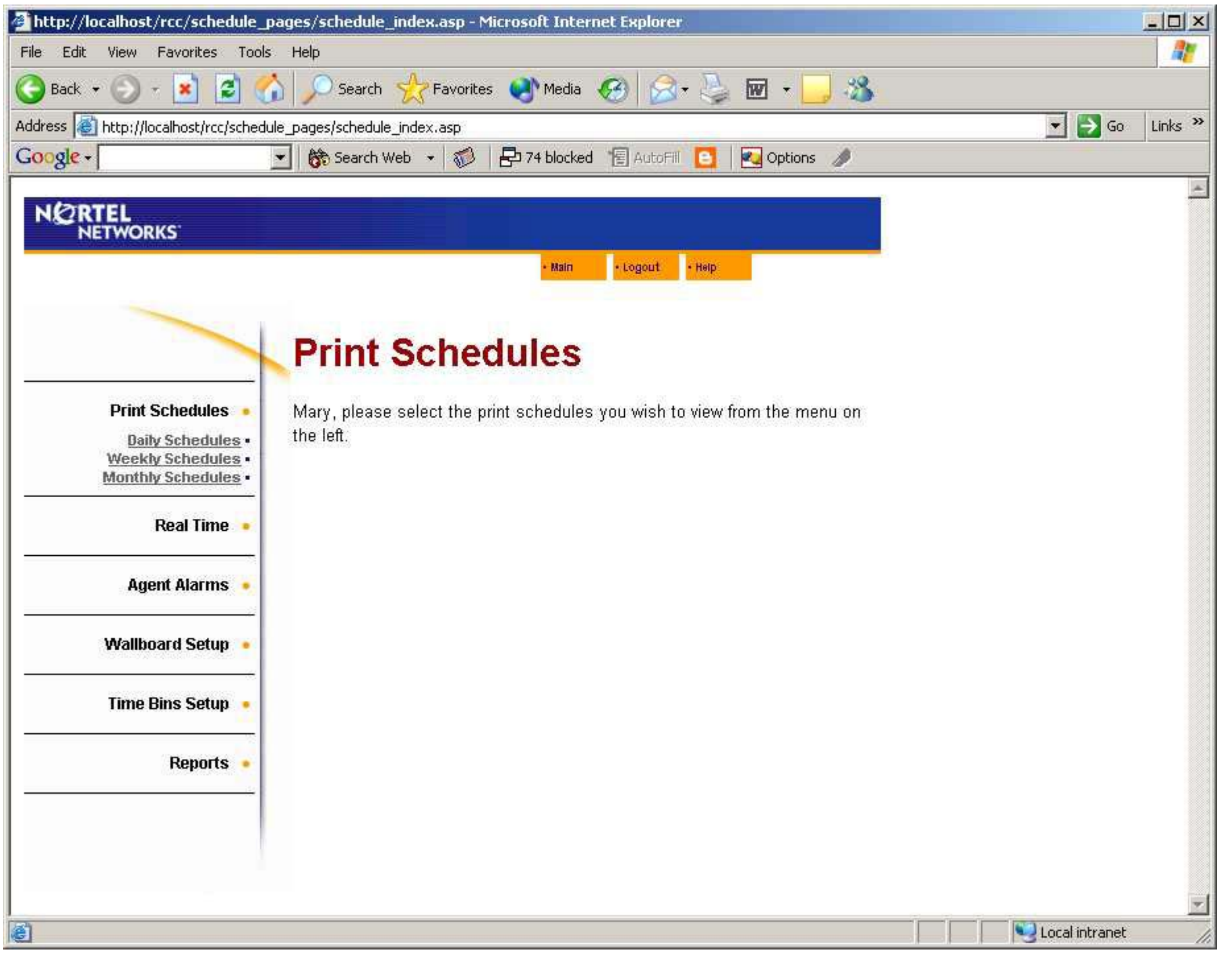


Figure 59 Print Schedules Page

Daily Schedules

Selecting the Daily Schedules option presents you with the Your Daily Schedules page, shown below. Initially this will be empty.

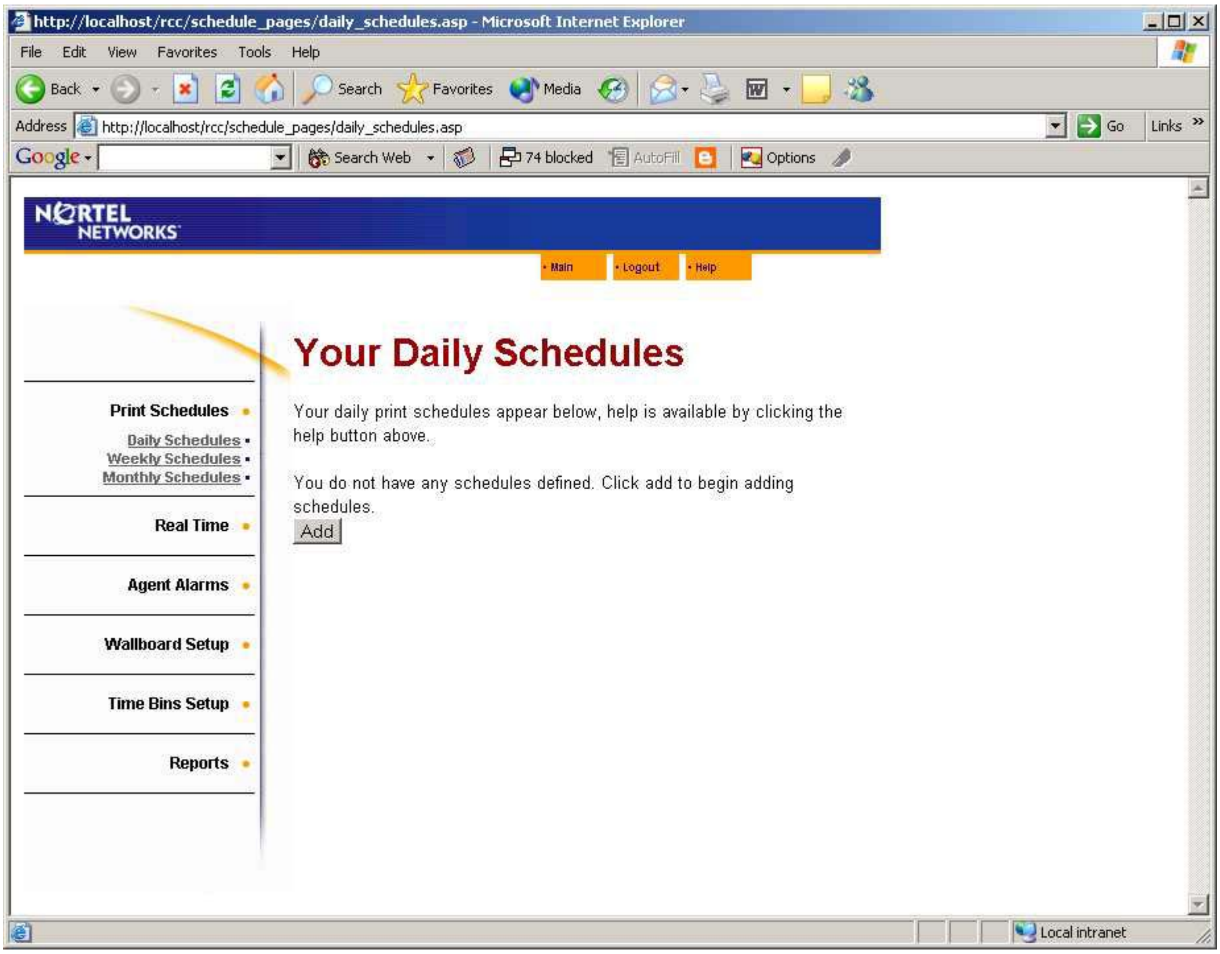


Figure 60 Your Daily Schedules Page

To add a Daily Schedule, click the Add button.

Clicking on the Add button presents you with the Add Daily Schedules page, shown below.

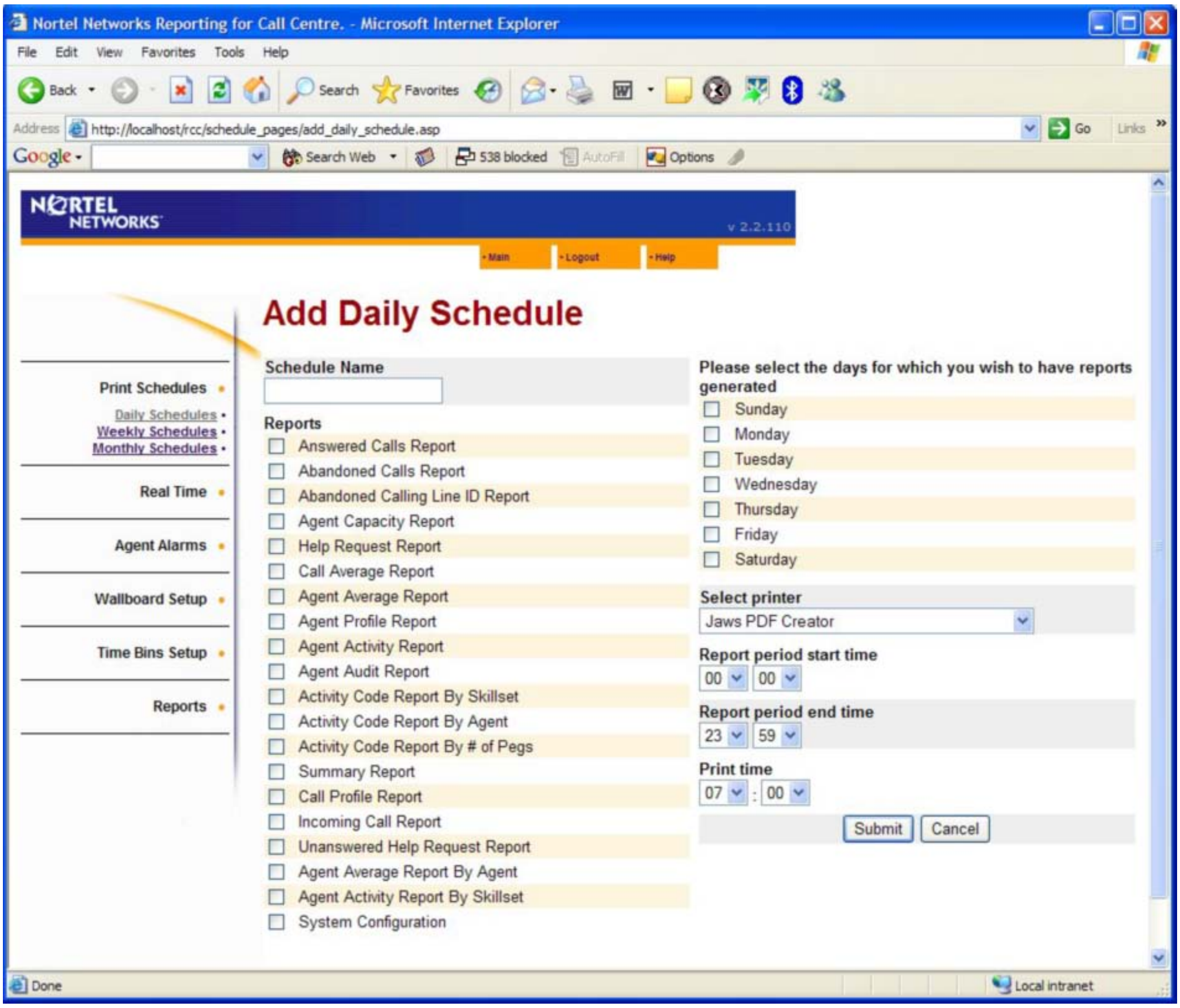


Figure 61 Add Daily Schedule Page

The Add Daily Schedule page allows you to specify the which reports you wish to have included in the Schedule, which days are to be included in the Schedule and when it is to be printed.

You may also specify which period of the day the reports will contain. You must also specify a name for your Schedule and which printer you wish to have the reports generated on.

To select a report to be included in the Schedule, click the check box beside the report name. Selected reports will have a tick in the check box beside their name. You can of course select multiple reports.

To include the reports from a particular day in the Schedule, click the check box beside the day to place a tick in the check box. You can of course select multiple days.

Note: Daily Reports print on the day following the day which is being reported on. That is, if you select a Daily Report Schedule for Monday, it will be printed on Tuesday. This ensures that the report day has completely elapsed when the reports are generated.

To set a name for your Schedule, type the name in the Schedule Name field. This is to help you identify, and distinguish between, the different Schedules you create.

The Report Period Start Time and Report Period End Time dictate the period within each day for which the reports are generated. For example, if your Call Center has a working day that starts at 08:30 and finishes at 17:30, you may wish to specify the Start Time as 08:00 (to see if you have early calls that you are missing by not having the Call Center open) and 18:00 (to see if there is a late surge of calls).

To specify which printer the reports will be generated on, select one of the options from the Select printer drop-down menu. This drop-down menu will list all of the printers which are accessible from the Web Host PC. (The reports are generated from the databases held in the Web Host PC.)

Our example User Mary Smith has configured her Daily Schedule as shown below.

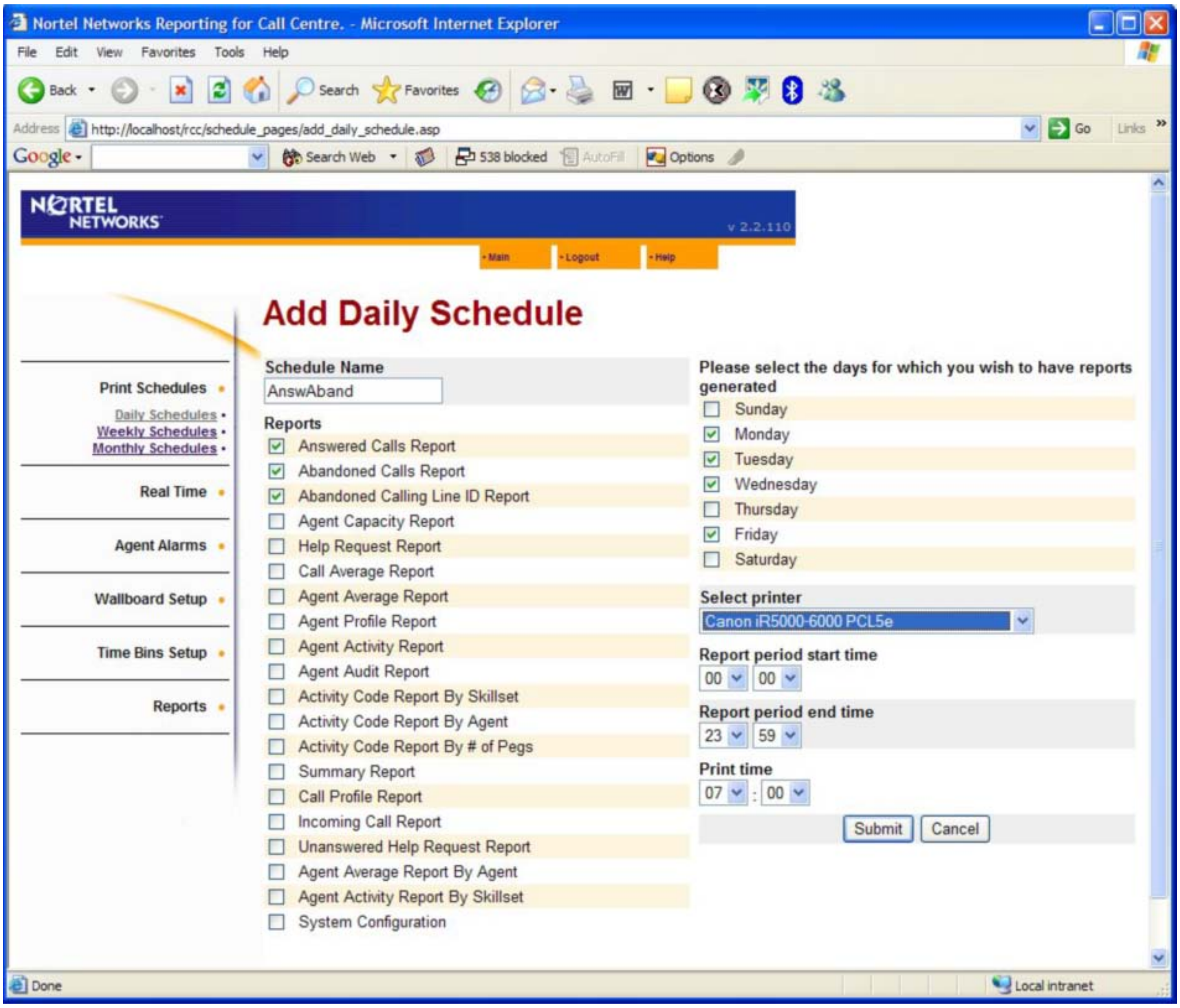


Figure 62 Add Daily Schedule Page - Example Settings

Mary Smith has selected the Answered Calls, Abandoned Calls and CLID reports to be printed at 08:30 each morning, for Monday through to Friday. (So her printouts will be generated on Tuesday for Monday, on Wednesday for Tuesday, and so on until Friday's reports are printed on Saturday morning.)

Her schedule is Called AnswAband, and the reports will start to be generated at 08:30, on the HP 840C DeskJet printer. The reports will cover the period from midnight to midnight for each day.

To save your Daily Schedule click on the Submit button. You will be presented with the Daily Schedule – Skillsets page, shown below.

To leave the Add Daily Schedule page without saving any changes you might have made, click on the Cancel button.

You will be presented with the Your Daily Schedules page.

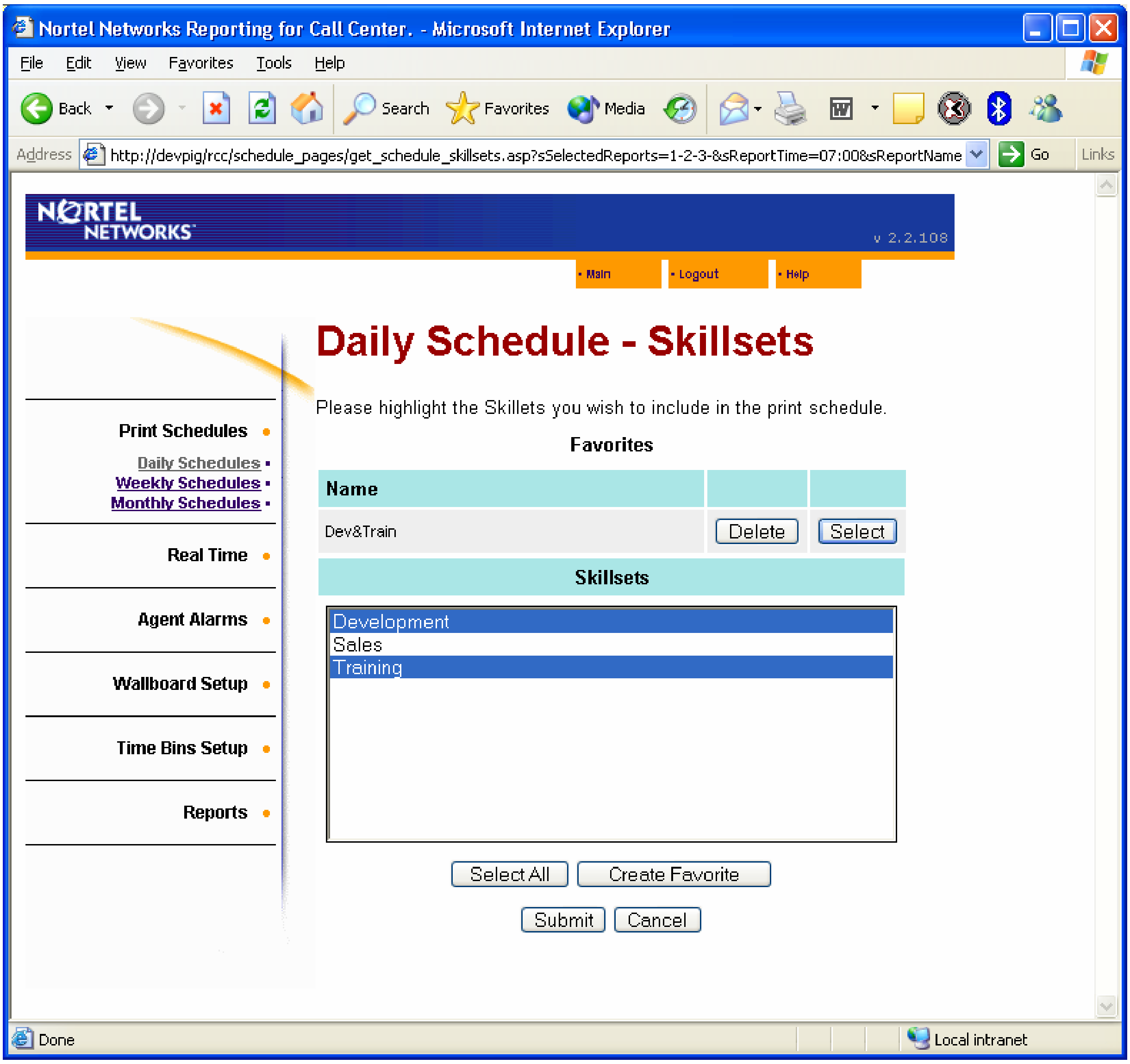


Figure 63 Daily Schedule Skillsets Page

The Daily Schedule Skillsets page allows you to select which Skillsets you wish to have included within the generated reports that are produced by the Daily Schedule.

Skillset List Selection Methods

You can use the following techniques to select Skillsets from the Skillset List.

Clicking once on an unselected Skillset name will select it (it will be highlighted) and will remove the highlight from any other currently selected Skillsets.

Clicking once on a selected (highlighted) Skillset name will unselect it. But note that if other Skillsets are selected and you click on a Skillset name, you will unselect all of the other Skillsets and you will select the Skillset you clicked on.

Clicking with the Control key (CTRL) pressed will allow you to select and highlight multiple Skillsets.

Clicking a Skillset with a Shift key held down will highlight all of the Skillsets between position of the currently highlighted Skillset and the Skillset you clicked on.

The Select All button can be used to select and highlight all of the Skillsets at once.

Adding Selections to the Favorites List

If there are collections of the assigned Skillset which you will frequently need to review the Daily Schedules for, you can add the selection of Skillsets to the Favorites list.

This will mean that instead of having to select and highlight a particular collection of Skillsets each time you wish to use them, you can just click the Select button beside appropriate Favorite and the collection of Skillsets will be highlighted for you at once.

To add a Favorite to the Favorite List, highlight the Skillsets you wish to include in the Favorite and then click the Create Favorite button. You will be presented with the Save Favorites page, shown below.

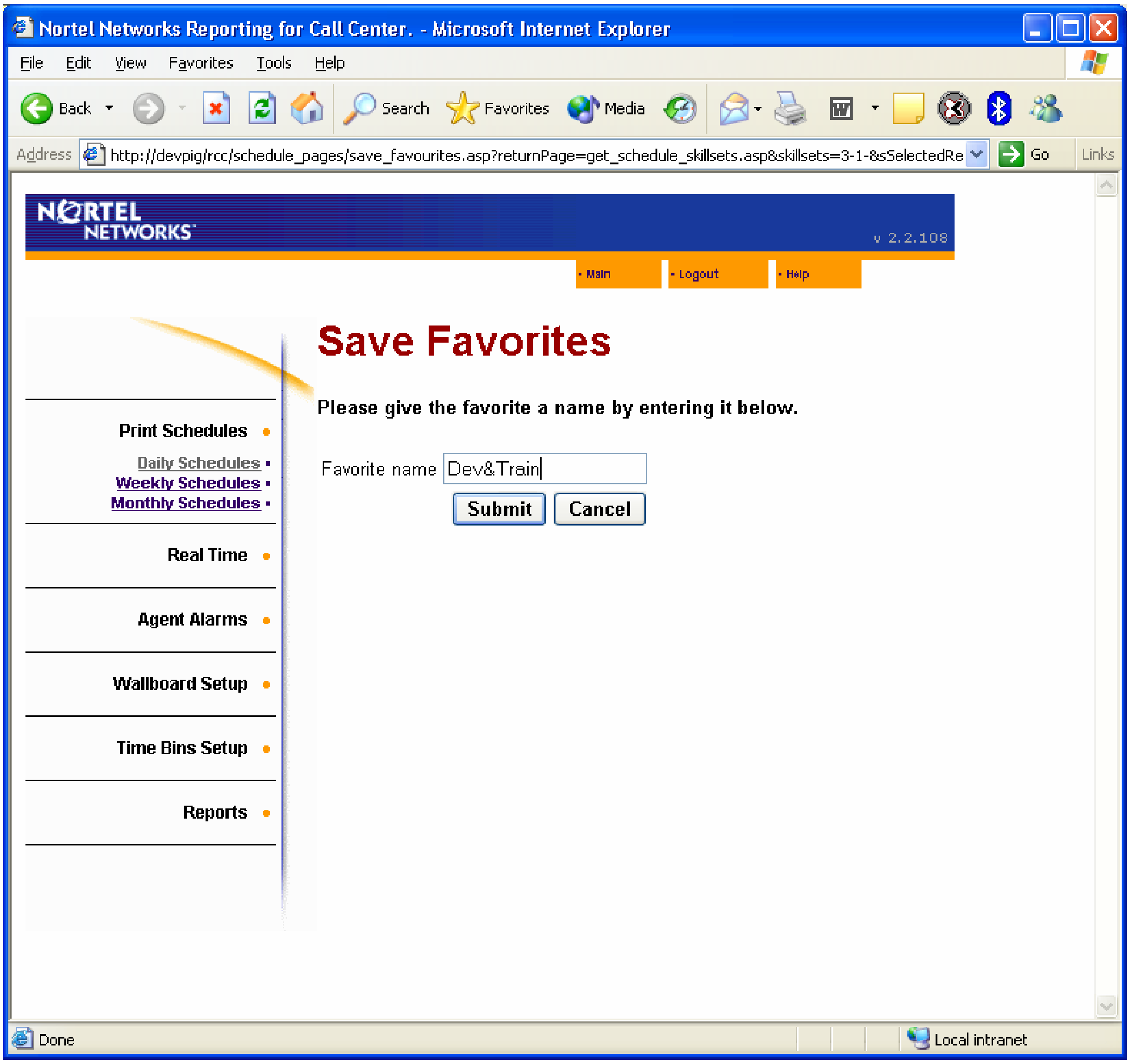


Figure 64 Save Favorites Page

Enter a name in the Favorite Name field, and then click on Submit to save it. (Click on Cancel to return without saving the Favorite.)

Mary Smith has created a Favorite that contains the Skillsets Training and Development, and she has called the Favorite Dev&Train. When a Favorite has been created it will appear in the Favorite List at the top of the page, as shown above.

Note: Many pages within Nortel Networks Reporting for Call Center allow you to use Skillset selection lists and Favorites, and the techniques described here apply to all of those other pages too. All the Favorites you create will be accessible from any point within Nortel Networks Reporting for Call Center which allows you to use Favorites.

Mary Smith has clicked on the Select button beside her new Favorite (Dev&Train) and the two associated Skillsets have been highlighted and selected for her.

To save your Daily Schedule click on the Submit button. You will be presented with the Your Daily Schedules page, shown below.

To leave the Daily Schedule – Skillsets page without saving any changes you might have made, click on the Cancel button.

You will be returned to the Your Daily Schedules page.

When you have created a Daily Schedule it will appear in the Your Daily Schedule page, as shown below.

Note: If you select the Agent Audit Report, the Activity Code Report by Skillset, Agent Activity Code Report by Agent or the Activity Code Report by # of Pegs Reports to be included in your Print Schedule, you will be further prompted for the Agents and/or the Activity Codes you wish to have included within these Reports. These further steps are described on Pages 174 (Agent Audit Report), 179 (Activity Code Report by Skillset), 184 (Activity Code Report by Agents) and 189 (Activity Code report by # of Pegs).

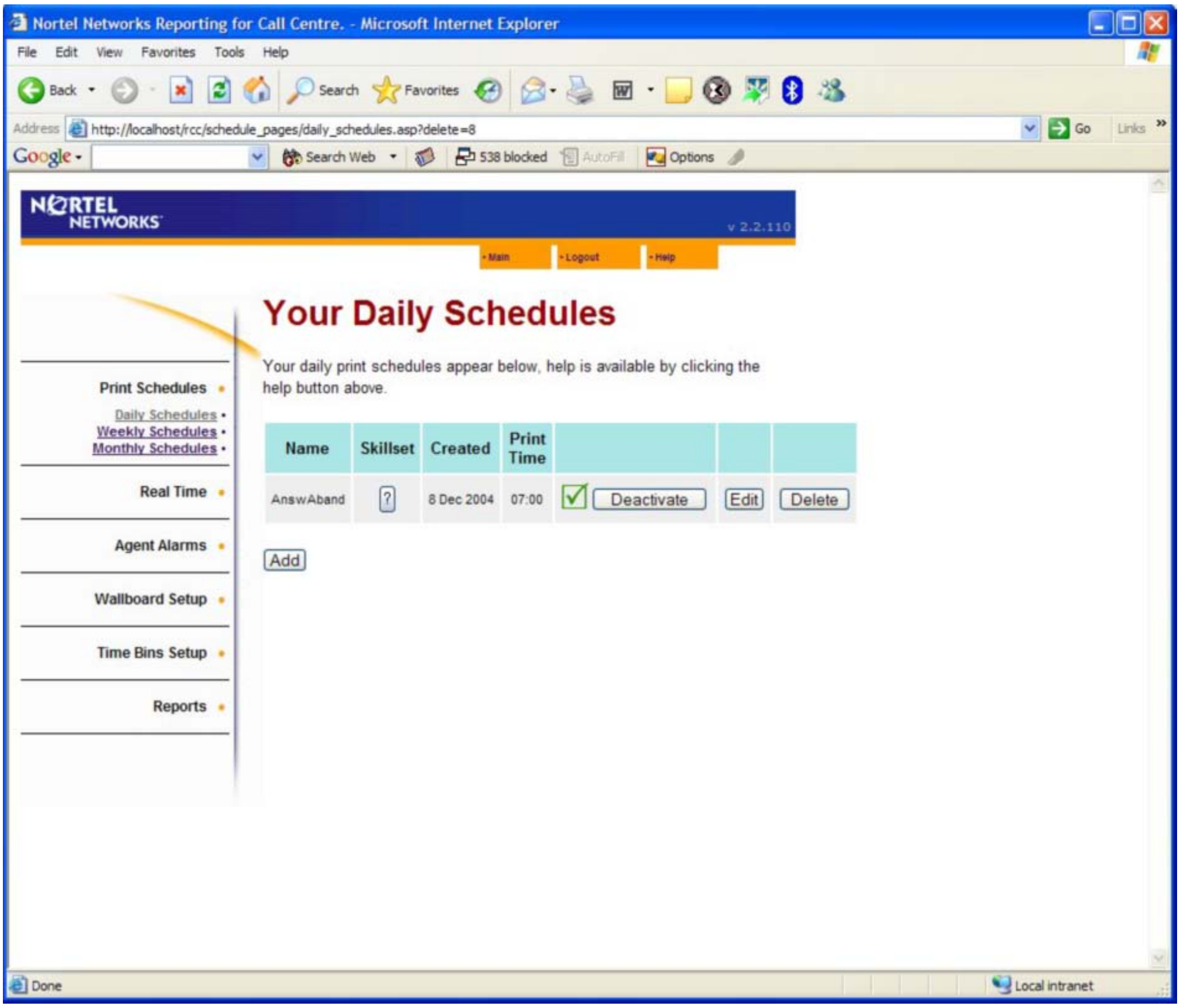


Figure 65 Your Daily Schedules with a Schedule in the List

Note that each Schedule can be identified by the Schedule Name that was provided earlier when the Schedule was created.

Beside each listed Schedule are two buttons. The Edit button allows you to change the settings for a Schedule. The Delete button allows you to remove the Schedule completely.

Deactivate

Clicking on the Deactivate button disables the Print Schedule and from that point will no longer be printed when the schedule is due to run. Once a schedule is disabled the button will change from Deactivate to Active and a red cross with a box surrounding it will replace the green tick with a box around it, similar to the illustration below:

Edit

Clicking on the Edit button presents you with the Edit Daily Schedule page, shown below.

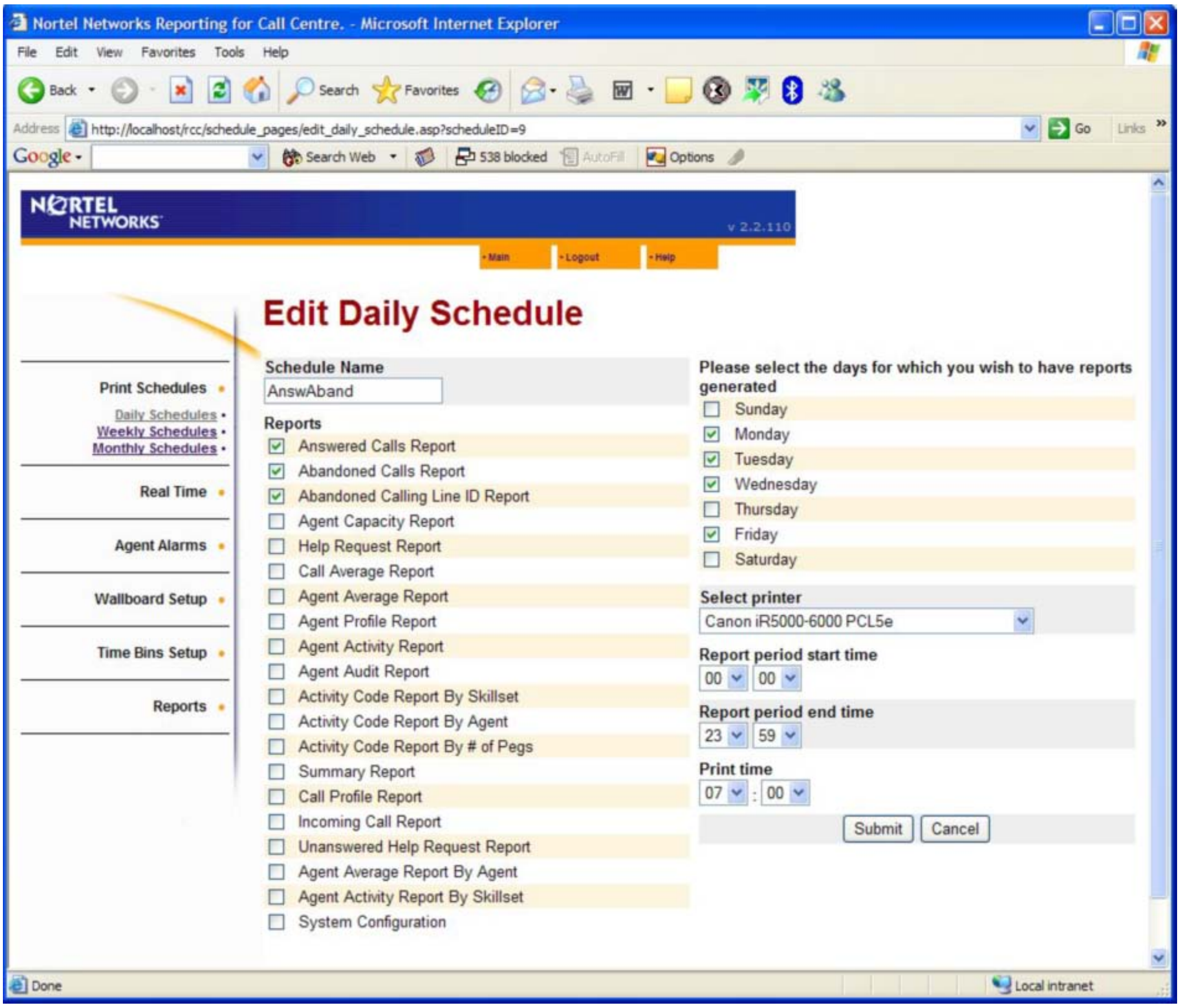


Figure 66 Edit Daily Schedules Page

This page operates exactly like the Add Daily Schedule page, except the data fields and check boxes are already populated with the settings of the Schedule you are editing.

To save any changes to the Daily Schedule click on the Submit button. You will be returned to the Your Daily Schedules page.

To leave the Edit Daily Schedule page without saving any changes you might have made, click on the Cancel button.

You will be returned to the Your Daily Schedules page.

Delete

Clicking on the Delete button will remove the Schedule from the system entirely, and will remove its listing from the Your Daily Schedules page.

You will be asked to confirm the deletion, and you will be returned to the Your Daily Schedules page.

Weekly Schedules

Selecting the Weekly Schedules option presents you with the Your Weekly Schedules page, shown below. Initially this will be empty.

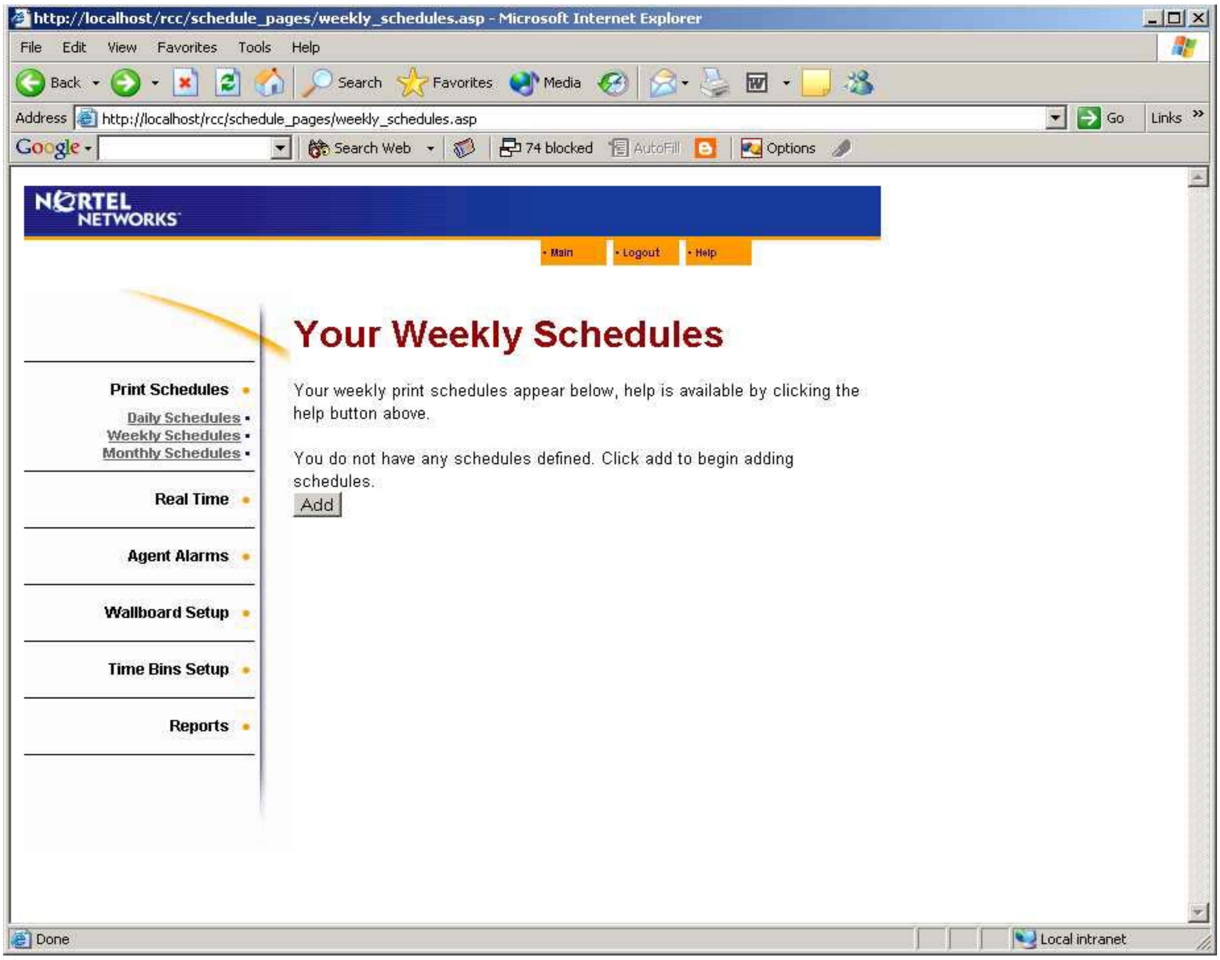


Figure 67 Your Weekly Schedules Page

Clicking on the Add button will present you with Add Weekly Schedule page, shown below.

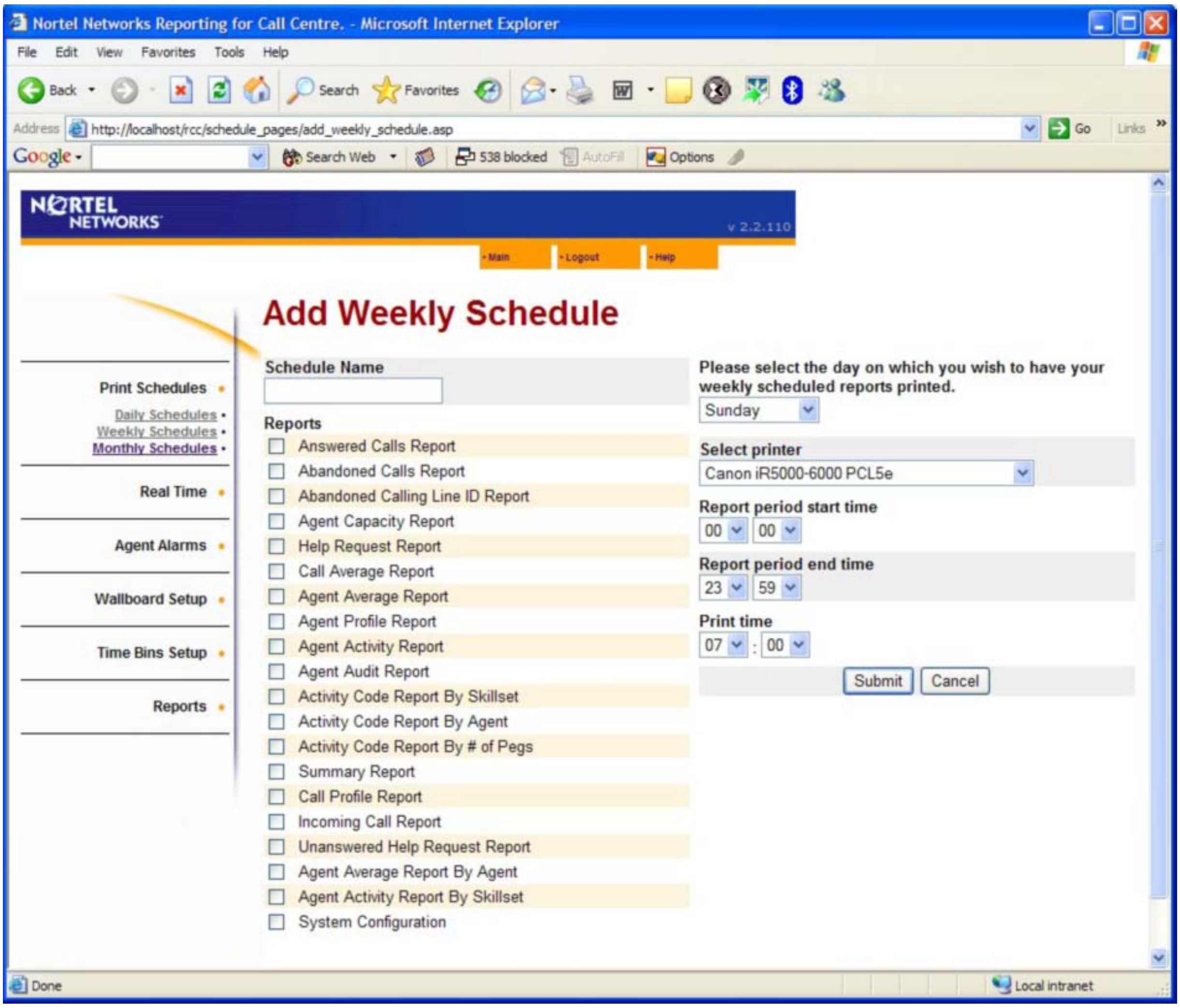


Figure 68 Add Weekly Schedule Page

The Add Weekly Schedule page allows you to specify which reports you wish to have included in the Schedule, and when it is to be printed.

You may also specify which period of the day the reports will contain. You must also specify a name for your Schedule and which printer you wish to have the reports generated on.

To select a report to be included in the Schedule, click the check box beside the report name. Selected reports will have a tick in the check box beside their name. You can of course select multiple reports.

The reports will be generated for a calendar week. You must specify which day and at what time you wish to have the Weekly Schedule reports generated.

Note: Weekly Schedules generate reports on the specified day at the specified time. However, the reports generated contain information from the previous *calendar* week. An example will make this clear. Suppose a User created a Weekly Schedule that would print on a Saturday. They create this Schedule on September 10th, 2003. On Saturday September 13th the Weekly Schedule would generate Weekly reports. These Reports would contain information relating to the week September 1st –September 7th. Reports containing the information relating to the week September 8th – September 14th would be printed on Saturday 20th September, and so on.

September 2003

Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Figure 69 Calendar for September 2003

To set a name for your Schedule, type the name in the Schedule Name field. This is to help you identify, and distinguish between, the different Schedules you create.

The Report Period Start Time and Report Period End Time dictate the period within each day for which the reports are generated. For example, if your Call Center has a working day that starts at 08:30 and finishes at 17:30, you may wish to specify the Start Time as 08:00 (to see if you have early calls that you are missing by not having the Call Center open) and 18:00 (to see if there is a late surge of calls).

To specify which printer the reports will be generated on, select one of the options from the Select printer drop-down menu. This drop-down menu will list all of the printers which are accessible from the Web Host PC. (The reports are generated from the databases held in the Web Host PC.)

Our example User Mary Smith has configured her Weekly Schedule as shown below.

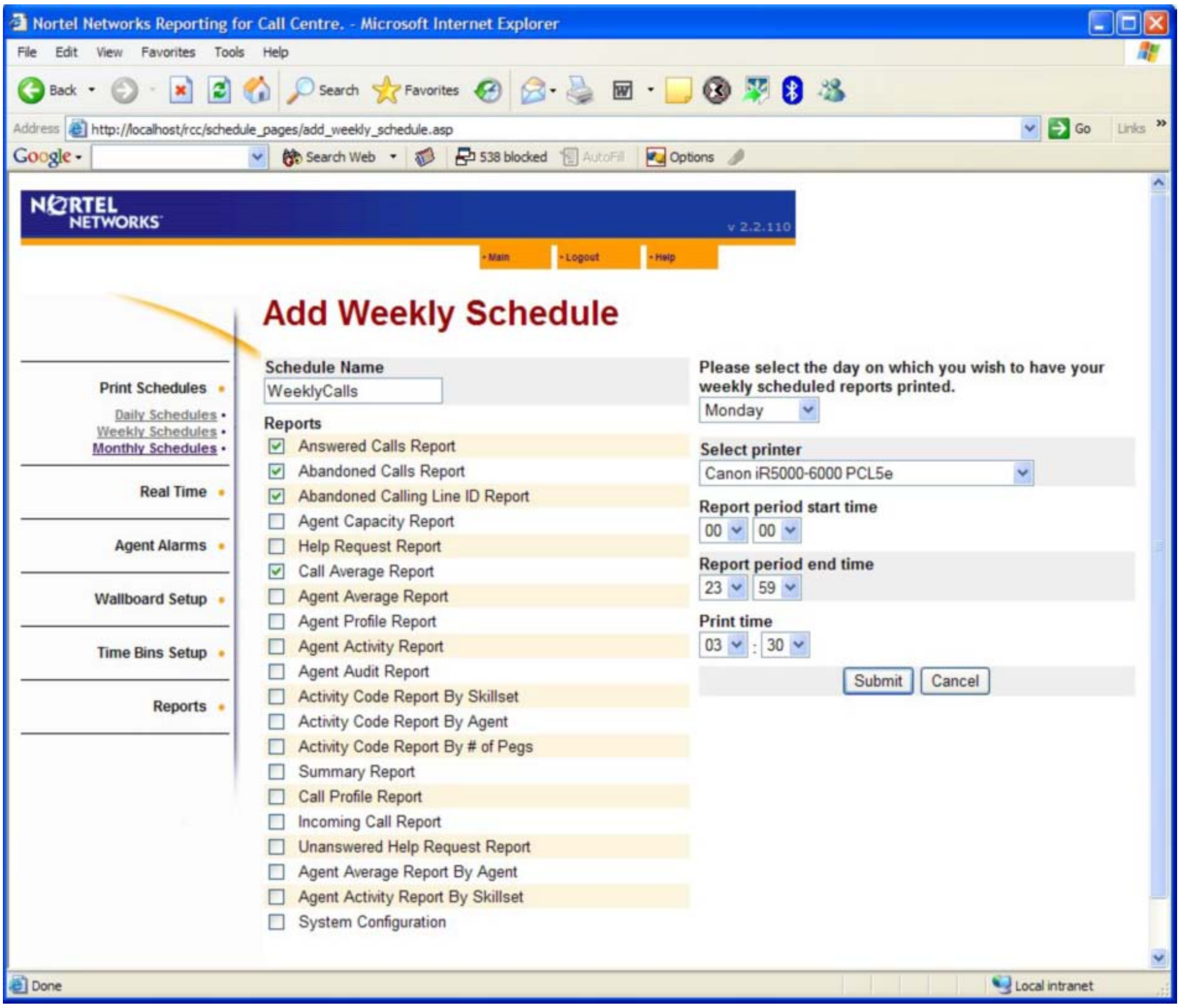


Figure 70 Add Weekly Schedule Page - Example Schedule

Mary Smith has selected the Answered Calls, Abandoned Calls, CLID and Call Average reports to be printed at 08:30 on Mondays.

Her schedule is Called WeeklyCalls. The reports will start to be generated at 08:30, on the HP 840C DeskJet printer. The reports will cover the period from midnight to midnight for each day.

To save your Weekly Schedule click on the Submit button. You will be presented with the Weekly Schedules – Skillsets page, shown below.

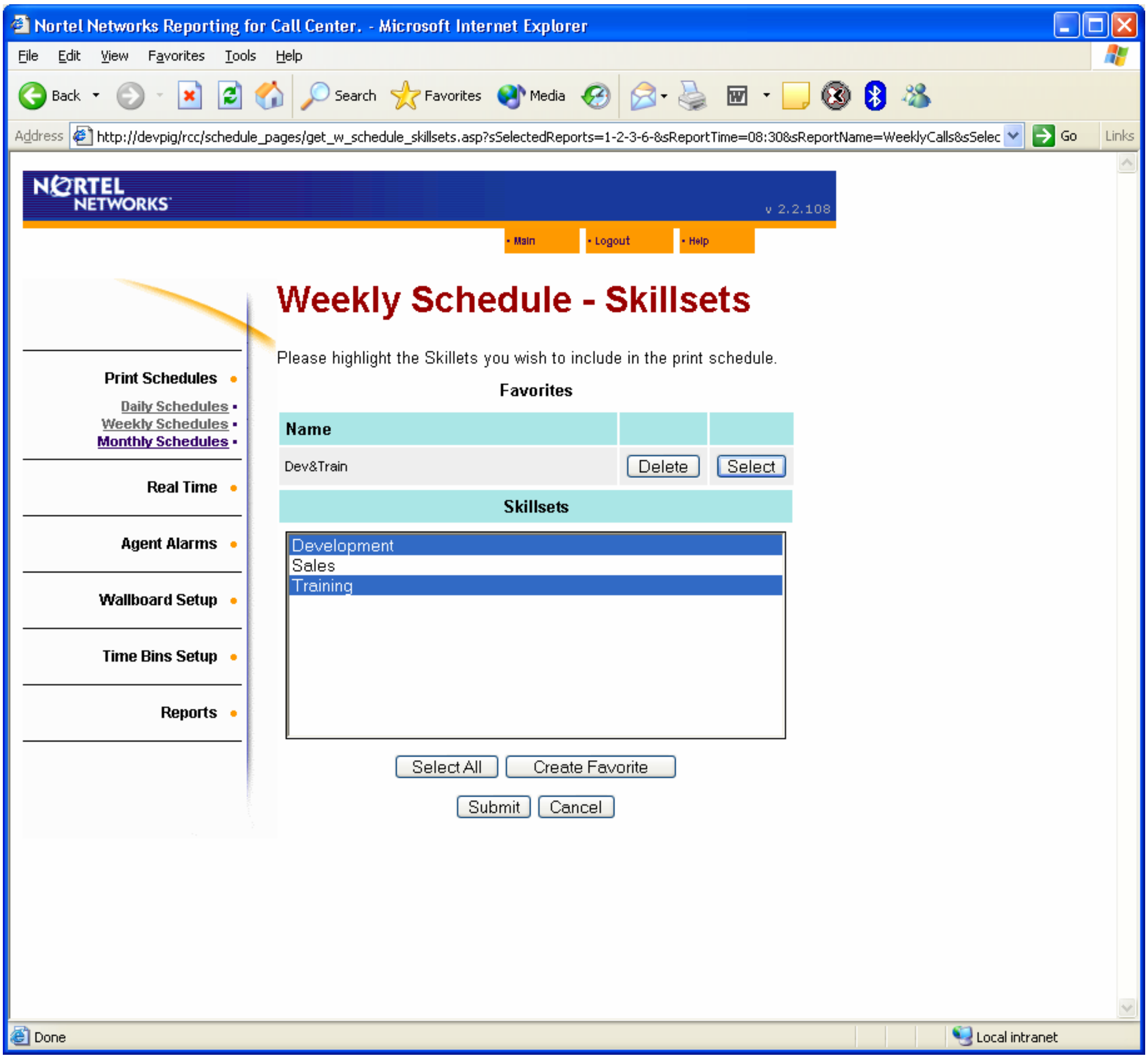


Figure 71 Weekly Schedules - Skillsets

The Weekly Schedule - Skillsets page allows you to select which Skillsets you wish to have included within the generated reports that are produced by the Weekly Schedule.

- For a discussion of using Skillset Selection lists see page 72.
- For a discussion on using Favorites, see page 73.

Our example User Mary Smith has used her Dev&Train Favorite to highlight and select the Development and Training Skillsets.

To save your Weekly Schedule click on the Submit button. You will be presented with the Your Weekly Schedules page, shown below.

To leave the Weekly Schedule – Skillsets page without saving any changes you might have made, click on the Cancel button.

You will be returned to the Your Weekly Schedules page.

When you have created a Weekly Schedule it will appear in the Your Weekly Schedule page, as shown below.

To leave the Add Weekly Schedule page without saving any changes you might have made, click on the Cancel button.

You will be prompted to confirm that you do not wish to save your changes. You will be returned to the Your Weekly Schedules page.

Note: If you select the Agent Audit Report, the Activity Code Report by Skillset, Agent Activity Code Report by Agent or the Activity Code Report by # of Pegs Reports to be included in your Print Schedule, you will be further prompted for the Agents and/or the Activity Codes you wish to have included within these Reports. These further steps are described on Pages 174 (Agent Audit Report), 179 (Activity Code Report by Skillset), 184 (Activity Code Report by Agents) and 189 (Activity Code report by # of Pegs).

When you have created a Weekly Schedule it will appear in the Your Weekly Schedule page, as shown below.

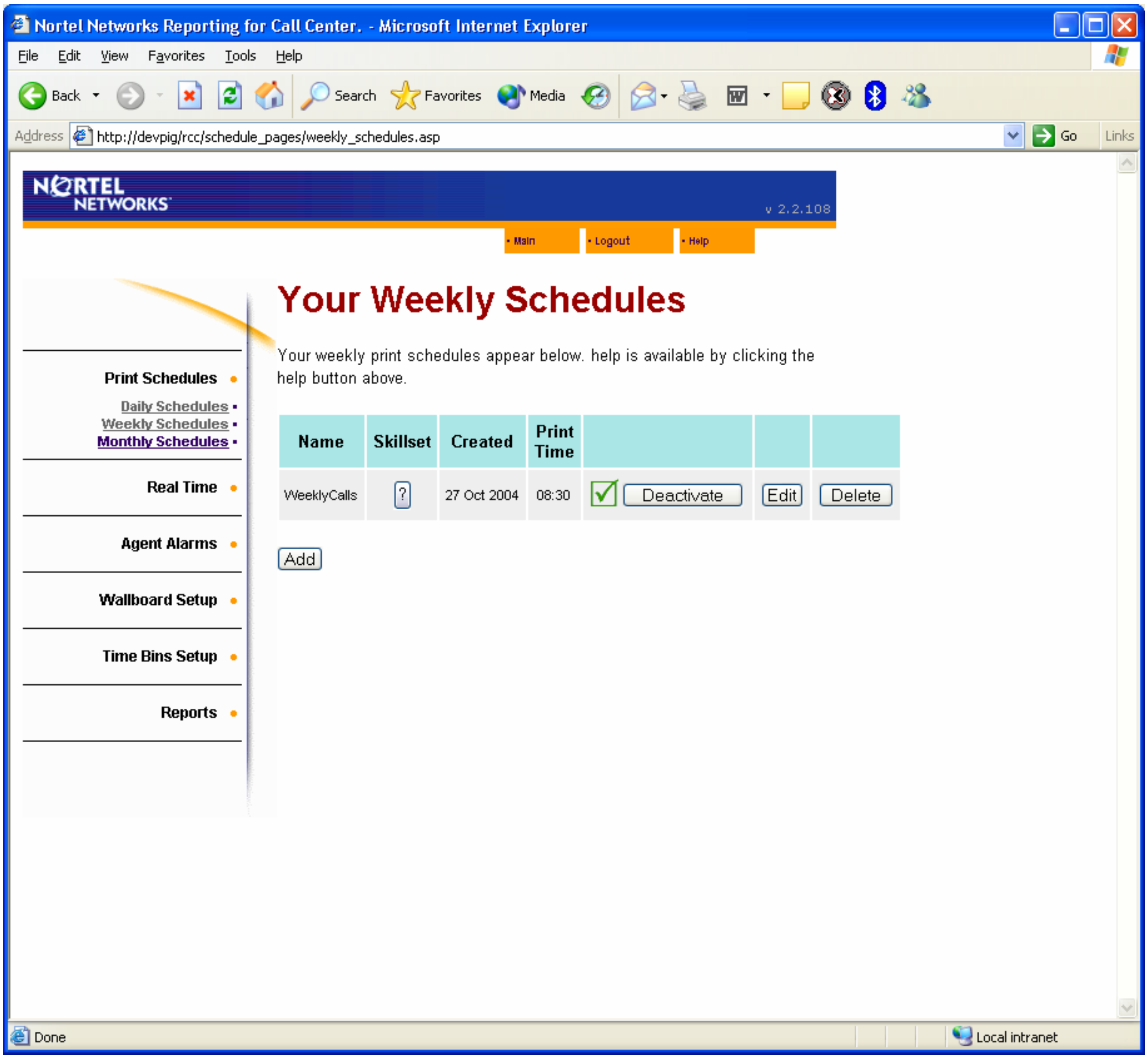


Figure 72 Your Weekly Schedule Page with a Schedule in the List

Note that each Schedule can be identified by the Schedule Name that was provided earlier when the Schedule was created.

Beside each listed Schedule are two buttons. The Edit button allows you to change the settings for a Schedule. The Delete button allows you to remove the Schedule completely.

Deactivate

Clicking on the Deactivate button disables the Print Schedule and from that point will no longer be printed when the schedule is due to run. Once a schedule is disabled the button will change from Deactivate to Active and a red cross with a box surrounding it will replace the green tick with a box around it, similar to the illustration below:

Edit

Clicking on the Edit button presents you with the Edit Weekly Schedule page, shown below.

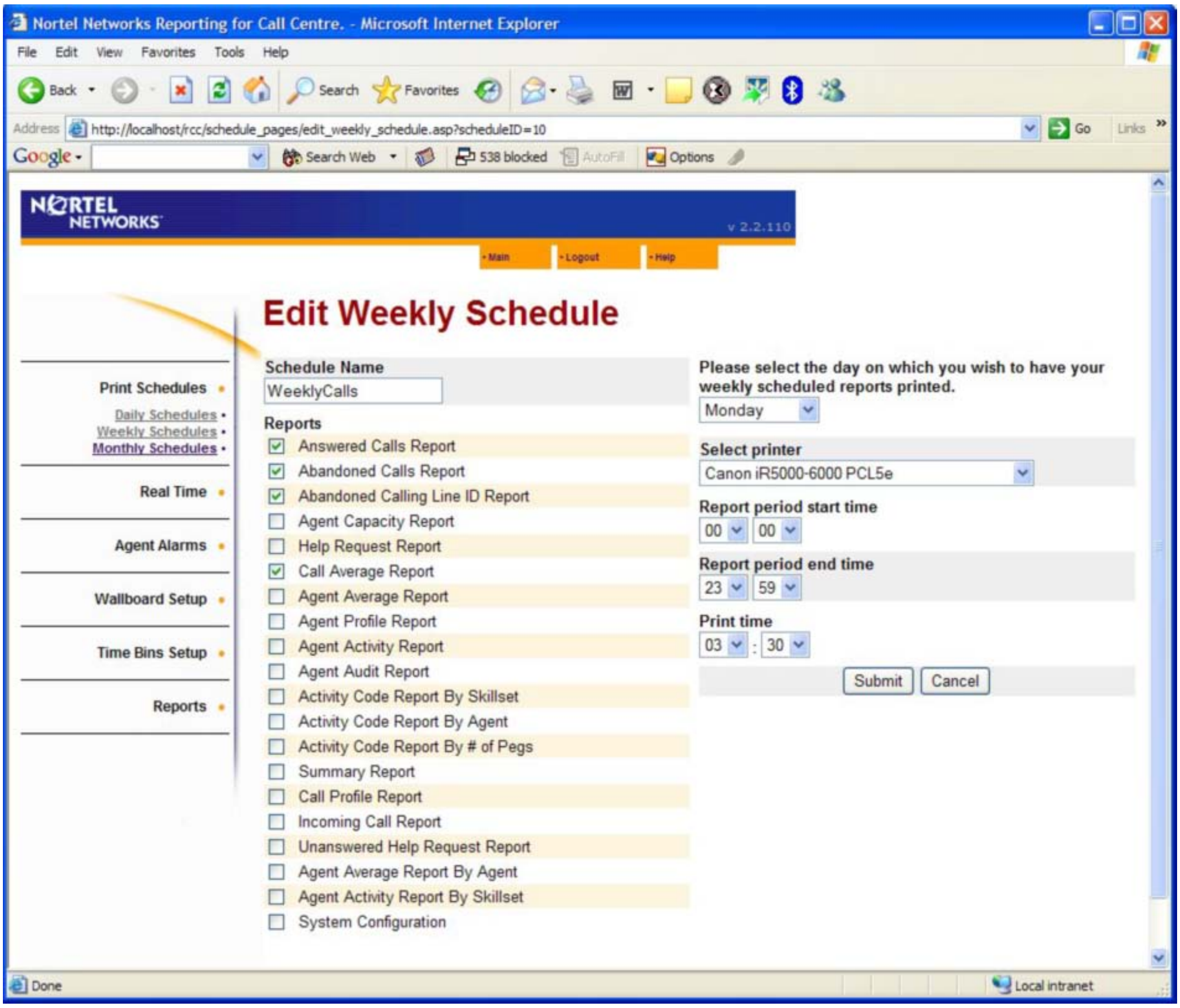


Figure 73 Edit Weekly Schedule Page

This page operates exactly like the Add Weekly Schedule page, except the data fields and check boxes are already populated with the settings of the Schedule you are editing.

To save any changes to the weekly Schedule click on the Submit button. You will be returned to the Your Weekly Schedules page.

To leave the Edit Weekly Schedule page without saving any changes you might have made, click on the Cancel button.

You will be returned to the Your Weekly Schedules page.

Delete

Clicking on the Delete button will remove the Schedule from the system entirely, and will remove its listing from the Your Weekly Schedules page.

You will be asked to confirm the deletion, and you will be returned to the Your Weekly Schedules page.

Monthly Schedules

Selecting the Monthly Schedules option presents you with the Your Monthly Schedules page, shown below. Initially this will be empty.

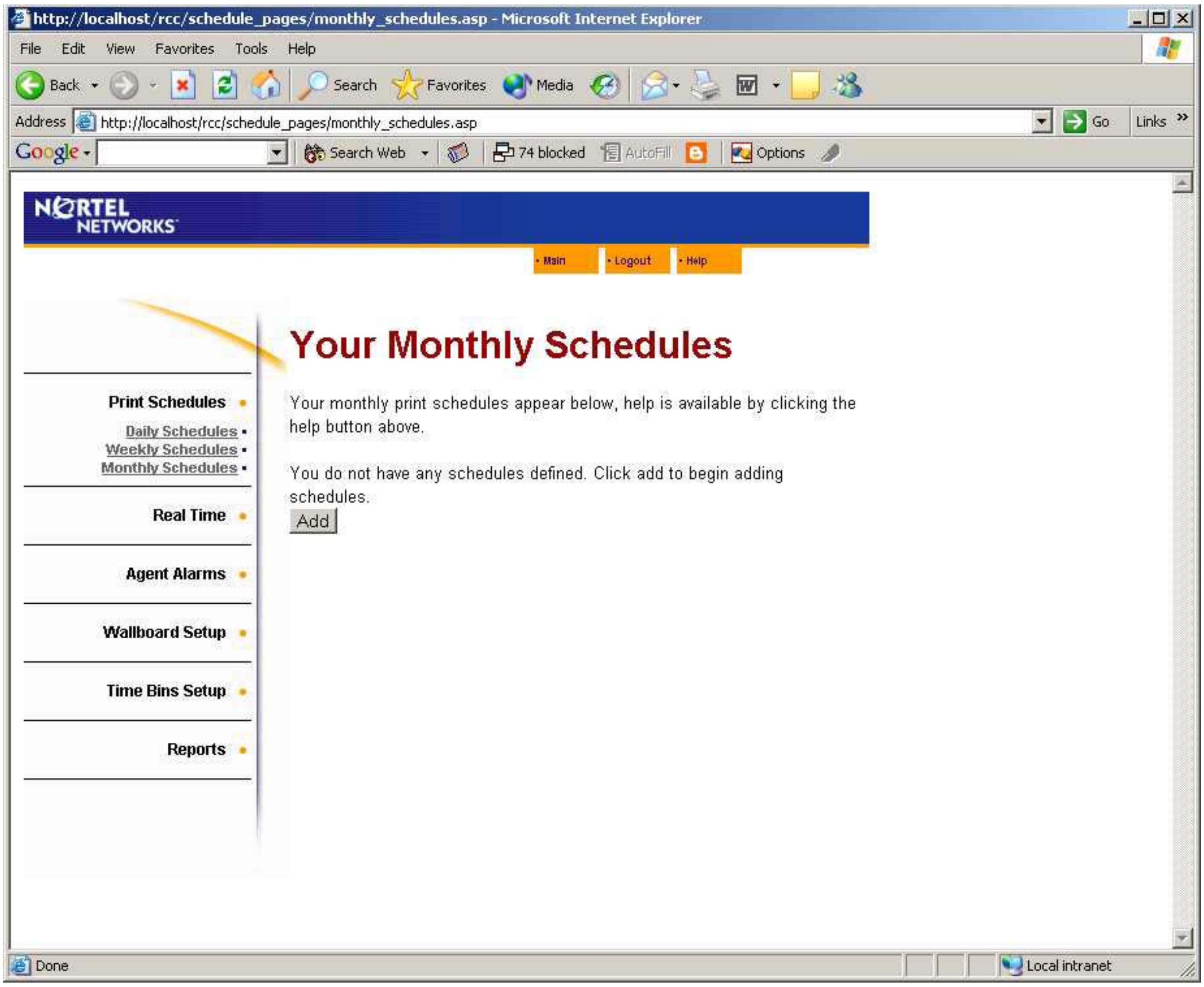


Figure 74 Your Monthly Schedules Page

Clicking on the Add button will present you with Add Monthly Schedule page, shown below.

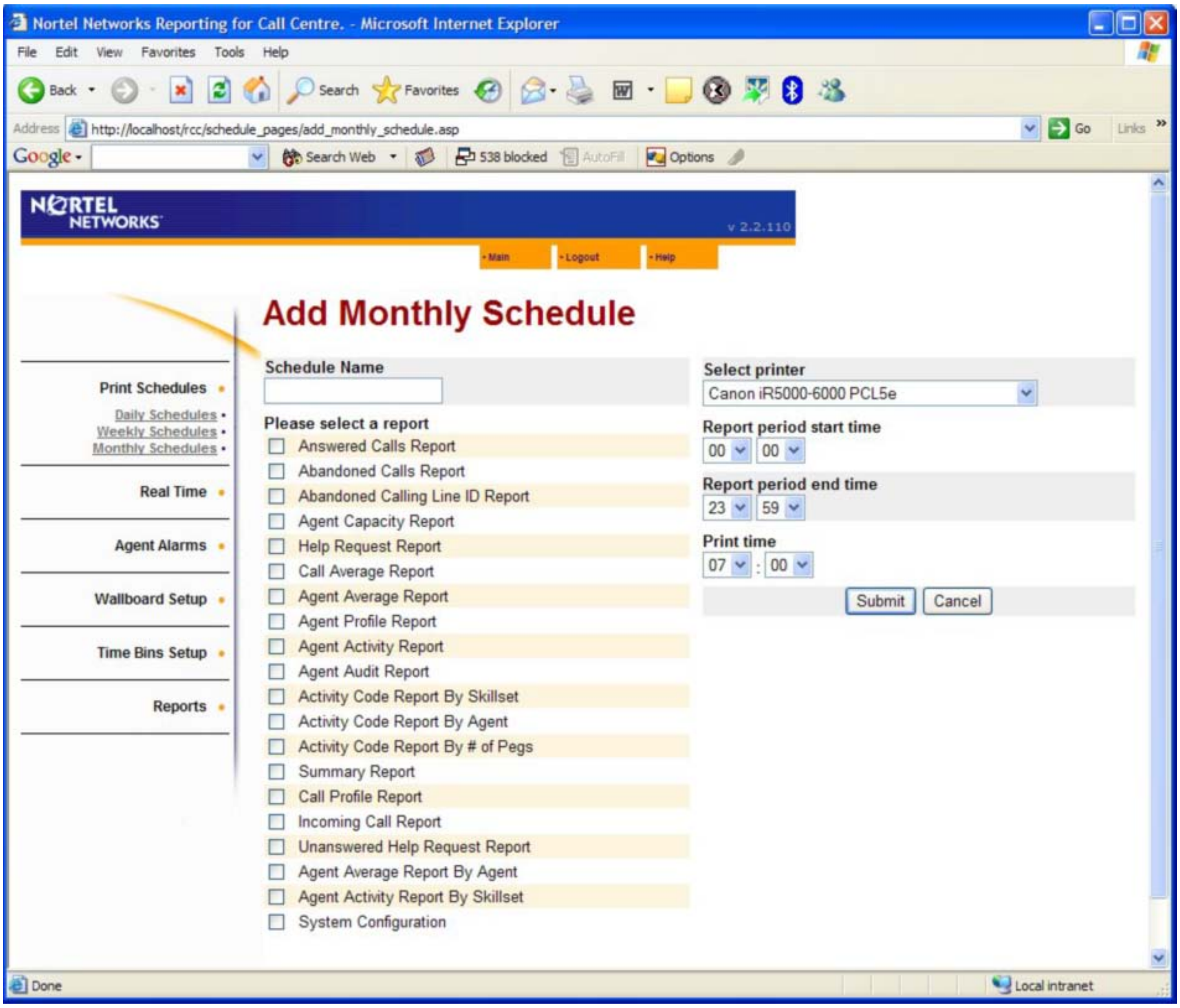


Figure 75 Add Monthly Schedule Page

The Add Monthly Schedule page allows you to specify the which reports you wish to have included in the Schedule, and when it is to be printed.

You may also specify which period of the day the reports will contain. You must also specify a name for your Schedule and which printer you wish to have the reports generated on.

To select a report to be included in the Schedule, click the check box beside the report name. Selected reports will have a tick in the check box beside their name. You can of course select multiple reports.

The reports will be generated for a calendar month. You must specify the time you wish to have the Monthly Schedule reports generated. They will be generated on the 1st day of each Month, at the specified time.

To set a name for your Schedule, type the name in the Schedule Name field. This is to help you identify, and distinguish between, the different Schedules you create.

The Report Period Start Time and Report Period End Time dictate the period within each day for which the reports are generated. For example, if your Call Center has a working day that starts at 08:30 and finishes at 17:30, you may wish to specify the Start Time as 08:00 (to see if you have early calls that you are missing by not having the Call Center open) and 18:00 (to see if there is a late surge of calls).

To specify which printer the reports will be generated on, select one of the options from the Select printer drop-down menu. This drop-down menu will list all of the printers which are accessible from the Web Host PC. (The reports are generated from the databases held in the Web Host PC.)

Our example User Mary Smith has configured her Monthly Schedule as shown below.

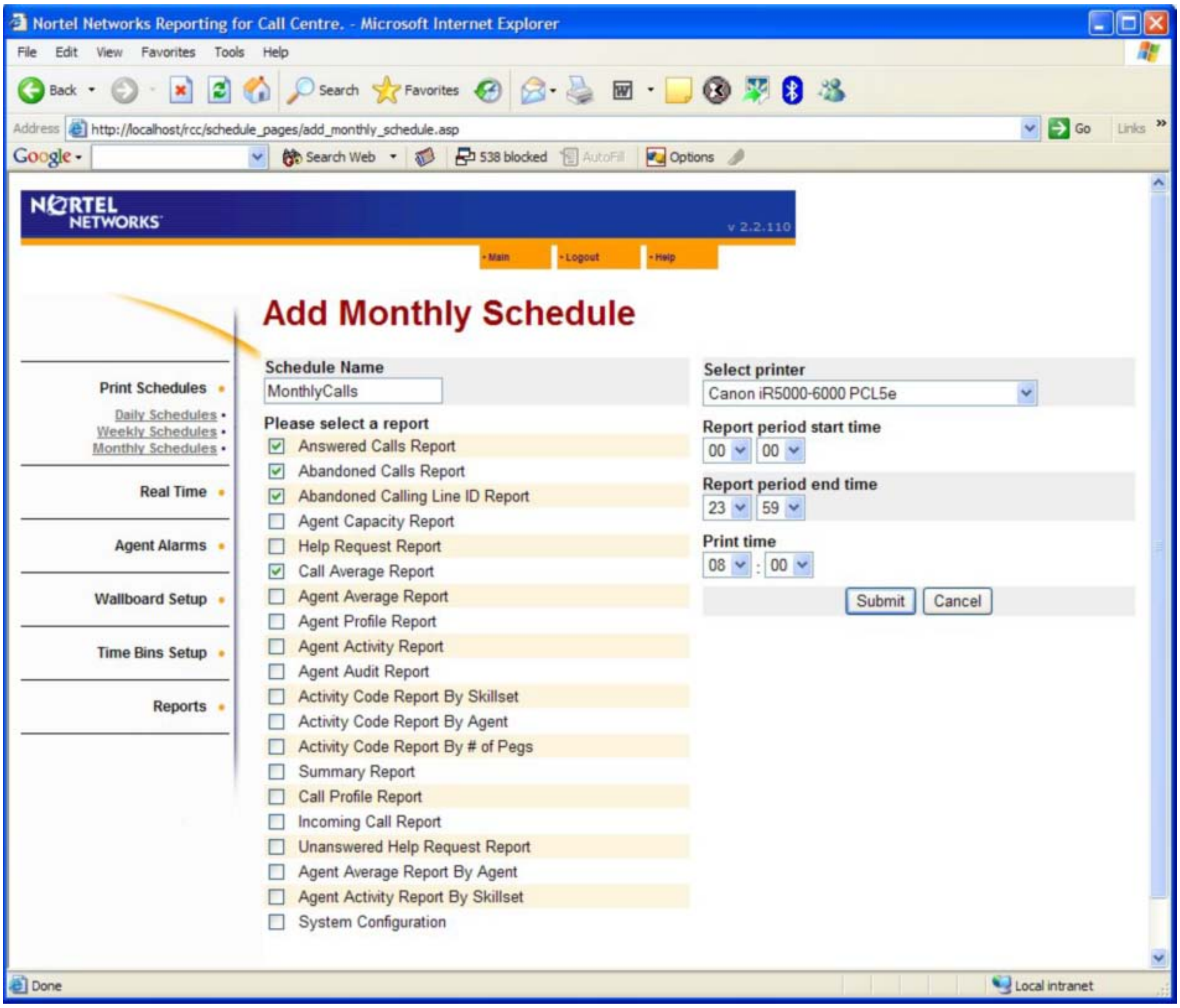


Figure 76 Add Monthly Schedule Page with Example Schedule

Mary Smith has selected the Answered Calls, Abandoned Calls, CLID and Call Average reports to be printed at 08:30 (on the 1st day of each new month).

Her schedule is Called MonthlyCalls. The reports will start to be generated at 08:30, on the HP 840C DeskJet network printer. The reports will cover the period from midnight to midnight for each day.

To save your Monthly Schedule click on the Submit button. You will be presented with the Monthly Schedules – Skillsets page, shown below.

To leave the Add Monthly Schedule page without saving any changes you might have made, click on the Cancel button.

You will be returned to the Your Monthly Schedules page.

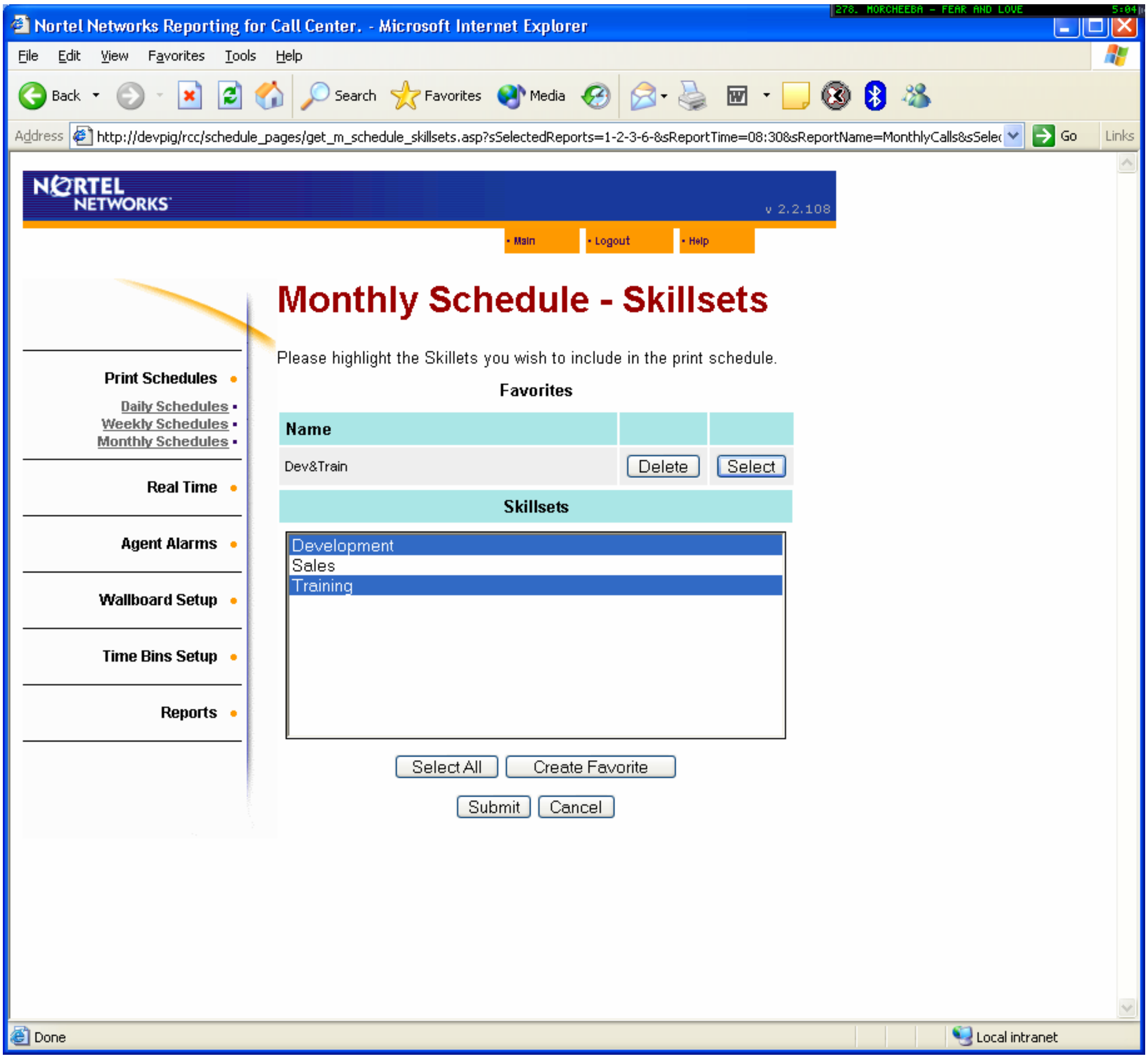


Figure 77 Monthly Schedule - Skillsets Page

The Monthly Schedule - Skillsets page allows you to select which Skillsets you wish to have included within the generated reports that are produced by the Monthly Schedule.

- For a discussion of using Skillset Selection lists see page 72.
- For a discussion on using Favorites, see page 73.

Our example User Mary Smith has used her Dev&Train Favorite to highlight and select the Development and Training Skillsets.

Note: If you select the Agent Audit Report, the Activity Code Report by Skillset, Agent Activity Code Report by Agent or the Activity Code Report by # of Pegs Reports to be included in your

Print Schedule, you will be further prompted for the Agents and/or the Activity Codes you wish to have included within these Reports. These further steps are described on Pages 174 (Agent Audit Report), 179 (Activity Code Report by Skillset), 184 (Activity Code Report by Agents) and 189 (Activity Code report by # of Pegs).

To save your Monthly Schedule click on the Submit button. You will be presented with the Your Monthly Schedules page, shown below.

To leave the Monthly Schedule – Skillsets page without saving any changes you might have made, click on the Cancel button.

You will be returned to the Your Monthly Schedules page.

When you have created a Monthly Schedule it will appear in the Your Monthly Schedule page, as shown below.

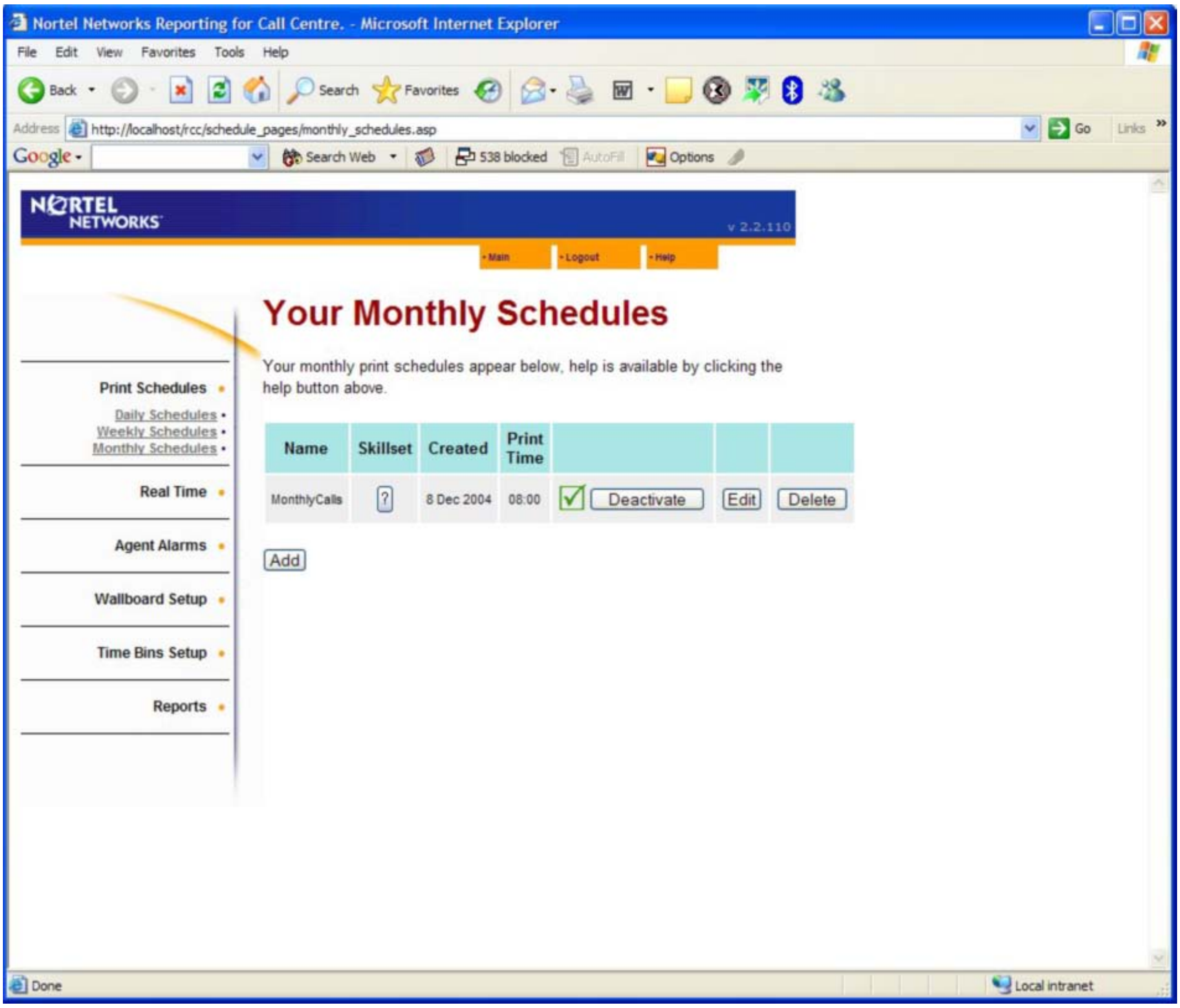


Figure 78 Your Monthly Schedules Page with a Schedule in the List

Note that each Schedule can be identified by the Schedule Name that was provided earlier when the Schedule was created.

Beside each listed Schedule are two buttons. The Edit button allows you to change the settings for a Schedule. The Delete button allows you to remove the Schedule completely.

Deactivate

Clicking on the Deactivate button disables the Print Schedule and from that point will no longer be printed when the schedule is due to run. Once a schedule is disabled the button will change from Deactivate to Active and a red cross with a box surrounding it will replace the green tick with a box around it, similar to the illustration below:

Edit

Clicking on the Edit button presents you with the Edit monthly Schedule page, shown below.

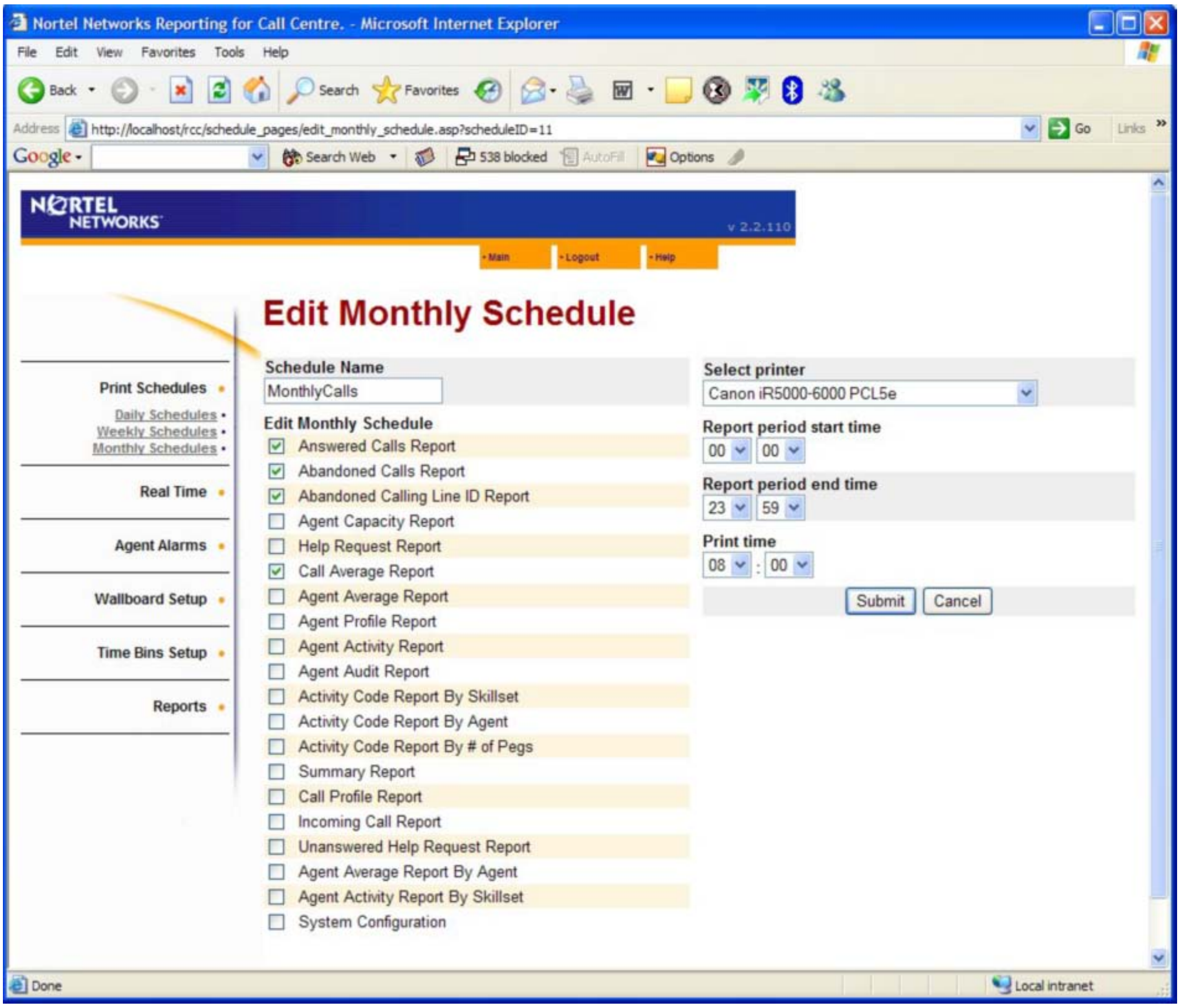


Figure 79 Edit Monthly Schedule Page

This page operates exactly like the Add Monthly Schedule page, except the data fields and check boxes are already populated with the settings of the Schedule you are editing.

To save any changes to the Monthly Schedule click on the Submit button. You will be returned to the Your Monthly Schedules page.

To leave the Edit Monthly Schedule page without saving any changes you might have made, click on the Cancel button.

You will be returned to the Your Monthly Schedules page.

Delete

Clicking on the Delete button will remove the Schedule from the system entirely, and will remove its listing from the Your Monthly Schedules page.

You will be asked to confirm the deletion, and you will be returned to the Your Monthly Schedules page.

Real Time

Using the Real Time Options

Selecting the Real Time option presents you with the Real Time Menu page. The Real Time Menu page is shown below, with the real Time options displayed in the list on the left-hand side of the page.

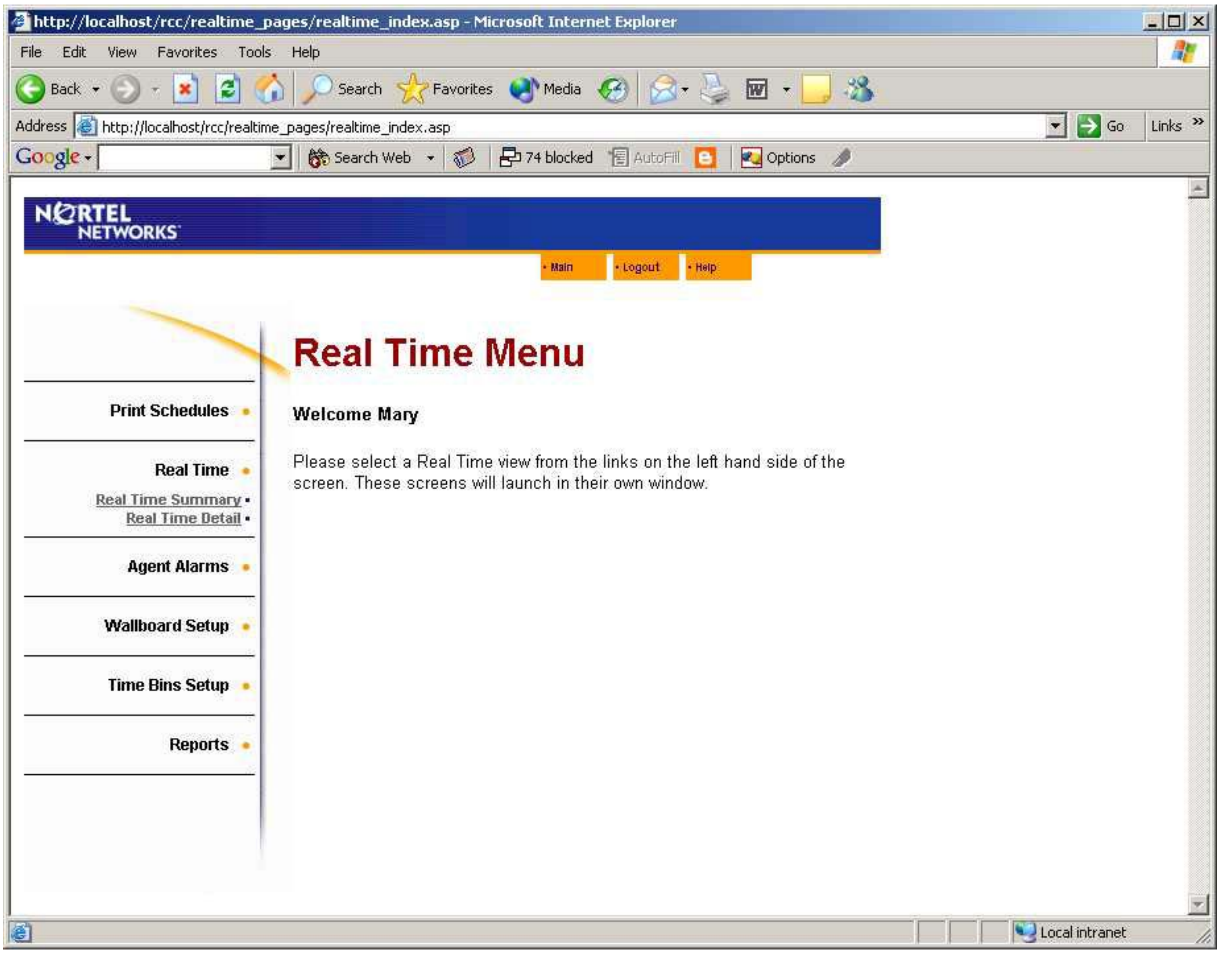


Figure 80 Real Time Menu Page

Selecting the Real Time Summary option presents you with the Real Time Summary page, shown below.

Real Time Summary

This page allows you to specify which Skillsets you wish to include within the Real Time display.

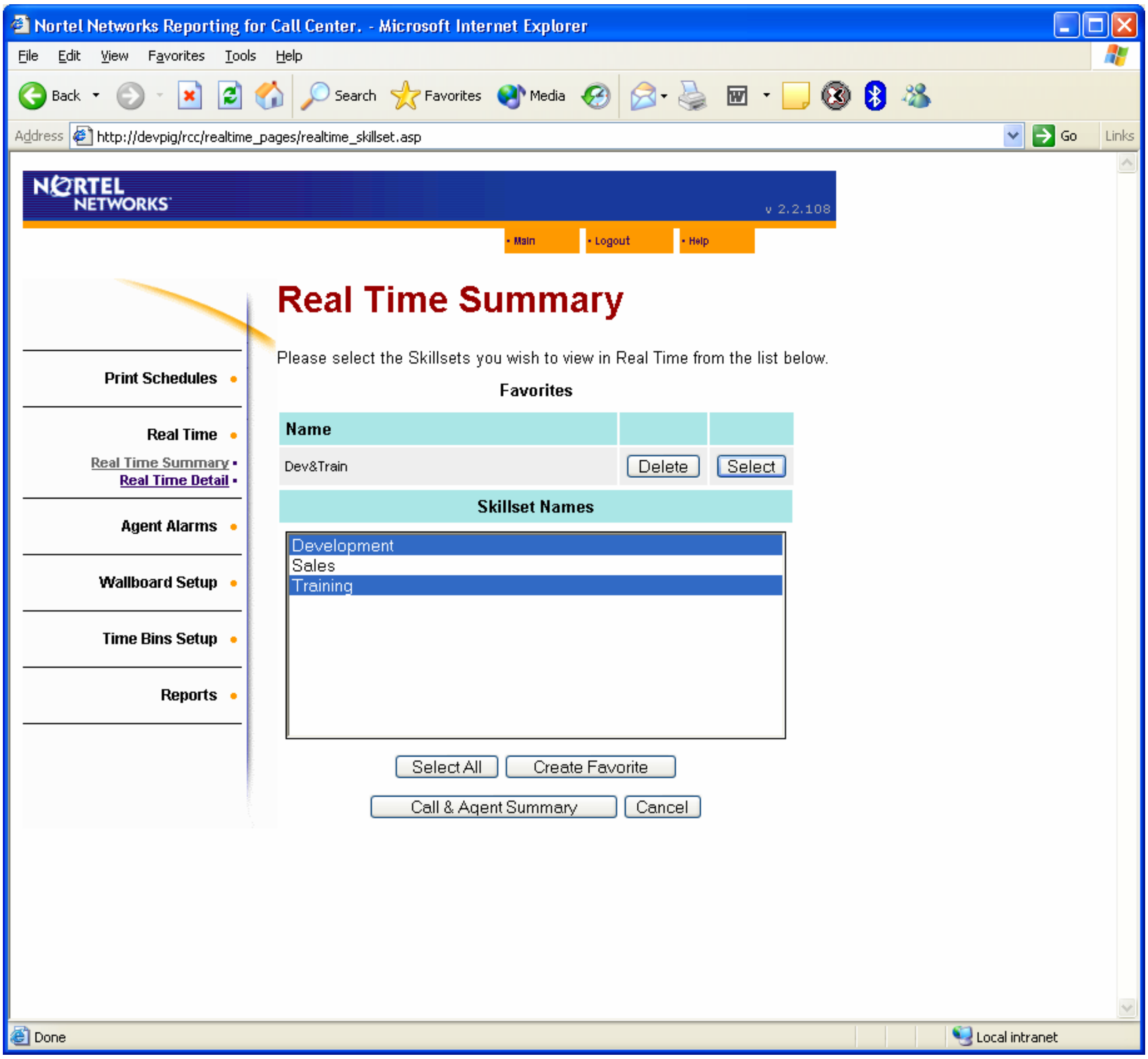


Figure 81 Real Time Summary Skillset Selection Page

- For a discussion of using Skillset Selection lists see page 72.
- For a discussion on using Favorites, see page 73.

Our example User Mary Smith has used her Dev&Train Favorite to highlight and select the Development and Training Skillsets.

Clicking on the Call Summary button presents you with the Summary Real Time page, shown below.

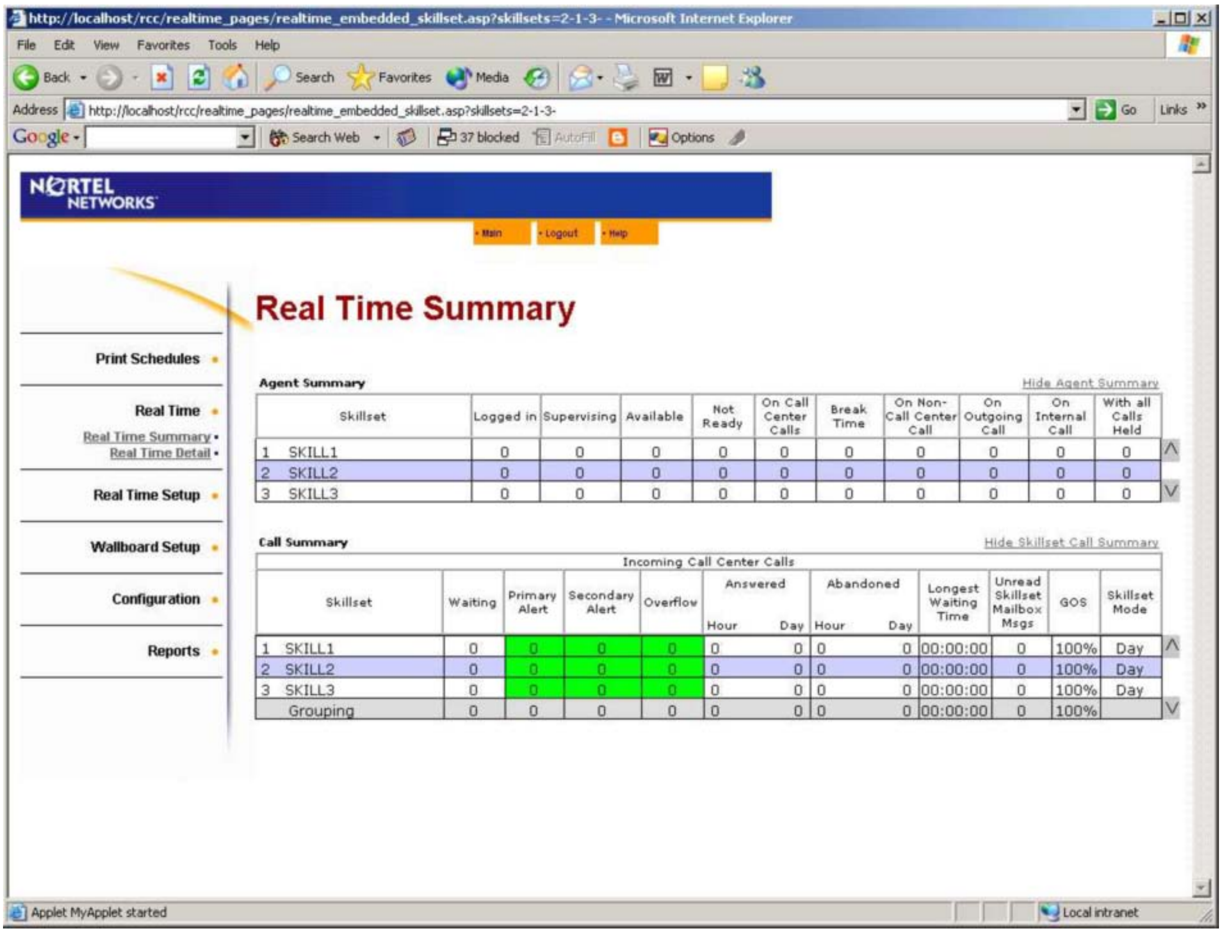


Figure 82 Real Time Summary Real Time Screens

The display shows the Agent Summary and the Call Summary Real Time panels.

The information represented in these will update as Agent and Call activity changes in your Call Center. Each row in each table represents a single Skillset. The Skillsets contained within the tables are those previously chosen on the Real Time Summary Skillset Selection Page (see Page 96).

Real Time Summary - Agent Summary

This Real Time panel indicates the numbers and states (current activities) of the logged in Agents, for each of the selected Skillsets.

Note that the state of an Agent who has multiple calls on their handset is taken from their active call. For example, if an Agent has an Incoming Call Center Call on hold and they are active on an Outgoing Call then the Agent is shown to be in the Outgoing Call state.

Skillset

This indicates which Skillset the information in this row represents.

Logged In

Indicates the number of Agents who are logged into this Skillset.

Supervising

Indicates the number of Agents (Supervisors) who are currently supervising other Agents.

Available

Indicates the number of Agents who are Available to take Incoming Call Center Calls.

Not Ready

Indicates the number of Agents who are in the Not Ready State. They may have invoked the Make Not Ready feature or they might have been placed in the Not ready state because a Call Center Call was presented ringing to their handset but the Agent did not answer it, and Nortel Networks Reporting for Call Center automatically took the call back to the Skillset queue and made them Not Ready.

On Call Center Calls

Indicates the number of Agents who are currently handling Incoming Call Center Calls.

Break Time

Indicates the number of Agents who are in Break Time following clear down of an Incoming Call Center Call.

On Non-Call Center Calls

Indicates the number of Agents who are currently handling calls that have not arrived via the Call Center. These could be calls that have arrived directly at their handset because somebody has rung their DDI line, for example, or a non-Call Center Call has been transferred to them from another handset.

On Outgoing Calls

Indicates the number of Agents who are currently on Outgoing Calls.

On Internal Calls

Indicates the number of Agents who have placed or answered internal (intercom) calls.

With All Calls Held

Indicates the number of Agents who have all of their current calls on hold.

Real Time Summary – Call Summary

This Real Time panel provides information about calls that are in the Skillset queues waiting to be answered, together with some statistics regarding calls which have been completed. These statistics will update in real time. This information is shown for each of the selected Skillsets.

Waiting

Indicates the number of calls that are currently waiting in the Skillset queues to be answered.

Primary Alert

Indicates the number of currently waiting Calls that have waited in excess of the Call 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 will change to yellow.

Secondary Alert

Indicates the number of currently waiting Calls that have waited in excess of the Call 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 will change to red.

Overflow

Indicates the number of currently waiting Calls that have waited in excess of the Call Center Overflow Threshold. Note that this does not mean the call has overflowed, but the Call Center is actively looking through the overflow rules that have been defined for this Skillset, in order to try to find a means of answering the call. That is, this call is liable to overflow shortly. If any calls have waited in excess of the Overflow Threshold the background to this cell will change to red.

Note that if a call had passed the overflow threshold in one Skillset and was then Moved to another Skillset due to the call routing that had been configured, the call will appear in the new Skillset and the cell background will be red as this call has already passed the overflow threshold of the original Skillset it was in.

Abandoned Hour / Day

Indicates the number of calls that have abandoned in the Skillsets, in the current hour and in the current day.

Answered Hour / Day

Indicates the number of calls that have been answered by the Agents in the Skillsets, in the current hour and in the current day.

Longest Waiting Time

Indicates the waiting time of the call that has waited the longest out of the list of currently waiting calls.

Unread Skillset Messages

Indicates the number of voice mail messages in the Skillset Mailbox which have not be listened to. If there are any messages which have not been listened to the cell background will be red.

GOS

Indicates the grade of service currently being offered to incoming callers.

Skillset Mode

Indicates whether the mode of operation of the Skillset.

Grouping

The Call Summary real time screen will display a row at the top of the displayed data that is labelled 'Grouping'. This shows values generated from the data presented for each of the included skillsets. Note that this might not be all of the skillsets in the System, because the User viewing the Call Summary screen might not have been allocated all of the skillsets by the Administrator, or they may be viewing only a selection of their allocated skillsets.
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, suppose there were three skillsets in the view, and they had these individual skillset values:
Skill 1 GOS = 0%
Skill 2 GOS = 100%
Skill 3 GOS = 100%
The Grouping row would show 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 of the skillsets selected. This figure is very different from the GOS for the System (which includes all of the skillsets). The System GOS is **not** calculated as an average for the skillsets, it is calculated as a single figure GOS for the System.
This is the calculation that is used in the System wallboard parameters SH and SD and in the Call Detail real time. In the Call Detail real time screens and in the System SH and SD wallboard fields the GOS is calculated using the following formula. This formula is also described in the Glossary.

It is calculated as follows:

```
Presented    = Total Number of Direct Call transactions
               Presented to the Skillset(s)
Abandoned    = Calls which Abandoned
>Secondary   = Calls transactions answered after the
               Secondary Alert has elapsed
```

$$\text{G of S\%} = \frac{\text{Presented} - \text{Abandoned} - \text{>Secondary}}{\text{Presented}} \times 100$$

Hiding the Real Time Panels

Hide Agent Summary

Above the Agent Summary panel is a link 'Hide Agent Summary'. Clicking this removes the Agent Summary Panel and leaves the Call Summary Panel on view. The link will change to

'Show Agent Summary'. Clicking on this link will restore the Agent Summary Panel to the Real Time screen.

Hide Skillset Call Summary

Above the Call Summary panel is a link 'Hide Call Summary'. Clicking this removes the Call Summary Panel and leaves the Agent Summary Panel on view. The link will change to 'Show Call Summary'. Clicking on this link will restore the Call Summary Panel to the Real Time screen.

Real Time Detail

This page allows you to specify which Skillsets you wish to include within the Real Time display.

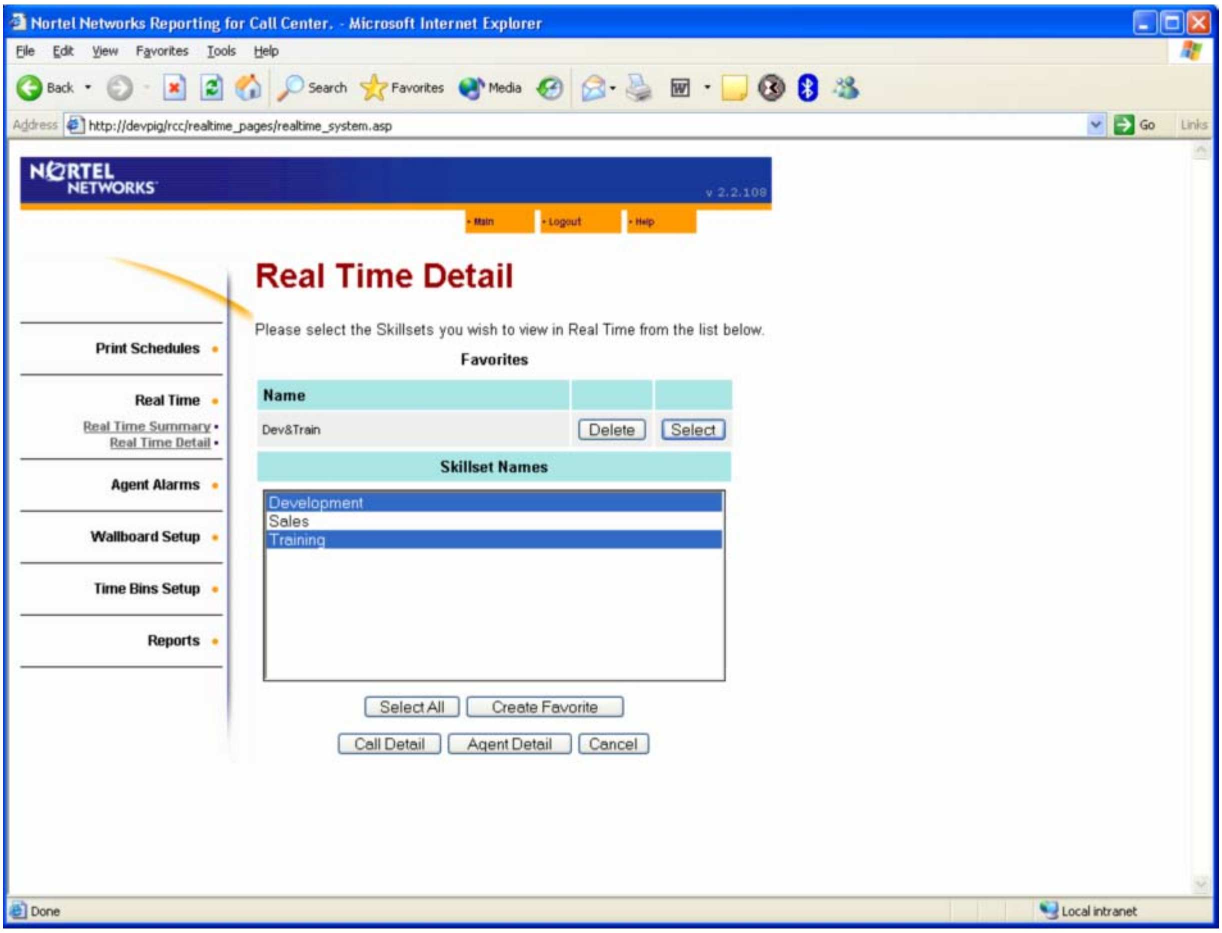


Figure 83 Real Time Detail Skillset Selection Page

Call Detail

The Call Detail Real Time screen presents a detailed display of the status of waiting calls together with some statistics relating to completed calls. These statistics will update in real time.

The Call Detail Real Time screen displays a separate line of information for Multimedia Calls and for Voice (PSTN) Calls, and a total for both types of calls.

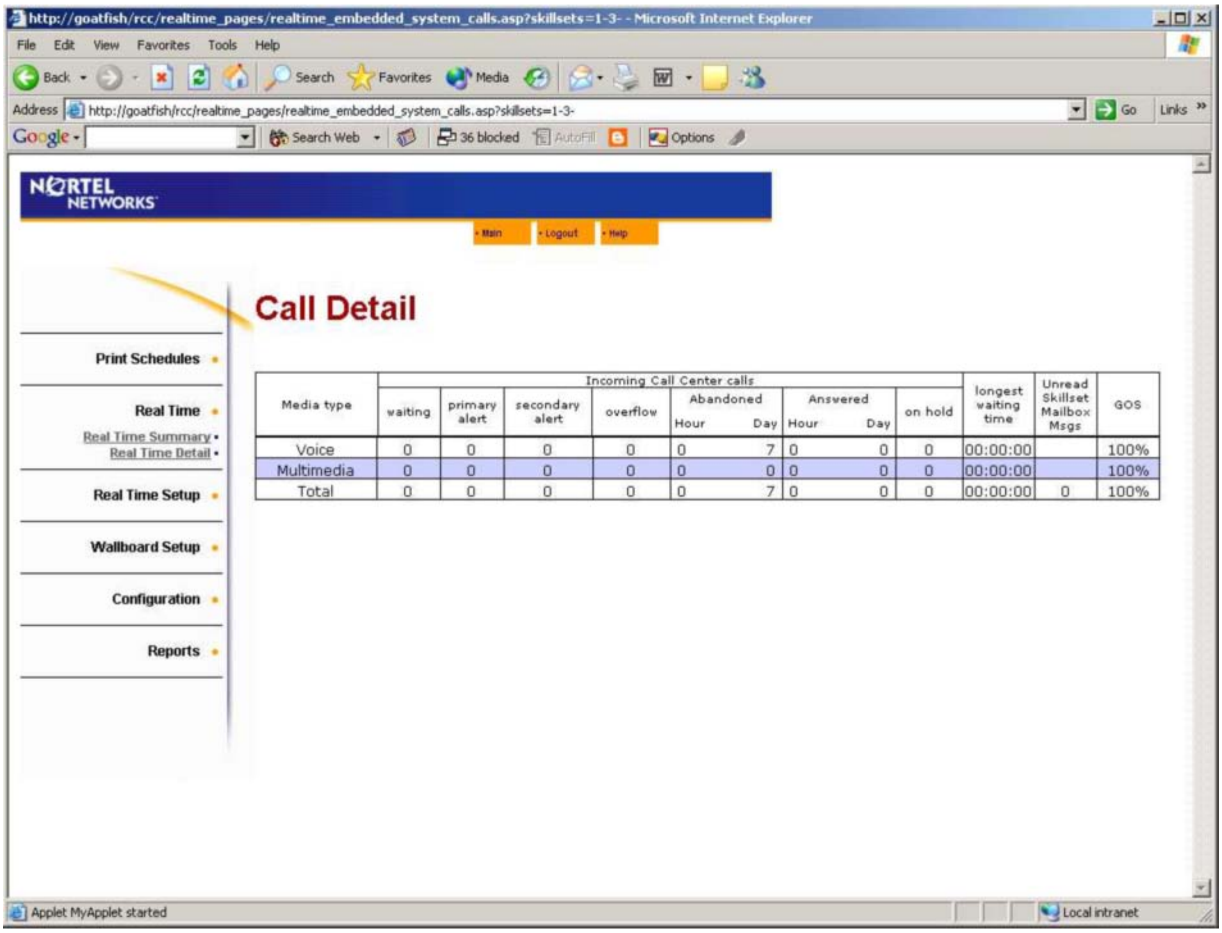


Figure 84 Real Time Call Detail Page

Media Type

Indicates whether the line of statistics relates to Multimedia Call or Voice (PSTN) Calls, or a total for both types of call.

Waiting

Indicates the number of calls that are currently waiting in the Skillset queues to be answered.

Primary Alert

Indicates the number of currently waiting Calls that have waited in excess of the Call 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 will change to yellow.

Secondary Alert

Indicates the number of currently waiting Calls that have waited in excess of the Call 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 will change to red.

Overflow

Indicates the number of currently waiting Calls that have waited in excess of the Call Center Overflow Threshold. Note that this does not mean the call has overflowed, but the Call Center is actively looking through the overflow rules that have been defined for this Skillset, in order to try to find a means of answering the call. That is, this call is liable to overflow shortly. If any calls have waited in excess of the Overflow Threshold the background to this cell will change to red.

Note that if a call had passed the overflow threshold in one Skillset and was then Moved to another Skillset due to the call routing that had been configured, the call will appear in the new Skillset and the cell background will be red as this call has already passed the overflow threshold of the original Skillset it was in.

Abandoned Hour / Day

Indicates the number of calls that have abandoned in the Skillsets, in the current hour and in the current day.

Answered Hour / Day

Indicates the number of calls that have been answered by the Agents in the Skillsets, in the current hour and in the current day.

On Hold

Indicates how many calls are placed on hold.

Longest Waiting Time

Indicates the waiting time of the call that has waited the longest out of the list of currently waiting calls.

Unread Skillset Mailbox Msgs

Indicates the number of voice mail messages in the Skillset Mailbox which have not be listened to. If there are any messages which have not been listened to the cell background will be red.

GOS

Indicates the Grade of Service being offered to incoming callers.

Agent Detail

The Agent Detail Real Time screen presents a detailed display of the individual status of the logged in Agents, together with some statistics relating to calls answered and made by the Agents. These statistics will update in real time.

Each line of the Agent Detail Real Time screen represents a single Agent.

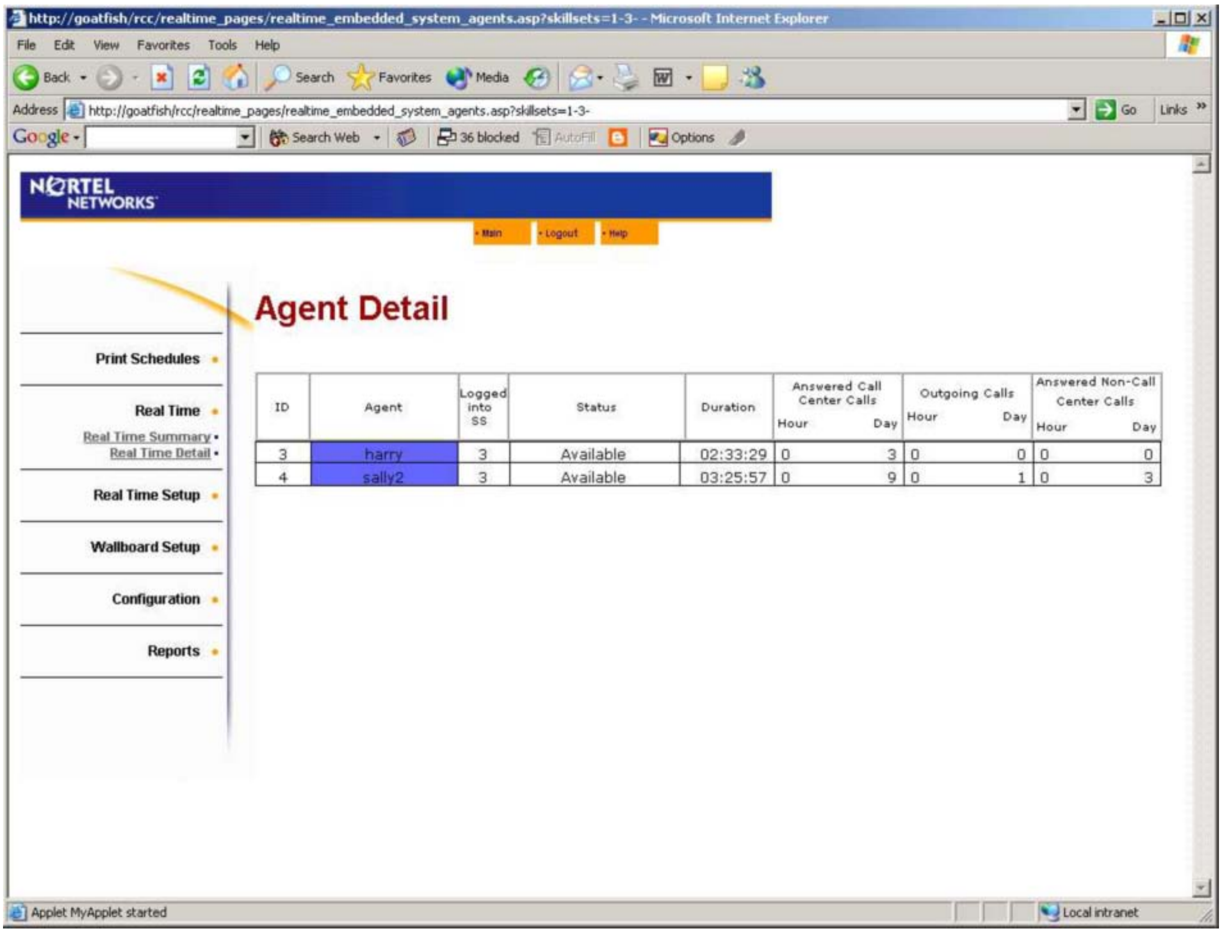


Figure 85 Agent Detail Real Time Page

ID

Indicates the Call Center ID of the Agent.

Agent

Indicates the name of the Agent, and also indicates the state the Agent is in by coloring the cell background. The state of the Agent is dependant on their current activity. Further detail on the Agent state can be seen in the Status column.

<u>Incoming</u>

An Agent is in the Incoming State when they have answered an Incoming Call Center Call. The information in the Status column indicates the type of call. The Incoming State is represented by Light Green.

<u>Break Time</u>

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. Break Time is represented by Dark Green.

<u>Outgoing</u>

When an Agent makes an Outgoing Call they are said to be in the Outgoing State. The Outgoing State is represented by Yellow.

Supervisory Monitoring

When an Agent who has been created in the Call Center as a Supervisor undertakes a monitoring session with another Agent they are represented in the Real Time screen using Gold. The Status column will display ‘Monitoring’.

Non-Call Call Center Call

If the Agent answers a non-Call Center Call they are represented using Grey.

Available

Blue is used to represent Available Agents. These are Agents who are available to answer Incoming Call Center Calls.

All Calls Held

Magenta is used to indicate an Agent who has placed all of their calls on hold.

Not Ready

Dark Grey is used to represent Agents who are in the Not Ready state.

Logged Into SS

Indicates the Skillsets the Agent is currently logged in to.

Status

This column is used to provide extra detail regarding the Agent state.

A phone icon with the wording Multimedia represents a Multimedia voice call.

A phone icon with the wording Voice represents a regular voice call.

A phone icon with the wording Outgoing represents an outgoing call.

A phone icon with the wording Intercom represents an internal call.

The word Available represents an Available Agent.

The wording BreakTime represents an Agent in Break Time.

The wording Calls Held represents an Agent with all of their current calls on hold.

The wording Not Ready represents an Agent who is in the Not Ready state.

The word Monitoring represents an Agent who is a Supervisor engaged in a Supervisory Monitoring session with another Agent, or in a Help Session.

A smiley icon represents a Multimedia Chat session.

A globe icon represents a Multimedia Follow-me browsing session.

A number will accompany the status description in the form of SSx. This indicates the Skillset associated with the call. For example, SS2 would indicate Skillset 2.

Duration

This column displays a timer which 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 will turn red. See the section Agent Alarms, below.

Answered Call Center Calls Hour / Day

Indicates the number of Call Center Calls that this Agent has answered in the current hour and in the current 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.

Answered Non-Call Center Calls Hour / Day

Indicates the number of Non-Call Center Calls that this Agent has answered in the current hour and in the current day.

Agent Alarms

The Agent Alarms option allows you to set Real Time thresholds which operate with reference to the Call Center activity of the Agents.

For example, you can specify average durations of Incoming or Outgoing calls, and Nortel Networks Reporting for Call Center will highlight Agents who have been on a call longer than the specified threshold.

Selecting the Agent Alarms option presents you with the Agent Alarms Page (shown below), and the Agent Alarm menu option appears in the menu list on the left-hand side of the page.

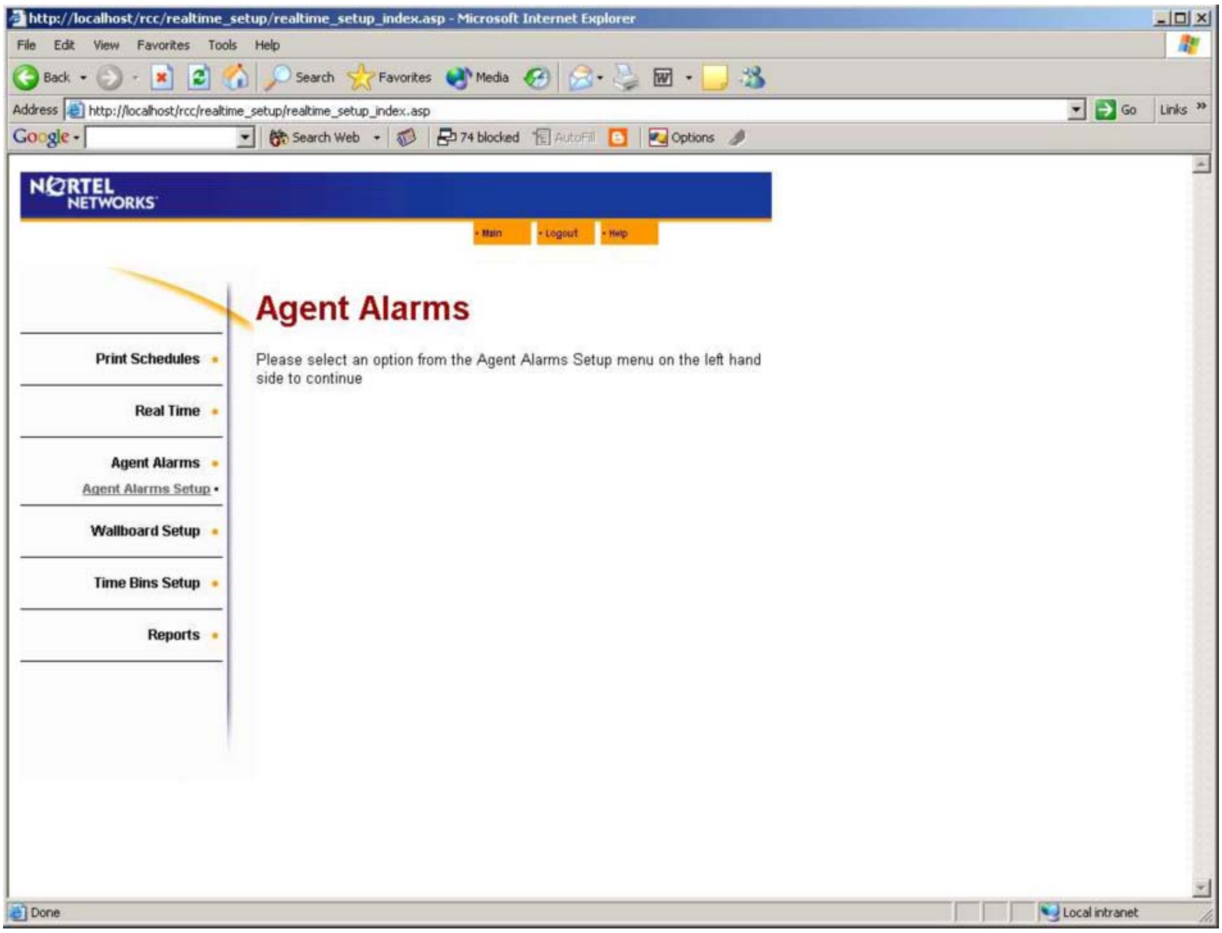


Figure 86 Agent Alarm Menu Page

Selecting the Agent Alarm Setup option presents you with the Agent Alarm Setup Skillset selection page shown below.

This page allows the User to select from their assigned Skillsets which Skillsets they wish to establish the Agent Alarms settings for.

In our example shown below, the Favorites list is showing the Favorite that was created previously by the User Mary Smith. She has clicked on the Select button and Nortel Networks Reporting for Call Center has automatically highlighted and selected the two Skillset Development and Training.

- For a discussion of using Skillset Selection lists see page 72.
- For a discussion on using Favorites, see page 73.

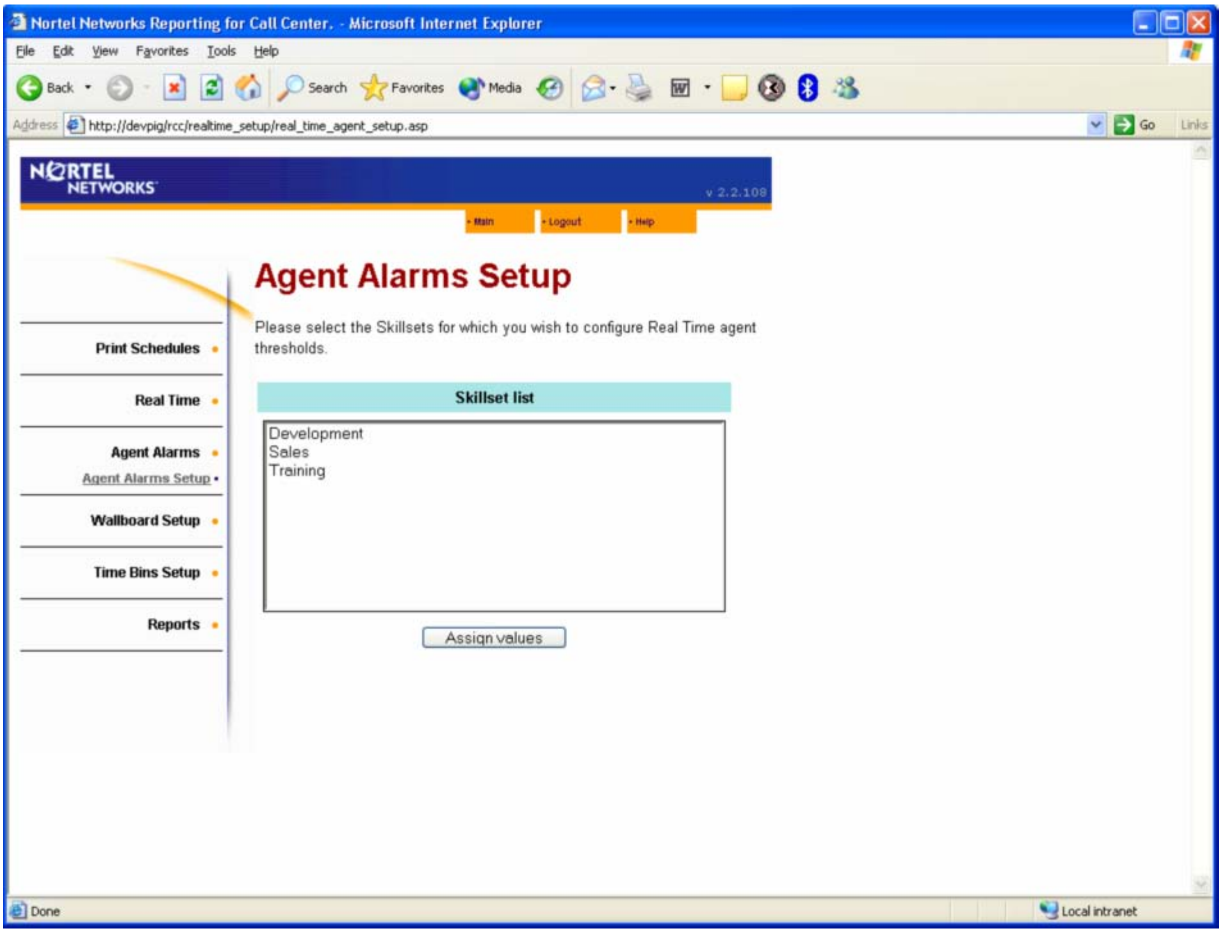


Figure 87 Agent Alarms Setup Page

When you have selected your Skillset, clicking on the Assign values button will present you with the Agent Alarms Values page, shown below.

You may specify Agent Alarm settings for the following Agent activities (also called Agent states):

Available	Agent is free to take a call
Internal Call	Agent is on an intercom call
Outgoing Call	Agent has placed a call to an external party
Incoming Call Center Call	Agent has answered a Call Center Call
Incoming Multimedia Call	Agent has answered a Multimedia Call Center Call
Incoming Chat	Agent is on a Multimedia Call Center Chat session
Incoming Non-Call Center	Agent has answered a non-Call Center Call from an external party
Not Ready	The Agent is in the Not Ready state

Out example User Mary Smith has specified various values, as can be seen below.

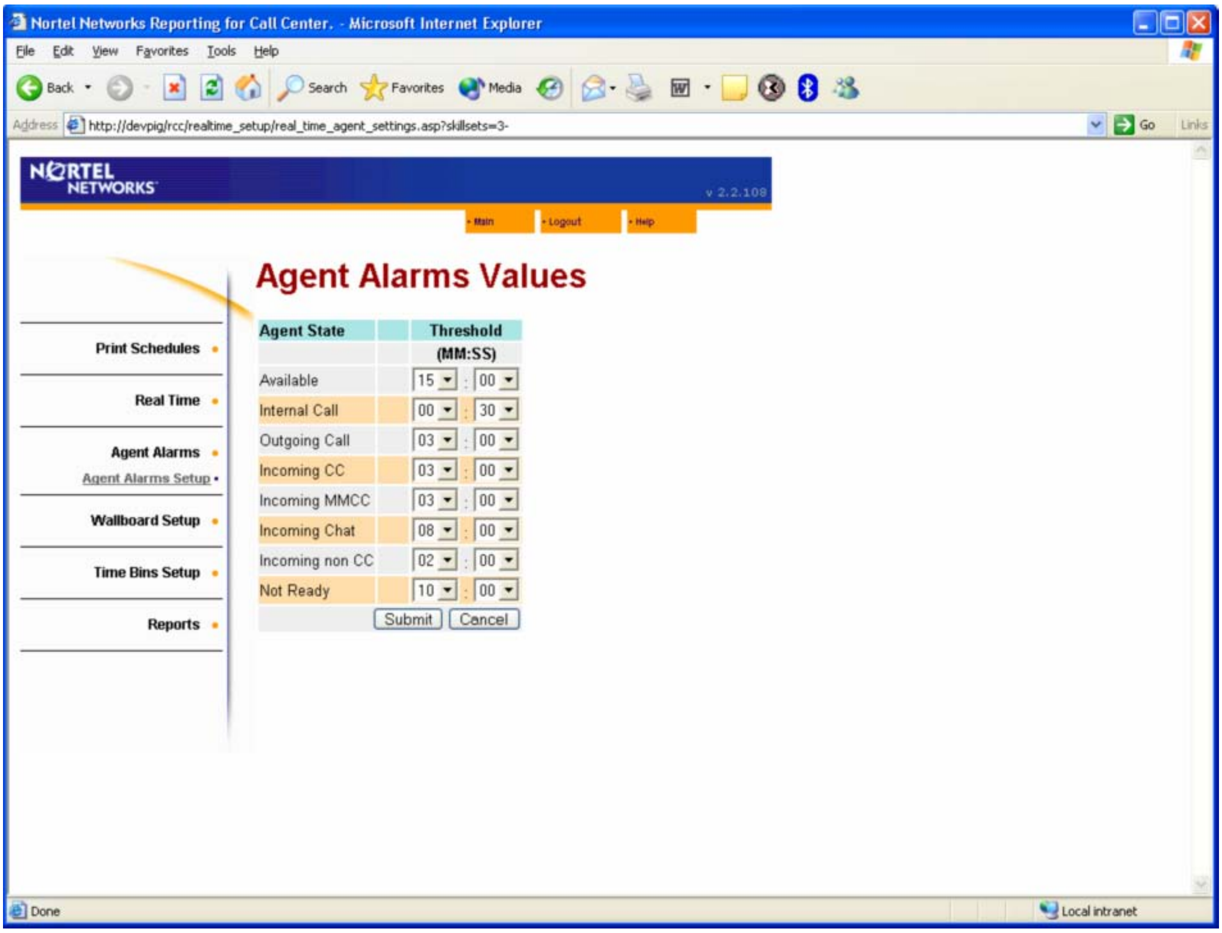


Figure 88 Agent Alarms Values Page

To save the Agent Alarms Values settings you have made, click the Submit button. You will be returned to the Agent Alarms Setup page,

To leave the Agent Alarms Values page without saving any changes you might have made, click the Cancel button. You will be returned to the Agent Alarm Setup page.

Wallboard Setup

Introduction

If you have been allocated the rights to the Wallboard Setup option by your Administrator (see the description of the Add User page on Page 45), you will be able to use this option to assign wallboards to your assigned Skillsets, You will also be able to configure the wallboards with features such as wallboard alarms and messages, schedules and summaries.

If you have not been awarded the rights to assign wallboards by your Administrator, the Wallboard Setup option will be grayed out.

Nortel Networks Reporting for Call Center can drive both hardware and software IP-enabled wallboards. The wallboards which are supported are the ***ip***View Wallboards (hardware tri-color wallboards) and the ***ip***View SoftBoard (software based personal wallboard). They are updated approximately every 3 seconds.

Message Formats

The information sent to the wallboards is in one of three different formats.

Parameter Messages

Parameter Messages are the 'regular' display message sent to the wallboard.

Parameter Messages show 6 statistical parameters, each of which is displayed alongside a two letter mnemonic abbreviation. (If the wallboard is configured to have a title then the number of parameters that can be displayed is dropped to 3.)

The parameters available for display on the wallboards are:

ID	Number of Incoming calls received in the current Day
IH	Number of Incoming calls received in the current Hour
AD	Number of Abandoned calls in the current Day
AH	Number of Abandoned calls in the current Hour
OD	Number of Outgoing calls made in the current Day
OH	Number of Outgoing calls made in the current Hour
SD	Grade of Service offered in the current Day (%)
SH	Grade of Service offered in the current Hour (%)
AO	Number of Agents on Outgoing calls
AI	Number of Agents on Incoming calls
AA	Number of Agents Available to receive calls
AN	Number of Agents in the Not Ready state
AL	Number of Agents Logged in
QL	Current Queue Length - number of calls queuing for this Skillset
QT	Current Queue Time for the longest waiting Call for this Skillset (secs.)

The numerical values are displayed in yellow and the abbreviations are displayed in green.

If one of the parameter values has an associated Alarm threshold configured for it, it will display in red when the threshold is broached. There is an optional audible alert for alarms.

Scrolling Messages

Scrolling Messages (also known as rolling messages) are supported by the wallboards also. These are either manually dispatched messages, Alarm messages or Scheduled messages. These are described below.

Scrolling messages move from right to left across the wallboard until the whole message has been displayed at least two times. There is also an optional audible alert for scrolling messages.

Note: On the ***ip***View SoftBoards, the scrolling messages do not 'scroll', they are displayed in their entirety in a window, for the duration that it would take for that message to scroll at least two times on the hardware wallboard. Also note that the numerical parameter display is removed from ***ip***View SoftBoards for the duration of the message display.

Note: The User must ensure that spaces are placed at the end of each word when creating messages for the ***ip***View SoftBoard, otherwise the full message can not display the full message if it is a long string of characters without any spaces.

Scrolling message are displayed on the wallboards under three circumstances. Scrolling messages can be triggered because:

- A Call Center statistic has entered an Alarm state (generating an Alarm message)
- A predefined time has arrived (generating a scheduled message)
- A User has generated and dispatched a message (Instant (manual) message).

Nortel Networks Reporting for Call Center can be configured to provide an audible alert for any of these scrolling messages.

A scrolling message can be up to 64 characters in length and can contain parameter values which are automatically replaced by the numerical equivalent at display time.

For example, if a message contained the text:

There are (QL) calls waiting…

And the Call Center statistic QL currently had a value of 4, the following message would be displayed:

There are 4 calls waiting…

Alarm Messages

Nortel Networks Reporting for Call Center can be configured to automatically provide a scrolling test message when a parameter enters an Alarm condition, by passing a defined Alarm Threshold.

A profile of 6 different Alarm Thresholds can be set across a day, for a single Alarm.

For example, a 24-hour Call Center which has 25 Agents active during the day might have an Alarm Message set to be triggered if 6 Agents are Not Ready concurrently, but at Night they have a skeleton staff of 4 Agents and so they want to have the same Alarm Message triggered when only 2 Agents make themselves Not ready.

Alarm messages scroll at least twice on the wallboards. If the alarm is still valid when the message has scrolled at least twice, the normal numerical display will be shown for 5 seconds before the alarm message is re-scrolled.

If several alarms are triggered at once they will be scrolled to the wallboard as follows.

Assume three alarms are triggered concurrently. The first alarm message is scrolled at least twice, then the normal numerical display is shown for 5 seconds. The second alarm message is then scrolled at least twice and the normal numerical display is shown again, for 5 seconds.

If the third alarm is still valid then the third alarm message is scrolled at least twice and the display then returns to the usual numerical display for 5 seconds.

If the first alarm is valid it is scrolled again. If it is not valid then the second alarm is checked to see whether it is valid. If the second alarm is valid it is scrolled again.

If it is not valid then the third alarm is checked to see whether it is valid. In this way all alarms are rotated and displayed with a numerical display of 5 seconds in between them.

Instant Messages

System Administrators or Users can manually enter and dispatch an Instant Message to the wallboards. Instant messages will take priority over Alarm messages.

Scheduled Messages

Wallboard Messages which need to go out at the same time every day, or on a particular day can be associated with a schedule.

For example, weekly fire alarm tests or a start of shift greeting or an end of shift message could be configured so that it automatically triggers at the specified time.

Schedules can be configured to trigger on single days, groups of days or every day.

Scheduled messages will take priority over Alarm messages.

Summary Messages

Nortel Networks Reporting for Call Center can be configured to provide pre-defined hourly summaries on the wallboards. Summaries can be configured to have an audible alert.

The values displayed in the summary messages are as follows:

Incoming Calls for previous Hour and Day so far

Outgoing Calls for previous Hour and Day so far

Answered Calls for previous Hour and Day so far

Grade of Service for previous Hour and Day so far

Using the Wallboard Options

Selecting the Wallboard Setup option presents you with the Wallboard Menu page shown below, with the wallboard options displayed in the list on the left-hand side of the page.

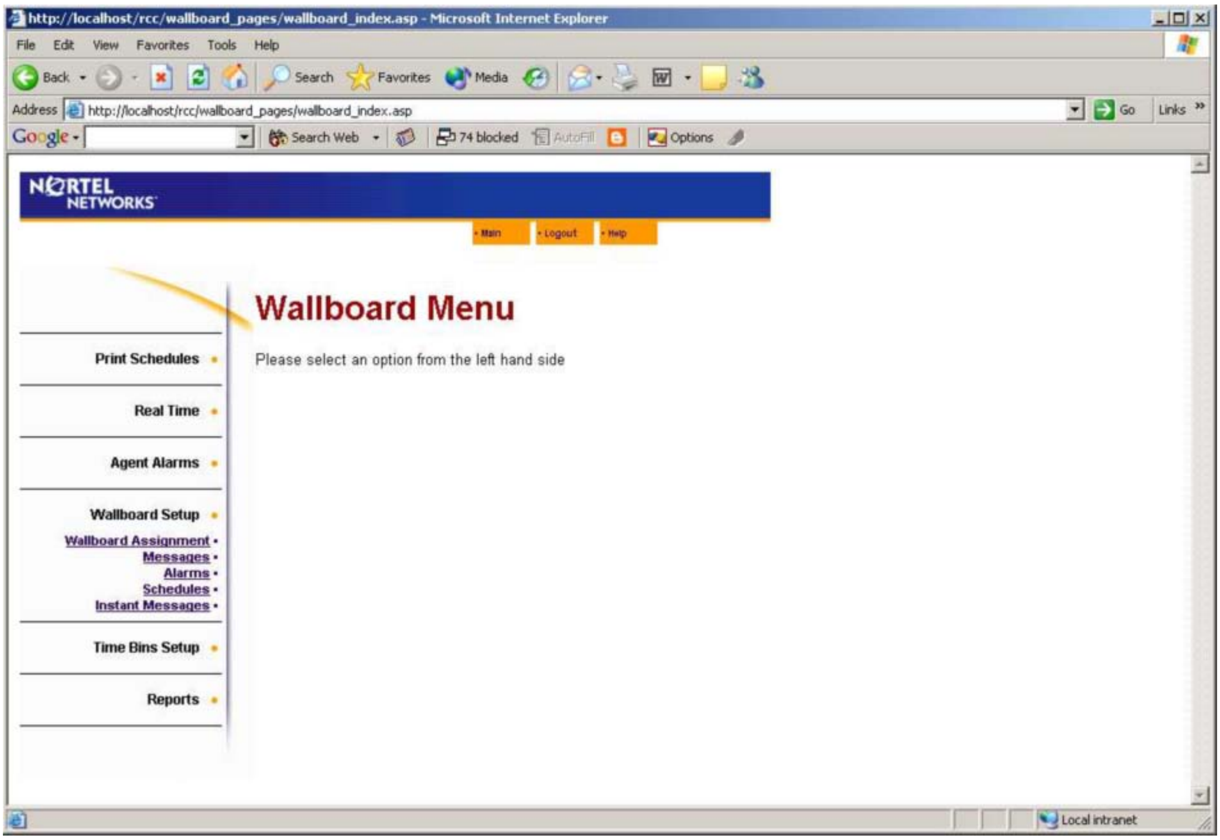


Figure 89 Wallboard Menu Page

Selecting the Wallboard Assignment option presents you with the Wallboard Assignment page, shown below.

Wallboard Assignment Page

This page display a list of the configured wallboards. It displays them for each of the Skillsets you have been assigned, and any which have been configured as System wallboards.

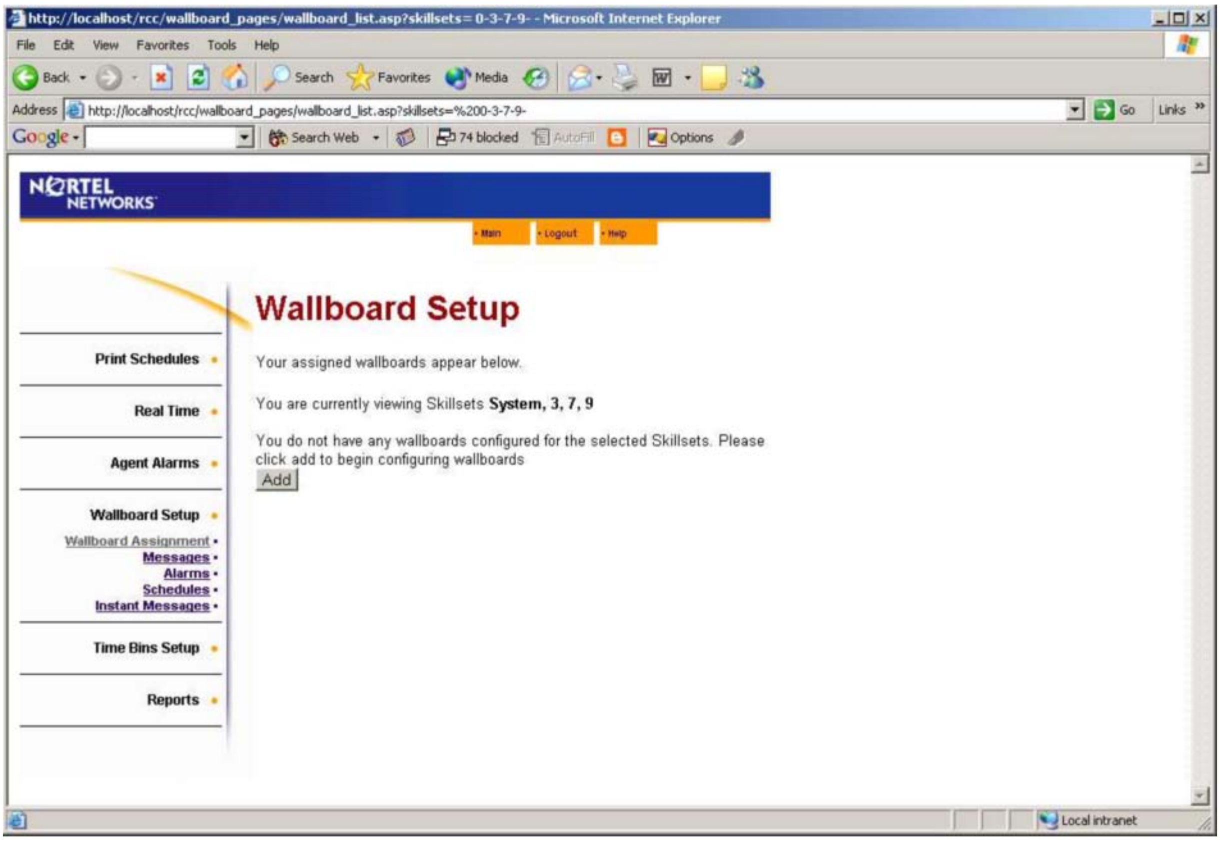


Figure 90 Wallboard Assignment Page

The Wallboard Setup page will display a list of the assigned wallboards. You are able to delete wallboards or to edit their settings.

In this example there are no wallboards assigned to the selected Skillsets (in this example System wallboards and wallboards for Skillsets 3, 7 and 9), so all our example User Mary Smith can do is Add wallboards.

Click on the Add button to assign wallboards. This will present you with the Add Wallboard page, shown below.

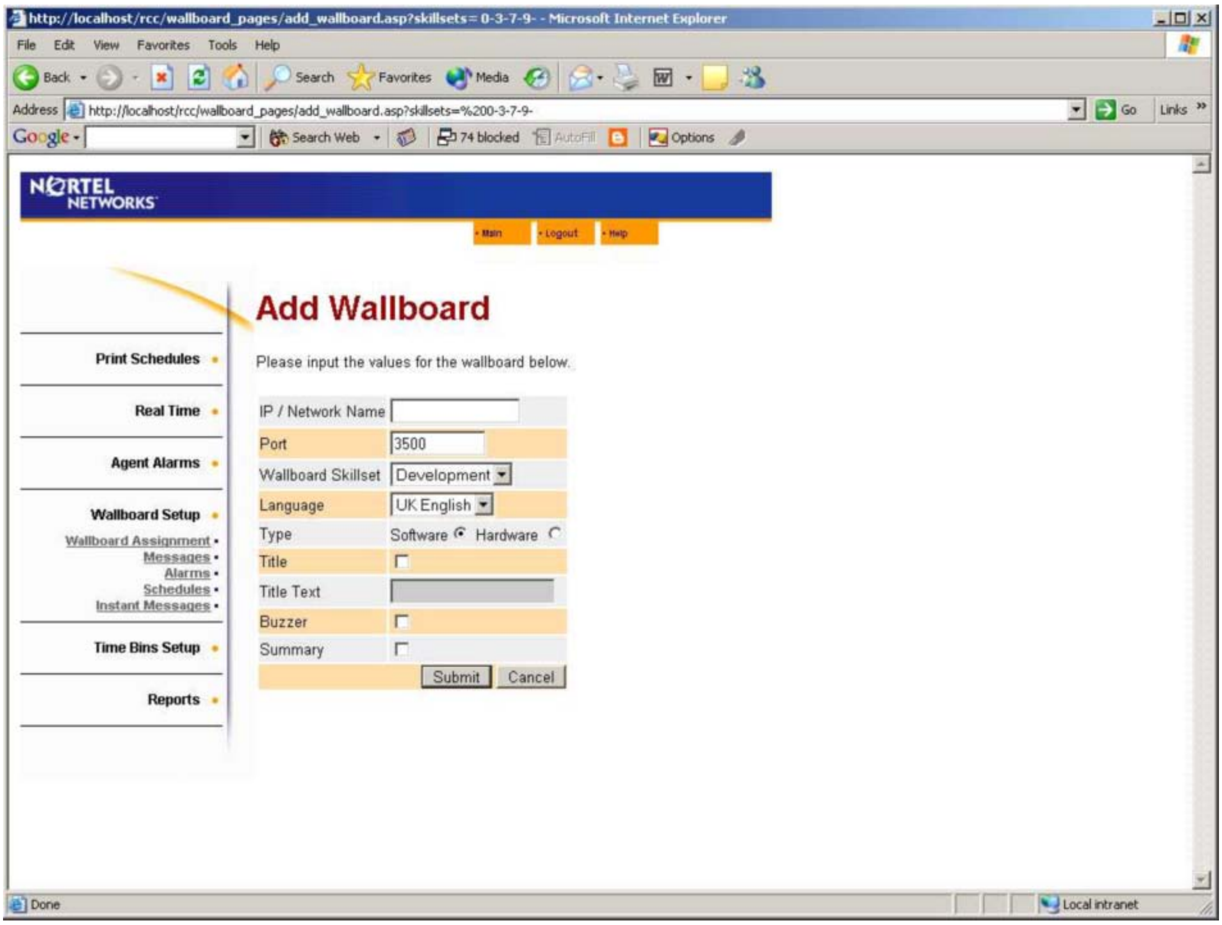


Figure 91 Add Wallboard Page

Add Wallboard Page

The details of the new wallboard that must be specified are as follows:

IP Address or the Network Name. (If the wallboard is an ***ip***View SoftBoard the details to add are the IP Address or the Network Name of the PC on which the SoftBoard will be running.)

Port. This is usually left at the default value of 3500. This might be changed for an ipView SoftBoard if an Agent wished to have several copies of ipView SoftBoard running on the same PC. This could be done to display different Skillset statistics to a multi-Skillset Agent for example. Each copy of ipView SoftBoard would be installed on the Agent's PC with a different Port number. In that case, the corresponding wallboard entry in Nortel Networks Reporting for Call Center must be configured with the appropriate port number.

Wallboard Skillset. This denotes the Skillset the wallboard is to report on. That is, the named Skillset is the Skillset from which Nortel Networks Reporting for Call Center will extract the statistical information to display on the wallboard. If you wish to display system wide totals (that is, to have the information displayed represent totals derived from all Skillsets) then select 'System' from the drop down menu.

In other words, assigning a wallboard to be a System wallboard causes Nortel Networks Reporting for Call Center to send statistics to that wallboard which represent the system totals. For example, the parameter AN (agents not ready) on a System wallboard shows the total figure for the AN values of all Skillsets added together.

Notice that the only Skillsets available in this drop-down menu are the ones that our example User Mary Smith has had assigned to her by the Administrator.

Language. This drop-down menu allows the User to specify which language the wallboard should be driven in. Individual wallboards can be driven in any of the supported languages, selected from the list.

Type. This indicates whether the wallboard is a hardware wallboard or a software SoftBoard. Any of the available parameters can be used on either the hardware or the software wallboards.

The parameter spacing on the hardware wallboard allows for the display of two 3 digit and one 4 digit parameter per line, giving 6 parameters in total. The two parameters at the right hand end of the wallboard are able to display up to 4 digits at a time.

Those parameters that are able to reach 4 digits can not be configured for the positions which can only display 3 digits. See Wallboard Parameters, below.

Title. This checkbox indicates whether the wallboard is to be configured with a title. A title is a string of text up to 16 characters in length which is displayed on the top line of a hardware wallboard, and above the parameter list on a SoftBoard. In both cases it reduces the number of parameters which can be displayed by the wallboard to 3.

Title Text. If the Title check box is selected thus field is editable, to allow you to define the text to be displayed as the title.

Buzzer. If this check box is selected the wallboard will emit a short bleep whenever a Summary Message or a Scrolling message is sent to it. It will also bleep when a parameter goes into alarm even if there is no Alarm Message associated with the alarm (a static alarm).

Summary. If this check box is selected Hourly Summaries will be sent to the wallboard when each hour passes, and whenever the Skillset enter Out Mode (that is, there are no Agents Logged In to the Skillset).

To save the changes you have made click the Submit button. You will be returned to the Wallboard Setup page.

To leave the Add Wallboard page without saving any changes you might have made, click on the Cancel button. You will be returned to the Wallboard Setup page.

Wallboard Parameters

Once you have assigned a wallboard, they will be listed on the Wallboard Setup Page. This is shown below.

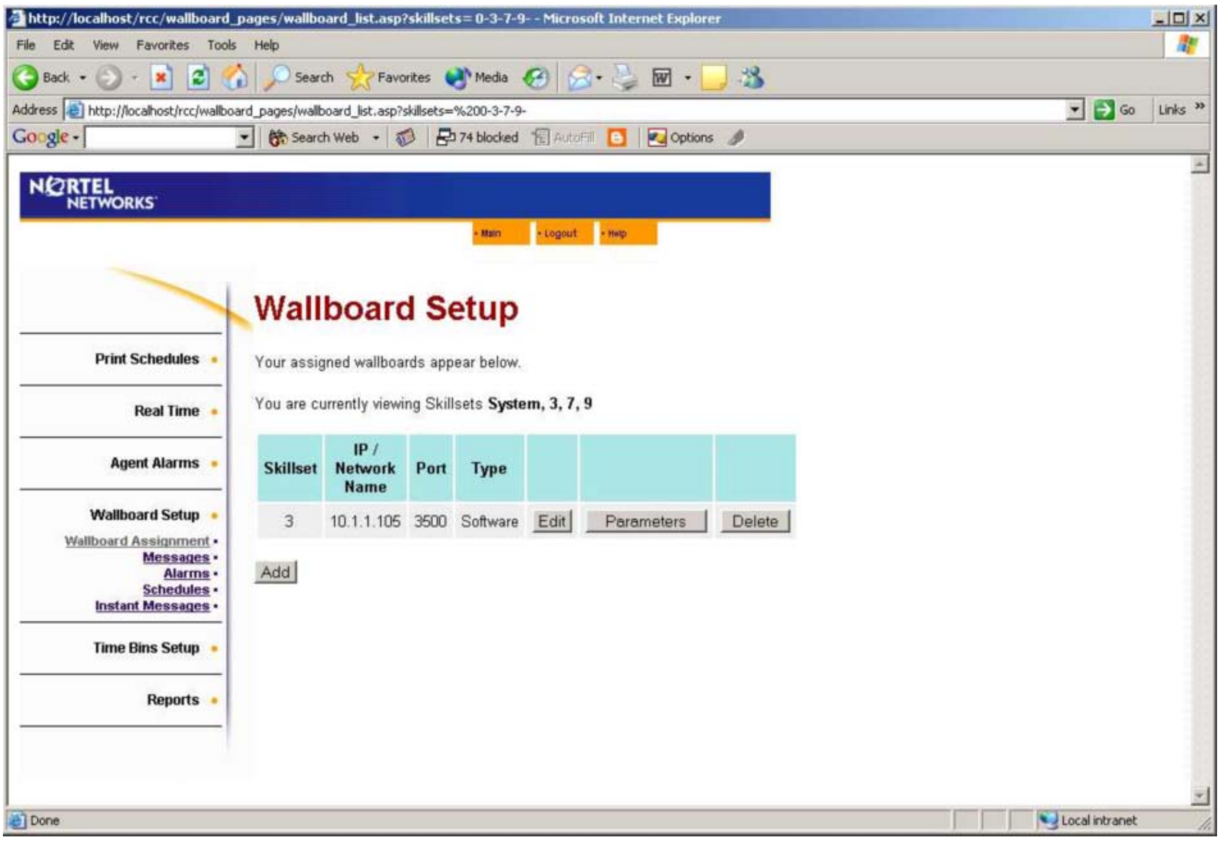


Figure 92 Wallboard Setup Page with Wallboard Listed

Beside the wallboard entries are buttons that will allow you to edit the settings for the wallboard (by using the Edit Button) and to specify the parameters you wish to have displayed on the wallboard (by using the Parameter button) and to remove the wallboard from the list entirely (by using the delete button).

Edit Button

Clicking on the Edit button presents you with the Edit Wallboard page, shown below.

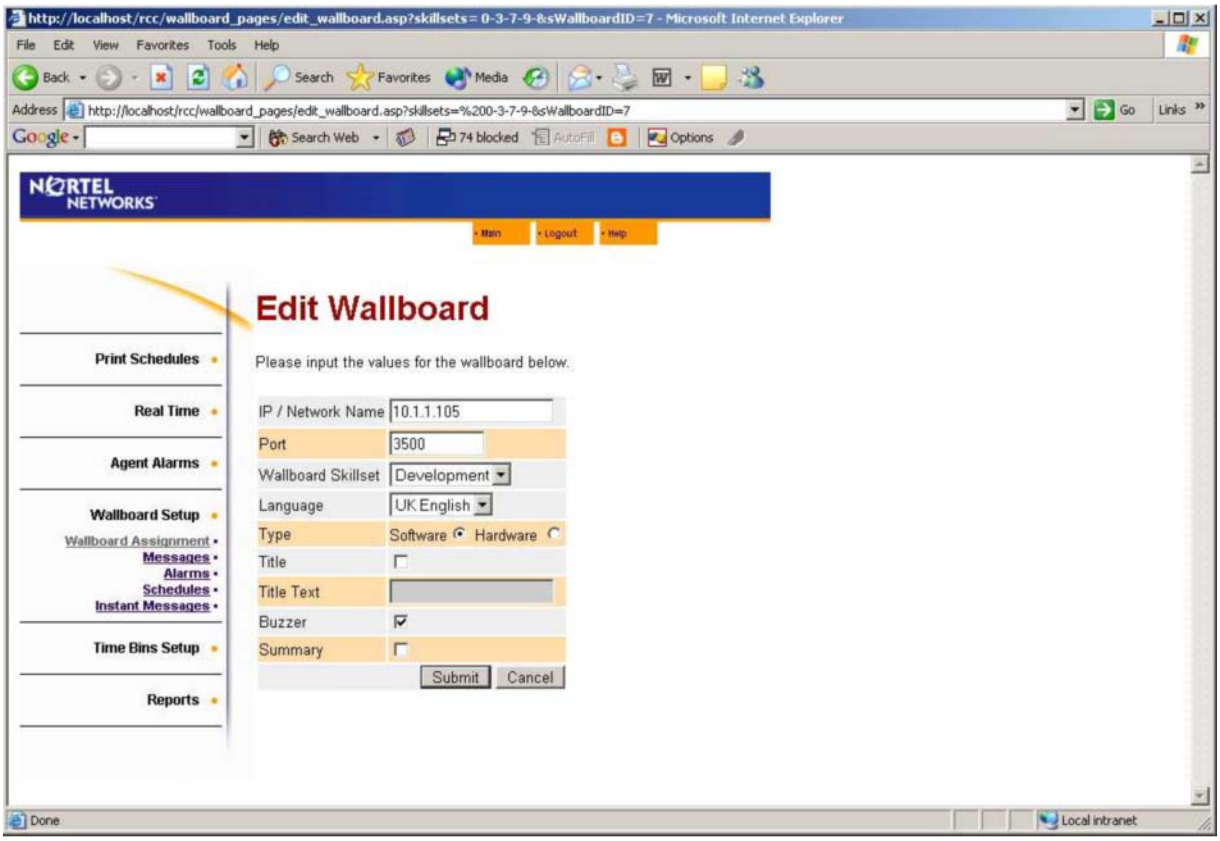


Figure 93 Edit wallboard Page

The Edit Wallboard page operates exactly like the Add Wallboard page, except the data fields are already populated with the values of the wallboard you have selected to edit.

To save the changes you have made click the Submit button. You will be returned to the Wallboard Setup page.

To leave the Add Wallboard page without saving any changes you might have made, click on the Cancel button. You will be returned to the Wallboard Setup page.

Parameters Button

Clicking on the Parameters button presents you with the Edit Parameters page, shown below.

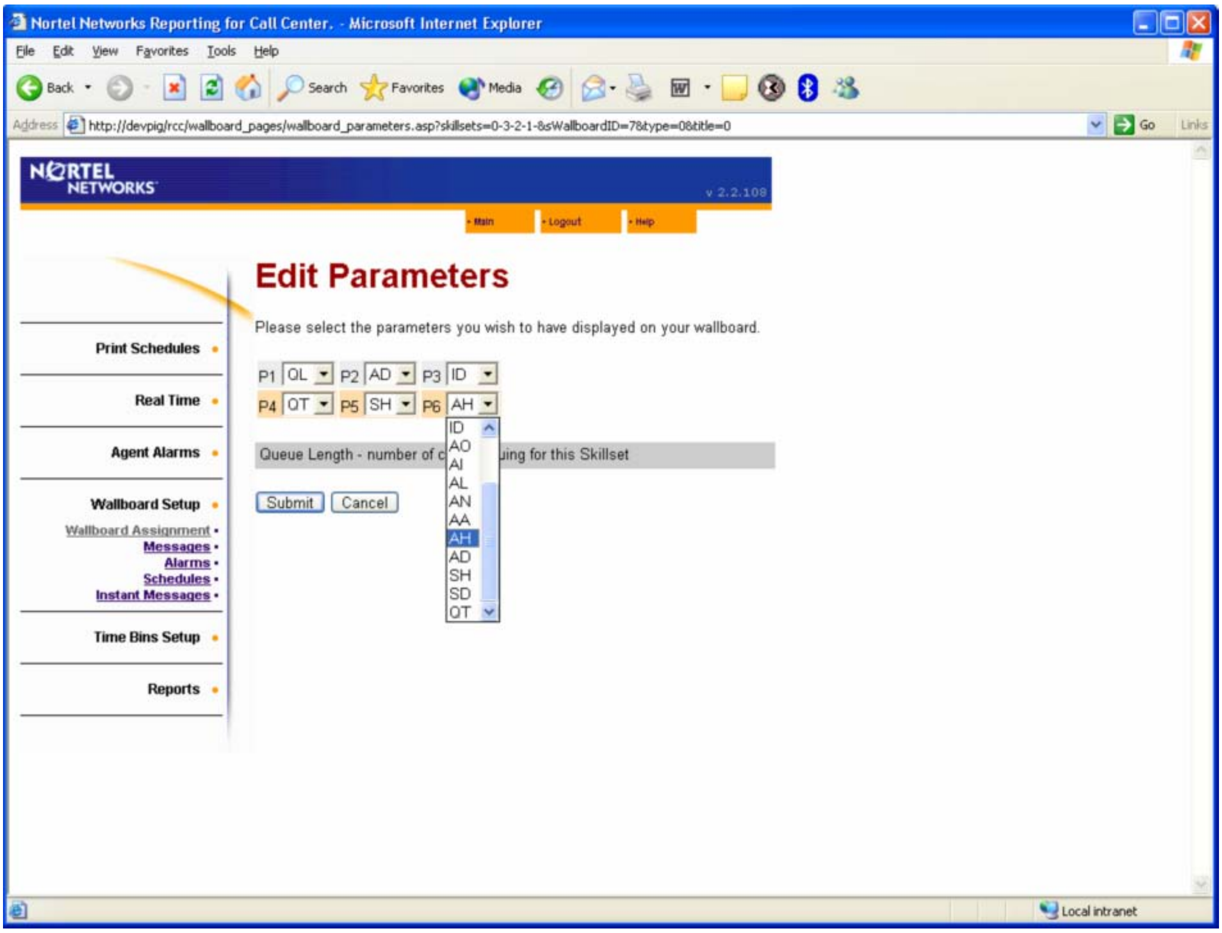


Figure 94 Edit Parameters Page

The Edit Parameters page allows you to specify which 6 (or three, if you have specified that the wallboard is going to have a title, see Page 116) parameters are going to be displayed on the wallboard.

The list of available parameters is shown on Page 110. You select the parameters from the drop down menus.

Note: If the wallboard you are specifying parameters for is a hardware wallboard, some parameters only appear in positions 3 and 6. The drop-down menus for positions 1, 2, 4 and 5 will not feature those parameters. This is because those parameters that are restricted to positions 3 and 6 are capable of displaying up to 4 digits. Positions 3 and 6 on the hardware wallboard are larger than positions 1, 2, 4 and 5. Any parameter can occupy any position on a software wallboard.

When you have selected your parameters, click on the Submit button. You will be returned to the Wallboard Setup page.

To return to the Wallboard Setup page without saving any changes you might have made, click the Cancel button. You will be asked to confirm that you do not wish to save your changes.

Delete Button

Clicking on the Delete button will remove the wallboard definition from the system entirely, and will remove its listing from the Wallboard Setup page.

You will be asked to confirm the deletion, and you will be returned to the Wallboard Setup page.

Wallboard Messages Page

The Messages option allows you to create and store messages which can be used as Alarm or Scheduled messages.

Selecting the Messages option presents you with the Assigned Messages page, shown below. This page will list all of the messages which have been configured. Any message can be used by any Skillset.

Initially the list of Assigned Messages will be empty (as shown).

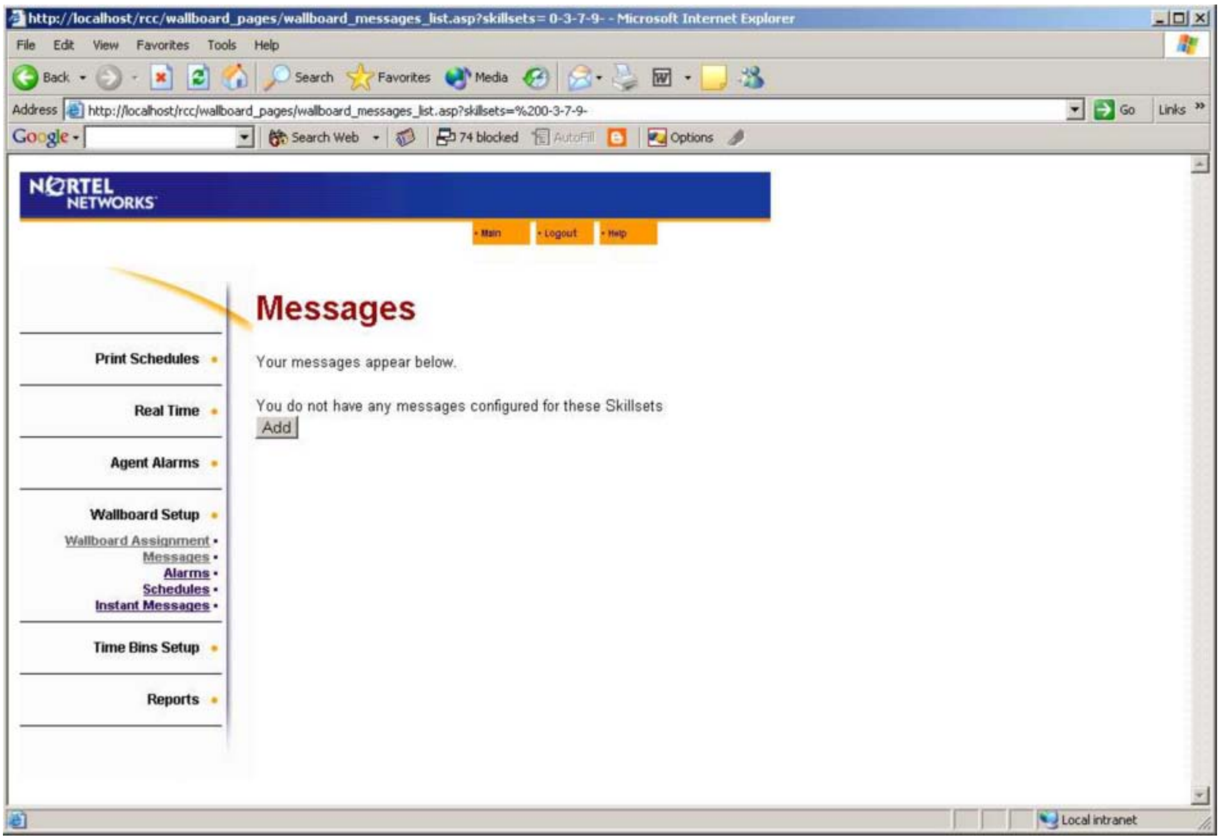


Figure 95 Assigned Messages Page

Clicking on the Add button will present you with the Add Messages page shown below.

You may type your message text into the field.

Note that if you include a parameter abbreviation in round brackets '(' and ')' in the text of the message, that parameter abbreviation will be replaced by the appropriate numerical value of that Call Center statistic when the message is displayed.

See the list of available parameters on Page 110, and the discussion of parameter abbreviations being replaced with numerical values on Page 111.

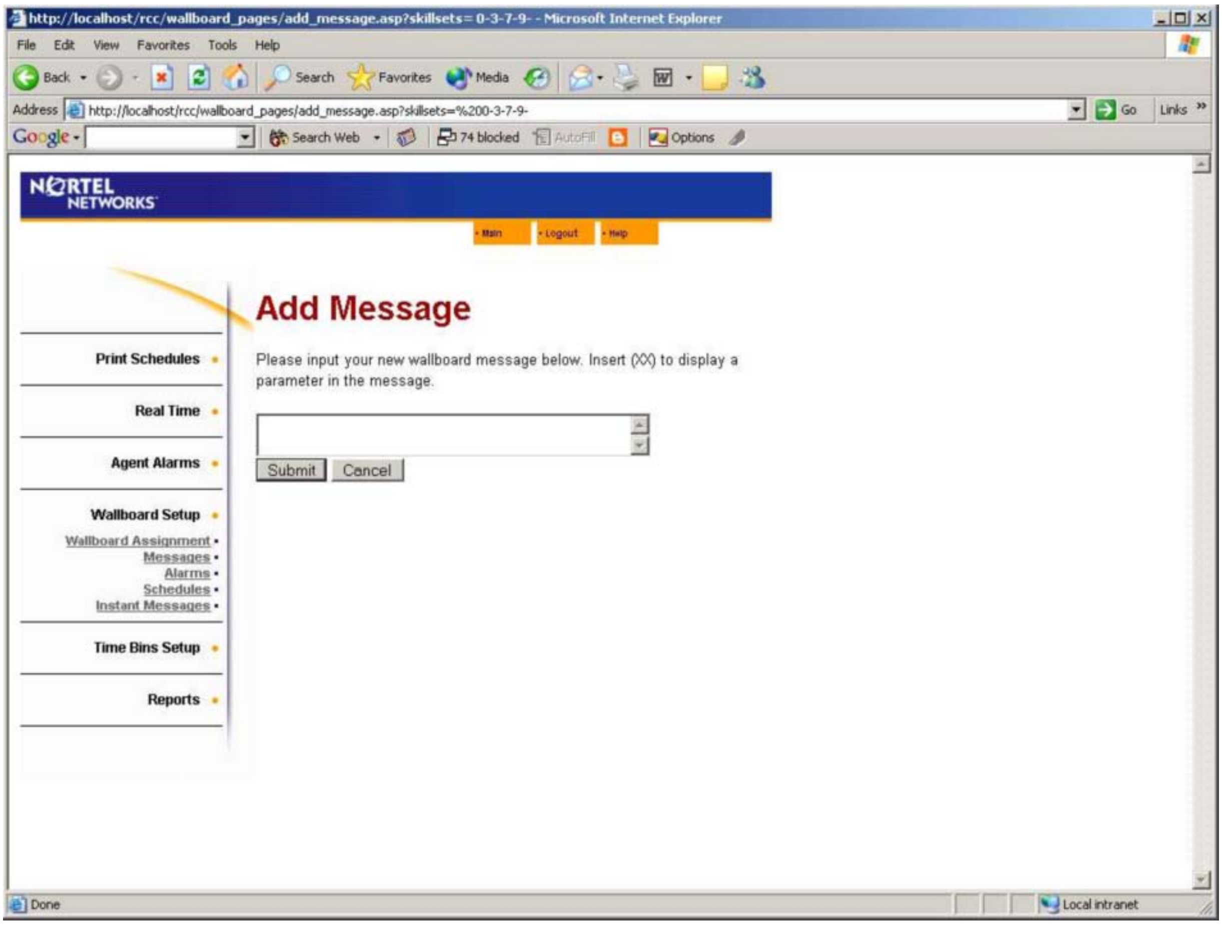


Figure 96 Add Message Page

Our example User Mary Smith has entered the following message in the Add Message text field, shown below:

There are (AN) Agents Not Ready please return to available

The parameter abbreviation AN represents Agents Not Ready. When this message is displayed on the wallboards the current numerical value of AN will be inserted into the message instead of the (AN) symbol.

If there were 6 Agents Not Ready at the time the message was displayed on the wallboard the following text would be displayed:

There are 6 Agents Not Ready please return to available

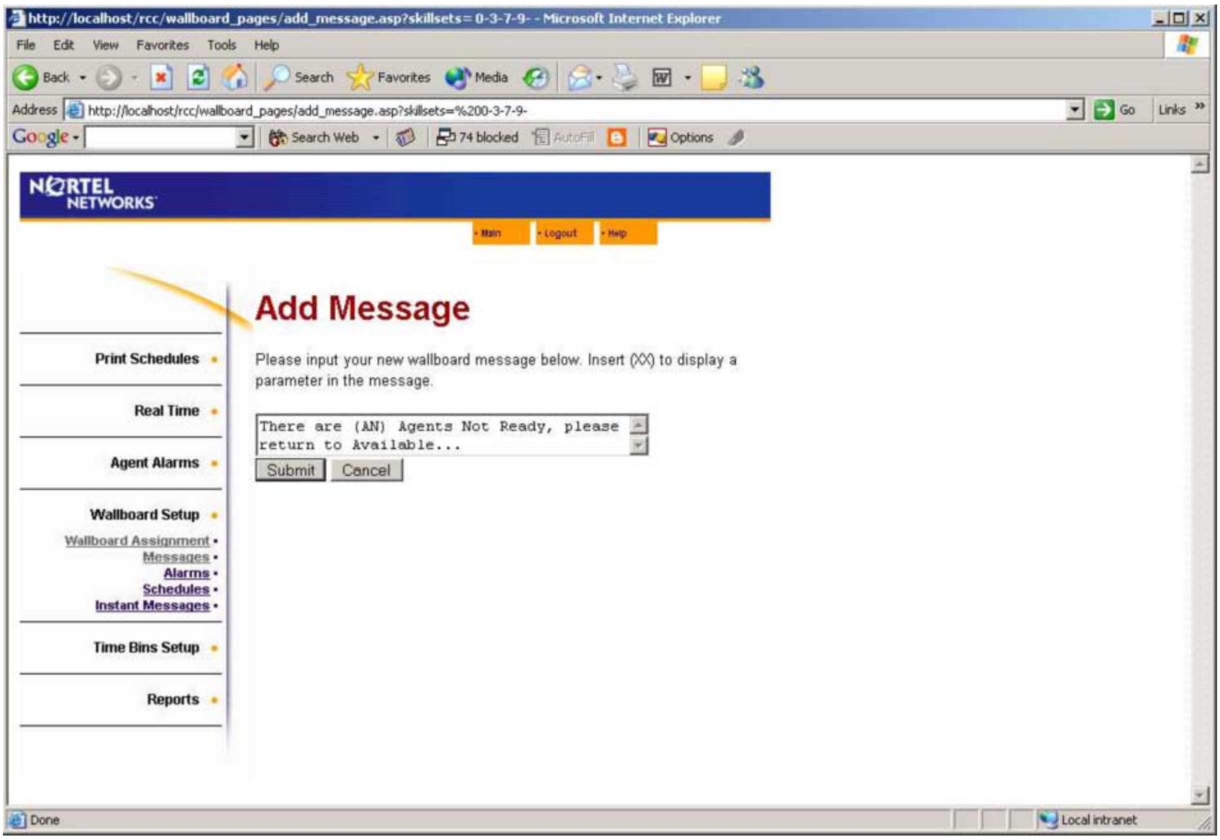


Figure 97 Add Message Page - Example Text

When you have entered the message text you wish to use, click on the Submit button to save it. You will be returned to the Assigned Messages page, shown below.

To leave the Add Messages page without saving any changes you might have made, click the Cancel button. You will then be returned to the Assigned Messages page, shown below.

Our example User Mary Smith clicked on Submit to save her new message. Her Assigned Messages List would now include the message she saved. This is shown below.

Mary Smith has also entered a message which will be used in a schedule. This message does not include any parameter abbreviations, it is purely a text message. This will be use later in a Schedule.

The text of the other message is:

Morning Shift Log out, Afternoon shift Log In

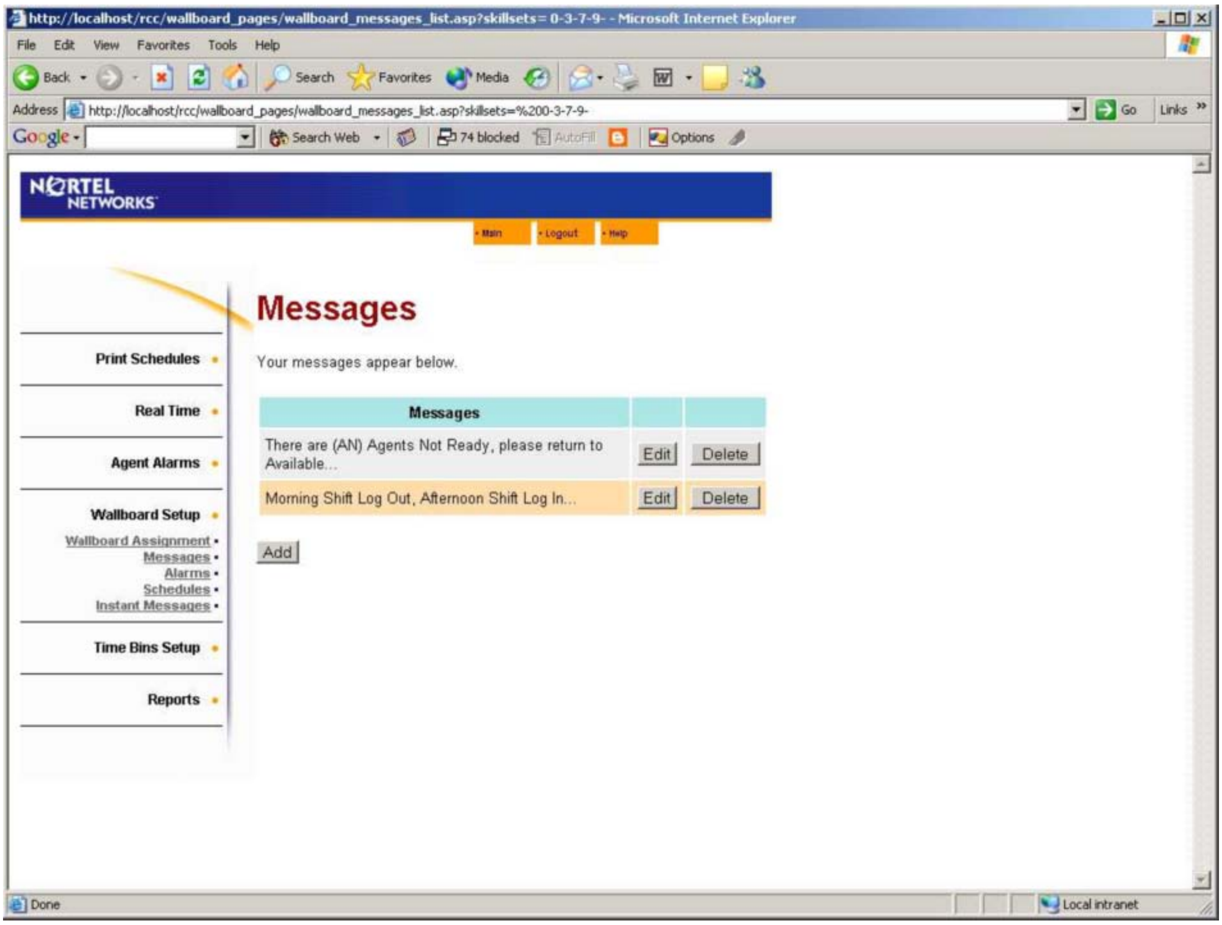


Figure 98 Assigned Messages List - Example Messages

Now that messages have been assigned to these Skillsets, they can be used in Alarms or Schedules.

You can use the Edit button to amend the details of a Message, and you can use the Delete button to remove a message from the list altogether.

Alarms

Selecting the Alarm option presents you with the Assigned Alarms page, shown below.

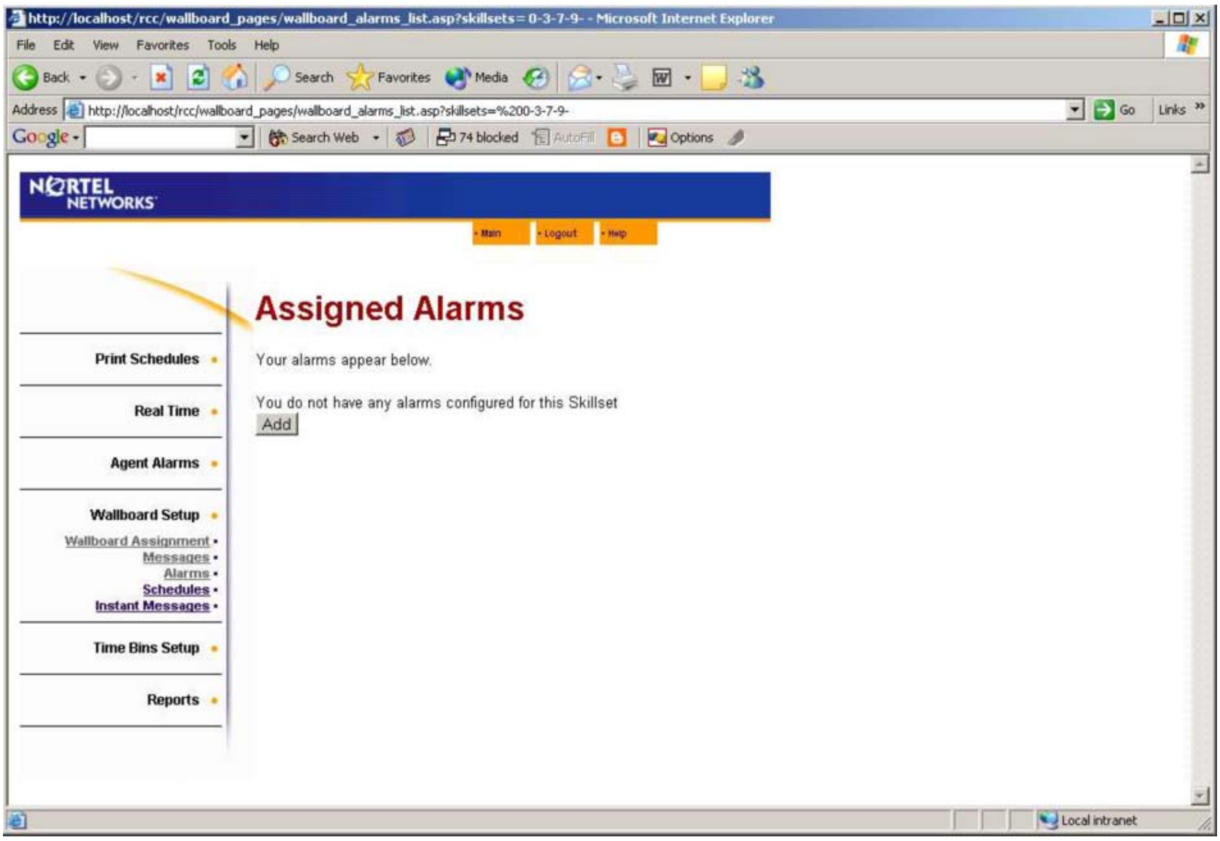


Figure 99 Assigned Alarms Page

The Assigned Alarms list will be empty initially.

To create an Alarm, click on the Add button. You will be presented with the Add Alarm page, shown below.

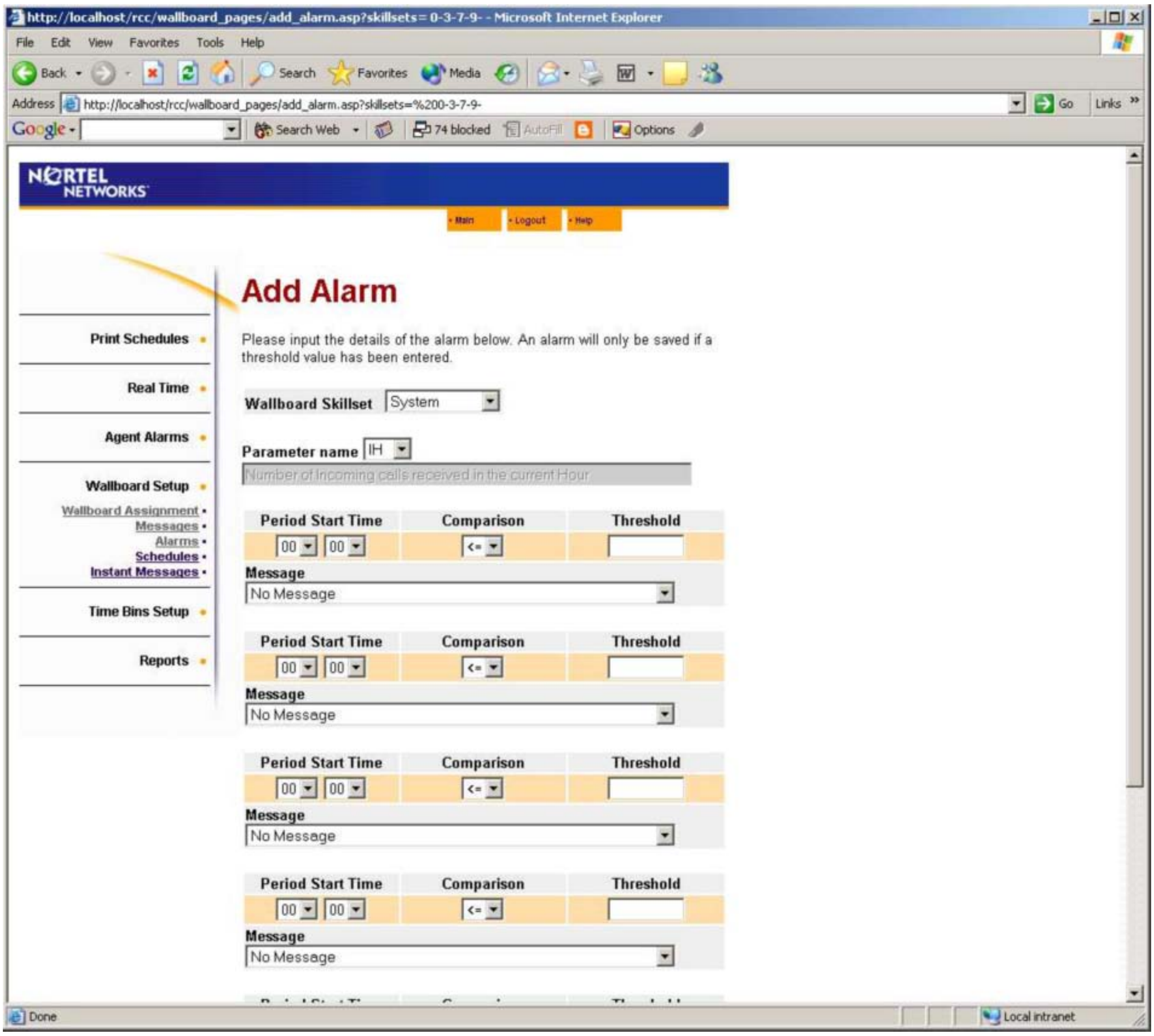


Figure 100 Add Alarm Page

When you assign an Alarm it is specific to a particular Skillset (or the System, if you select the System list item). An *Alarm Message* may be used by many Skillsets, but an *Alarm* is specific to a single Skillset.

The alarm parameter has to be monitored in the Skillset of interest in order to allow Nortel Networks Reporting for Call Center to decide whether the alarm trigger condition has been met.

Note: You may specify the same alarm conditions for different Skillsets, and these different alarms may use the same Alarm message, but they are in fact all separate and distinct alarms, and they have to be created separately.

Note: If you configure an Alarm to be a System Alarm that Alarm will be displayed on all wallboards which have been configured as System wallboards. You may specify the same alarm conditions for different Skillsets, and these different alarms may use the same Alarm message, but they are in fact all separate and distinct alarms, and operate independently from one another, with no interaction what so ever.

This page allows you to specify the parameter which the alarm is to be triggered by (see the list of available parameters on Page 110).

The alarm message will be sent to the wallboards when the alarm has been triggered. You specify the conditions which will trigger the Alarm by providing a threshold against which the parameter value is compared.

You must also specify the type of comparison that Nortel Networks Reporting for Call Center makes when deciding whether the alarm has been triggered or not.

The threshold is specified as a figure. Nortel Networks Reporting for Call Center automatically understands whether the figure you supply represents:

- Agents (for parameters such as AN and AO)
- Calls (for parameters such as ID and OD)
- Seconds (for parameters such as QT)
- Percentages (for parameters such as SD)

The Comparison is specified by selecting from a drop down menu one of the following:

<= Less than or equals to. This type of comparison is used when you wish to monitor a parameter against some lower limit. That is, you wish to be informed if the parameter value ever drops to or decreases below the Threshold you supply. For example if you wish an alarm to be triggered if the Grade of Service for the Current Hour (SH) falls below 50, you would use SH <= 50.

= Equals. This type of comparison is used when you wish to monitor a parameter against an exact figure. That is, you wish to be informed if the parameter value ever exactly matches a figure, perhaps a target. Note that in this type of comparison, if the parameter value is higher than the threshold the alarm condition is not triggered. The parameter must exactly match the threshold in order to trigger the alarm. For example, you may wish to have a congratulatory message be sent to the wallboards if you exceed your highest number of incoming calls for the day. If your highest number of incoming calls for the day was 1200, you could set an Alarm for the parameter ID. However, if you use >= the Alarm would be triggered for each and every call from 1200 onwards. Instead, you would use the format ID = 1201. This means that the alarm message will be sent *only* when the number of incoming calls in the day equals 1201 (one higher than your previous highest total). This avoids the message being repeatedly sent as calls continue to come in and the ID figure rise. (At the end of that day you would then take a note of your n highest ID figure, and Edit the Alarm to reflect your new record Incoming Calls in the Day total.)

>= Greater than or equals to. This type of comparison is used when you wish to monitor a parameter against some upper limit. That is, you wish to be informed if the parameter value ever meets the Threshold you supply. For example, if you wish an alarm to be triggered if the number of Agents who have made themselves Not Ready rises above 4, you would use AN >= 4.

To finalize the specifications for the Alarm, you must indicate which message you wish to have sent when the alarm is triggered. The available messages are displayed in a drop down menu.

Note: There is also a type of Alarm that does not have an alarm message. This is known as a Static Alarm. In the case of a Static Alarm the parameter value is displayed in flashing red on the wallboard. For this type of Alarm to be effective the parameter must be one of the parameters you have chosen to have displayed on your wallboard (see the section ‘Parameters Button’ on Page 118). To specify a Static Alarm, select the No Message option from the Message drop-down menu.

Alarm Periods

It is possible to specify different Alarm conditions for a single Alarm for up to 6 Alarm Periods throughout a single day. The Alarm Periods are defined by specifying start times for each period.

Alarm Periods allow you to specify different Thresholds, Comparisons and Messages for different periods of the day, for a single Alarm. An Alarm period will be in operation once its start time has passed and before the start time of the next period has been reached.

Note: If there is only one Alarm Period configured then it will be in operation 24 hours a day.

Our example User Mary Smith has configured the following Alarm with three time periods for one of her Skillsets.

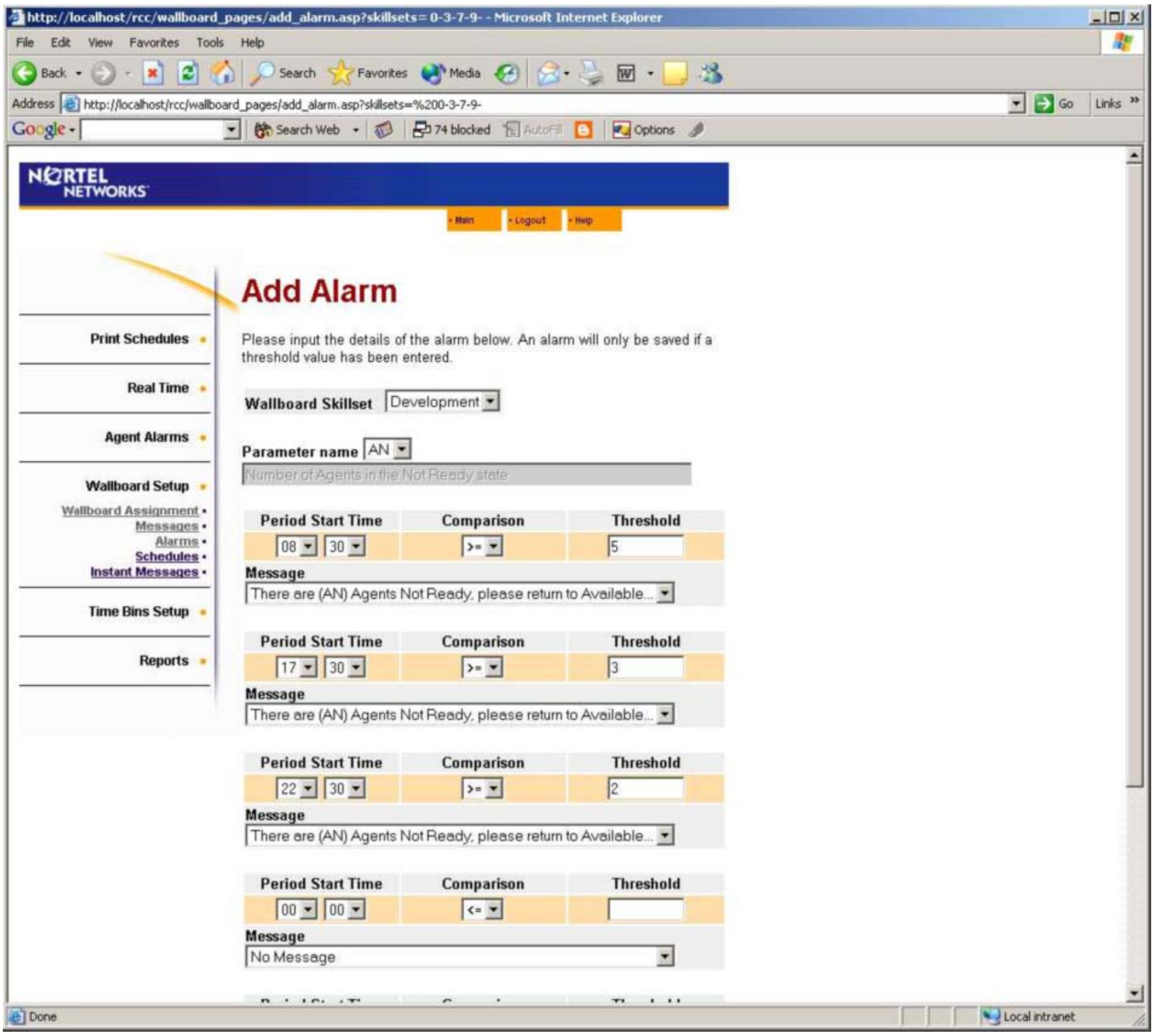


Figure 101 Example Settings for a Multi Alarm Period Alarm

The Alarm that is triggered when the parameter AN (number of Agents Not ready) passes beyond the thresholds.

The Skillset in question operate three shifts of Agents. A Morning Shift, which is supplemented by additional Agents in the afternoon forming the Afternoon Shift, and Night Shift which is manned by a skeleton staff of Agents who man the Call Center throughout the night.

Because the Skillset has a different number of Agents Logged in during the Morning Shift, the Evening Shift and the Late Shift, an Alarm based on Agents Not ready needs to have different thresholds to cater for the different numbers of Agents Logged in at the various periods throughout the 24 hour cycle.

Alarm Period One

The first Alarm Period commences at 08:30 in the morning, The comparison is >= so the Alarm will be triggered when the AN parameter meets or exceeds the threshold. The threshold is 5. This means that whenever the AN parameter reaches 5 or above the selected message is sent to the wallboards which have been assigned to this Skillset.

Alarm Period Two
The second Alarm Period commences at 17:30 in the evening. The comparison is >= so the Alarm will be triggered when the AN parameter meets or exceeds the threshold. The threshold is 3. This means that whenever the AN parameter reaches 3 or above the selected message is sent to the wallboards which have been assigned to this Skillset. Because there are fewer Agents in the Afternoon Shift the threshold has been lowered to 3.

Alarm Period Three
The third Alarm Period commences at 22:30. Note that this Alarm Period will operate until the next Alarm Period starts, which in this example will be Alarm Period One, at 08:30 the following morning. As there is only a skeleton staff on in Mary Smith's Skillset during the Night Shift, the Threshold has been lowered to 2.

In all cases the same Alarm Message is used. Because the (AN) symbol will be replaced by the appropriate value of the AN parameter when the message is displayed (which is when the Alarm is triggered) a single message can be flexible enough to be used in differing situations.

However, if Mary Smith had wanted to she could have used a different message for each Alarm Period, or she could have configured any of the Alarm Periods to use a Static Alarm.

If you click on Submit you will save your settings and will be returned to the Assigned Alarms page, shown below. Clicking the Cancel button will return you to the Assigned Alarms page without saving any of your changes.

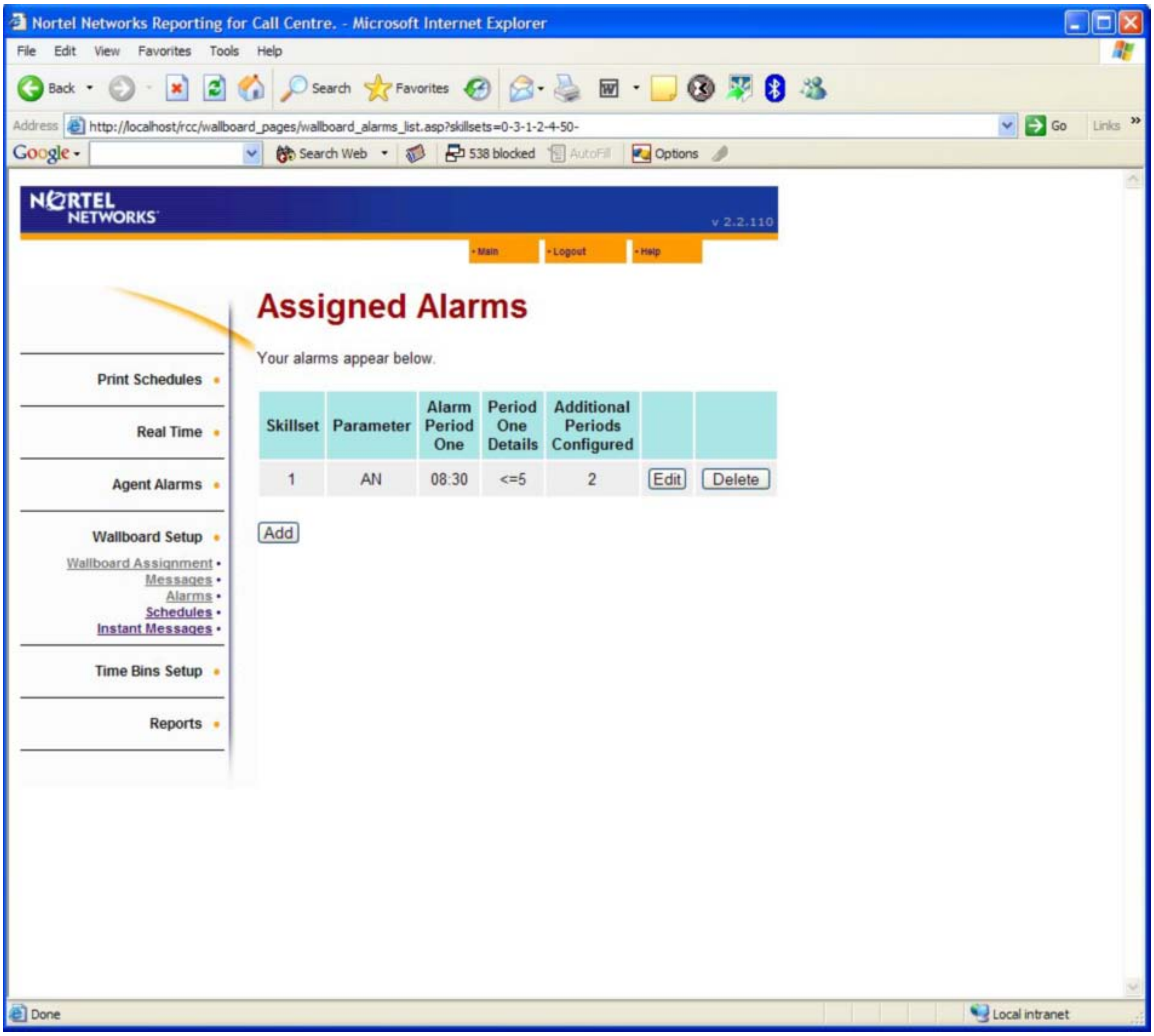


Figure 102: Assigned Alarms Page with an Alarm configured.

Schedules

Schedules allow you to automatically send a message to the wallboards of a Skillset (or the System) at a pre-defined time on a specified day or range of days.

Selecting the Schedule option presents you with the Assigned Schedules page, shown below.

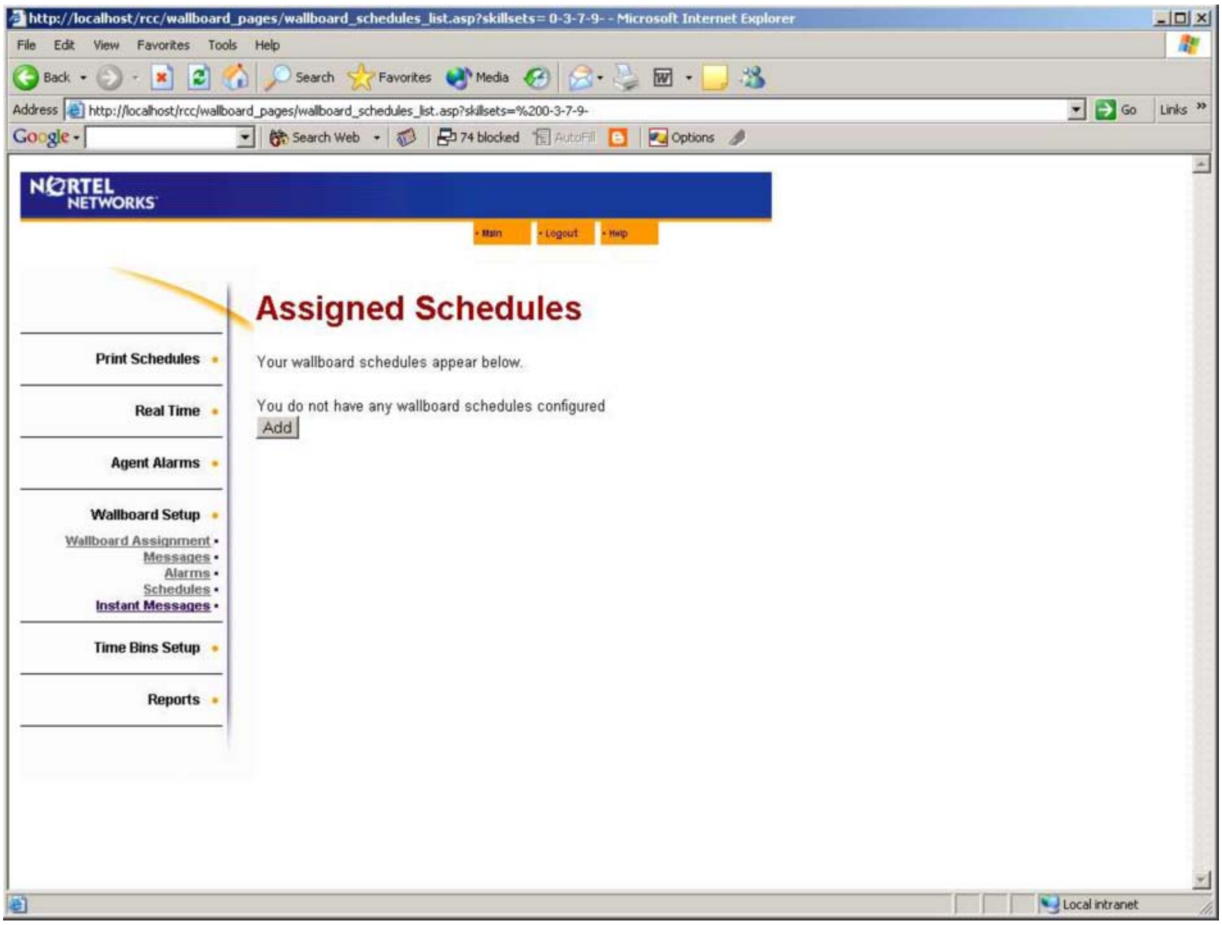


Figure 103 Assigned Schedules Page

The Assigned Schedules page will display a list of the assigned Schedules. Initially this list will be empty.

Click the Add button to create a new Schedule. Clicking the Add button presents you with the Add Schedule page, shown below.

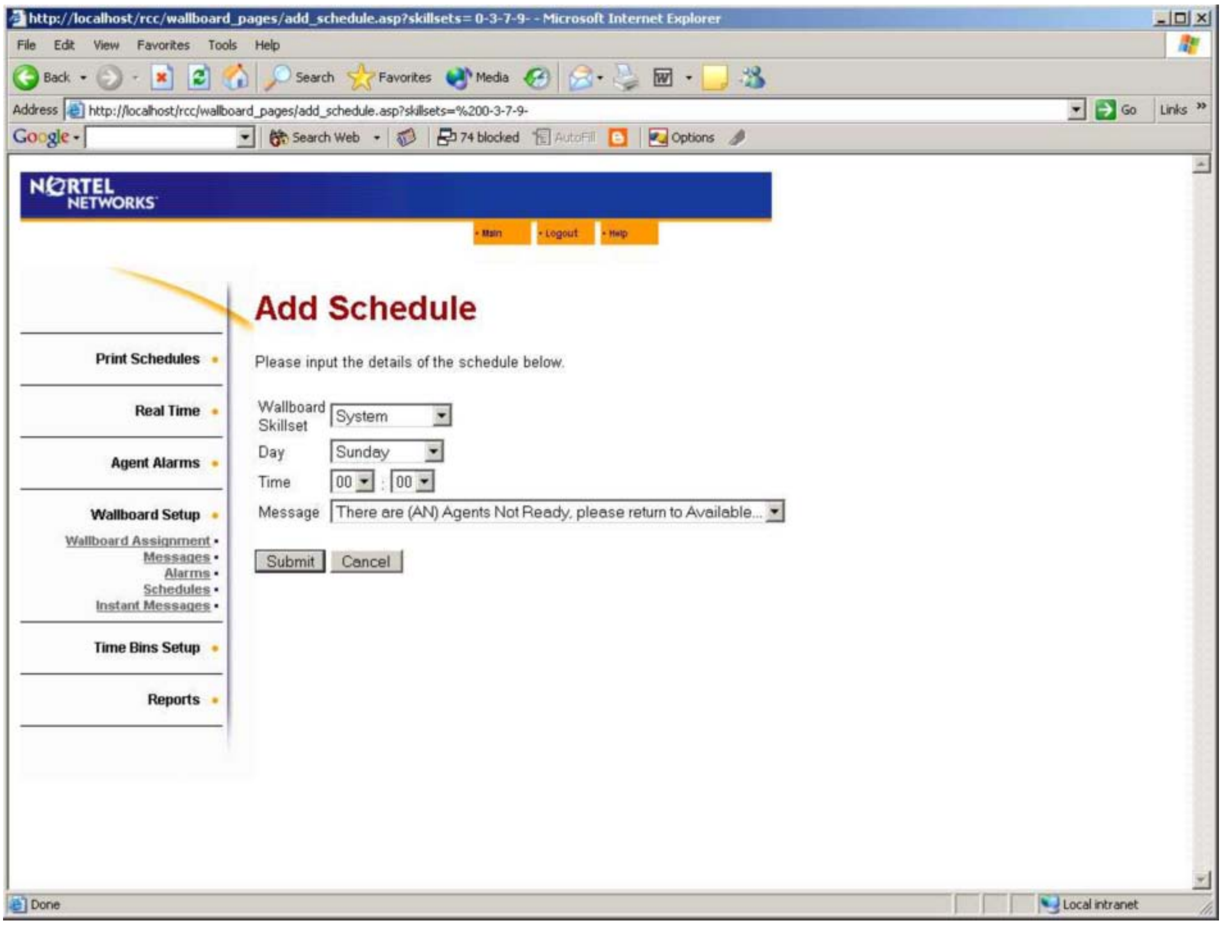


Figure 104 Add Schedule Page

The Add Schedule page allows you to configure the Schedule.

When you assign a Schedule it is specific to a particular Skillset (or the System, if you select the System list item). A *Schedule Message* may be used by many Skillsets, but a *Schedule* is specific to a single Skillset. Select the Skillset you wish to assign the Schedule to from the Wallboard Skillset drop down menu.

Note: If you configure a Schedule to be a System Schedule that Schedule will be displayed on all wallboards which have been configured as System wallboards.

Note: You may specify the same Schedule settings for different Skillsets, and these different Schedules may use the same Schedule message, but they are in fact all separate and distinct Schedules, and they have to be created separately.

You may set a Schedule to operate on a specific week-day, every day from Monday to Friday, every day from Monday to Saturday, or Daily (every day).

Our example User Mary Smith has created a schedule which will operate on each day of the working week, Monday to Friday. The time the Schedule is to be triggered is specified using the 24 hour clock, and the time is set by selecting hours and minutes from the drop down menus.

The message which is to be sent at the specified time on the specified range of days is selected from the drop down message menu which lists the messages which have been assigned to this Skillset.

Mary Smith wants the message:

Morning Shift Log Out, Afternoon Shift Log In

to be sent to the Skillset 3 wallboards at 13:00, each day of her working week, which runs from Monday to Friday. When you have configured the Schedule, click on the Submit button to save it. You will be returned to the Assigned Schedules page, shown below.

To leave the Add Schedules page without saving any changes you might have made, click the Cancel button. You will then be returned to the Assigned Schedules page, shown below.

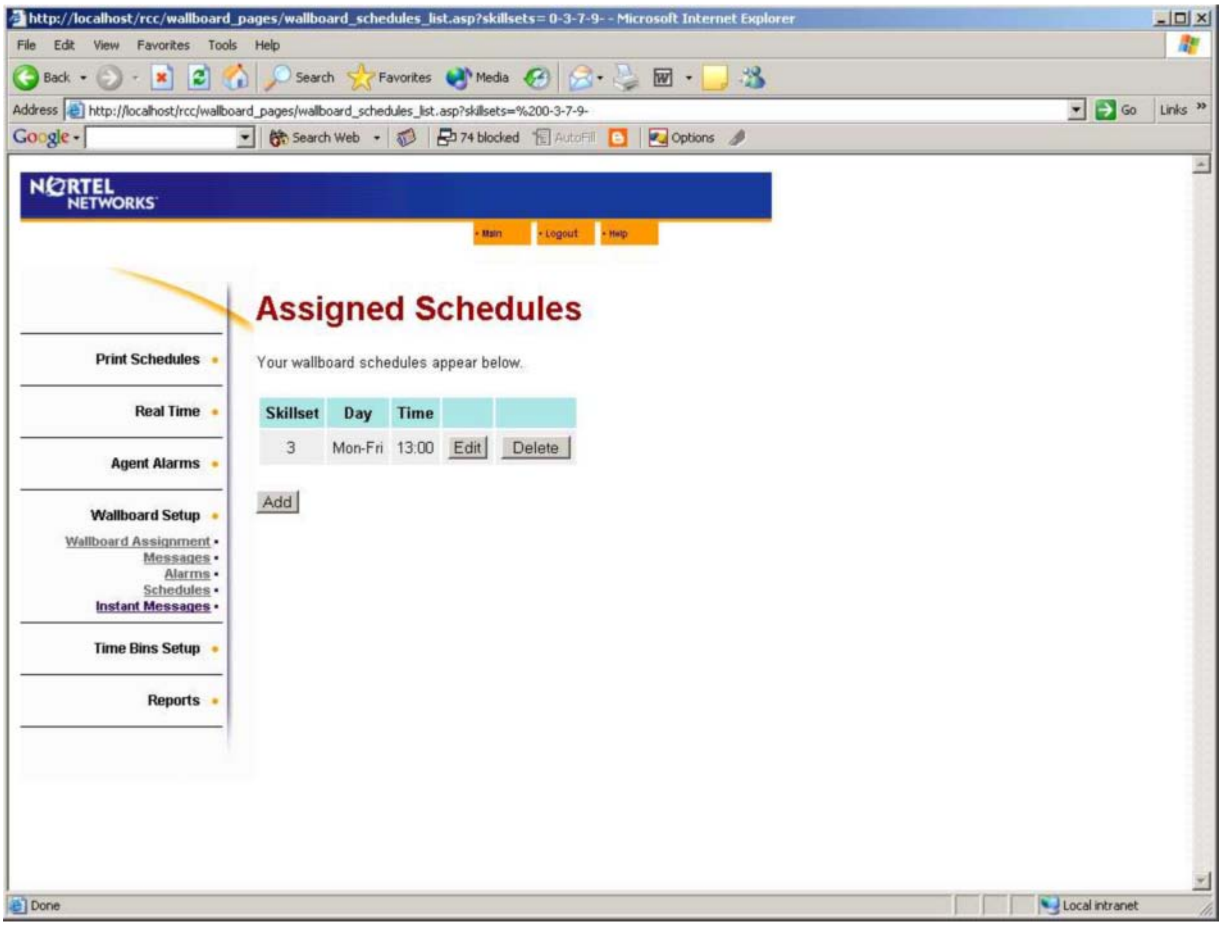


Figure 105 Assigned Schedules Page with Schedule Added

The Assigned Schedules page is shown above with the newly created Schedule displayed.

To change any of the details of a Schedule, use the Edit button.

Clicking on the Edit button presents you with the Edit Schedule page, shown below.

This page operates exactly like the Add Schedule page, except the data entry fields are already populated with the current settings of the Schedule when the page appears.

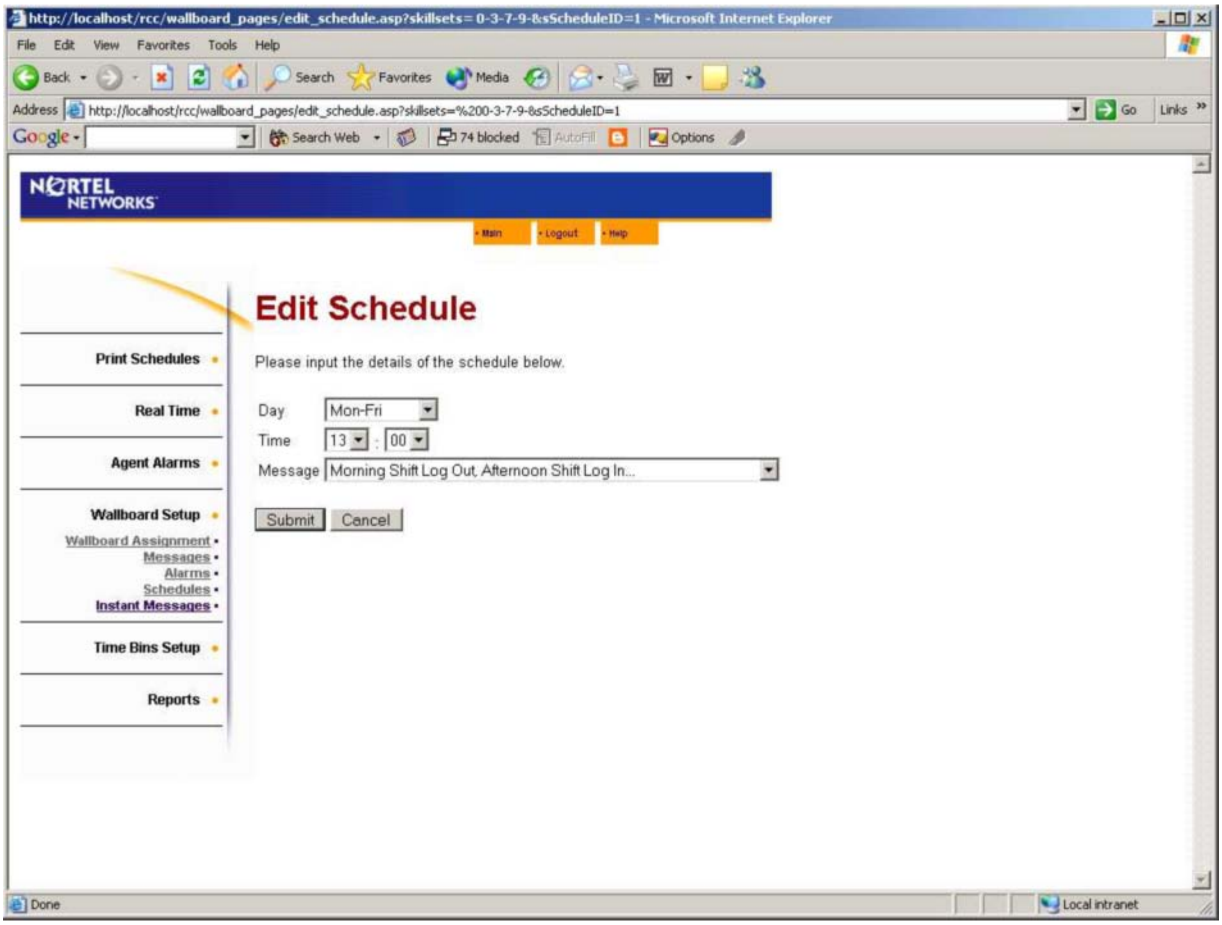


Figure 106 Edit Schedule Page

When you have edited the Schedule, click on the Submit button to save it. You will be returned to the Assigned Schedules page.

To leave the Edit Schedules page without saving any edits you might have made, click the Cancel button. You will then be returned to the Assigned Schedules page.

Instant Messages

Instant messages allow Users to manually select any one of the stored wallboard messages and to dispatch it to the wallboards at will.

Users may also type in any text hand have it sent to the wallboards, for one-off requirements. These messages are dispatched to the wallboards and then discarded, they are not saved. If you wish to save a message, use the Wallboard Message options on Page 120 to add the message to the list of stored messages.

Selecting the Instant Messages option presents you with the Instant Messages page, shown below.

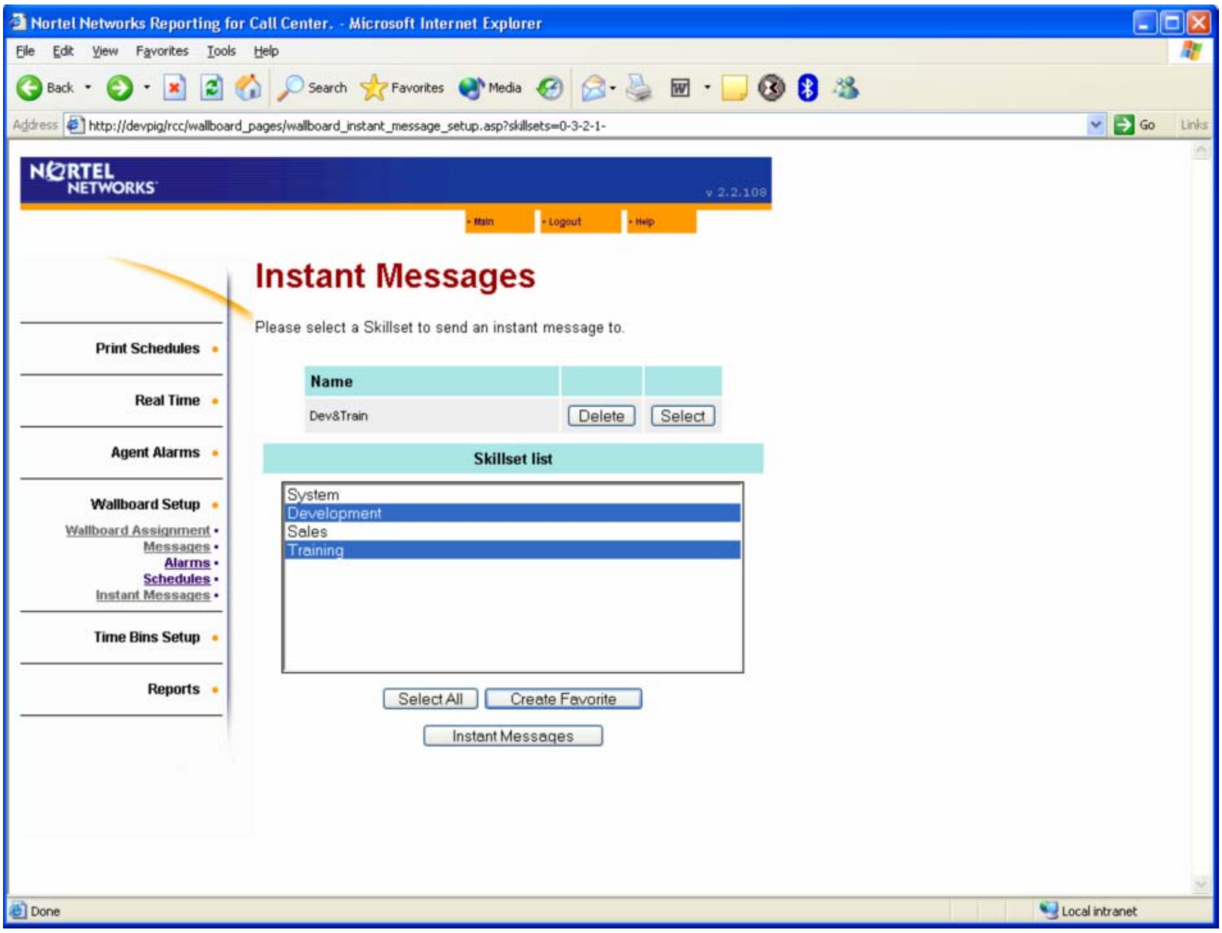


Figure 107 Instant Messages Page

The Instant Messages page allows you to select the Skillsets you wish to dispatch the instant message to, from the list of Skillsets which have been assigned to you by your Administrator.

- For a discussion of using Skillset Selection lists see page 72.
- For a discussion on using Favorites, see page 73.

Our example User Mary Smith has used her Dev&Train Favorite to highlight and select the Development and Training Skillsets.

Clicking the Instant Messages button presents you with the Instant messages page, shown below.

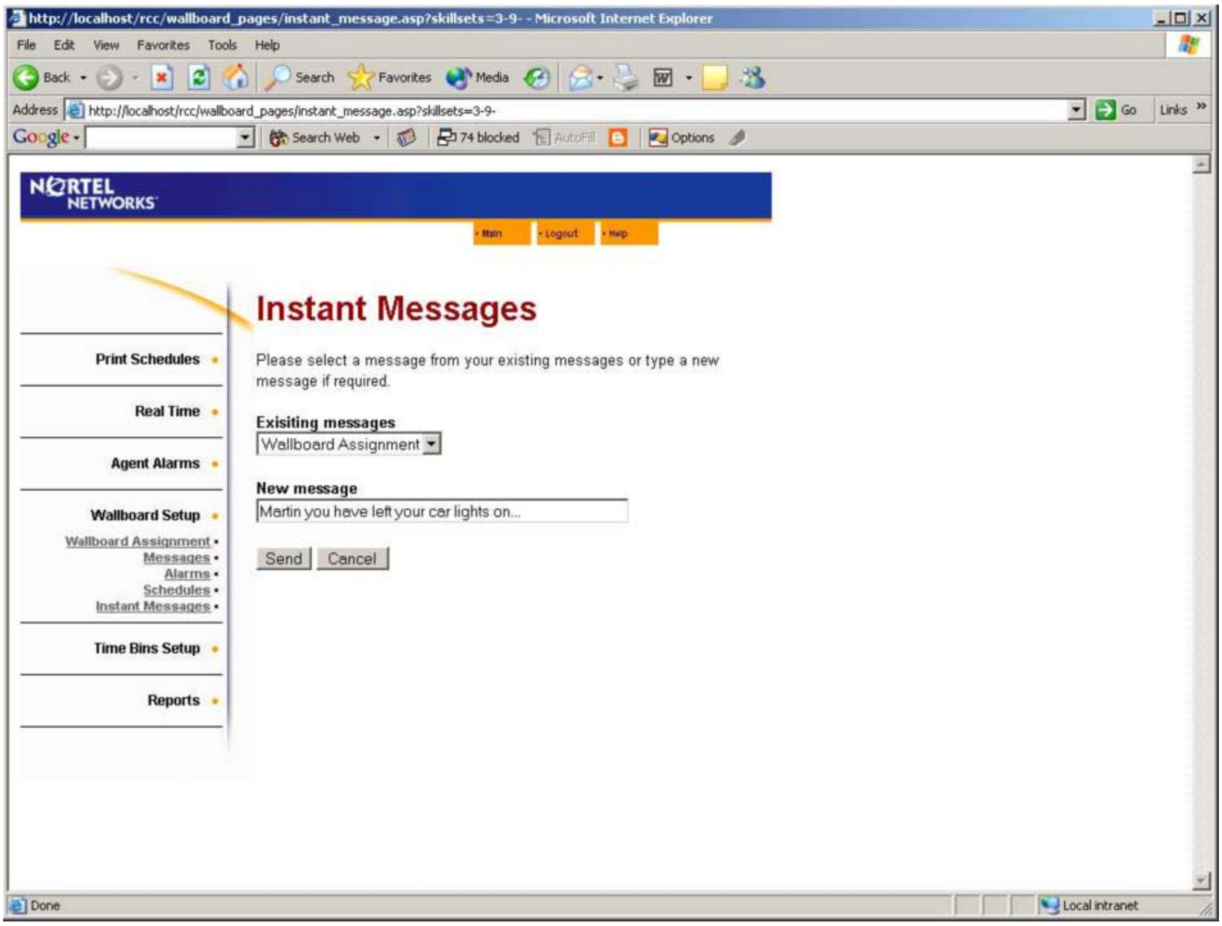


Figure 108 Composing an Instant Message

The Instant Messages page allows the User to select any of the stored messages from the Existing messages drop-down menu.

They may also type any *ad hoc* message in the New message field.

To send the message to the wallboards, click the Send button.

- If there is no text in the New message field, the displayed message in the Existing messages drop down will be sent to the wallboards.
- If there is text in the New message field that text is sent to the wallboards.

In both cases you will be returned to the Instant Messages page.

To return to the Instant Messages page without sending an Instant Message, click on the Cancel button.

Note: As usual, you can include parameter abbreviations in brackets in the text of the New message to have Nortel Networks Reporting for Call Center automatically replace these with the correct numerical value for the parameter when the message is displayed. (See the section on Page 111 which describes parameter substitution.)

Reports 6

Reports Introduction

General

Nortel Networks Reporting for Call Center provides a set of flexible and easy-to-understand reports. The reports contain information about the call traffic in and out of your Call Center and about the activities of your Call Center Agents.

Fundamental Concepts

The concepts fundamental to understanding the background of the reports in the Nortel Networks Reporting for Call Center application.

Report Periods

Manually generated reports can be generated for any elapsed period of time. For example, a report that covers the period from 12:00 p.m. Tuesday to 16:15 p.m. can be produced.

There are no pre-defined limitations on the time frame a manually generated report can include.

Scheduled reports are limited to fixed durations: daily, weekly, or monthly.

Skillset Selection

Many reports allow the User to choose to report on any combination of the Skillsets they are assigned.

They can report on a single Skillset, a combination of their assigned Skillsets, or all of their assigned Skillsets.

Note: Reports may contain more information than requested. For example, a request for an Agent Profile report for Skillset 1 produces a report that lists all the Agents who were logged in to Skillset 1, including multi-Skillset Agents. The report also includes all Agent activity for each Skillset they were logged in to.

If the report is limited to the Agent activity for the requested Skillset only, you need to request the same report for each Skillset that each of the multi-Skillset Agents is logged in to in order to receive a complete report.

Private Switched Telephone Network Call (PSTN) and Multimedia Calls

Nortel Networks Reporting for Call Center reports on both ‘normal’ PSTN voice calls and calls conducted through the Nortel Networks Multimedia Call Center.

Direct Calls

Direct Calls are calls answered by the Skillset through the “Lines Administration” table in the CallPilot Manager. A layman would think of the direct calls as being the number of calls the Call Center handles. A person phoning a Call Center *once* generates a *single* Direct Call.

Indirect Calls

Every time a direct call is transferred between Skillsets, the call is counted as an Indirect Call. Therefore, a call to a Call Center generates a single Direct Call and zero or more Indirect Calls.

Indirect Calls are those moved to a Skillset by means of the Move to Skillset Call Routing step or manually transferred to the Skillset Control DN.

Calls and Call Transactions

Calls that are handled within your Call Center are sometimes passed amongst the Skillsets by Agent activities such as transferring a call to the Control DN of another Skillset or by transferring a call directly to the Agent of another Skillset.

This gives rise to separate phases of the call. The portion handled by the first Agent and the subsequent handling by other Agents or other components of your Call Center (such as voice mail) are each counted as a separate phase of the call.

Because a call can be transferred back and forth between Skillsets and Agents, a call may therefore have any number of these handling phases. Each of these phases is called a call transaction. When two or more Agents handle a single call the various portions of the call are called Call Transactions.

Tracking the separate call transactions of a Call in this way allows a more accurate and readily understood representation of the activity within your Call Center.

Call Transactions and the Direct and Indirect Calls

If an incoming Call Center call is handled within a single call transaction, that call transaction will also be either a Direct Call or an Indirect Call, and the Direct and Indirect columns of the reports will reflect this.

However, if an incoming Call Center call is handled by a series of call transactions, the second and other following call transactions will not affect the Direct Call and Indirect Call columns, because these other call transactions are not new Incoming Calls presented to the Skillset. This prevents the transferred portions of the calls skewing such statistics as the number of incoming calls presented to the Skillset, or the Average Waiting Time, for example.

However, if one of the secondary call transactions was a transfer of the call to the Control DN of a Skillset, that call will appear as a new incoming call in that Skillset in the Indirect column, as this is a queued call that has to be presented to an Agent and answered. In-Progress Calls In-progress calls are not included in the reports. The reports will only display information on calls that have been completed by the time the report has been requested.

In-Progress Calls

The reports only display information about calls that are completed at the time the report has been requested. That is, in-progress calls do not feature in any of the reports.

Report Concepts

This part of the chapter provides information on the format of the reports and their usage.

Report Headers

Each report contains an information header that consists of the following:

- Company Name
- Report Title
- Report Period: The start time and date and an end time and date of a report
- Report Created: The time and date that the report was created
- Data Timestamp: The time and date the Call Center generated the report data
- Skillsets: The Skillsets included in the report

See Figure 109: Example Report Header.

Figure 109: Example Report Header

Report Viewer Toolbar

Screen-generated reports are displayed within the report viewer window.

The report viewer has a toolbar, shown in Figure 110: Report Viewer Toolbar. The toolbar allows you to:

- Print a report
- Export a report
- Magnify a report on screen

- Navigate through a multi-page
- Perform a search within a report

Figure 110: Report Viewer Toolbar

Note: The Preview tab indicates that you are viewing a print preview of the report.

Printing a Report

Click the **Print Report** icon to view the printer window, as shown in Figure 111: Report Printer Selection Window.

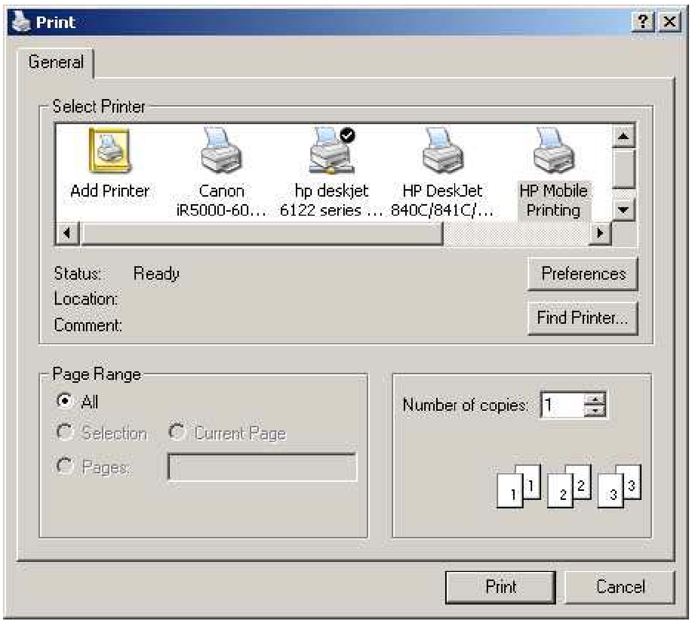


Figure 111: Report Printer Selection Window

This window allows you to select a printer from the list of available printers. This is the printer that will generate the report.

You can specify the number of copies you want to print, and you can choose to print the whole report, the page you are currently viewing, or a selection of pages.

Click **Preferences** to specify settings, such as paper orientation and size.

Exporting a Report

Click the **Export Report** icon to view the export report window, shown in Figure 112: Export Report Window.

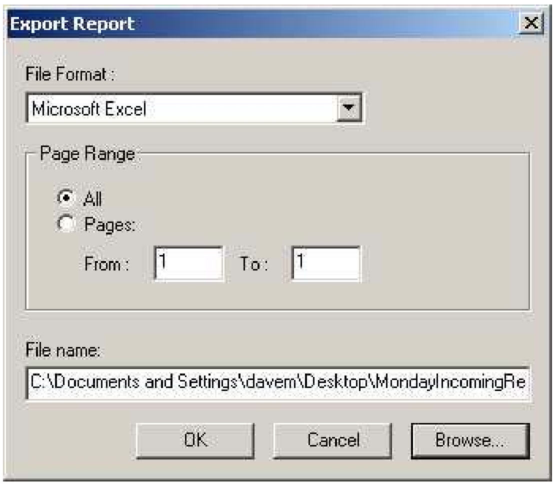


Figure 112: Export Report Window

File Format

Select the desired format from the **File Format** list.

Table 1: Available Report Export Formats shows the available formats.

Export Format Name	Extension	Required Viewer
Crystal Reports native format	.rpt	Crystal Reports
Microsoft Excel	.xls	Microsoft Excel or Microsoft Excel Viewer
Microsoft Excel (data only)	.xls	Microsoft Excel or Microsoft Excel Viewer (same as Microsoft Excel format above, but in a format without the shading, highlighting, and other report formatting)
Microsoft Word	.doc	Microsoft Word or Word Document Viewer
Rich Text Format	.rtf	Any RTF aware editor or file viewer
Adobe Acrobat	.pdf	Adobe Acrobat

Table 1: Available Report Export Formats

Exported File Name and Location

You must provide a file name or a file path for the exported report. If you do not specify a path in the file name, the file is placed on your desktop.

Note: An appropriate file extension is required to format the exported report and to select the application required to view it. Select the appropriate extension from Table 1: Available Report Export Formats.

You can click **Browse**, you to browse to the location where you want to have the report exported.

Note: The **Browse** tool automatically provides a file extension unless you specified your own file extension.

Page Range

You can specify to export the entire report or to export a page range. To export the entire report, select **All**. To specify a page range, select **Pages** and specify the start and end page of the section you wish to have exported, in the **From** and **To** fields.

Note: The **All** option and the **From** and **To** fields are unavailable if the report contains only a single page.

Exporting the Report

After you select the settings, such as file name and file format, click **OK** to export the report. After the report is exported, Nortel Networks Reporting for Call Center will offer to open it, as shown in Figure 113: Report Viewer Export. Click **Yes** to view the report.

Figure 113: Report Viewer Export

Note: If you have not used the appropriate file extension for the selected file format or you do not have the appropriate viewer installed on your PC, then Nortel Networks Reporting for Call Center does not appear.

Report Magnification

Select the required report magnification from the list.

Report Navigation

Use the **Arrow** icons and the **Page** field to move forwards or backwards one page, directly to the first or last page, or directly to a specific page. Entering a page number into the **Page** field and pressing **Enter** moves you directly to that field. A tool tip appears if you position the mouse pointer over the navigation icons and wait for a moment.

Searching for Text within a Report

To locate a string or phrase within the report, click **Search Text** (the binoculars). Enter your search text.

Use Searching for Text within a Report to look for a specific Agent in a large Agent Activity report or to locate a particular Calling Line Identification (ID) in the Abandoned Calling Line ID report, for example.
This could be used to look for a specific Agent in a large Agent Activity report, or to locate a particular Calling Line ID in the Abandoned Calling Line ID report, for example.

Using the Reports

Selecting the Reports option presents you with the Report Menu page, show below.

Each of the reports is listed in turn. To obtain a report click on the button labeled with the report you wish to view.

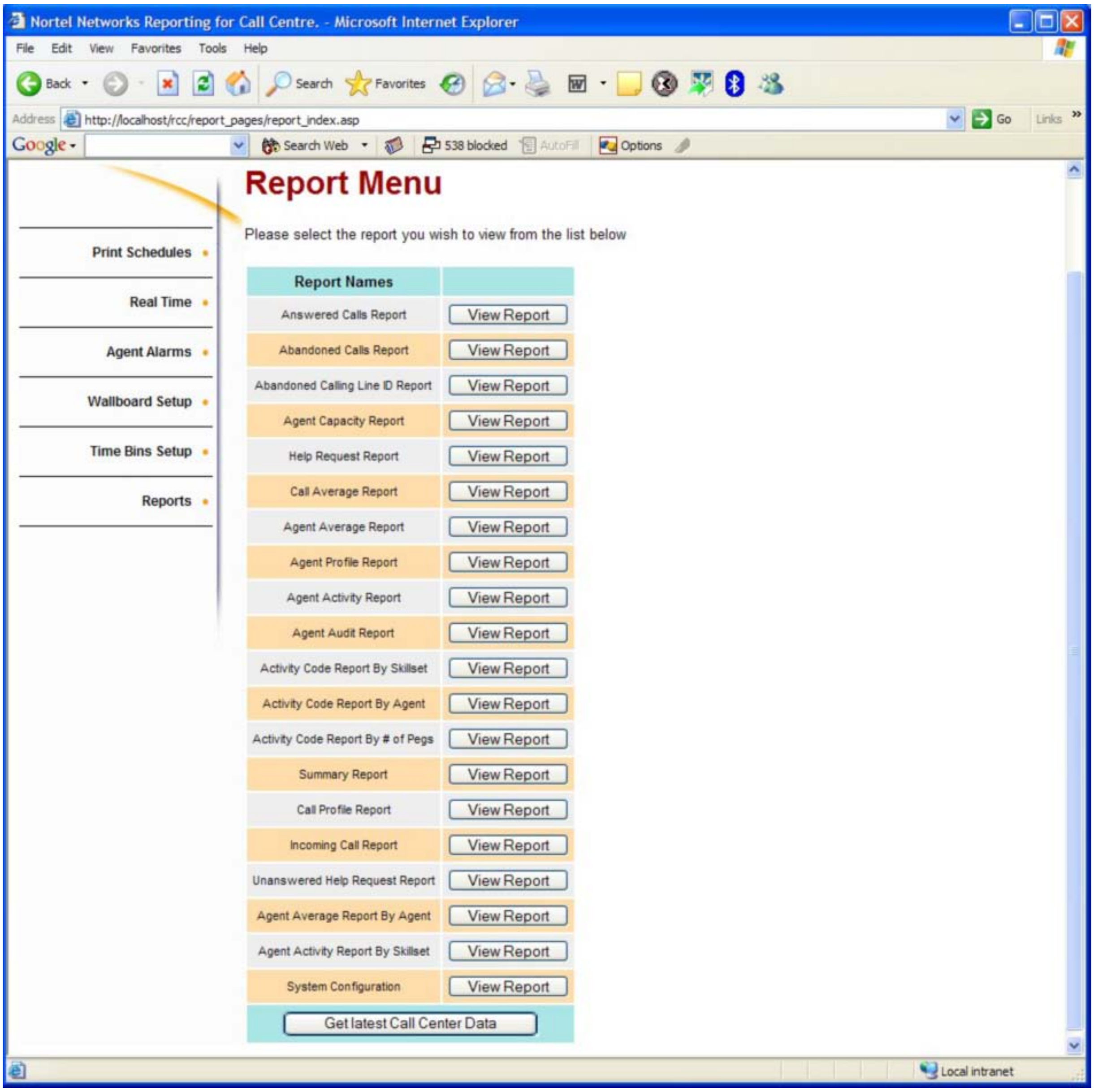


Figure 114 Report Menu Page

Get latest Call Center Data Button

This button causes Nortel Networks Reporting for Call Center to request the most recent report data from the Call Center.

For example, if you have specified that Nortel Networks Reporting for Call Center should poll the Call Center every 30 minutes for report data, by clicking on the Get Latest Call Center Data button you ensure that the most recent data is received from the Call Center before the reports are generated. This means that any Call Center activity which has occurred since the last Report Data update is included in the reports.

When the reports page is first displayed or whenever the button has been clicked the button is disabled and a short countdown shows the seconds left until it can be used again. This prevents repeated, rapid requests being made.

Answered Calls Report

Clicking on the Answered Call Report button presents you with the Answered Calls Report Skillsets page, shown below.

This page allows you to select the Skillsets you wish to have included in the report, the paper size to view and print the reports on, and to specify the time period you wish the report to cover. The time period is specified by providing a From Date and From Time and a To Date and a To Time.

The From Date specifies the first date you wish to have included in the report. Information from days before the From Date will not be included in the report. The From Time specifies the time on the From Date from which you wish to have data included in the report. Information from times before the From Time on the From Date will not be included in the report.

The To Date specifies the last date you wish to have included in the report. Information from days after the To Date will not be included in the report. The To Time specifies the time on the To Date after which data will not be included in the report. Information from times after the To Time on the To Date will not be included in the report.

Drop down menus allow you to choose dates and time values.

The paper size has to be selected from a drop down list in the **Select your paper size** field before generating the report. The two options available are:

- Letter, 8 ½ x 11 in.: the report can be viewed and printed onto letter sized paper.
- A4, 210 x 297 mm: the report can be viewed and printed onto A4 sized paper.

The Answered Calls Report Skillsets page allows you to select which Skillsets you wish to have included within the report.

- For a discussion of using Skillset Selection lists see page 72.

- For a discussion on using Favorites, see page 73.

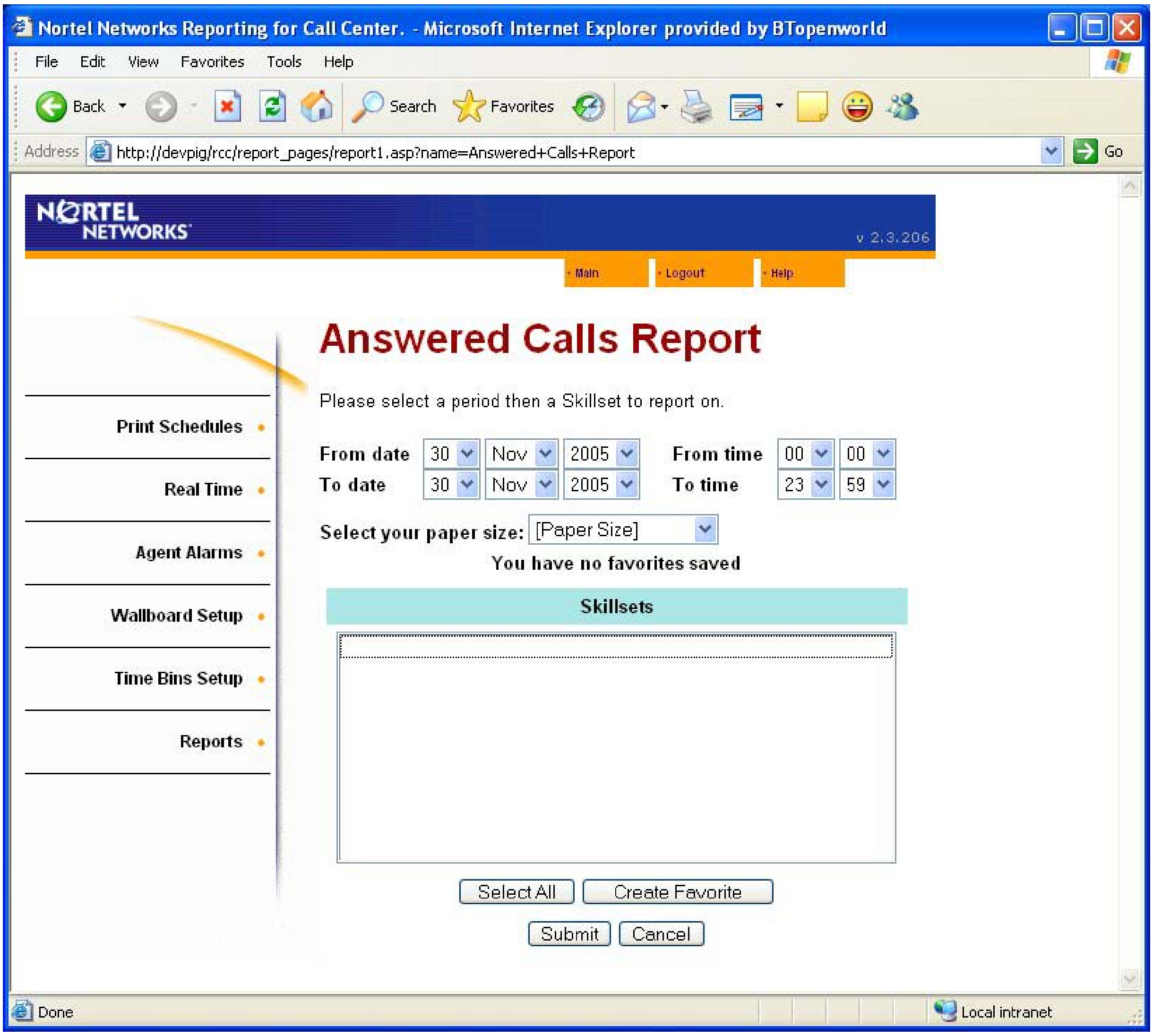
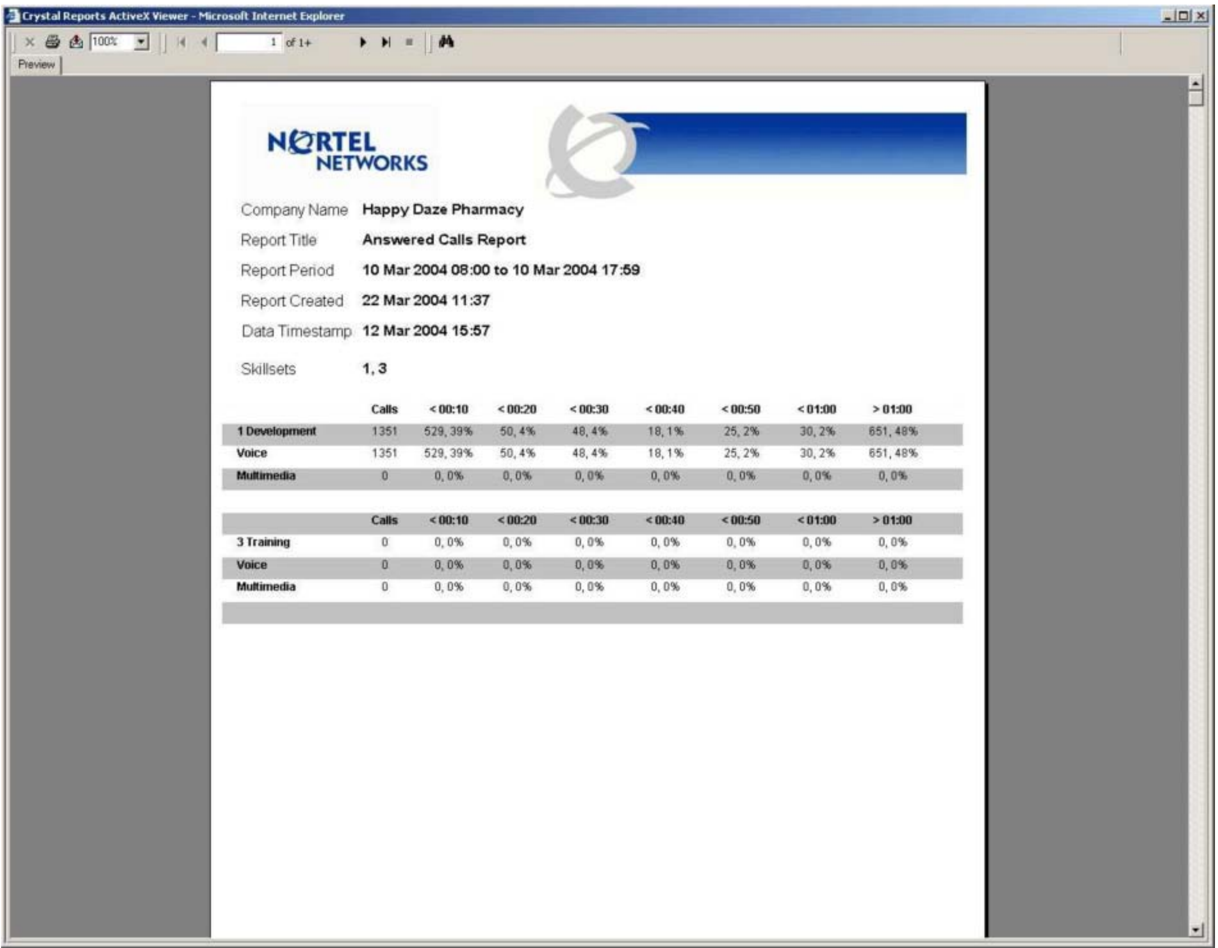


Figure 115 Answered Calls Report Skillsets Page

No Skillsets have been set up in the example Skillset selection page, see Figure 115 Answered Calls Report Skillsets Page. The page does show that the report should run from the start of day (00:00) on November 30th, 2005 up to 23:59 on November 30th, 2005.

If Skillsets are listed these can be selected, or a Favorite Skillset selected.

Clicking on the Submit button generates the report. This is shown below.



Company Name	Happy Daze Pharmacy
Report Title	Answered Calls Report
Report Period	10 Mar 2004 08:00 to 10 Mar 2004 17:59
Report Created	22 Mar 2004 11:37
Data Timestamp	12 Mar 2004 15:57
Skillsets	1, 3

	Calls	< 00:10	< 00:20	< 00:30	< 00:40	< 00:50	< 01:00	> 01:00
1 Development	1351	529, 39%	50, 4%	48, 4%	18, 1%	25, 2%	30, 2%	651, 48%
Voice	1351	529, 39%	50, 4%	48, 4%	18, 1%	25, 2%	30, 2%	651, 48%
Multimedia	0	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%

	Calls	< 00:10	< 00:20	< 00:30	< 00:40	< 00:50	< 01:00	> 01:00
3 Training	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%

Figure 116 Answered Calls Report

For each Skillset the total number of calls is displayed, together with a breakdown of the number and percentage of calls that were answered within each of the Answered Time Bins. For a discussion of Time Bins, see page 61.

This reports shows how long those calls that have been answered by your Call Center waited before they were connected to an Agent.

Voice calls and Multimedia calls are listed separately and totaled for each Skillset, and for the report total.

Abandoned Call Report

Clicking on the Abandoned Call Report button presents you with the Abandoned Calls Report Skillsets page, shown below.

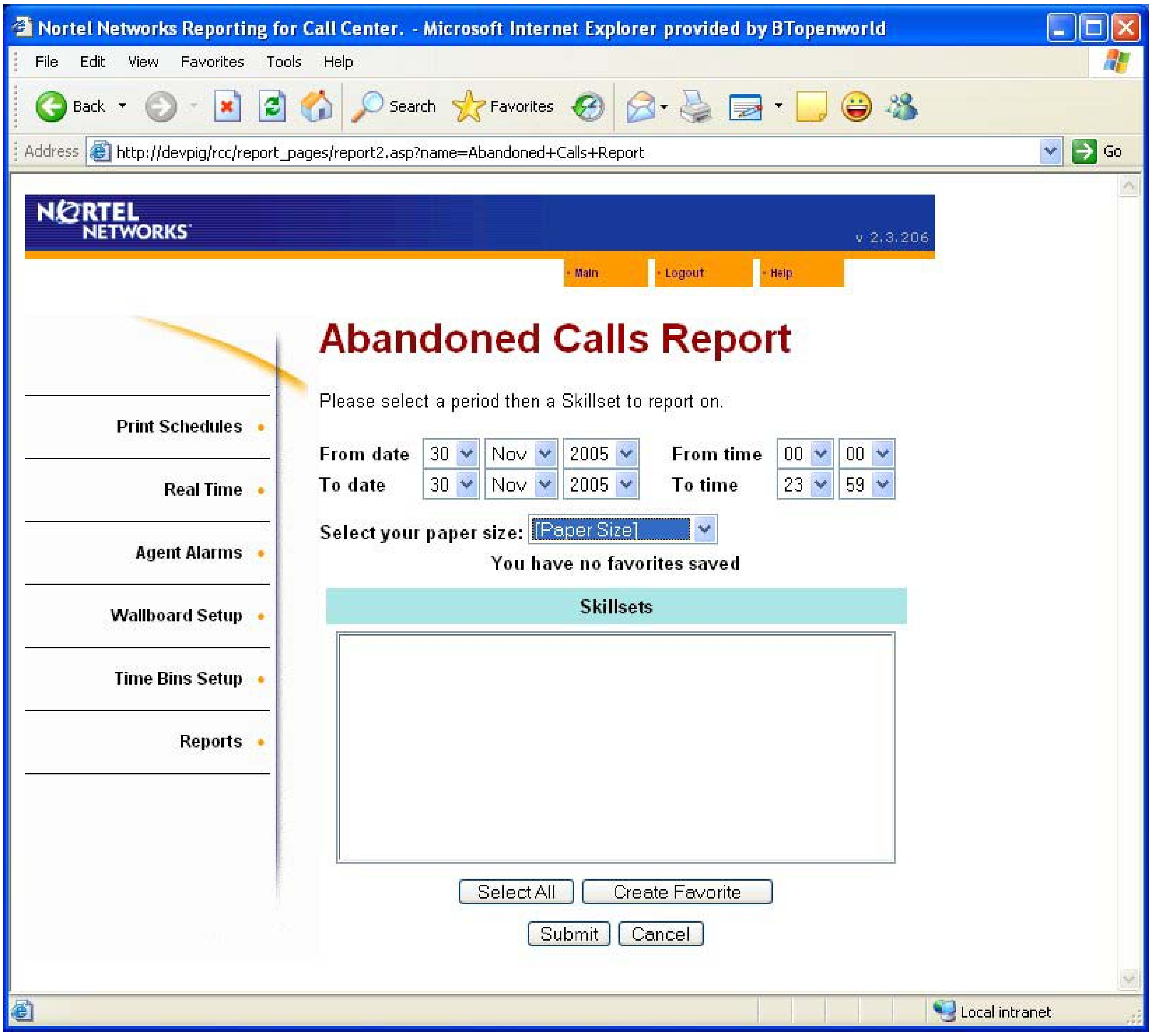


Figure 117 Abandoned Calls Report Skillset Page

This page allows you to select the Skillsets you wish to have included in the report, the paper size to view and print the reports on, and to specify the time period you wish the report to cover. The time period is specified by providing a From Date and From Time and a To Date and a To Time.

The From Date specifies the first date you wish to have included in the report. Information from days before the From Date will not be included in the report. The From Time specifies the time on the From Date from which you wish to have data included in the report. Information from times before the From Time on the From Date will not be included in the report.

The To Date specifies the last date you wish to have included in the report. Information from days after the To Date will not be included in the report. The To Time specifies the time on the

To Date after which data will not be included in the report. Information from times after the To Time on the To Date will not be included in the report.

Drop down menus allow you to choose dates and time values.

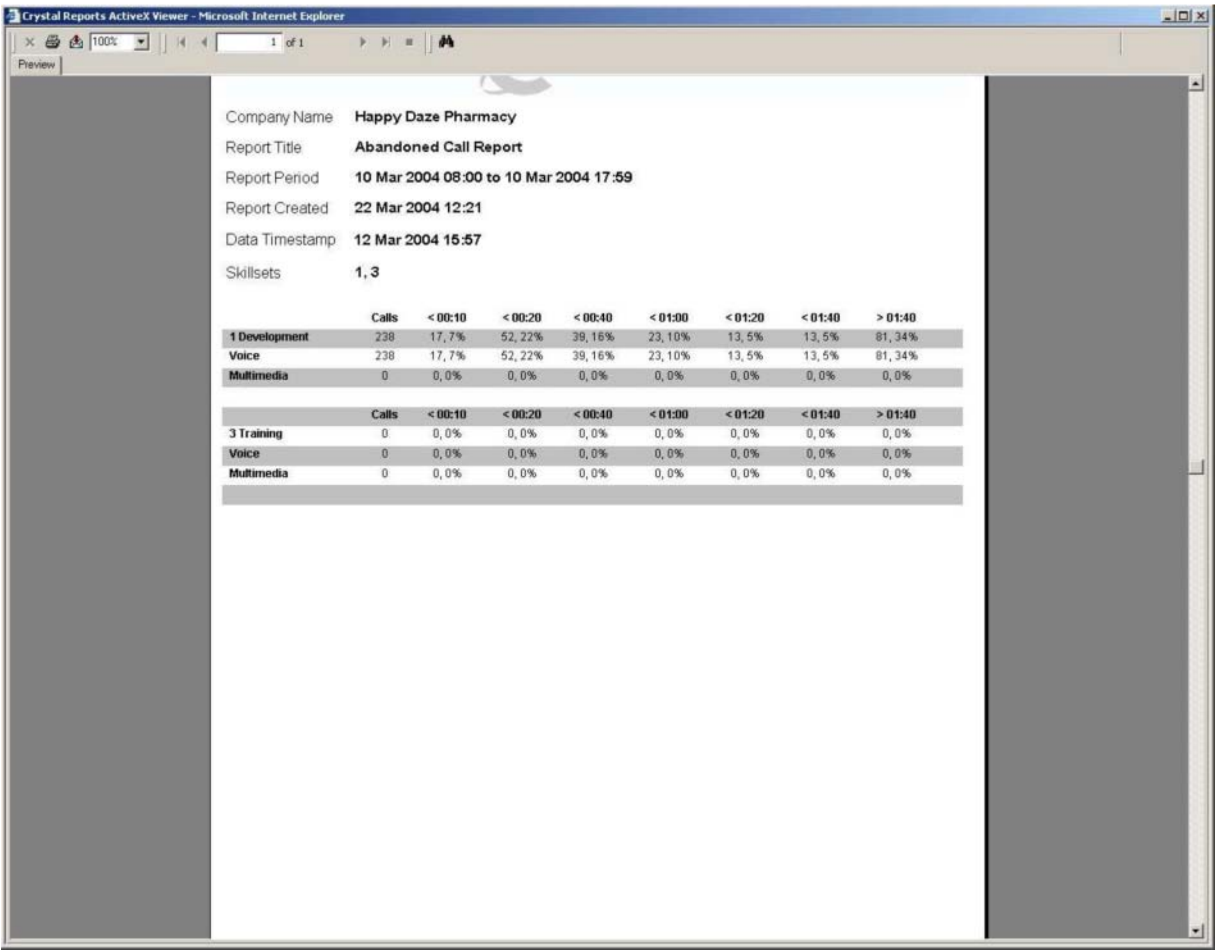
The paper size has to be selected from a drop down list in the **Select your paper size** field before generating the report. The two options available are:
- Letter, 8 ½ x 11 in.: the report can be viewed and printed onto letter sized paper.
- A4, 210 x 297 mm: the report can be viewed and printed onto A4 sized paper.

The Abandoned Calls Report Skillsets page allows you to select which Skillsets you wish to have included within the report.

- For a discussion of using Skillset Selection lists see page 72.
- For a discussion on using Favorites, see page 73.

If Skillsets are listed these can be selected, or a Favorite Skillset selected.

Clicking on the Submit button generates the report. This is shown below.



Company Name Happy Daze Pharmacy
Report Title Abandoned Call Report
Report Period 10 Mar 2004 08:00 to 10 Mar 2004 17:59
Report Created 22 Mar 2004 12:21
Data Timestamp 12 Mar 2004 15:57
Skillsets 1, 3

	Calls	< 00:10	< 00:20	< 00:40	< 01:00	< 01:20	< 01:40	> 01:40
1 Development	238	17, 7%	52, 22%	39, 16%	23, 10%	13, 5%	13, 5%	81, 34%
Voice	238	17, 7%	52, 22%	39, 16%	23, 10%	13, 5%	13, 5%	81, 34%
Multimedia	0	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%

	Calls	< 00:10	< 00:20	< 00:40	< 01:00	< 01:20	< 01:40	> 01:40
3 Training	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%

Figure 118 Abandoned Call Report

For each Skillset the total number of calls is displayed, together with a breakdown of the number and percentage of calls that abandoned within each of the Abandoned Time Bins. For a discussion of Time Bins, see page 61.

This report shows how long those calls abandoned waited before they hung up. An Abandoned call is a call that did not get successfully answered. The incoming caller terminated the call before they were connected to an Agent.

Voice calls and Multimedia calls are listed separately and totaled for each Skillset, and for the report total.

Abandoned Calling Line ID Report

Clicking on the Abandoned Calling Line ID Report button presents you with the Abandoned Calling Line ID Report Skillsets page, shown below.

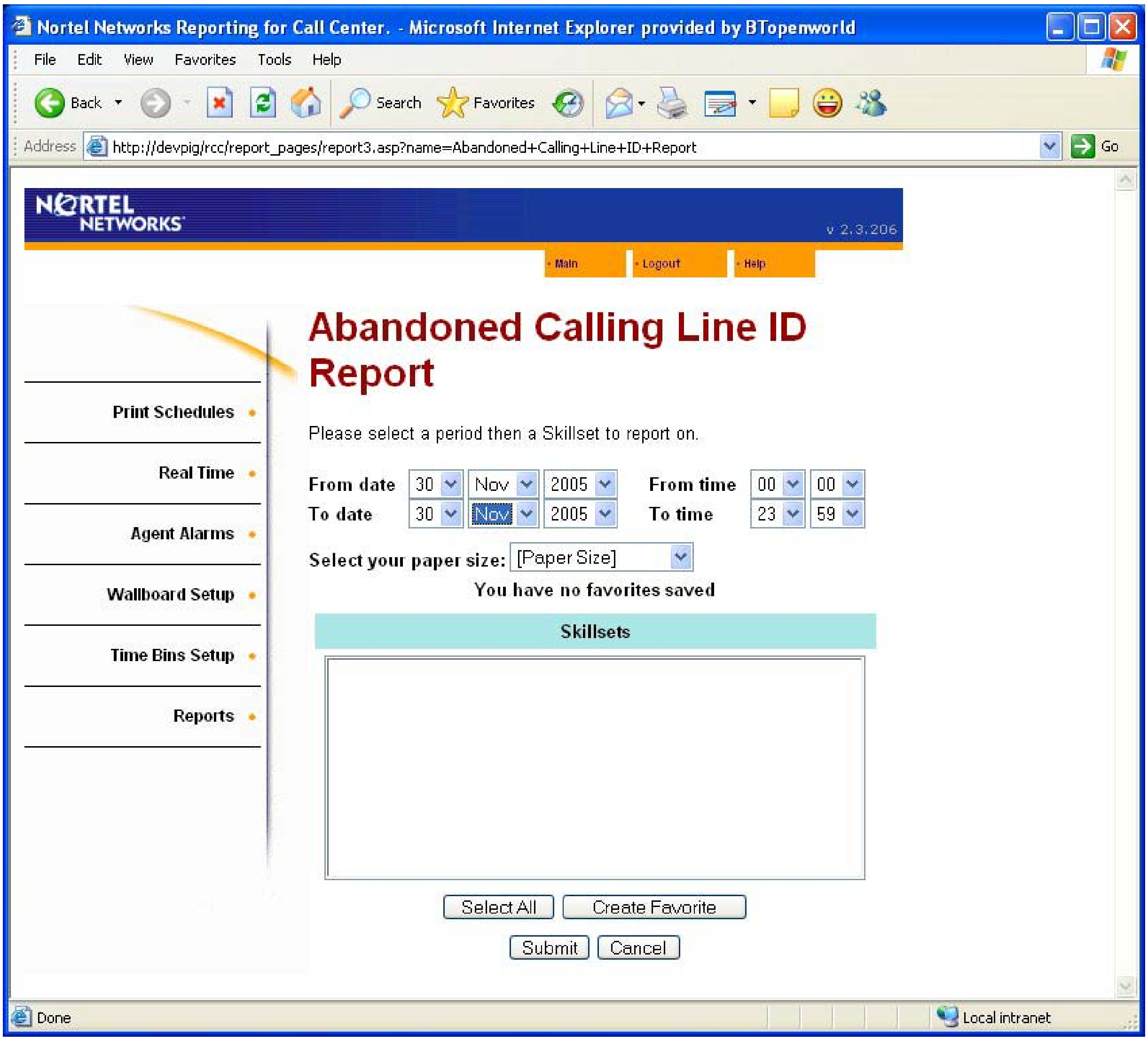


Figure 119 Abandoned Calling Line ID Skillset page

This page allows you to select the Skillsets you wish to have included in the report, the paper size to view and print the reports on, and to specify the time period you wish the report to cover. The time period is specified by providing a From Date and From Time and a To Date and a To Time.

The From Date specifies the first date you wish to have included in the report. Information from days before the From Date will not be included in the report. The From Time specifies the time on the From Date from which you wish to have data included in the report. Information from times before the From Time on the From Date will not be included in the report.

The To Date specifies the last date you wish to have included in the report. Information from days after the To Date will not be included in the report. The To Time specifies the time on the To Date after which data will not be included in the report. Information from times after the To Time on the To Date will not be included in the report.

Drop down menus allow you to choose dates and time values.

The paper size has to be selected from a drop down list in the **Select your paper size** field before generating the report. The two options available are:

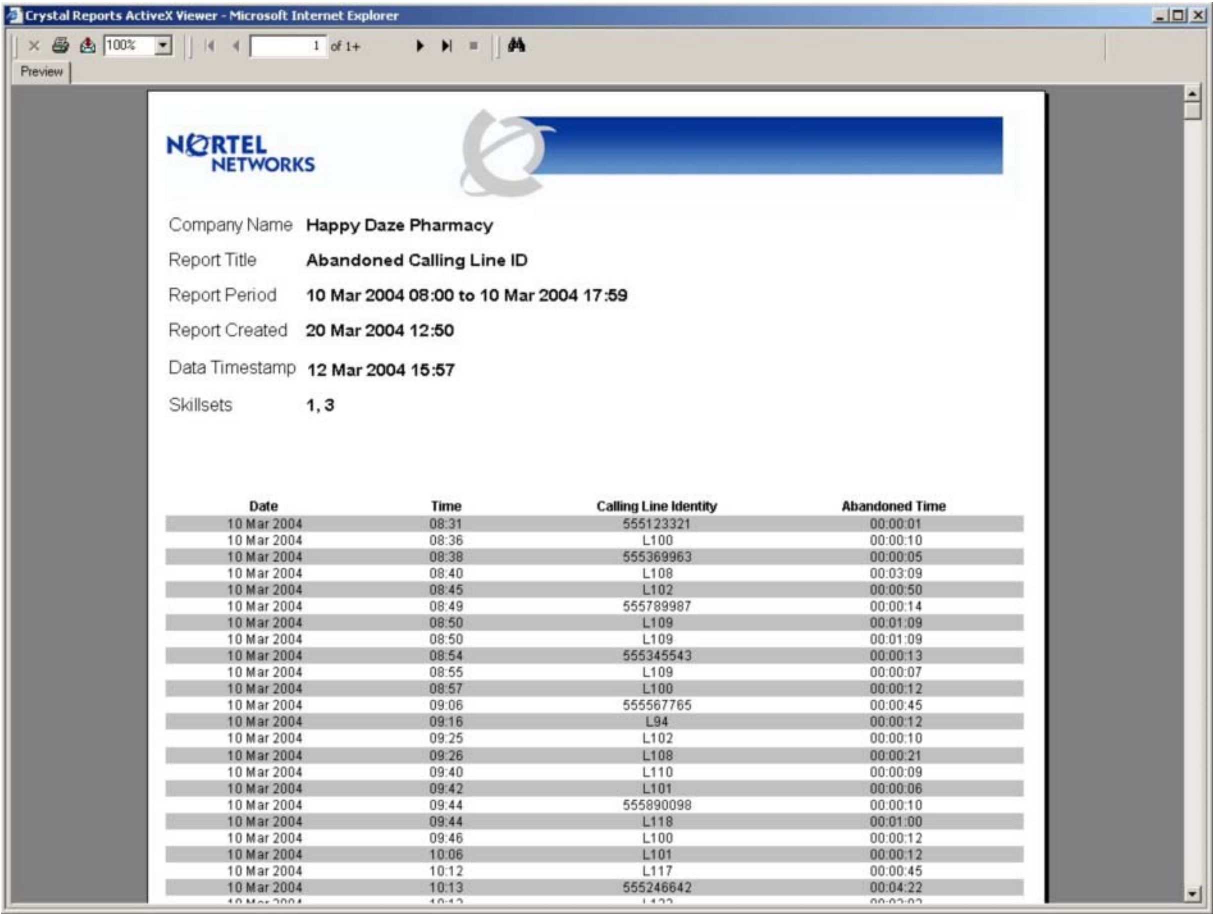
- Letter, 8 ½ x 11 in.: the report can be viewed and printed onto letter sized paper.
- A4, 210 x 297 mm: the report can be viewed and printed onto A4 sized paper.

The Abandoned Calling Line ID Report Skillsets page allows you to select which Skillsets you wish to have included within the report.

- For a discussion of using Skillset Selection lists see page 72.
- For a discussion on using Favorites, see page 73.

If Skillsets are listed these can be selected, or a Favorite Skillset selected.

Clicking on the Submit button generates the report. This is shown below.



Company Name Happy Daze Pharmacy
Report Title Abandoned Calling Line ID
Report Period 10 Mar 2004 08:00 to 10 Mar 2004 17:59
Report Created 20 Mar 2004 12:50
Data Timestamp 12 Mar 2004 15:57
Skillsets 1, 3

Date	Time	Calling Line Identity	Abandoned Time
10 Mar 2004	08:31	555123321	00:00:01
10 Mar 2004	08:36	L100	00:00:10
10 Mar 2004	08:38	555369963	00:00:05
10 Mar 2004	08:40	L108	00:03:09
10 Mar 2004	08:45	L102	00:00:50
10 Mar 2004	08:49	555789987	00:00:14
10 Mar 2004	08:50	L109	00:01:09
10 Mar 2004	08:50	L109	00:01:09
10 Mar 2004	08:54	555345543	00:00:13
10 Mar 2004	08:55	L109	00:00:07
10 Mar 2004	08:57	L100	00:00:12
10 Mar 2004	09:06	555567765	00:00:45
10 Mar 2004	09:16	L94	00:00:12
10 Mar 2004	09:25	L102	00:00:10
10 Mar 2004	09:26	L108	00:00:21
10 Mar 2004	09:40	L110	00:00:09
10 Mar 2004	09:42	L101	00:00:06
10 Mar 2004	09:44	555890098	00:00:10
10 Mar 2004	09:44	L118	00:01:00
10 Mar 2004	09:46	L100	00:00:12
10 Mar 2004	10:06	L101	00:00:12
10 Mar 2004	10:12	L117	00:00:45
10 Mar 2004	10:13	555246642	00:04:22

Figure 120 Abandoned Calling Line ID Report

For each Skillset and for a report total, the calls that abandoned are shown.

The date and time are displayed for each abandoned call, together with the Calling Line ID and the time the call waited before it abandoned.

Agent Capacity Report

Clicking on the Agent Capacity Report button presents you with the Agent Capacity Report Skillsets page, shown below.

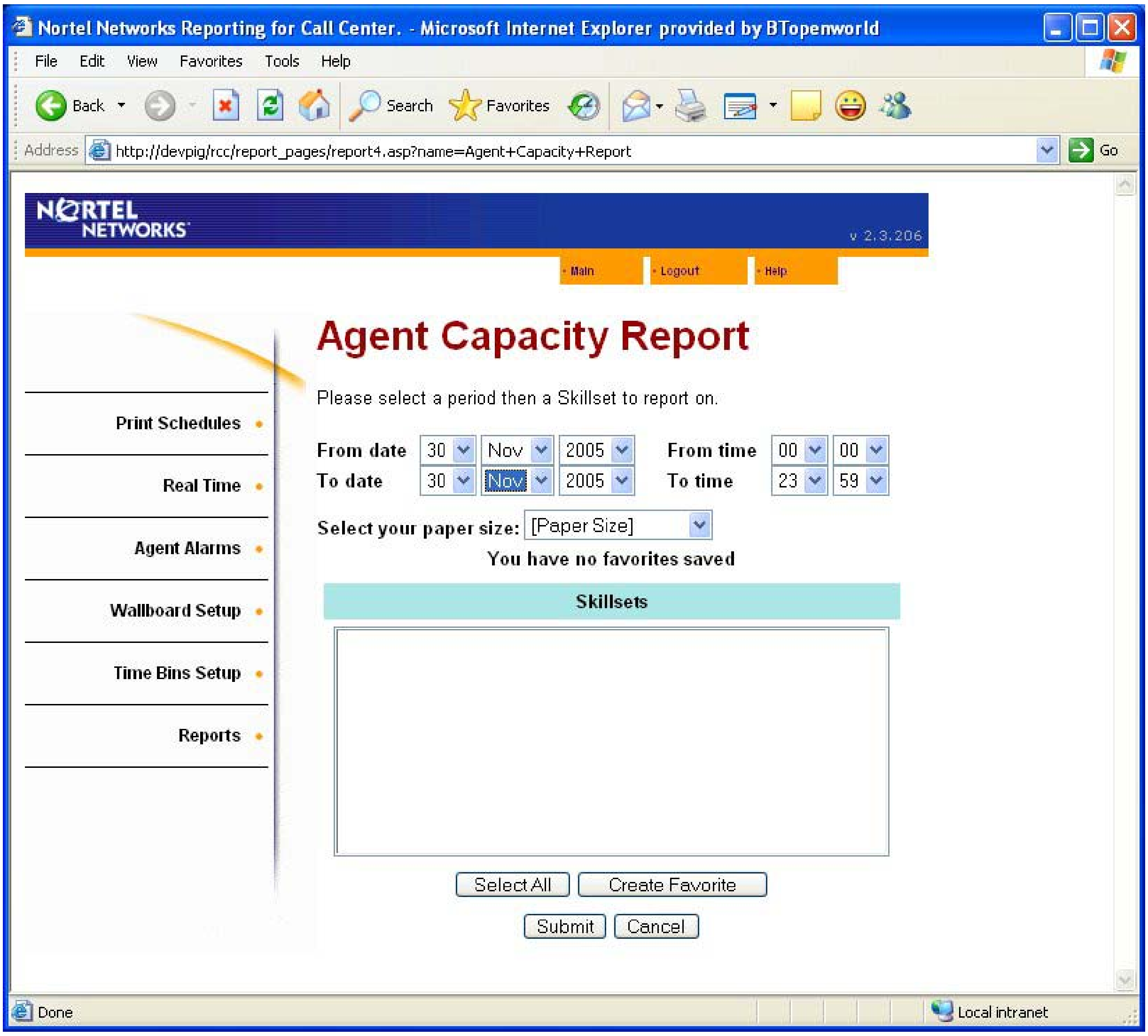


Figure 121 Agent Capacity Report Skillsets page

This page allows you to select the Skillsets you wish to have included in the report, the paper size to view and print the reports on, and to specify the time period you wish the report to cover. The time period is specified by providing a From Date and From Time and a To Date and a To Time.

Note that the report is agent based, not Skillset based. This means that when you request a report on a Skillset, the report will include all of the Agents who were logged into that Skillset during the requested period. For Multi-Skillset Agents the report will include all of the activity of the Multi-Skillset Agents, for all Skillsets into which they were signed during the report period.

If this was not the case, and the report was limited to the Agent activity for the requested Skillset only, you would need to run the same report for each Skillset that each of the Multi-Skillset Agents was logged into, to see a full picture of their activity.

Note: The report is agent based, not Skillset based. This means that when you request a report on a Skillset, the report will include all of the Agents who were logged into that Skillset during the requested period. For Multi-Skillset Agents the report will include all of the activity of the Multi-Skillset Agents, for all Skillsets into which they were signed during the report period.

If this was not the case, and the report was limited to the Agent activity for the requested Skillset only, you would need to run the same report for each Skillset that each of the Multi-Skillset Agents was logged into, to see a full picture of their activity.

The From Date specifies the first date you wish to have included in the report. Information from days before the From Date will not be included in the report. The From Time specifies the time on the From Date from which you wish to have data included in the report. Information from times before the From Time on the From Date will not be included in the report.

The To Date specifies the last date you wish to have included in the report. Information from days after the To Date will not be included in the report. The To Time specifies the time on the To Date after which data will not be included in the report. Information from times after the To Time on the To Date will not be included in the report.

Drop down menus allow you to choose dates and time values.

The paper size has to be selected from a drop down list in the **Select your paper size** field before generating the report. The two options available are:

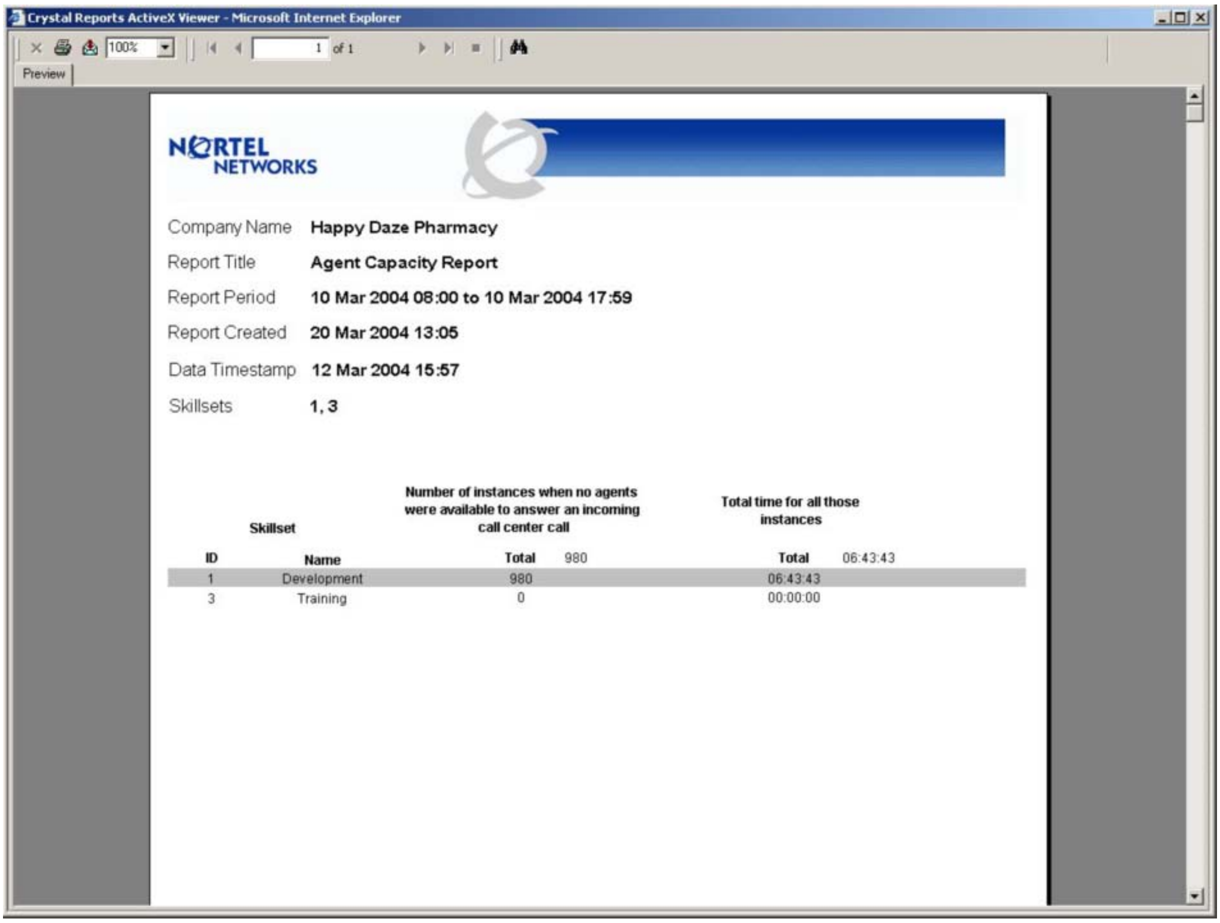
- Letter, 8 ½ x 11 in.: the report can be viewed and printed onto letter sized paper.
- A4, 210 x 297 mm: the report can be viewed and printed onto A4 sized paper.

The Agent Capacity Report Skillsets page allows you to select which Skillsets you wish to have included within the report.

- For a discussion of using Skillset Selection lists see page 72.
- For a discussion on using Favorites, see page 73.

If Skillsets are listed these can be selected, or a Favorite Skillset selected.

Clicking on the Submit button generates the report. This is shown below.


Crystal Reports ActiveX Viewer - Microsoft Internet Explorer

NORTEL NETWORKS

Company Name	Happy Daze Pharmacy
Report Title	Agent Capacity Report
Report Period	10 Mar 2004 08:00 to 10 Mar 2004 17:59
Report Created	20 Mar 2004 13:05
Data Timestamp	12 Mar 2004 15:57
Skillsets	1, 3

Skillset		Number of instances when no agents were available to answer an incoming call center call		Total time for all those instances	
ID	Name	Total	980	Total	06:43:43
1	Development	980		06:43:43	
3	Training	0		00:00:00	

Figure 122 Agent Capacity Report

Whenever there are Agents logged into a Skillset but none of those Agents are available to take an Incoming Call Center call, Nortel Networks Reporting for Call Center records how long that state continues. That is, it records the time which elapses before an Agent becomes available to take an Incoming Call Center call. Note that this is recorded whether there are any incoming Call Center calls or not.

For each Skillset that was selected, this reports shows the total number of instances when there were no Agents available to take an incoming Call Center call, and the total duration of all of those instances added together.

Help Request Report

Clicking on the Help Request Report button presents you with the Help Request Report page, shown below.

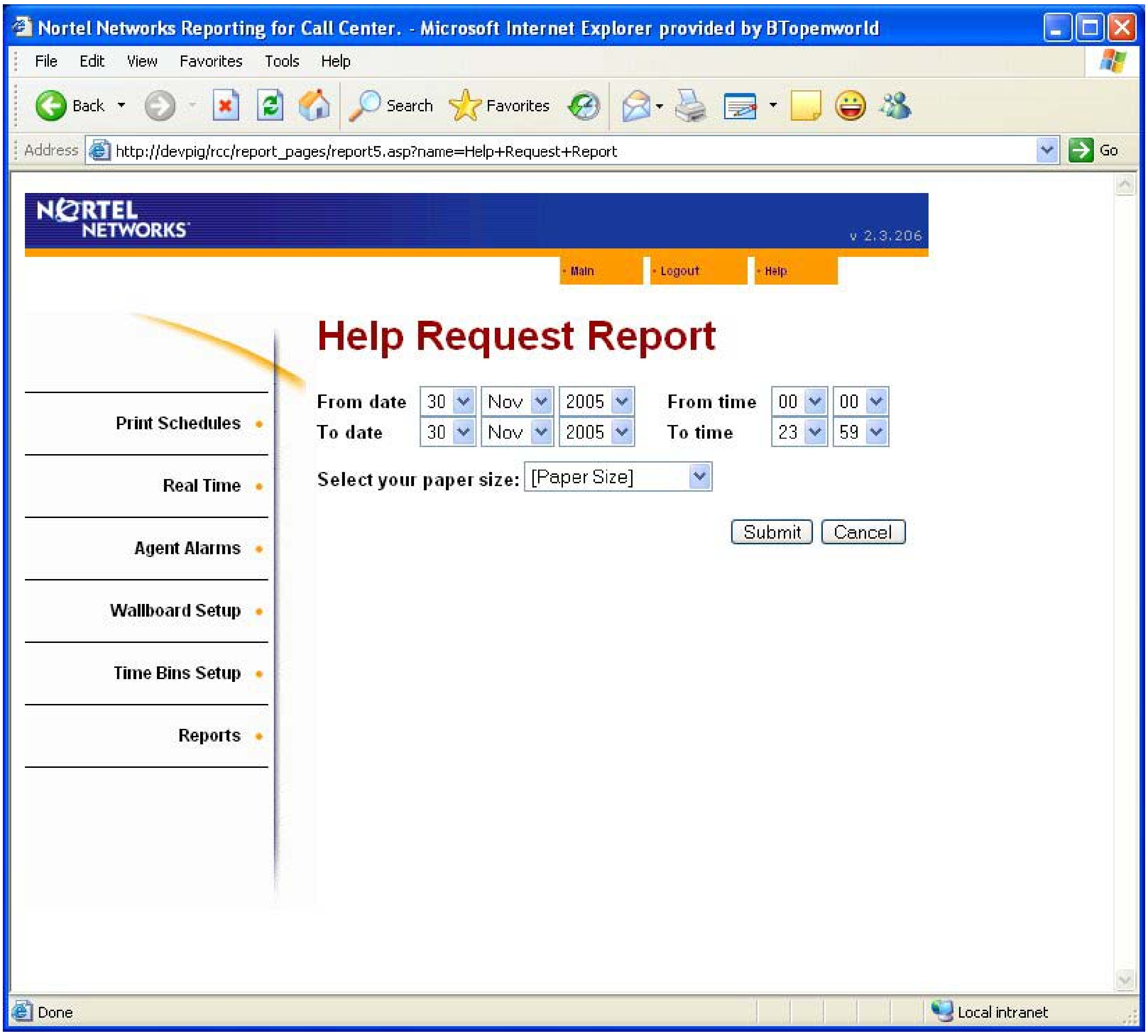


Figure 123 Help Request Report page

This page allows you to specify the paper size to view and print the reports on, and the time period you wish the report to cover. The time period is specified by providing a From Date and From Time and a To Date and a To Time.

The From Date specifies the first date you wish to have included in the report. Information from days before the From Date will not be included in the report. The From Time specifies the time on the From Date from which you wish to have data included in the report. Information from times before the From Time on the From Date will not be included in the report.

The To Date specifies the last date you wish to have included in the report. Information from days after the To Date will not be included in the report. The To Time specifies the time on the To Date after which data will not be included in the report. Information from times after the To Time on the To Date will not be included in the report.

Drop down menus allow you to choose dates and time values.

The paper size has to be selected from a drop down list in the **Select your paper size** field before generating the report. The two options available are:

- Letter, 8 ½ x 11 in.: the report can be viewed and printed onto letter sized paper.
- A4, 210 x 297 mm: the report can be viewed and printed onto A4 sized paper.

Click on the Submit button to view the report. Click on the Cancel button to return to the Report Menu page.

The Help Request Report is shown below.

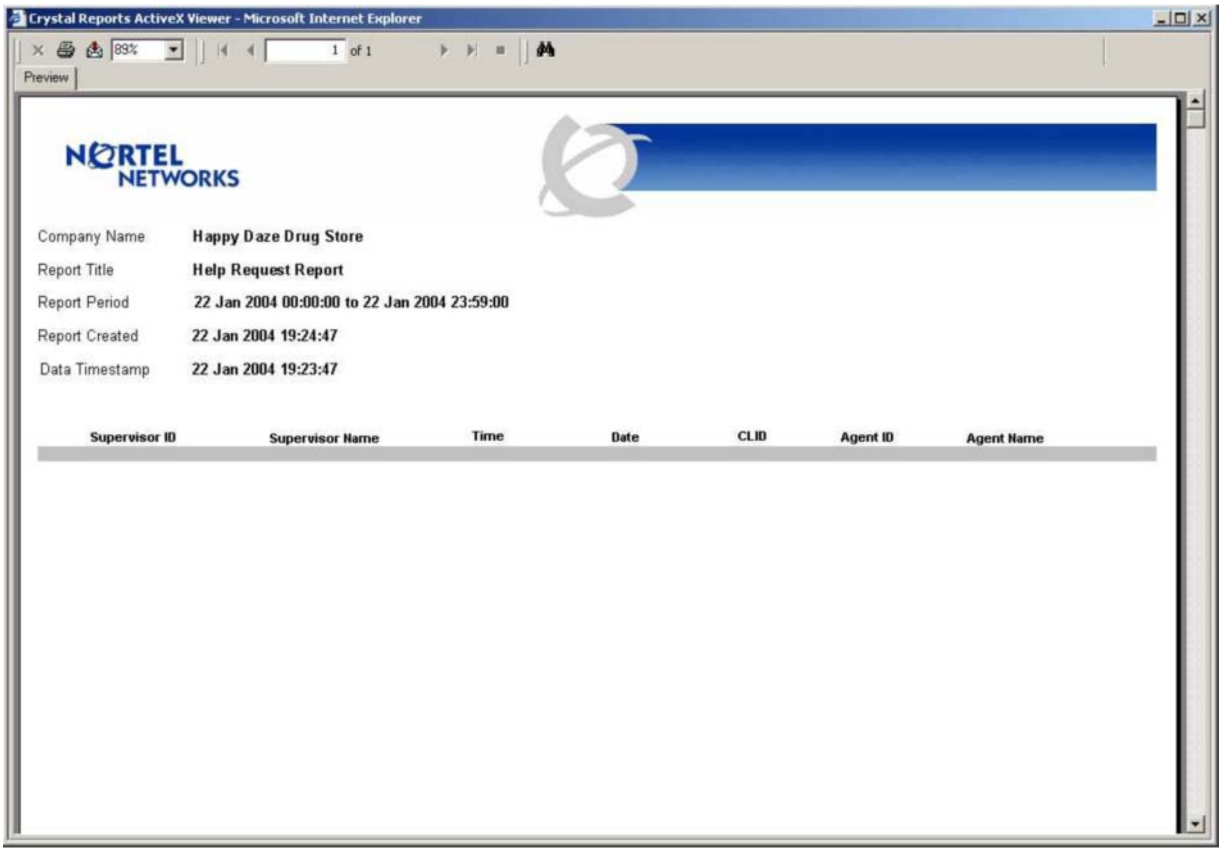


Figure 124 Help Request Report

This report lists each Supervisor (that has answered a Help Request) together with the details of the Help requests they answered.

Supervisor ID

Indicates the Call Center ID of the Supervisor who answered the Help Request.

Supervisor Name

Indicates the name of the Supervisor who answered the Help Request.

Time

Indicates the time at which the Help Request was answered.

Date

Indicates the date on which the Help Request was answered.

CLID

Indicates the CLID of the incoming call on which the Agent who made the Help Request was active at the time they made the Help Request.

Agent ID

Indicates the Call Center ID of the Agent who made the Help Request.

Agent Name

Indicates the name of the Agent who made the Help Request.

Call Average Report

Clicking on the Call Average Report button presents you with the Call Average Report Skillsets page, shown below.

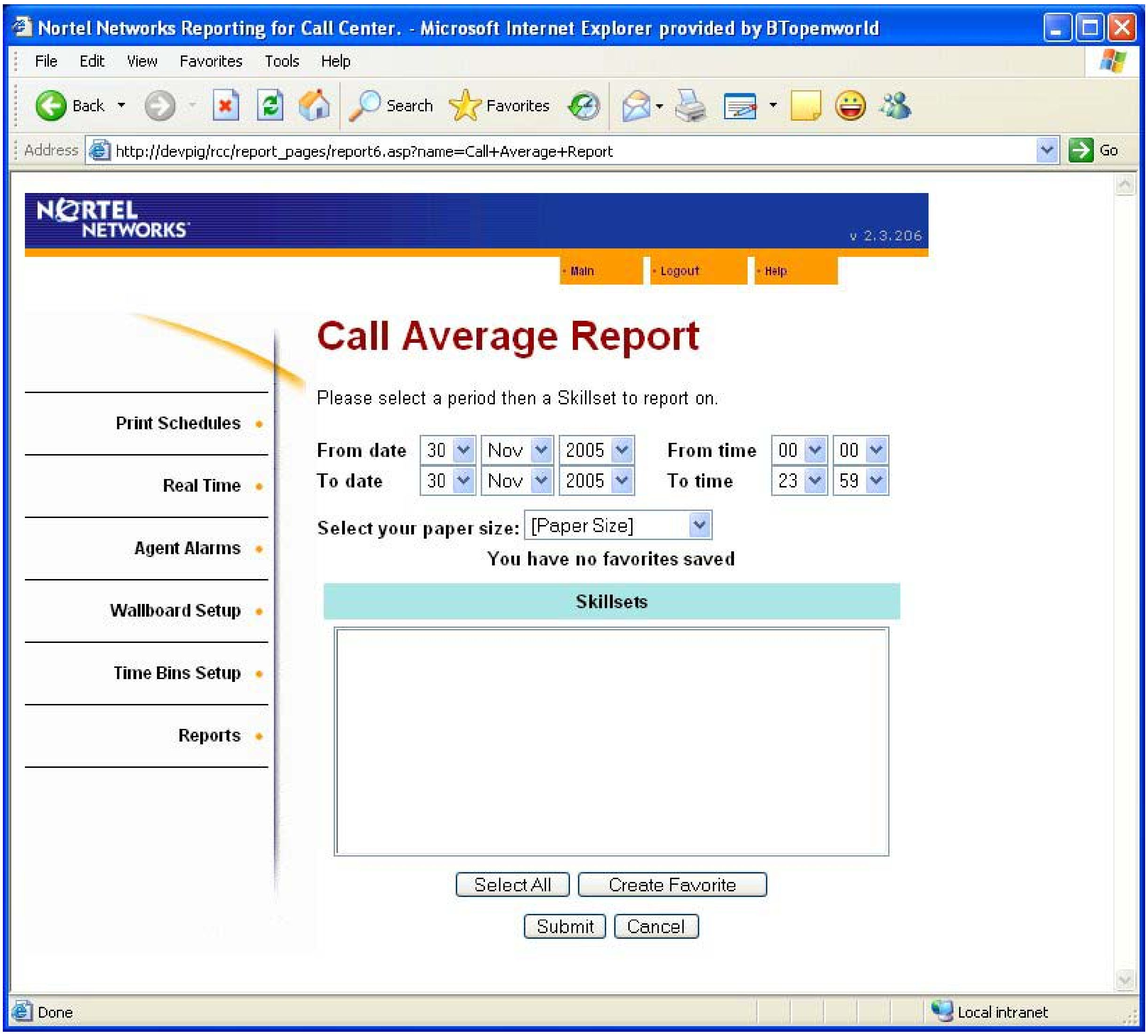


Figure 125 Call Average Report Skillset page

This page allows you to select the Skillsets you wish to have included in the report, the paper size to view and print the reports on, and to specify the time period you wish the report to cover. The time period is specified by providing a From Date and From Time and a To Date and a To Time.

The From Date specifies the first date you wish to have included in the report. Information from days before the From Date will not be included in the report. The From Time specifies the time on the From Date from which you wish to have data included in the report. Information from times before the From Time on the From Date will not be included in the report.

The To Date specifies the last date you wish to have included in the report. Information from days after the To Date will not be included in the report. The To Time specifies the time on the To Date after which data will not be included in the report. Information from times after the To Time on the To Date will not be included in the report.

Drop down menus allow you to choose dates and time values.

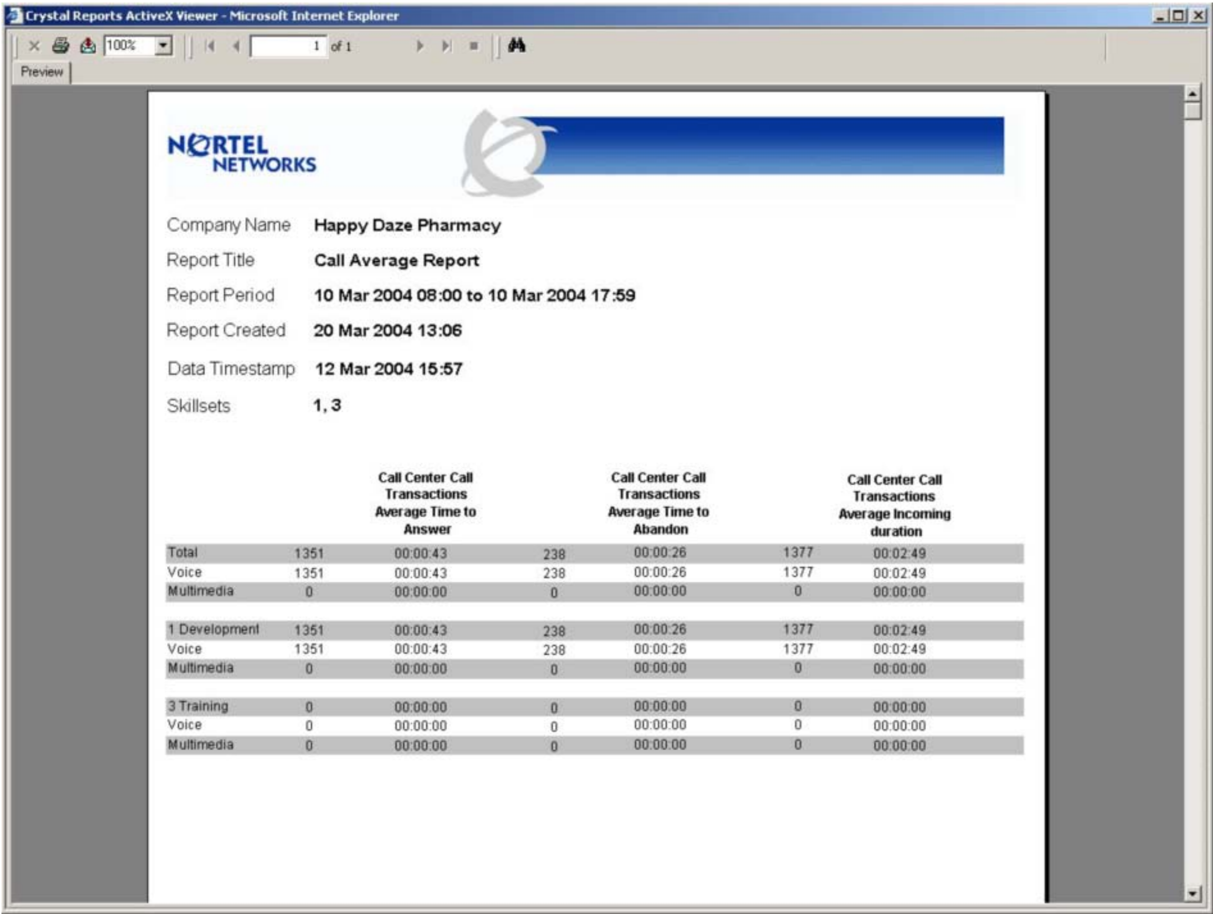
The paper size has to be selected from a drop down list in the **Select your paper size** field before generating the report. The two options available are:

- Letter, 8 ½ x 11 in.: the report can be viewed and printed onto letter sized paper.
- A4, 210 x 297 mm: the report can be viewed and printed onto A4 sized paper.

The Call Average Report Skillsets page allows you to select which Skillsets you wish to have included within the report.

- For a discussion of using Skillset Selection lists see page 72.
- For a discussion on using Favorites, see page 73.

If Skillsets are listed these can be selected, or a Favorite Skillset selected. Clicking on the Submit button generates the report.


Crystal Reports ActiveX Viewer - Microsoft Internet Explorer

NORTEL NETWORKS

Company Name **Happy Daze Pharmacy**
Report Title **Call Average Report**
Report Period **10 Mar 2004 08:00 to 10 Mar 2004 17:59**
Report Created **20 Mar 2004 13:06**
Data Timestamp **12 Mar 2004 15:57**
Skillsets **1, 3**

		Call Center Call Transactions Average Time to Answer		Call Center Call Transactions Average Time to Abandon		Call Center Call Transactions Average Incoming duration
Total	1351	00:00:43	238	00:00:26	1377	00:02:49
Voice	1351	00:00:43	238	00:00:26	1377	00:02:49
Multimedia	0	00:00:00	0	00:00:00	0	00:00:00
1 Development	1351	00:00:43	238	00:00:26	1377	00:02:49
Voice	1351	00:00:43	238	00:00:26	1377	00:02:49
Multimedia	0	00:00:00	0	00:00:00	0	00:00:00
3 Training	0	00:00:00	0	00:00:00	0	00:00:00
Voice	0	00:00:00	0	00:00:00	0	00:00:00
Multimedia	0	00:00:00	0	00:00:00	0	00:00:00

Figure 126 Call Average Report

For each Skillset and for a report total, the number of calls and their average is displayed for three statistics.

Voice calls and Multimedia calls are listed separately and totaled for each Skillset, and for the report total.

Call Center Call Average Time To Answer

The Call Center Call Average Time To Answer column holds the average time before a Call was answered. This statistic tracks Direct and Indirect Calls, *not* call transactions. This can be used to determine the average time that answered calls had to wait before they were answered.

Call Center Call Average Time To Abandon

The Call Center Call Average Time To Abandon column holds the average time before a Call abandoned. This statistic tracks Direct and Indirect Calls, *not* transactions. This can be used to determine how long on average abandoned calls waited for before they abandoned.

Call Center Call Transactions Average Incoming Duration

The Call Center Call Transactions Average Incoming Duration column holds the average duration of each call transaction. This statistic tracks call transactions, not calls, so a call that is answered in one Skillset and transferred to the Control Dn of another Skillset (or even back to the Control Dn of the same Skillset) will have a call duration for each portion of the call. Both portions will be included in the reports.

Agent Average Report

Clicking on the Agent Average Report button presents you with the Agent Average Report Skillsets page, shown below.

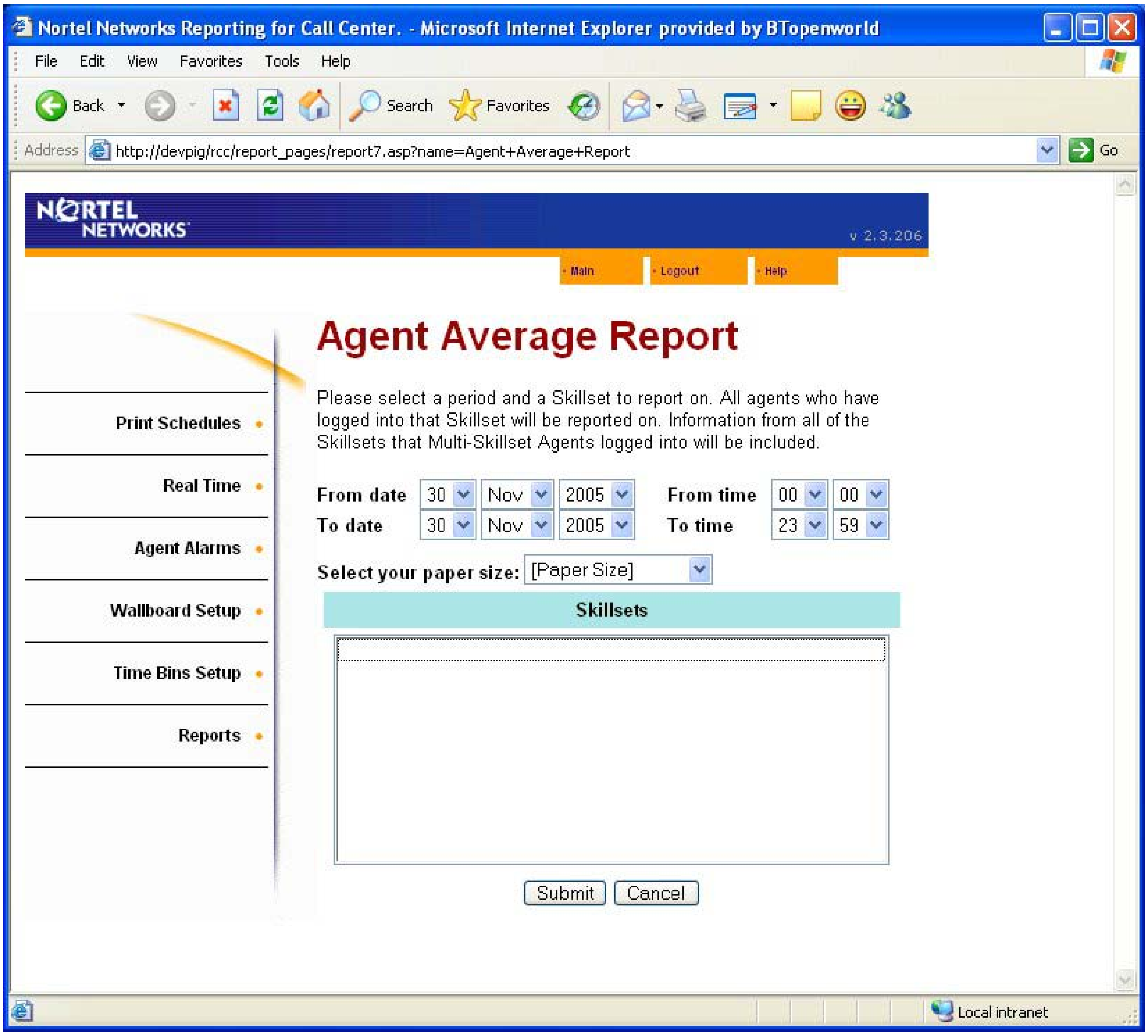


Figure 127 Agent Average Report Skillset Selection Page

This page allows you to select the Skillset you wish to have included in the report, the paper size to view and print the reports on, and to specify the time period you wish the report to cover.

Note that the report is agent based, not Skillset based. This means that when you request a report on a Skillset, the report will include all of the Agents who were logged into that Skillset during the requested period. For Multi-Skillset Agents the report will include all of the activity of the Multi-Skillset Agents, for all Skillsets into which they were signed during the report period.

If this was not the case, and the report was limited to the Agent activity for the requested Skillset only, you would need to run the same report for each Skillset that each of the Multi-Skillset Agents was logged into, to see a full picture of their activity.

The time period is specified by providing a From Date and From Time and a To Date and a To Time.

The From Date specifies the first date you wish to have included in the report. Information from days before the From Date will not be included in the report. The From Time specifies the time on the From Date from which you wish to have data included in the report. Information from times before the From Time on the From Date will not be included in the report.

The To Date specifies the last date you wish to have included in the report. Information from days after the To Date will not be included in the report. The To Time specifies the time on the To Date after which data will not be included in the report. Information from times after the To Time on the To Date will not be included in the report.

Drop down menus allow you to choose dates and time values.

The paper size has to be selected from a drop down list in the **Select your paper size** field before generating the report. The two options available are:

- Letter, 8 ½ x 11 in.: the report can be viewed and printed onto letter sized paper.
- A4, 210 x 297 mm: the report can be viewed and printed onto A4 sized paper.

Note: You can only select a single Skillet to be included in this report.

The report will include all Agents who have signed into the selected Skillset during the requested time period. However, the report will include ALL of the information for those Agents for that time period, even if they were signed into multiple Skillsets and were handling calls from other Skillsets.

This means that you do not have to specify a combination of different reports to get the complete picture for the multiple Skillset Agents who were signed into the chosen Skillset. For example, if you have an Agent signed into Skillset 1, another signed into Skillsets 1 and 2, and another signed into Skillsets 1 and 3, by choosing Skillset 1 as the Skillset to report one, you will see all three Agents in your report and the data shown for them will be their complete Activity in all Skillsets for the requested period.

For a version of this report categorized by Agent, see the Agent Average report by Skillset on Page 213.

Clicking on the Show Report button generates the report. This is shown below.

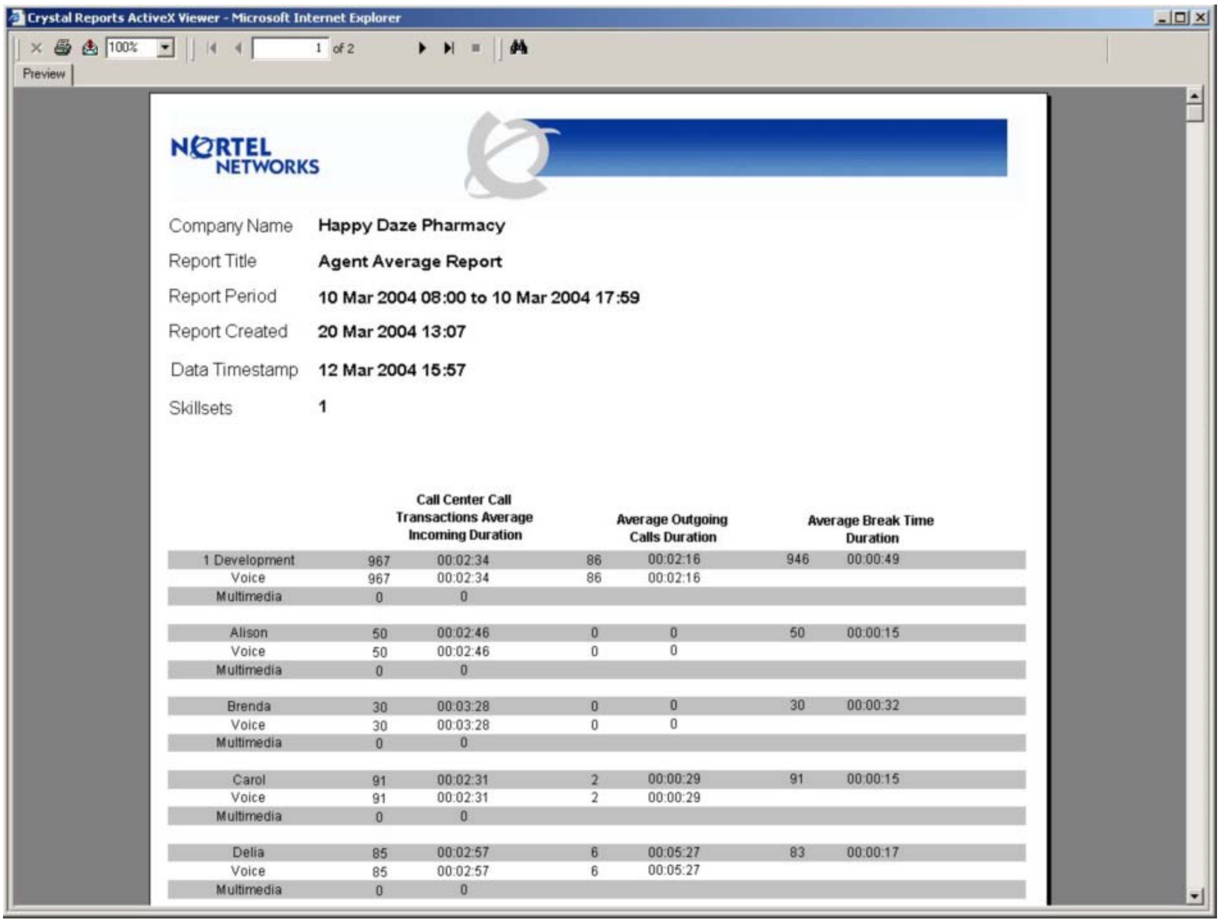


Figure 128 Agent Average Report

For each Agent the average durations of three Call Center activities are displayed.

These activities are Call Center Call Transactions Average Incoming Duration, the Average Outgoing Call Duration and the Average Break Time Duration.

For the Incoming and Outgoing Call Durations, the number of calls is also provided.

This report provides an easy way to compare the average durations of different Agents. If the Incoming Call Duration for one Agent is markedly longer than the duration of the other Agents, this report will show up the anomaly.

This might indicate for example, that the Agent requires some training, or perhaps it indicates that they are providing extra care and attention to their callers.

Agent Profile Report

Clicking on the Agent Profile Report button presents you with the Agent Profile Report Skillsets page, shown below.

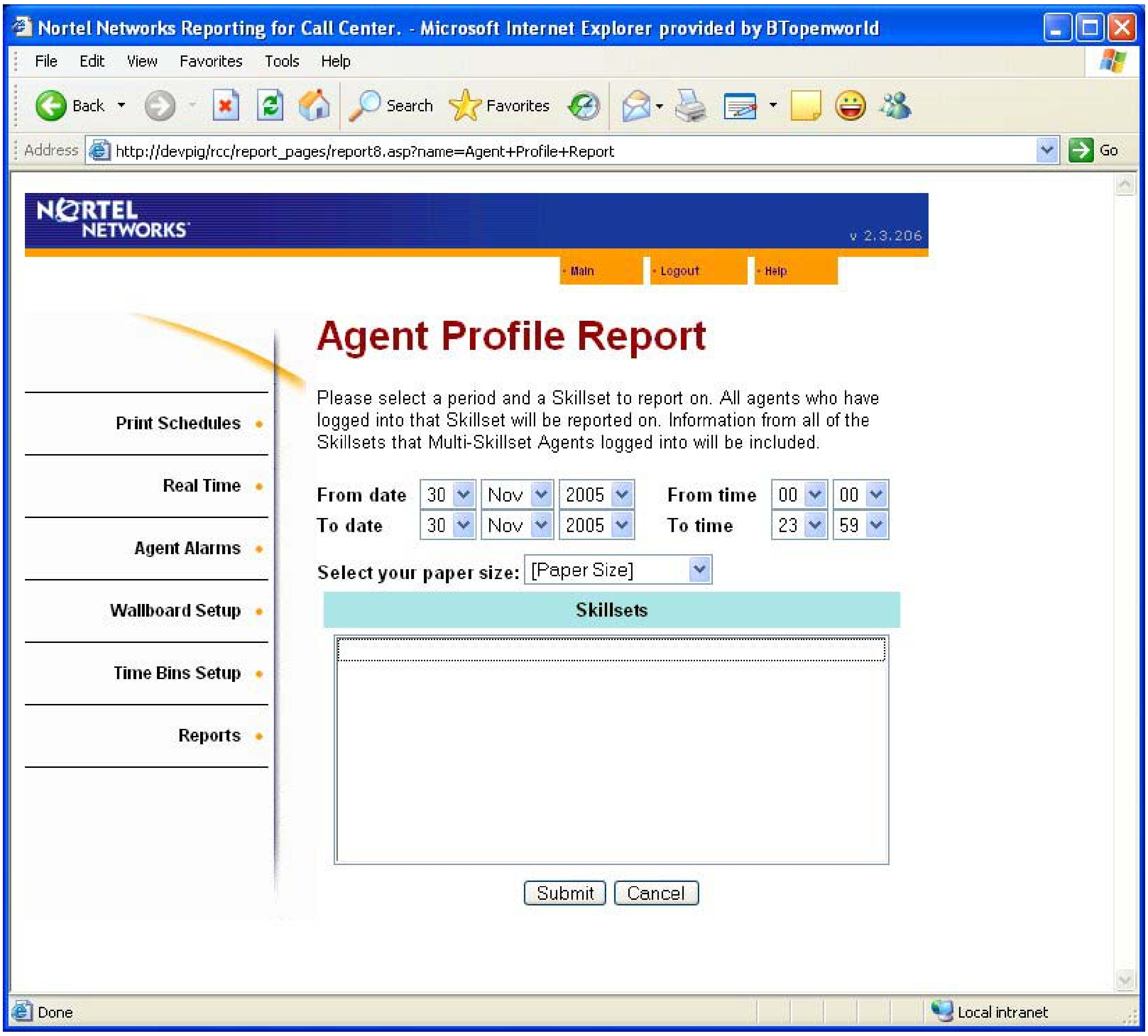


Figure 129 Agent Profile Report Skillset page

This page allows you to select the Skillset you wish to have included in the report, the paper size to view and print the reports on, and to specify the time period you wish the report to cover. The time period is specified by providing a From Date and From Time and a To Date and a To Time.

Note: The report is agent based, not Skillset based. This means that when you request a report on a Skillset, the report will include all of the Agents who were logged into that Skillset during the requested period. For Multi-Skillset Agents the report will include all of the activity of the Multi-Skillset Agents, for all Skillsets into which they were signed during the report period.

If this was not the case, and the report was limited to the Agent activity for the requested Skillset only, you would need to run the same report for each Skillset that each of the Multi-Skillset Agents was logged into, to see a full picture of their activity.

The From Date specifies the first date you wish to have included in the report. Information from days before the From Date will not be included in the report. The From Time specifies the time on the From Date from which you wish to have data included in the report. Information from times before the From Time on the From Date will not be included in the report.

The To Date specifies the last date you wish to have included in the report. Information from days after the To Date will not be included in the report. The To Time specifies the time on the To Date after which data will not be included in the report. Information from times after the To Time on the To Date will not be included in the report.

Drop down menus allow you to choose dates and time values.

The paper size has to be selected from a drop down list in the **Select your paper size** field before generating the report. The two options available are:

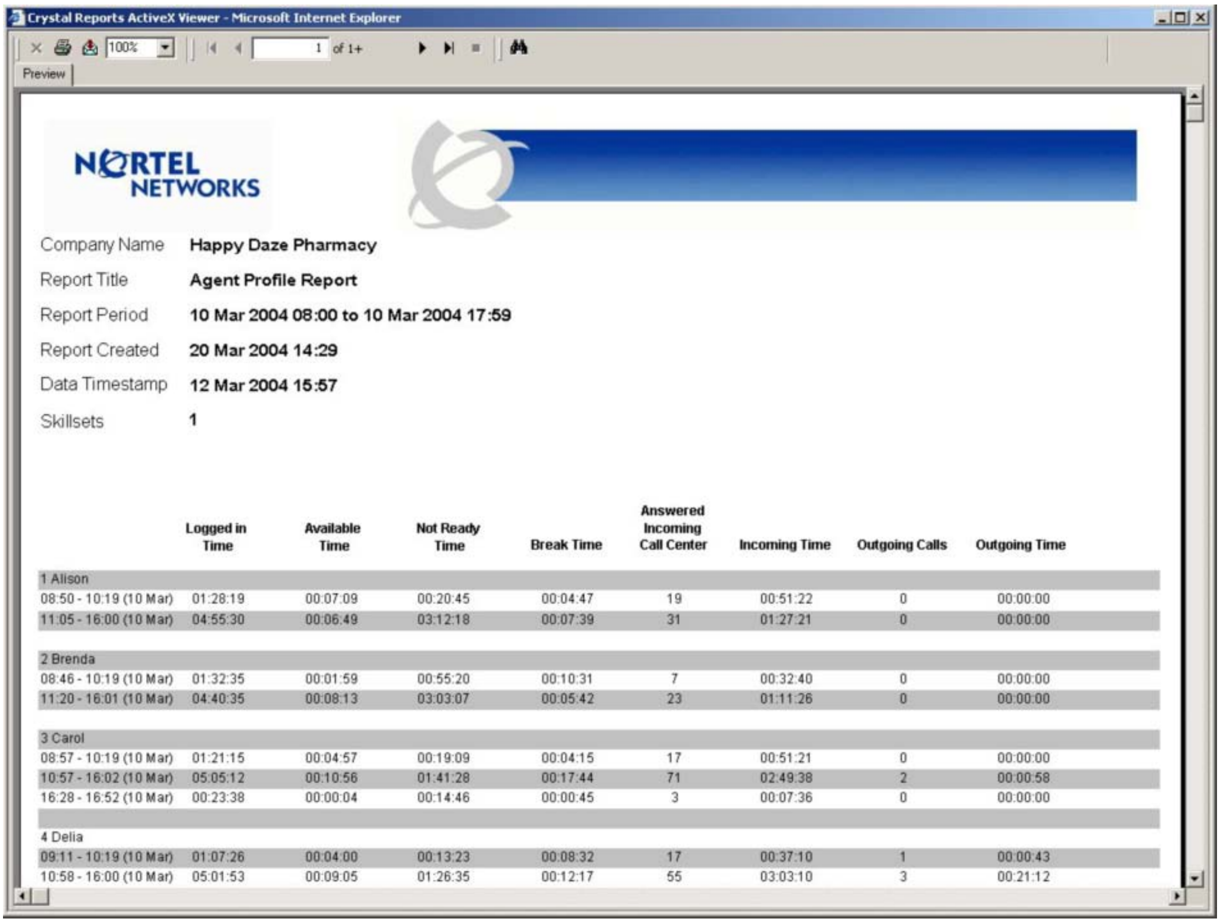
- Letter, 8 ½ x 11 in.: the report can be viewed and printed onto letter sized paper.
- A4, 210 x 297 mm: the report can be viewed and printed onto A4 sized paper.

Note: You can only select a single Skillet to be included in this report.

The report will include all Agents who have signed into the selected Skillset during the requested time period. However, the report will include ALL of the information for those Agents for that time period, even if they were signed into multiple Skillsets and were handling calls from other Skillsets.

This means that you do not have to specify a combination of different reports to get the complete picture for the multiple Skillset Agents who were signed into the chosen Skillset. For example, if you have an Agent signed into Skillset 1, another signed into Skillsets 1 and 2, and another signed into Skillsets 1 and 3, by choosing Skillset 1 as the Skillset to report one, you will see all three Agents in your report and the data shown for them will be their complete Activity in all Skillsets for the requested period.

Clicking on the Show Report button generates the report. This is shown below.


Crystal Reports ActiveX Viewer - Microsoft Internet Explorer

Company Name Happy Daze Pharmacy

Report Title Agent Profile Report

Report Period 10 Mar 2004 08:00 to 10 Mar 2004 17:59

Report Created 20 Mar 2004 14:29

Data Timestamp 12 Mar 2004 15:57

Skillsets 1

	Logged in Time	Available Time	Not Ready Time	Break Time	Answered Incoming Call Center	Incoming Time	Outgoing Calls	Outgoing Time
1 Alison								
08:50 - 10:19 (10 Mar)	01:28:19	00:07:09	00:20:45	00:04:47	19	00:51:22	0	00:00:00
11:05 - 16:00 (10 Mar)	04:55:30	00:06:49	03:12:18	00:07:39	31	01:27:21	0	00:00:00
2 Brenda								
08:46 - 10:19 (10 Mar)	01:32:35	00:01:59	00:55:20	00:10:31	7	00:32:40	0	00:00:00
11:20 - 16:01 (10 Mar)	04:40:35	00:08:13	03:03:07	00:05:42	23	01:11:26	0	00:00:00
3 Carol								
08:57 - 10:19 (10 Mar)	01:21:15	00:04:57	00:19:09	00:04:15	17	00:51:21	0	00:00:00
10:57 - 16:02 (10 Mar)	05:05:12	00:10:56	01:41:28	00:17:44	71	02:49:38	2	00:00:58
16:28 - 16:52 (10 Mar)	00:23:38	00:00:04	00:14:46	00:00:45	3	00:07:36	0	00:00:00
4 Delia								
09:11 - 10:19 (10 Mar)	01:07:26	00:04:00	00:13:23	00:08:32	17	00:37:10	1	00:00:43
10:58 - 16:00 (10 Mar)	05:01:53	00:09:05	01:26:35	00:12:17	55	03:03:10	3	00:21:12

Figure 130 Agent Profile Report

For each Agent the following are displayed.

Logged In Time

This is the cumulative duration of all of the Log In sessions the Agent conducted during the period of the report.

Available Time

This is the cumulative duration of all of the Available time the Agent had during the period of the report. An Agent is Available when they are free to take an Incoming Call Center Call.

Not Ready Time

This is the cumulative duration of all of the Not Ready time the Agent had during the period of the report. An Agent is Not Ready when they have invoked the Make Not Ready feature.

Break Time

This is the cumulative duration of all of the Break Time the Agent had during the period of the report. An Agent is in Break Time following an Incoming Call Center Call. This is also known as Wrap-Up. The Skillset supervisor allocates the amount of Break Time that the Agents will receive.

Answered Incoming Call Center Calls

This is the number of Incoming Call Center Calls that the Agent handled during the period of the report. The sum of the durations of these calls is given in the following column.

Incoming Time

This is the cumulative duration of all of the Incoming Call Center Calls that the Agent handled during the period of the report. The number of calls that this duration represents is given in the preceding column.

Outgoing Calls

This is the number of Outgoing Calls that the Agent made during the period of the report. The sum of the durations of these calls is given in the following column.

Outgoing Time

This is the cumulative duration of all of the Outgoing Calls that the Agent handled during the period of the report. The number of calls that this duration represents is given in the preceding column.

Agent Activity Report

Clicking on the Agent Activity Report button presents you with the Agent Activity Report Skillsets page, shown below.

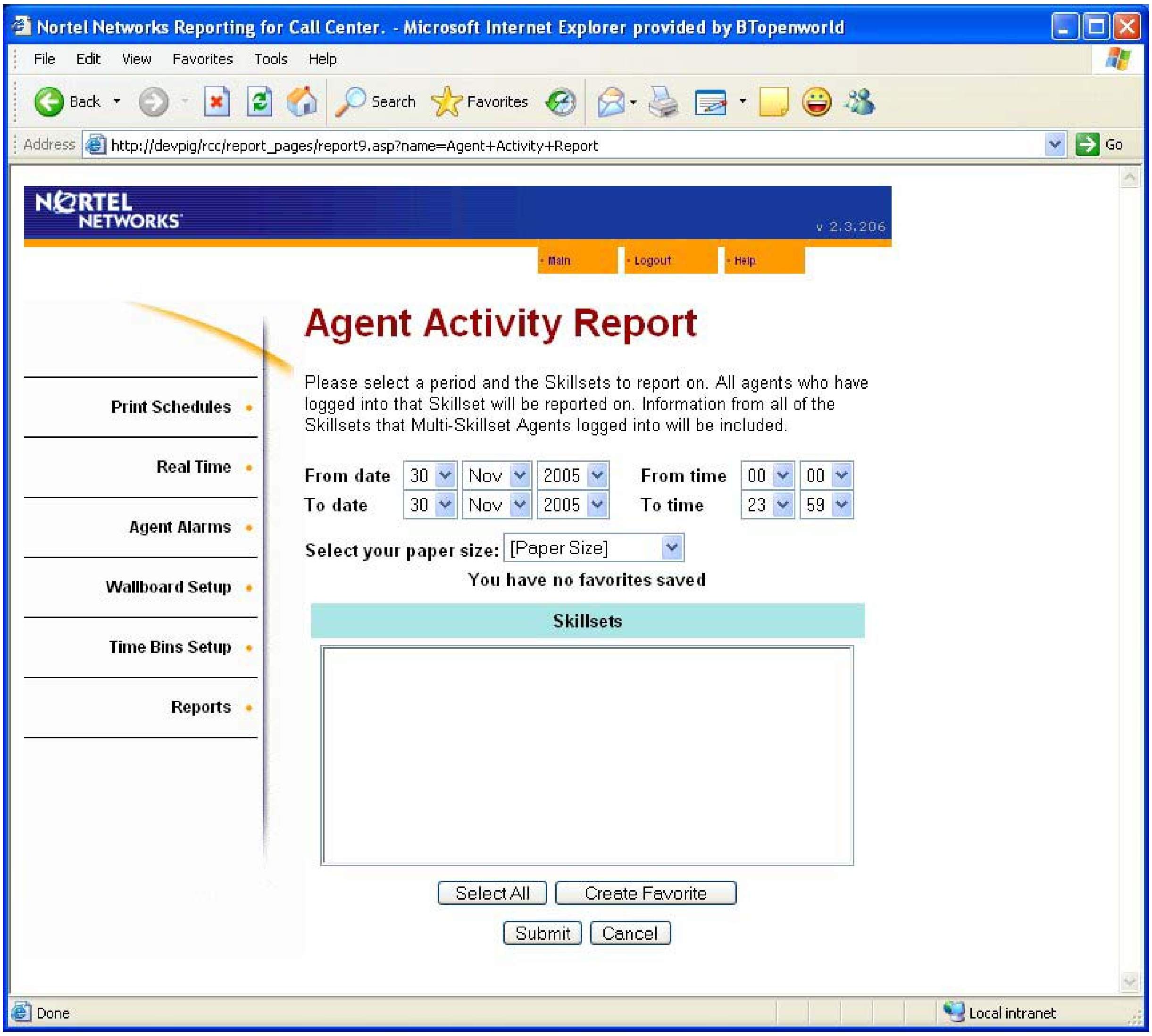


Figure 131 Agent Activity Report Skillsets page

This page allows you to select the Skillsets you wish to have included in the report, the paper size to view and print the reports on, and to specify the time period you wish the report to cover. The time period is specified by providing a From Date and From Time and a To Date and a To Time.

Note: The report is agent based, not Skillset based. This means that when you request a report on a Skillset, the report will include all of the Agents who were logged into that Skillset during the requested period. For Multi-Skillset Agents the report will include all of the activity of the Multi-Skillset Agents, for all Skillsets into which they were signed during the report period.

If this was not the case, and the report was limited to the Agent activity for the requested Skillset only, you would need to run the same report for each Skillset that each of the Multi-Skillset Agents was logged into, to see a full picture of their activity.

For a Skillset based version of this report, see the Agent Activity Report by Skillset on Page216.

The From Date specifies the first date you wish to have included in the report. Information from days before the From Date will not be included in the report. The From Time specifies the time on the From Date from which you wish to have data included in the report. Information from times before the From Time on the From Date will not be included in the report.

The To Date specifies the last date you wish to have included in the report. Information from days after the To Date will not be included in the report. The To Time specifies the time on the To Date after which data will not be included in the report. Information from times after the To Time on the To Date will not be included in the report.

Drop down menus allow you to choose dates and time values.

The paper size has to be selected from a drop down list in the **Select your paper size** field before generating the report. The two options available are:

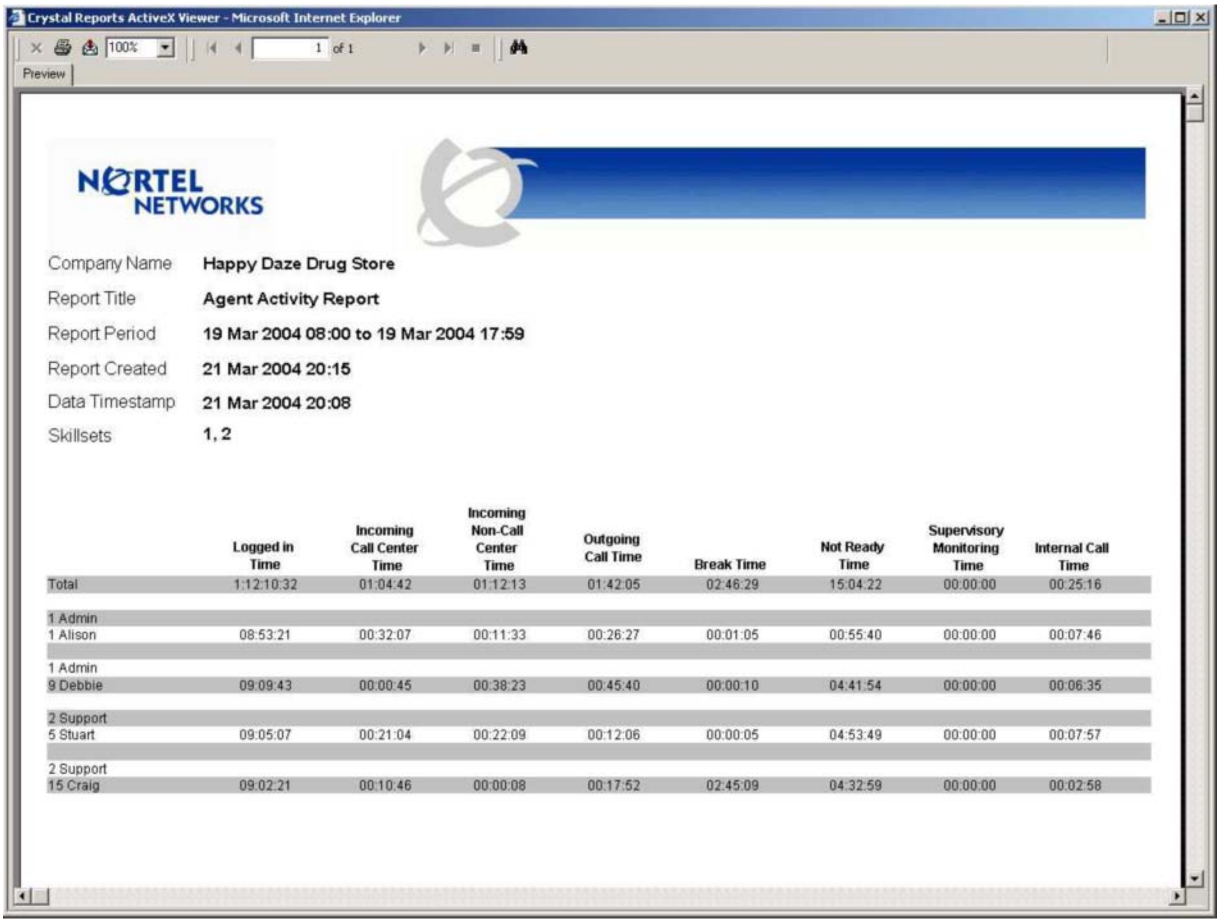
- Letter, 8 ½ x 11 in.: the report can be viewed and printed onto letter sized paper.
- A4, 210 x 297 mm: the report can be viewed and printed onto A4 sized paper.

The Agent Activity Report Skillsets page allows you to select which Skillsets you wish to have included within the report.

- For a discussion of using Skillset Selection lists see page 72.
- For a discussion on using Favorites, see page 73.

If Skillsets are listed these can be selected, or a Favorite Skillset selected.

Clicking on the Submit button generates the report. This is shown below.



Crystal Reports ActiveX Viewer - Microsoft Internet Explorer

NORTEL NETWORKS

Company Name Happy Daze Drug Store

Report Title Agent Activity Report

Report Period 19 Mar 2004 08:00 to 19 Mar 2004 17:59

Report Created 21 Mar 2004 20:15

Data Timestamp 21 Mar 2004 20:08

Skillsets 1, 2

	Logged in Time	Incoming Call Center Time	Incoming Non-Call Center Time	Outgoing Call Time	Break Time	Not Ready Time	Supervisory Monitoring Time	Internal Call Time
Total	1:12:10:32	01:04:42	01:12:13	01:42:05	02:46:29	15:04:22	00:00:00	00:25:16
1 Admin 1 Alison	08:53:21	00:32:07	00:11:33	00:26:27	00:01:05	00:55:40	00:00:00	00:07:46
1 Admin 9 Debbie	09:09:43	00:00:45	00:38:23	00:45:40	00:00:10	04:41:54	00:00:00	00:06:35
2 Support 5 Stuart	09:05:07	00:21:04	00:22:09	00:12:06	00:00:05	04:53:49	00:00:00	00:07:57
2 Support 15 Craig	09:02:21	00:10:46	00:00:08	00:17:52	02:45:09	04:32:59	00:00:00	00:02:58

Figure 132 Agent Activity Report

For each Agent within the report, the following statistics are displayed.

Logged In Time

This is the cumulative duration of all of the Log In sessions the Agent conducted during the period of the report.

Incoming Call Center

This is the cumulative duration of all of the Incoming Call Center Calls that the Agent handled during the period of the report.

Incoming Non-Call Center

This is the cumulative duration of all of the Incoming Non-Call Center Calls that the Agent handled during the period of the report. These are calls that have not come through the Call Center routing, such as direct calls to the Agent on their DDI line, for example.

Outgoing Call Time

This is the number of Outgoing Calls that the Agent made during the period of the report.

Break Time

This is the cumulative duration of all of the Break Time the Agent had during the period of the report. An Agent is in Break Time following an Incoming Call Center Call. This is also known as Wrap-Up. The Skillset supervisor allocates the amount of Break Time that the Agents will receive.

Not Ready Time

This is the cumulative duration of all of the Not Ready time the Agent had during the period of the report. An Agent is Not Ready when they have invoked the Make Not Ready feature.

Supervisory Monitoring

This is the cumulative duration of all of Supervisory Monitor sessions the Agent undertook during the period of the report. An Agent can only perform Supervisory Monitoring if they have been created as a Skillset Supervisor within the Call Center.

Internal Call Time

This is the cumulative duration of all of the Internal Calls that the Agent placed or answered during the period of the report. Internal Calls are also called Intercom Calls.

Agent Audit Report

Clicking on the Agent Audit Report presents you with the Agent Audit Report Skillset Selection page, shown below.

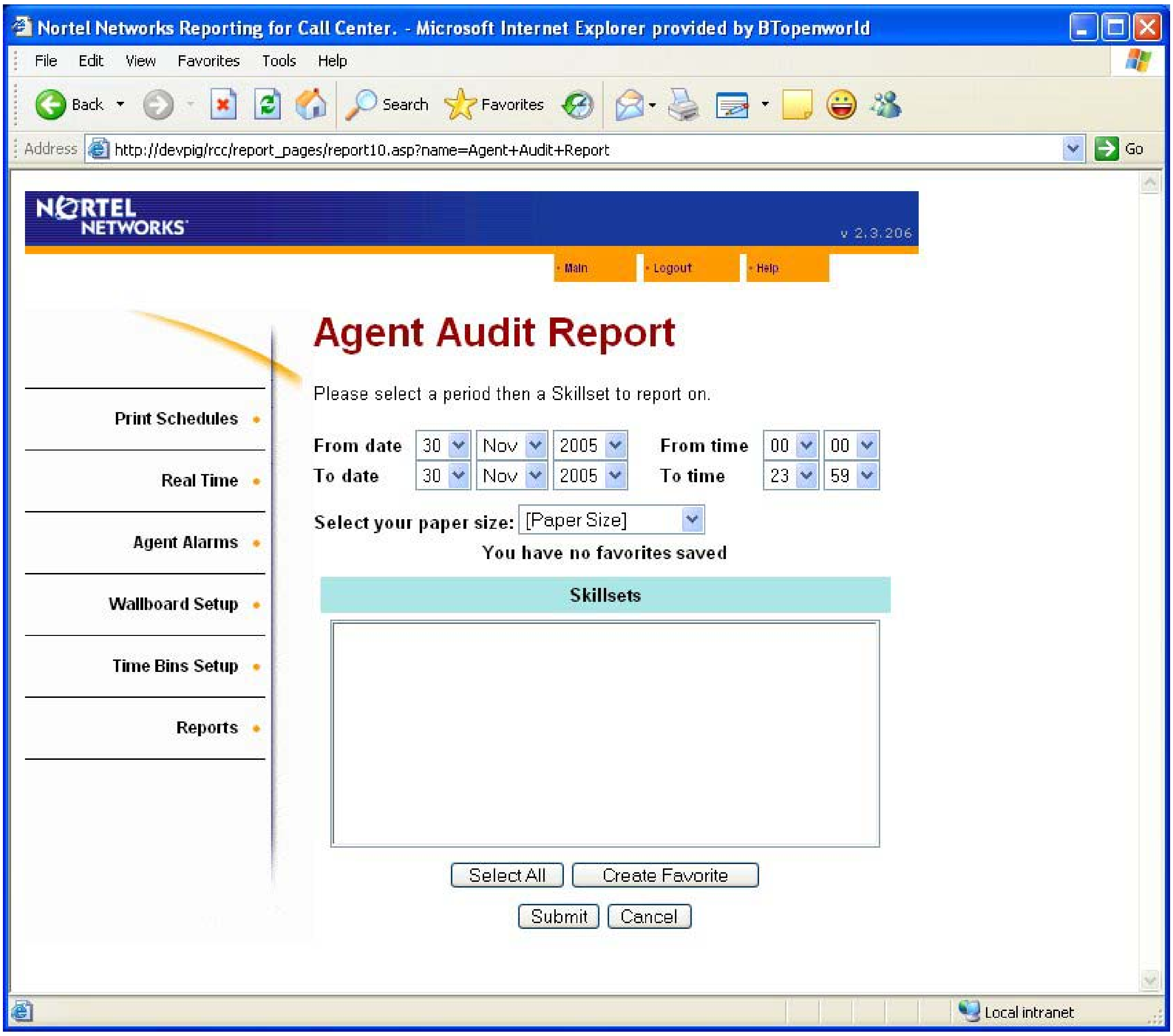


Figure 133 Agent Audit Report Skillset Selection page

This page allows you to select the Skillsets you wish to have included in the report, the paper size to view and print the reports on, and to specify the time period you wish the report to cover. The time period is specified by providing a From Date and From Time and a To Date and a To Time.

The From Date specifies the first date you wish to have included in the report. Information from days before the From Date will not be included in the report. The From Time specifies the time on the From Date from which you wish to have data included in the report. Information from times before the From Time on the From Date will not be included in the report.

The To Date specifies the last date you wish to have included in the report. Information from days after the To Date will not be included in the report. The To Time specifies the time on the To Date after which data will not be included in the report. Information from times after the To Time on the To Date will not be included in the report.

Drop down menus allow you to choose dates and time values.

The paper size has to be selected from a drop down list in the **Select your paper size** field before generating the report. The two options available are:

- Letter, 8 ½ x 11 in.: the report can be viewed and printed onto letter sized paper.
- A4, 210 x 297 mm: the report can be viewed and printed onto A4 sized paper.

The Agent Audit Report Skillsets page allows you to select which Skillsets you wish to have included within the report.

- For a discussion of using Skillset Selection lists see page 72.
- For a discussion on using Favorites, see page 73.

If Skillsets are listed these can be selected, or a Favorite Skillset selected.

Clicking on the Submit button presents you with the Agent Selection page, shown below.

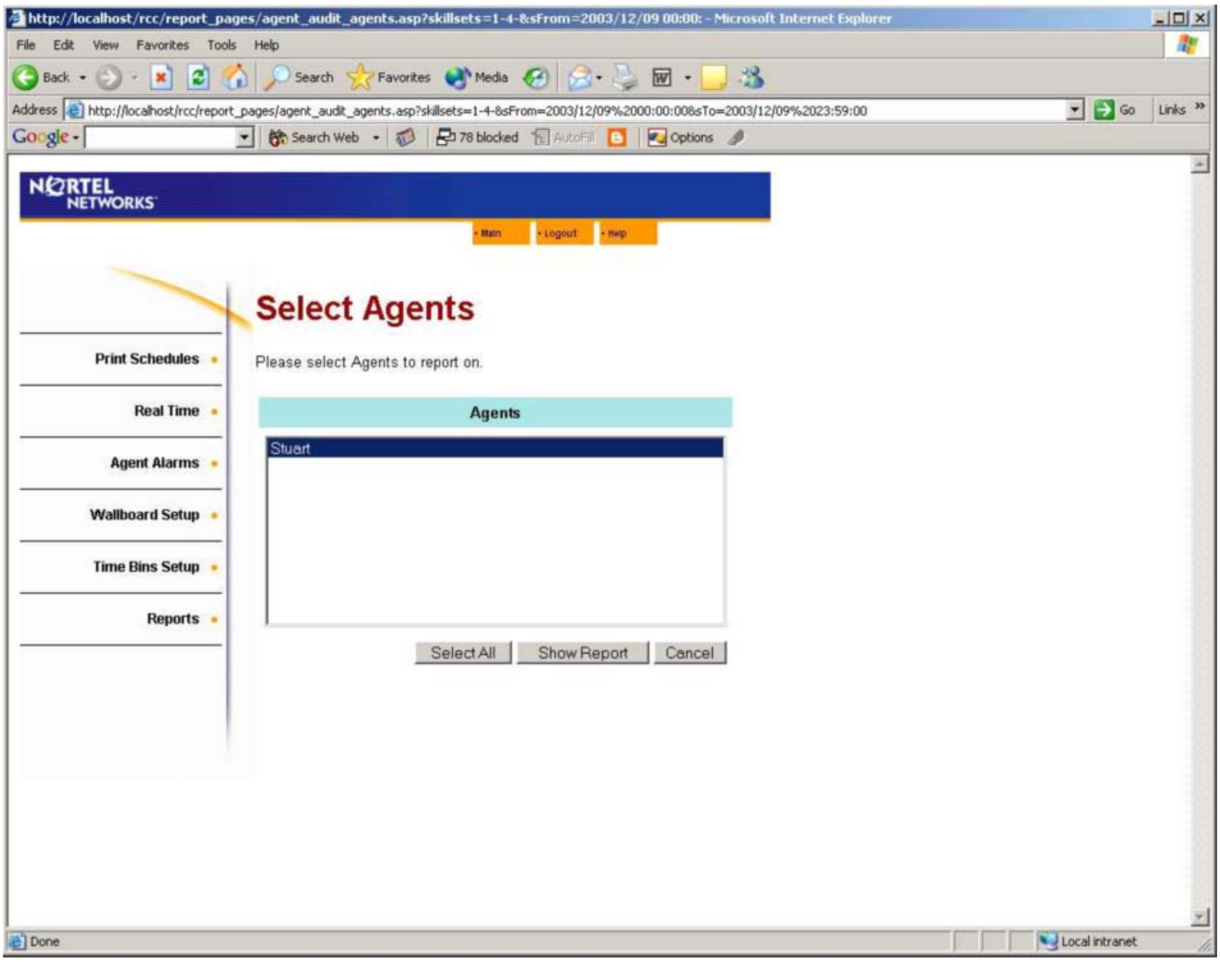


Figure 134 Agent Selection Page

This page allows you to specify which Agents you wish to have included in the report.

You can click on a single Agent to highlight and select a single Agent, you can click the Select All button to highlight and select all Agents, and you can hold down the Control (CTRL) key, and click on individual Agents to highlight and select a selection of Agents on which to report.

Note that if you have no Agents created in the Call Center or if no Agents have ever logged into the particular Skillsets you have selected and performed the activity on which you are reporting, you will be presented with Agent Selection page with a message informing you that you have no Agents to choose from. This is shown below.

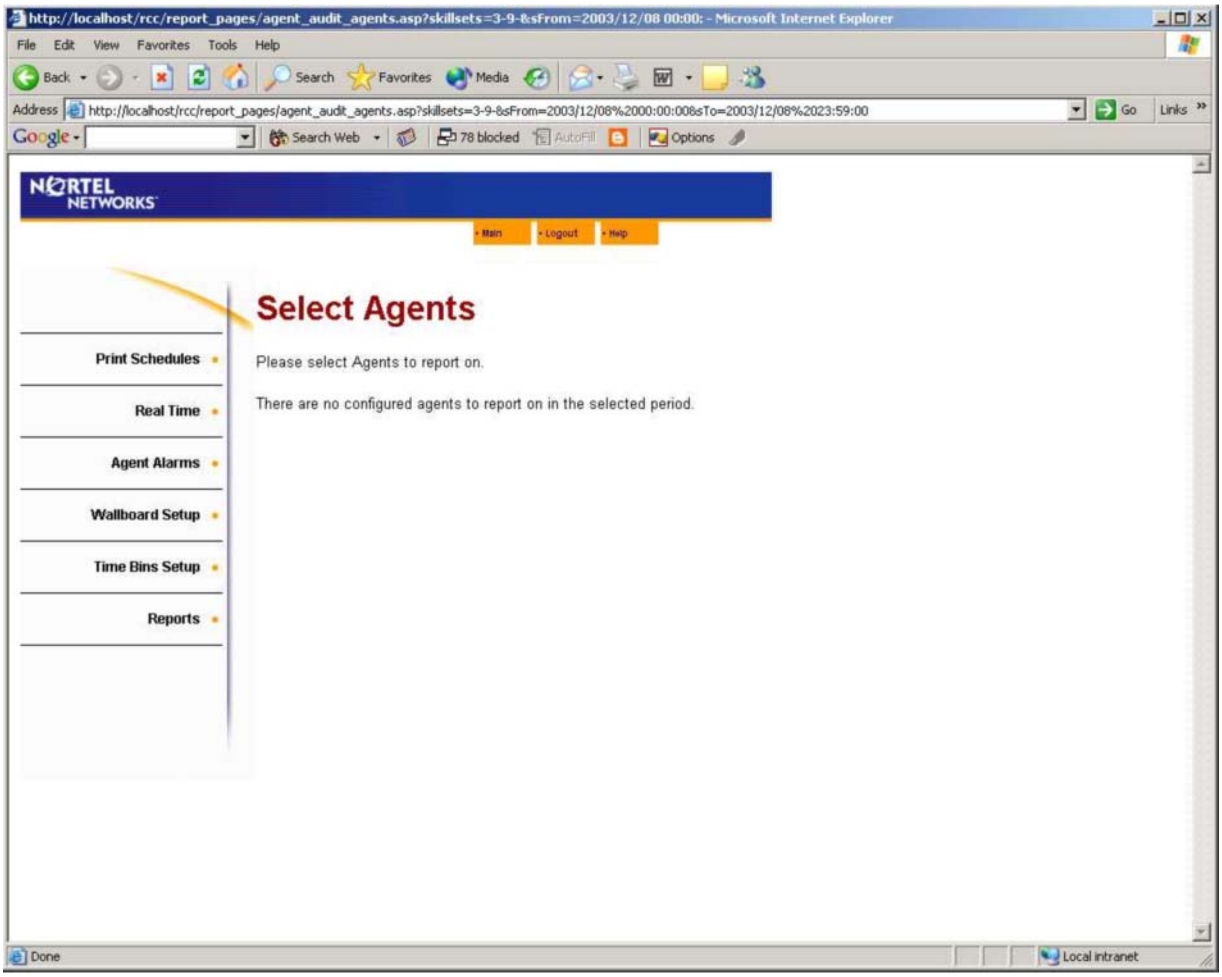
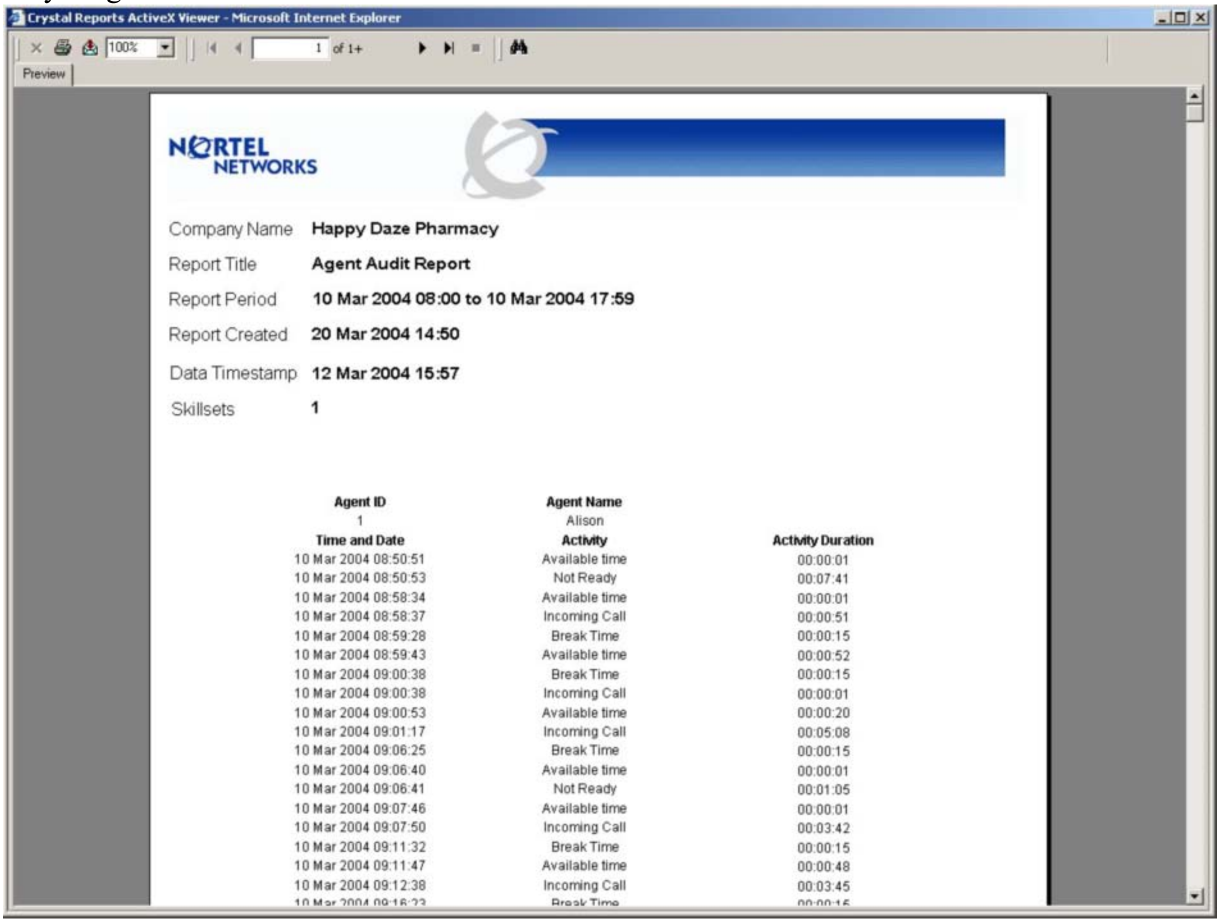


Figure 135 Agent Selection page with No Agents Available

Clicking on the Show Report button (which is visible on the Agent Selection page when there are some Agents available to select) presents you with the Agent Audit report, shown below.

This report shows a detailed breakdown of the activities undertaken by the specified Agents for the period of the report.

Note: This report is intended to provide a highly detailed picture of the Agent activities, and is intended to be used to produce reports that specify a short report period. If the report period is long (more than an hour) or there are many Agents included in the report this report could be very long.



Crystal Reports ActiveX Viewer - Microsoft Internet Explorer

NORTEL NETWORKS

Company Name	Happy Daze Pharmacy
Report Title	Agent Audit Report
Report Period	10 Mar 2004 08:00 to 10 Mar 2004 17:59
Report Created	20 Mar 2004 14:50
Data Timestamp	12 Mar 2004 15:57
Skillsets	1

Agent ID	Agent Name	
1	Alison	
Time and Date	**Activity**	**Activity Duration**
10 Mar 2004 08:50:51	Available time	00:00:01
10 Mar 2004 08:50:53	Not Ready	00:07:41
10 Mar 2004 08:58:34	Available time	00:00:01
10 Mar 2004 08:58:37	Incoming Call	00:00:51
10 Mar 2004 08:59:28	Break Time	00:00:15
10 Mar 2004 08:59:43	Available time	00:00:52
10 Mar 2004 09:00:38	Break Time	00:00:15
10 Mar 2004 09:00:38	Incoming Call	00:00:01
10 Mar 2004 09:00:53	Available time	00:00:20
10 Mar 2004 09:01:17	Incoming Call	00:05:08
10 Mar 2004 09:06:25	Break Time	00:00:15
10 Mar 2004 09:06:40	Available time	00:00:01
10 Mar 2004 09:06:41	Not Ready	00:01:05
10 Mar 2004 09:07:46	Available time	00:00:01
10 Mar 2004 09:07:50	Incoming Call	00:03:42
10 Mar 2004 09:11:32	Break Time	00:00:15
10 Mar 2004 09:11:47	Available time	00:00:48
10 Mar 2004 09:12:38	Incoming Call	00:03:45

Figure 136 Agent Audit Report

Agent ID

Indicates the Call Center Log In Id of the Agent.

Agent Name

Indicates the Call Center name for the Agent.

Time and Date

Indicates the start time and date of an Activity.

Activity

Describes the Activity the Agent undertook at the specified time and date.

Activity Duration

The length of time the Agent undertook the specified Activity for.

Activity Code Report by Skillset

Clicking on the Activity Code Report by Skillset button presents you with the Activity Code Report by Skillset Skillset Selection page, shown below.

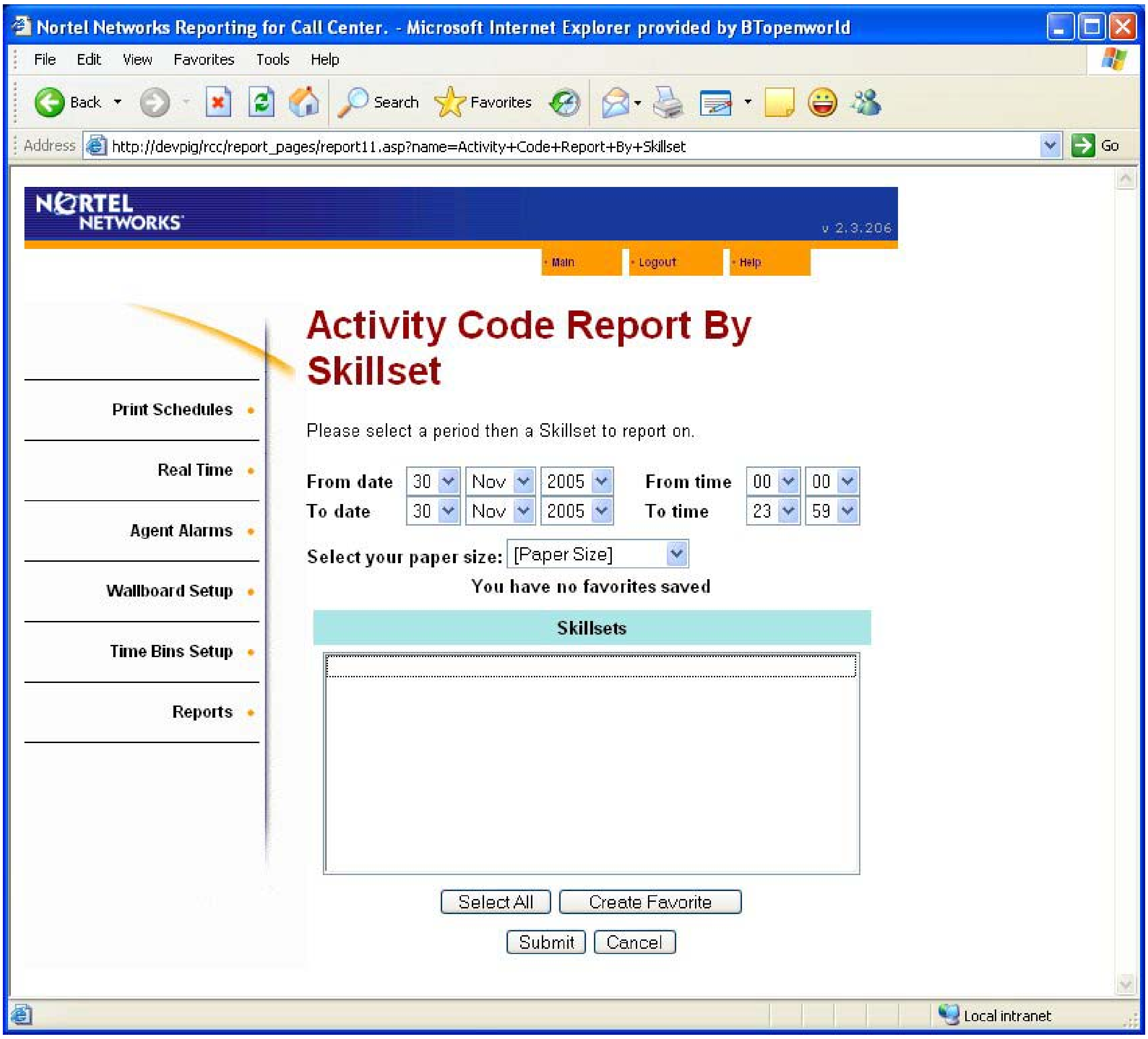


Figure 137 Activity Code Report By Skillset Skillset page

This page allows you to select the Skillsets you wish to have included in the report, the paper size to view and print the reports on, and to specify the time period you wish the report to cover. The time period is specified by providing a From Date and From Time and a To Date and a To Time.

The From Date specifies the first date you wish to have included in the report. Information from days before the From Date will not be included in the report. The From Time specifies the time on the From Date from which you wish to have data included in the report. Information from times before the From Time on the From Date will not be included in the report.

The To Date specifies the last date you wish to have included in the report. Information from days after the To Date will not be included in the report. The To Time specifies the time on the To Date after which data will not be included in the report. Information from times after the To Time on the To Date will not be included in the report.

Drop down menus allow you to choose dates and time values.

The paper size has to be selected from a drop down list in the **Select your paper size** field before generating the report. The two options available are:

- Letter, 8 ½ x 11 in.: the report can be viewed and printed onto letter sized paper.
- A4, 210 x 297 mm: the report can be viewed and printed onto A4 sized paper.

The Activity Code Report by Skillset Skillsets page allows you to select which Skillsets you wish to have included within the report.

- For a discussion of using Skillset Selection lists see page 72.
- For a discussion on using Favorites, see page 73.

If Skillsets are listed these can be selected, or a Favorite Skillset selected.

Clicking on the Submit button presents you with the Activity Code Selection page, shown below.

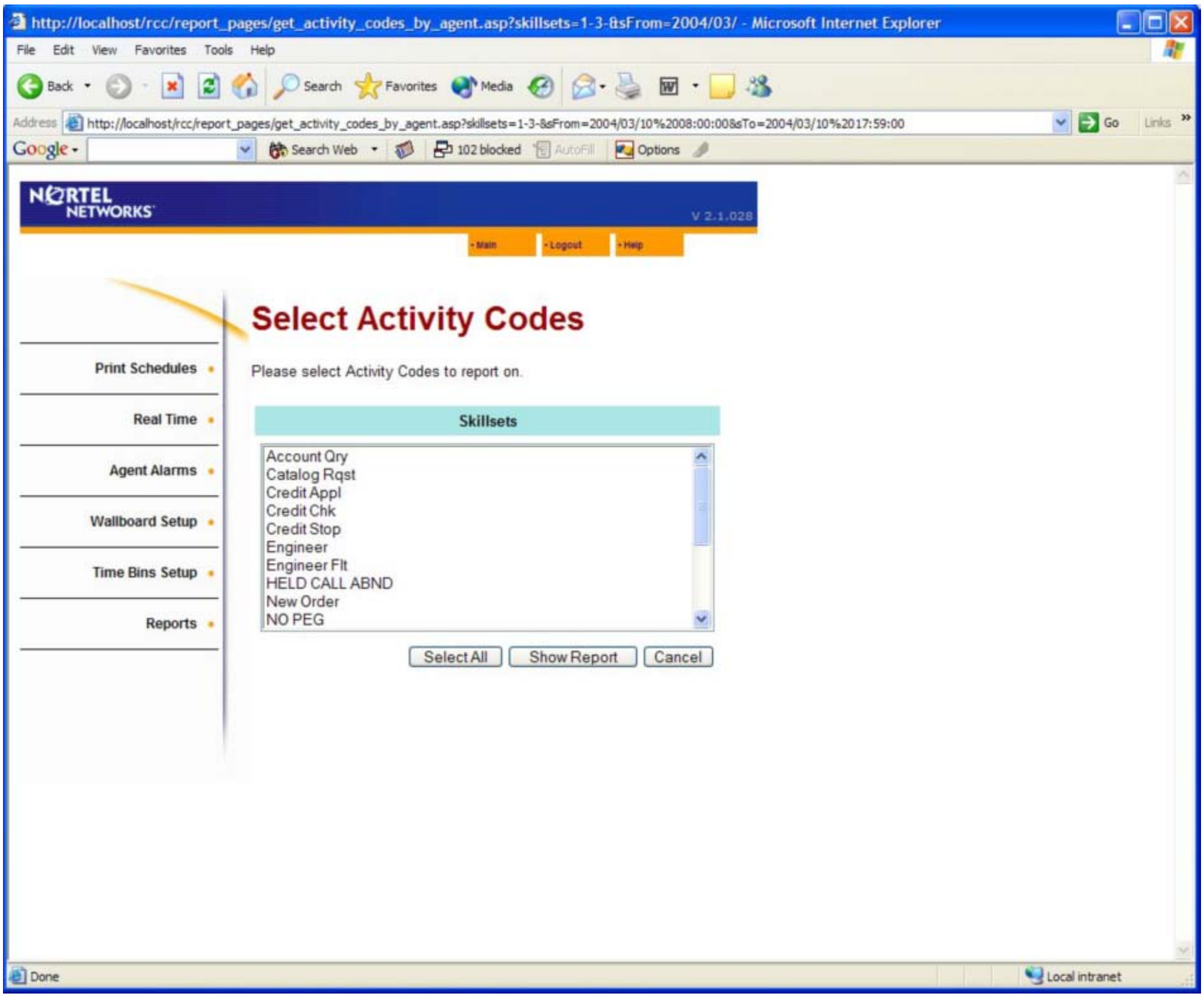


Figure 138 Select Activity Code page

This page allows you to specify which Activity Codes you wish to have included in the report.

You can click on a single Activity Code to highlight and select a single Activity Code, you can click the Select All button to highlight and select all Activity Codes, and you can hold down the Control (CTRL) key, and click on individual Activity Codes to highlight and select a selection of Activity Codes on which to report.

Note that if you have no Activities created in the Call Center or if no Agents have ever entered an Activity Code, you will be presented with Select Activity Codes page, with a message informing you that you have no Activity Codes to choose from. This is shown below.

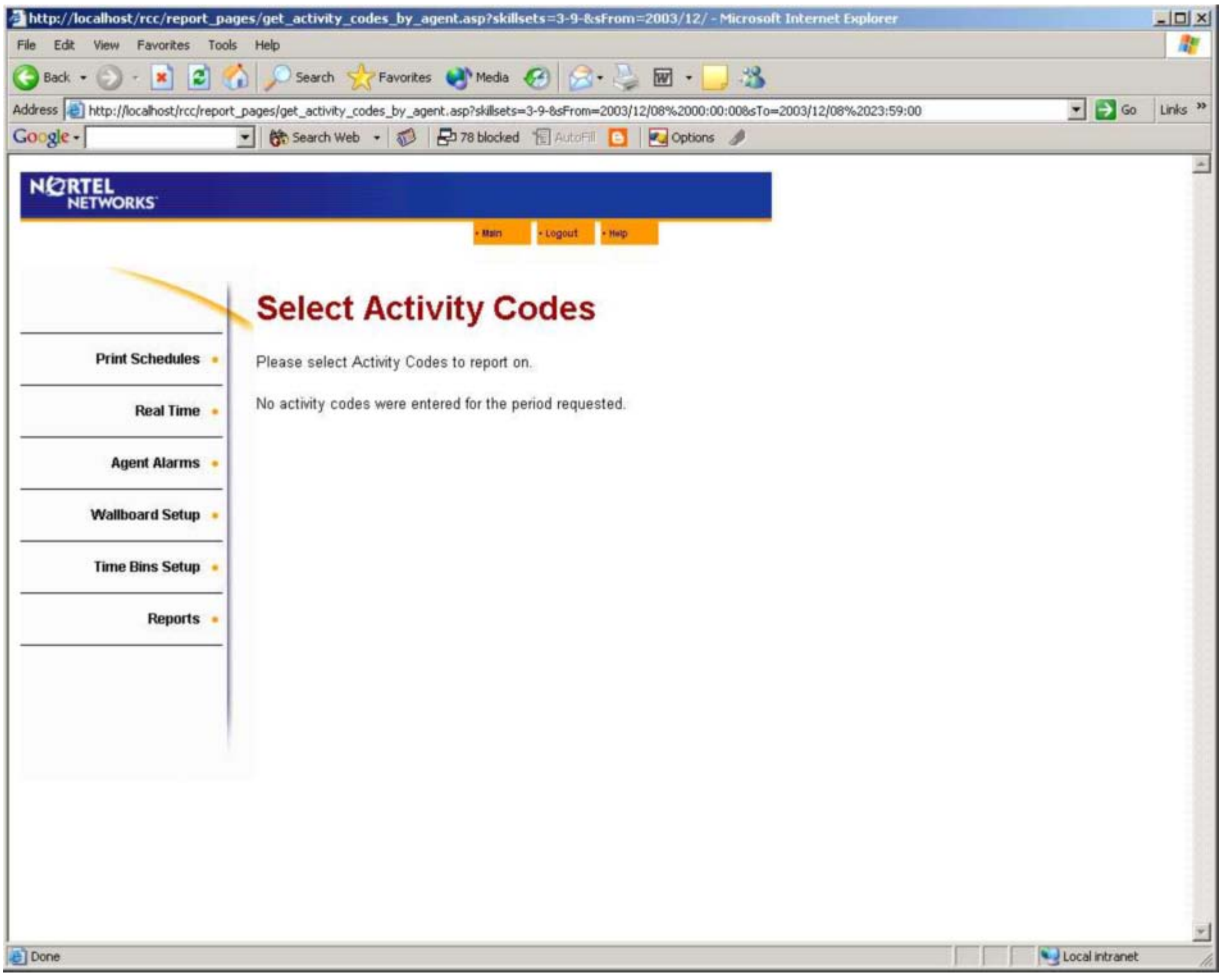
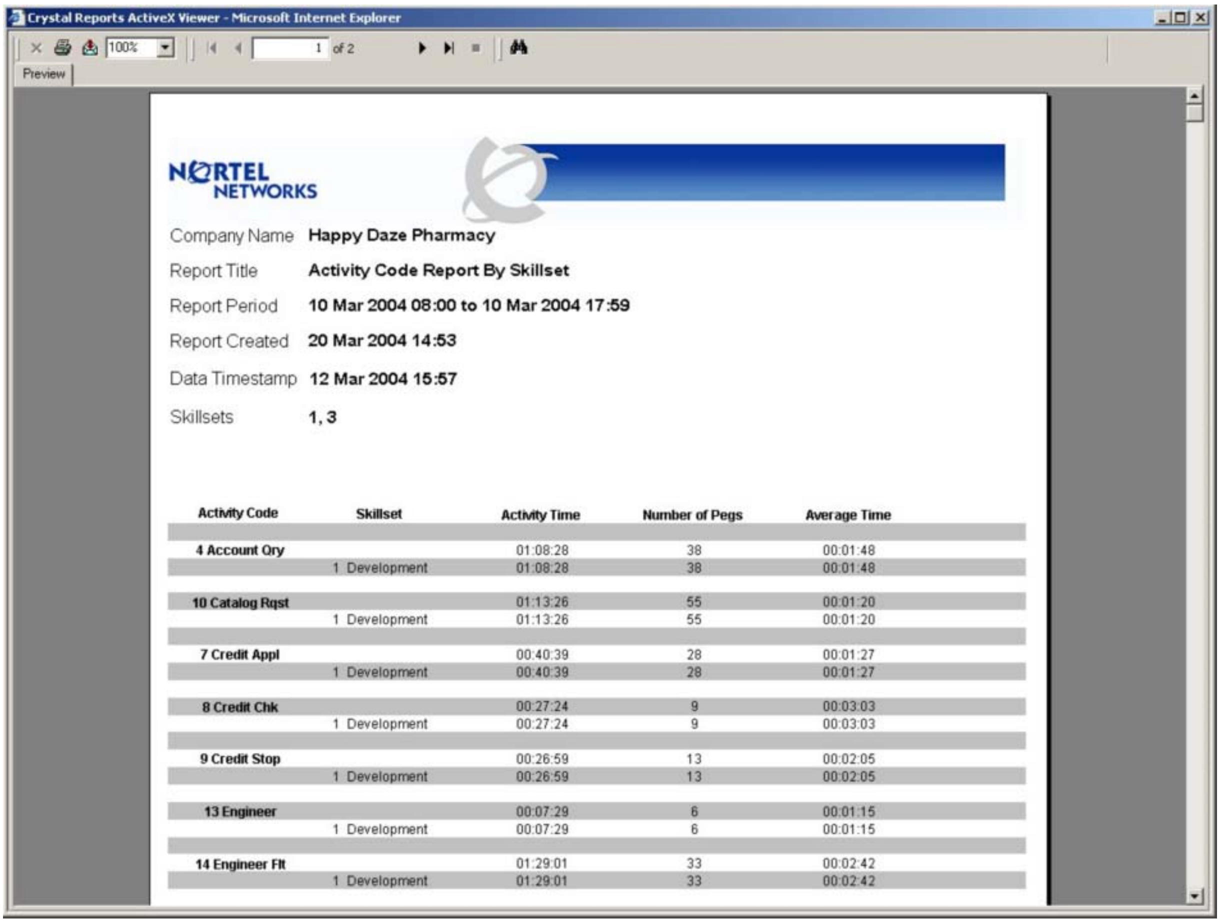


Figure 139 Select Activity Codes page – No Activity Codes

Clicking on the Show Report button (which is visible on the Activity Code Selection page when there are some Activity Codes available to select) presents you with the Activity Code Report by Skillsets report, shown below.



Crystal Reports ActiveX Viewer - Microsoft Internet Explorer

NORTEL NETWORKS

Company Name	Happy Daze Pharmacy
Report Title	Activity Code Report By Skillset
Report Period	10 Mar 2004 08:00 to 10 Mar 2004 17:59
Report Created	20 Mar 2004 14:53
Data Timestamp	12 Mar 2004 15:57
Skillsets	1, 3

Activity Code	Skillset	Activity Time	Number of Pegs	Average Time
4 Account Qry		01:08:28	38	00:01:48
	1 Development	01:08:28	38	00:01:48
10 Catalog Rqst		01:13:26	55	00:01:20
	1 Development	01:13:26	55	00:01:20
7 Credit Appl		00:40:39	28	00:01:27
	1 Development	00:40:39	28	00:01:27
8 Credit Chk		00:27:24	9	00:03:03
	1 Development	00:27:24	9	00:03:03
9 Credit Stop		00:26:59	13	00:02:05
	1 Development	00:26:59	13	00:02:05
13 Engineer		00:07:29	6	00:01:15
	1 Development	00:07:29	6	00:01:15
14 Engineer Flt		01:29:01	33	00:02:42
	1 Development	01:29:01	33	00:02:42

Figure 140 Activity Code Report by Skillset

This report show by Skillset, which Agents entered Activity Codes.

A total is provided for each Activity Code giving a total time for which the Activities were entered, the number of individual pegs and the average time devoted to that activity.

Activity Code

Indicates which Activity Code was entered.

Skillset

Indicates which Skillset the call was associated with when the Activity Code was entered.

Activity Time

Total duration of all of the instances when that Activity Code was entered.

Number of Pegs

Indicates the number of times that Activity Code was entered.

Average Time

Average time devoted to that Activity.

Activity Code Report by Agent

Clicking on the Activity Code Report by Agent button presents you with the Activity Code Report by Agent Skillset Selection page, shown below.

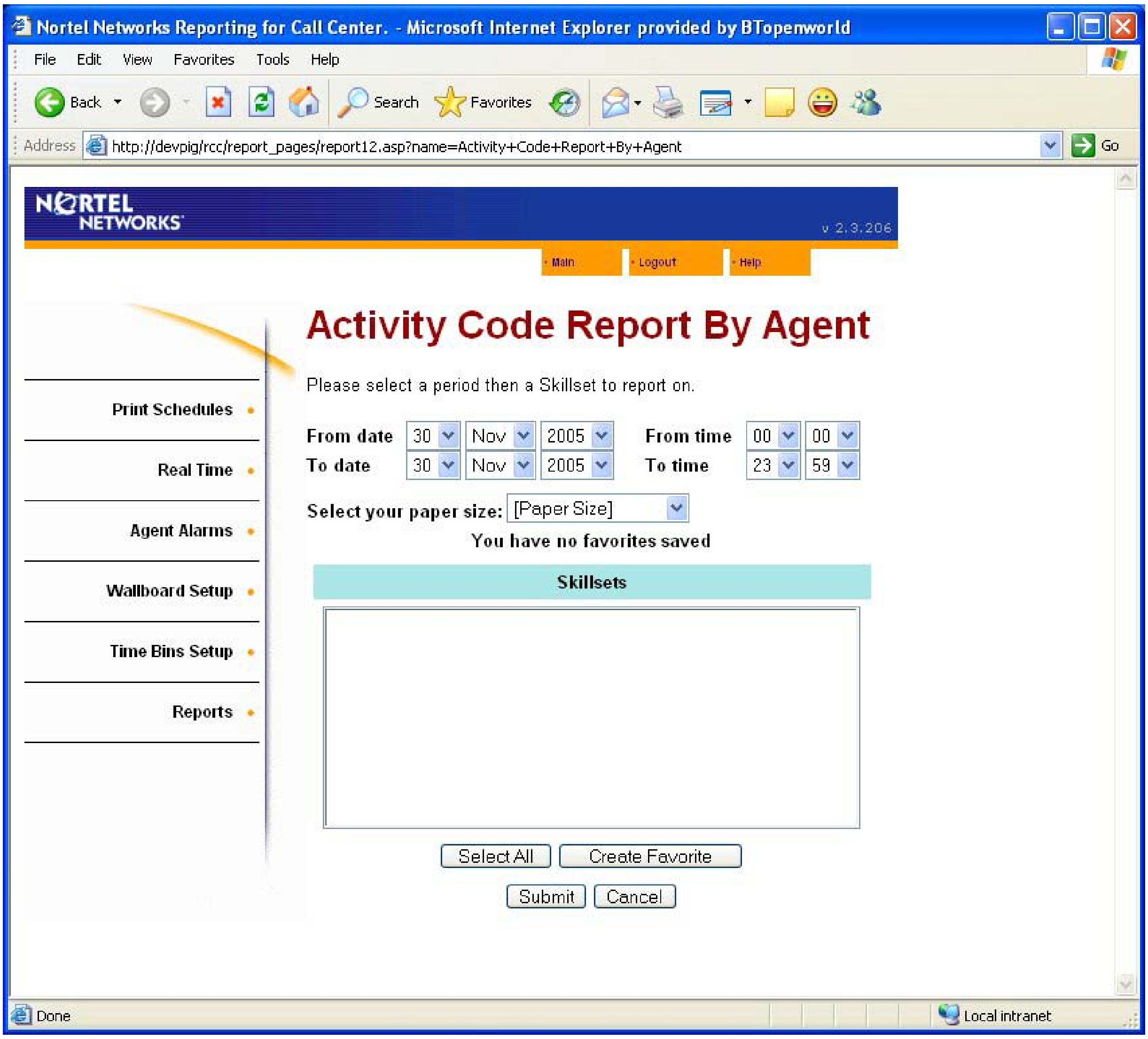


Figure 141 Activity Code Report By Agent Skillset page

This page allows you to select the Skillsets you wish to have included in the report, the paper size to view and print the reports on, and to specify the time period you wish the report to cover. The time period is specified by providing a From Date and From Time and a To Date and a To Time.

The From Date specifies the first date you wish to have included in the report. Information from days before the From Date will not be included in the report. The From Time specifies the time on the From Date from which you wish to have data included in the report. Information from times before the From Time on the From Date will not be included in the report.

The To Date specifies the last date you wish to have included in the report. Information from days after the To Date will not be included in the report. The To Time specifies the time on the To Date after which data will not be included in the report. Information from times after the To Time on the To Date will not be included in the report.

Drop down menus allow you to choose dates and time values.

The paper size has to be selected from a drop down list in the **Select your paper size** field before generating the report. The two options available are:

- Letter, 8 ½ x 11 in.: the report can be viewed and printed onto letter sized paper.
- A4, 210 x 297 mm: the report can be viewed and printed onto A4 sized paper.

The Activity Code Report by Agent Skillsets Selection page allows you to select which Skillsets you wish to have included within the report.

- For a discussion of using Skillset Selection lists see page 72.
- For a discussion on using Favorites, see page 73.

If Skillsets are listed these can be selected, or a Favorite Skillset selected.

Clicking on the Submit button presents you with the Activity Code Selection page, shown below.

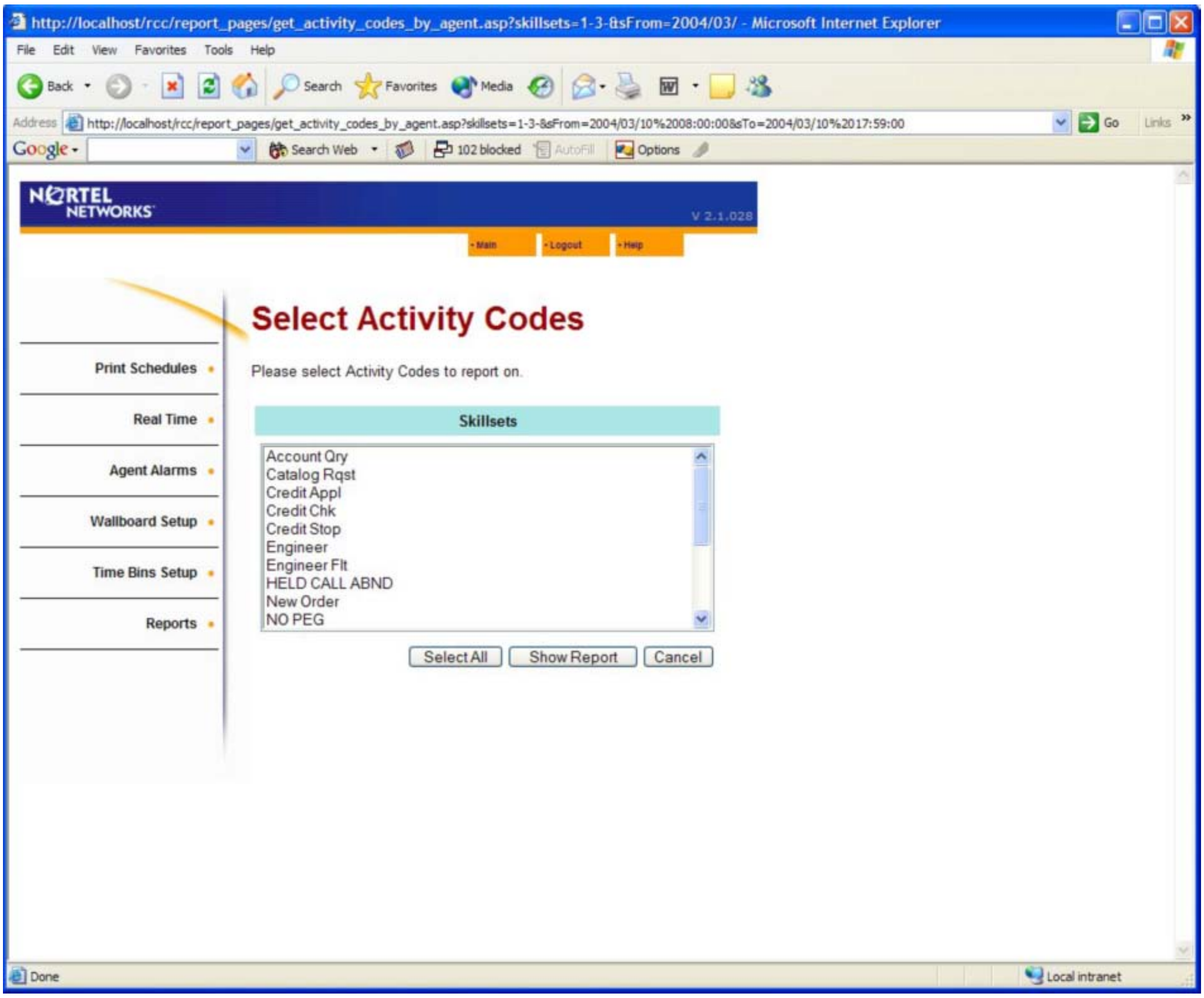


Figure 142 Select Activity Code page

This page allows you to specify which Activity Codes you wish to have included in the report.

You can click on a single Activity Code to highlight and select a single Activity Code, you can click the Select All button to highlight and select all Activity Codes, and you can hold down the Control (CTRL) key, and click on individual Activity Codes to highlight and select a selection of Activity Codes on which to report.

Note that if you have no Activities created in the Call Center or if no Agents have ever entered an Activity Code, you will be presented with Select Activity Codes page, with a message informing you that you have no Activity Codes to choose from. This is shown below.

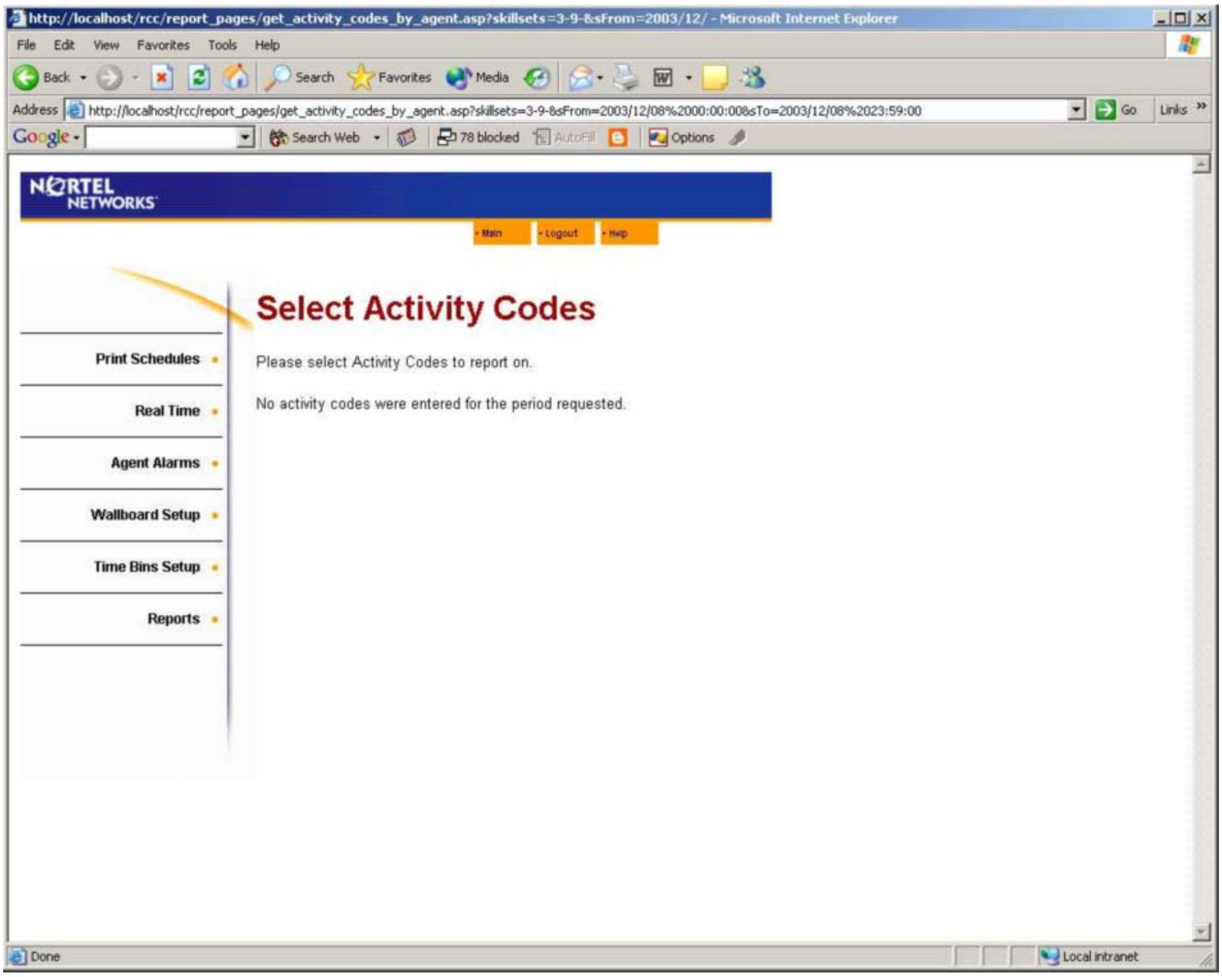
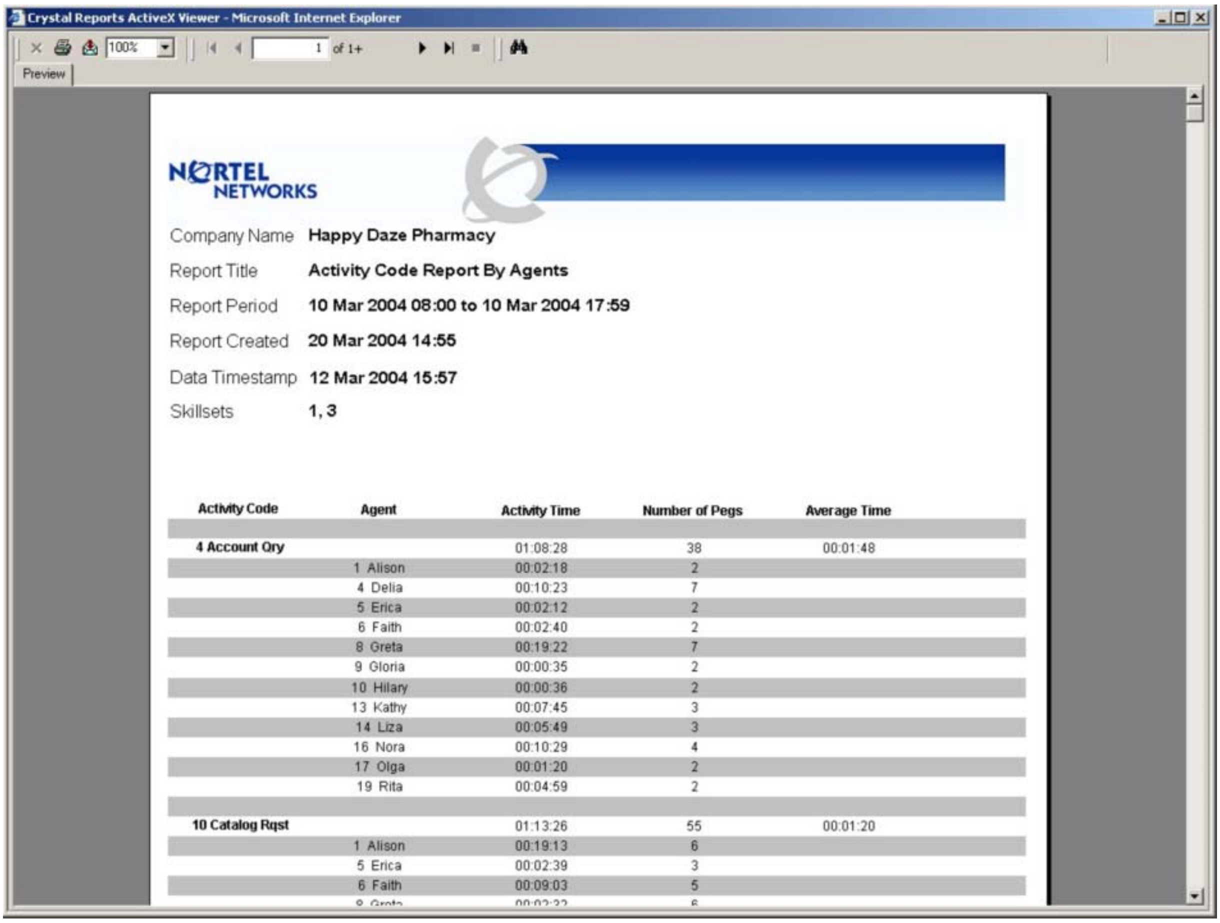


Figure 143 Select Activity Codes page – No Activity Codes

Clicking on the Show Report button (which is visible on the Activity Code Selection page when there are some Activity Codes available to select) presents you with the Activity Code Report by Agent report, shown below.


Crystal Reports ActiveX Viewer - Microsoft Internet Explorer

NORTEL NETWORKS

Company Name	Happy Daze Pharmacy
Report Title	Activity Code Report By Agents
Report Period	10 Mar 2004 08:00 to 10 Mar 2004 17:59
Report Created	20 Mar 2004 14:55
Data Timestamp	12 Mar 2004 15:57
Skillsets	1, 3

Activity Code	Agent	Activity Time	Number of Pegs	Average Time
4 Account Qry		01:08:28	38	00:01:48
	1 Alison	00:02:18	2	
	4 Delia	00:10:23	7	
	5 Erica	00:02:12	2	
	6 Faith	00:02:40	2	
	8 Greta	00:19:22	7	
	9 Gloria	00:00:35	2	
	10 Hilary	00:00:36	2	
	13 Kathy	00:07:45	3	
	14 Liza	00:05:49	3	
	16 Nora	00:10:29	4	
	17 Olga	00:01:20	2	
	19 Rita	00:04:59	2	
10 Catalog Rqst		01:13:26	55	00:01:20
	1 Alison	00:19:13	6	
	5 Erica	00:02:39	3	
	6 Faith	00:09:03	5	

Figure 144 Agent Activity Code Report by Agent

This report show by Agent, which Activity Codes were entered.

A total is provided for each Activity Code per Agent giving a total time for which the Activities were entered, the number of individual pegs and the average time devoted to that activity.

Activity Code

Indicates which Activity Code was entered.

Agent

Indicates the Agent Name and ID who entered the Activity Codes.

Activity Time

Total duration of all of the instances when that Activity Code was entered.

Number of Pegs

Indicates the number of times that Activity Code was entered.

Average Time

Average time devoted to that Activity.

Activity Code Report by # of Pegs

Clicking on the Activity Code Report by # of Pegs button presents you with the Activity Code Report by # Pegs Skillset Selection page, shown below.

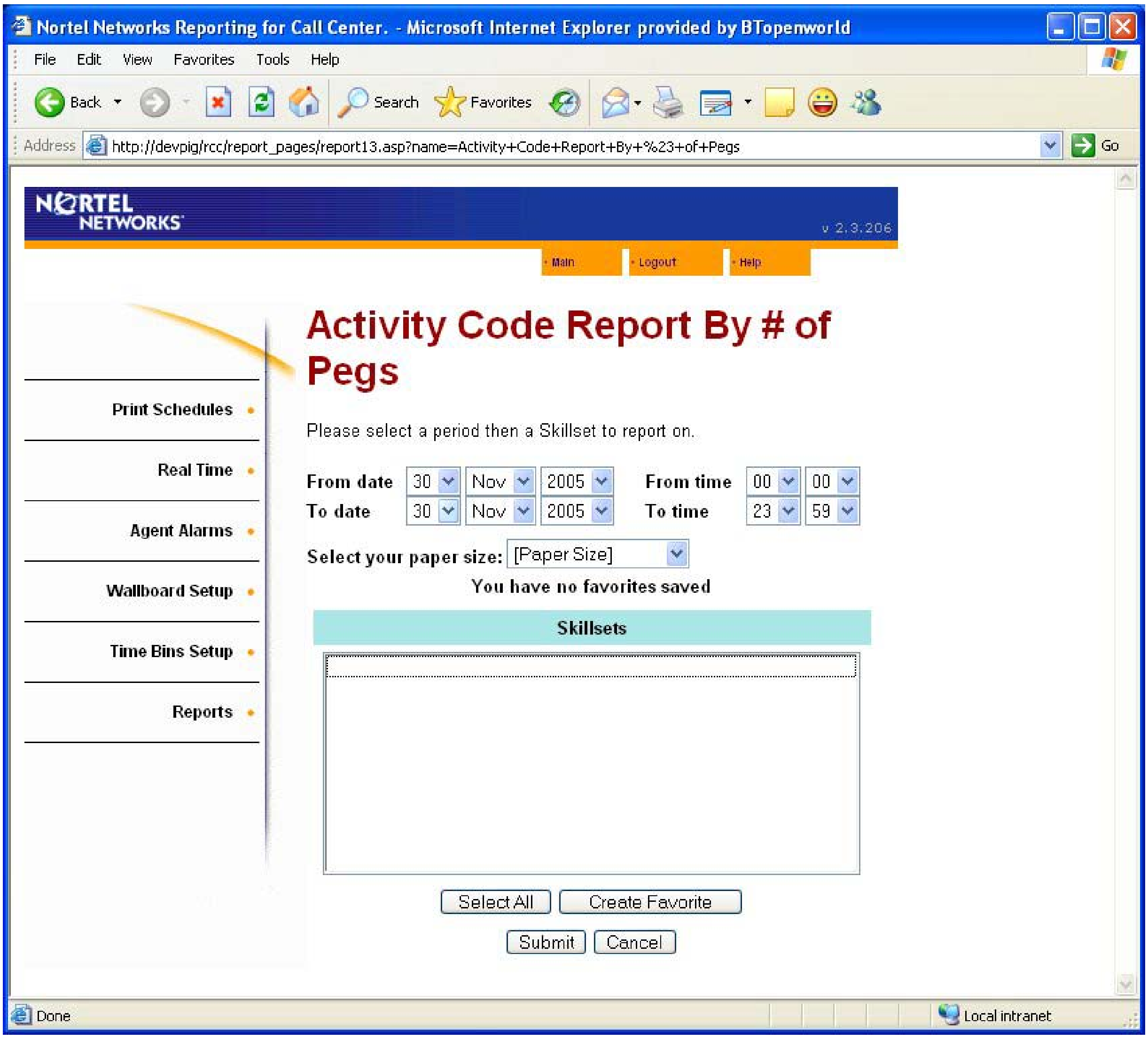


Figure 145 Activity Code Report By # of Pegs Skillset page

This page allows you to select the Skillsets you wish to have included in the report, the paper size to view and print the reports on, and to specify the time period you wish the report to cover. The time period is specified by providing a From Date and From Time and a To Date and a To Time.

The From Date specifies the first date you wish to have included in the report. Information from days before the From Date will not be included in the report. The From Time specifies the time on the From Date from which you wish to have data included in the report. Information from times before the From Time on the From Date will not be included in the report.

The To Date specifies the last date you wish to have included in the report. Information from days after the To Date will not be included in the report. The To Time specifies the time on the To Date after which data will not be included in the report. Information from times after the To Time on the To Date will not be included in the report.

Drop down menus allow you to choose dates and time values.

The paper size has to be selected from a drop down list in the **Select your paper size** field before generating the report. The two options available are:

- Letter, 8 ½ x 11 in.: the report can be viewed and printed onto letter sized paper.
- A4, 210 x 297 mm: the report can be viewed and printed onto A4 sized paper.

The Activity Code Report by # of Pegs Skillset page allows you to select which Skillsets you wish to have included within the report.

- For a discussion of using Skillset Selection lists see page 72.
- For a discussion on using Favorites, see page 73.

If Skillsets are listed these can be selected, or a Favorite Skillset selected.

Clicking on the Submit button presents you with the Activity Code Selection page, shown below.

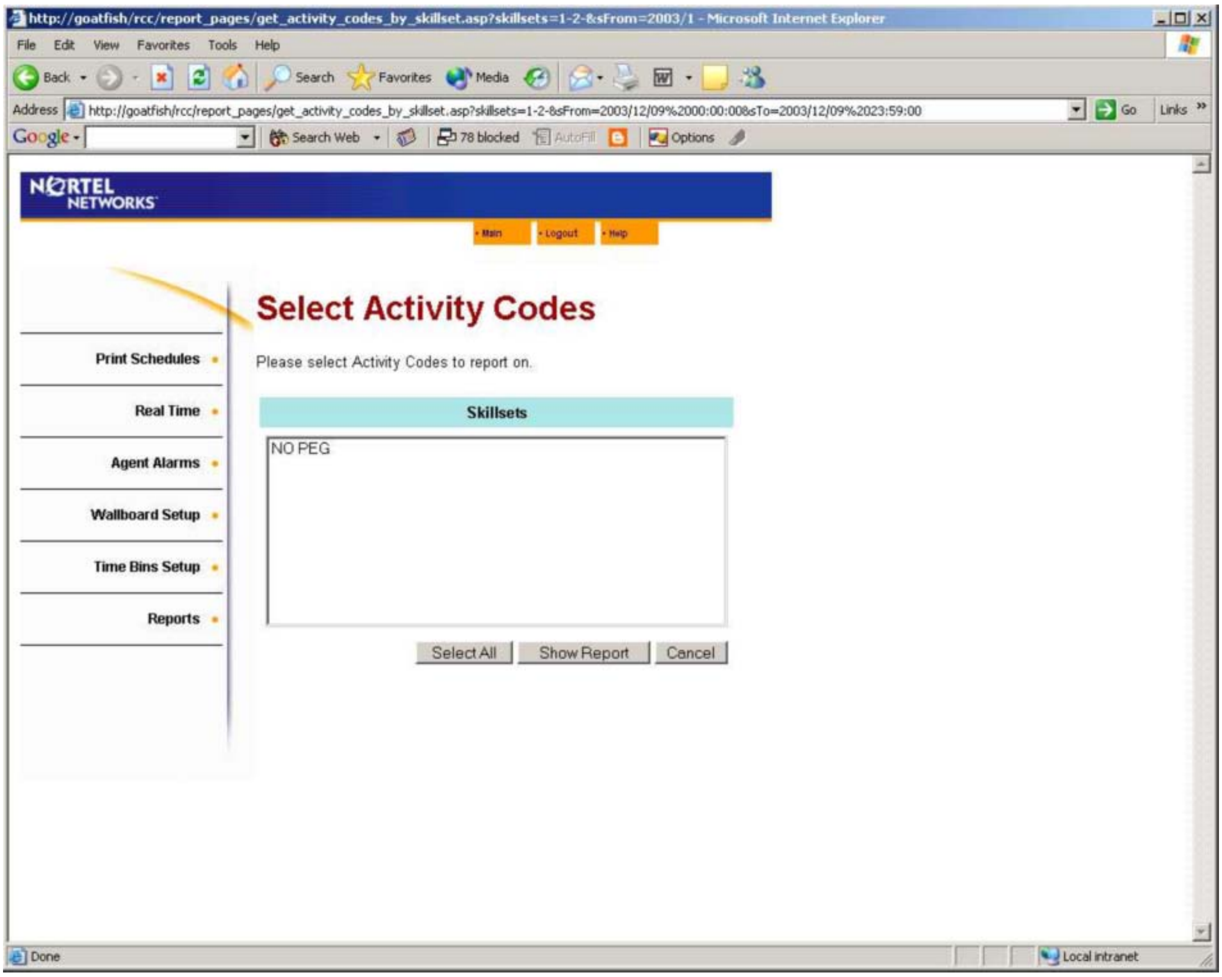


Figure 146 Select Activity Code page

This page allows you to specify which Activity Codes you wish to have included in the report.

You can click on a single Activity Code to highlight and select a single Activity Code, you can click the Select All button to highlight and select all Activity Codes, and you can hold down the Control (CTRL) key, and click on individual Activity Codes to highlight and select a selection of Activity Codes on which to report.

Note that if you have no Activities created in the Call Center or if no Agents have ever entered an Activity Code, you will be presented with Select Activity Code page, with a message informing you that you have no Activity Codes to choose from. This is shown below.

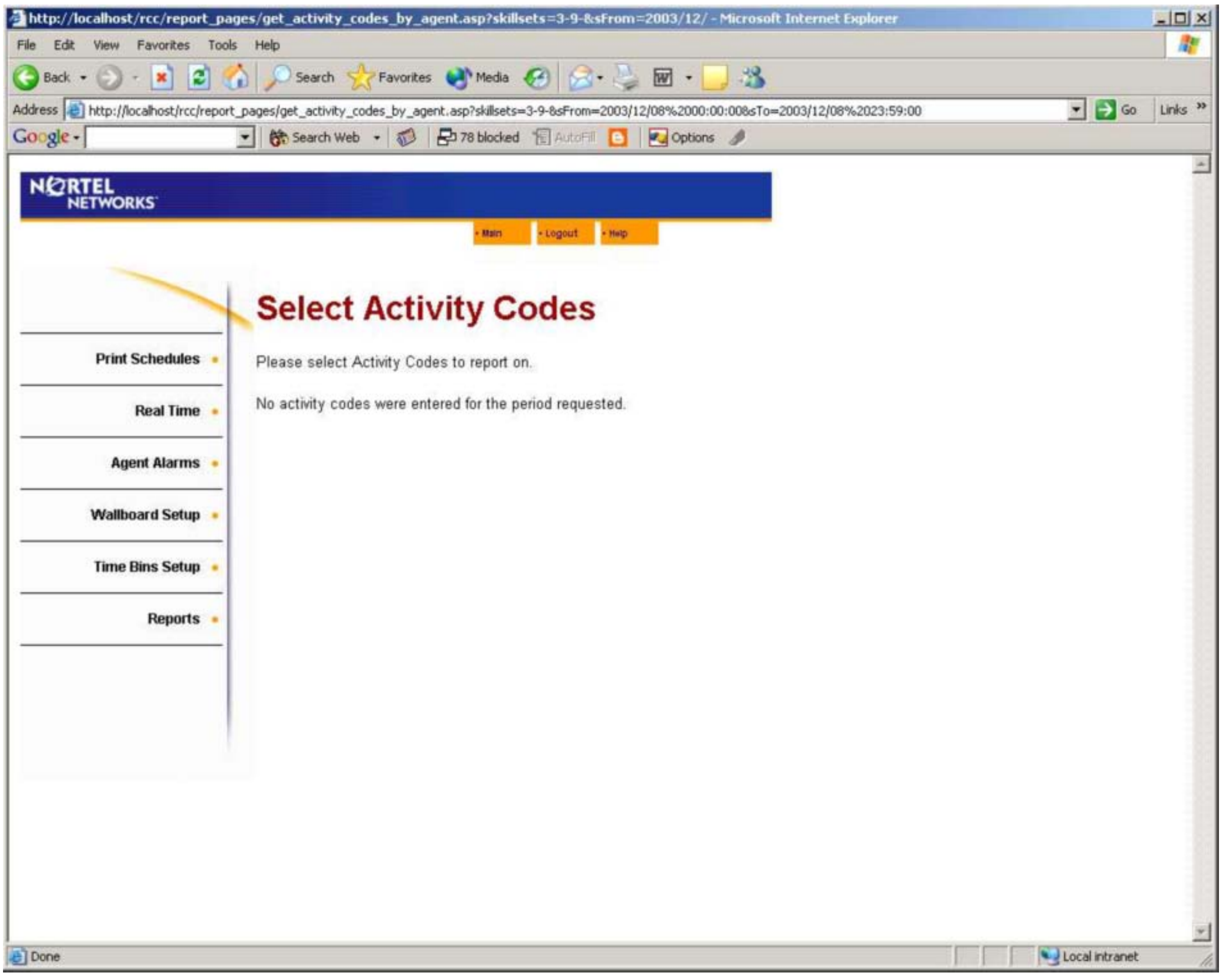
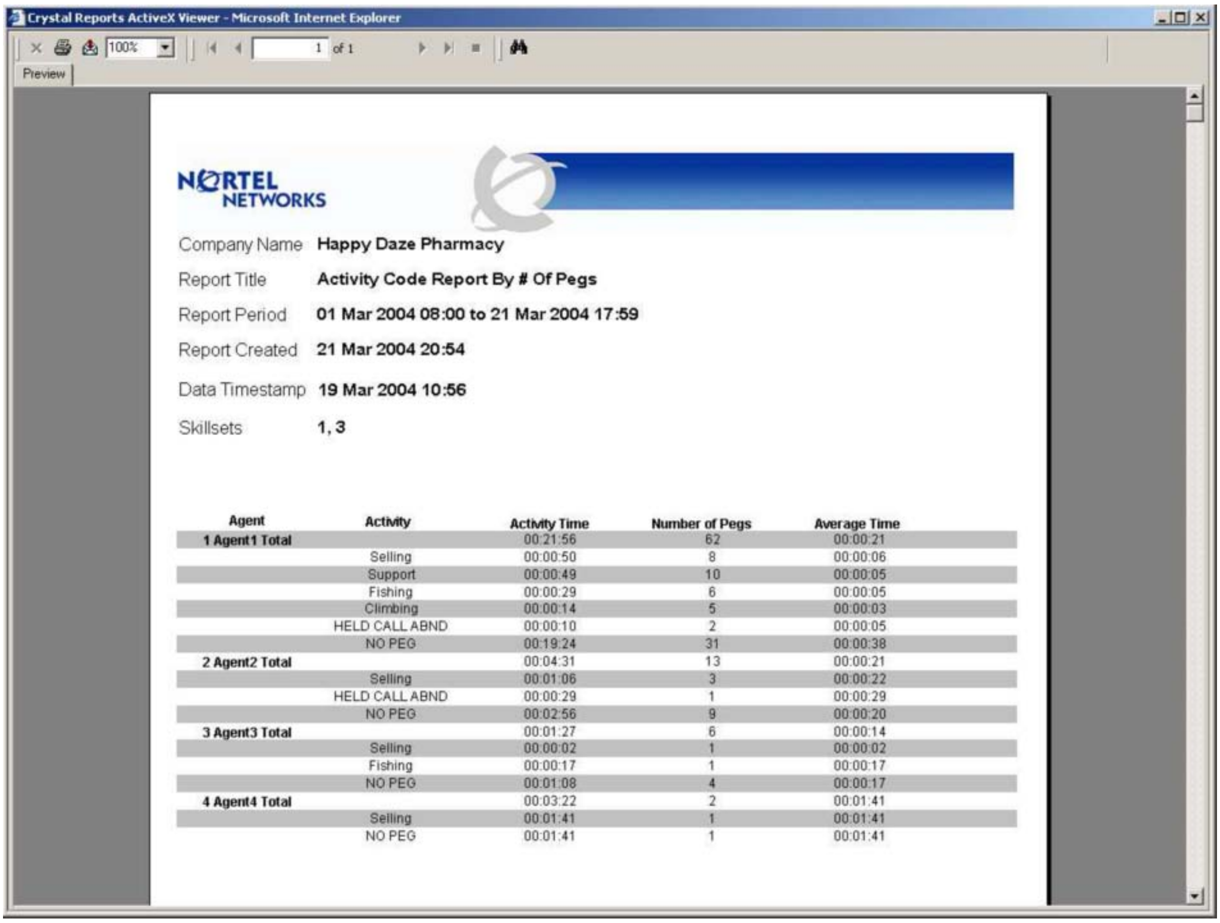


Figure 147 Select Activity Codes page – No Activity Codes

Clicking on the Show Report button (which is visible on the Activity Code Selection page when there are some Activity Codes available to select) presents you with the Activity Code Report by # of Pegs report, shown below.



Crystal Reports ActiveX Viewer - Microsoft Internet Explorer

NORTEL NETWORKS

Company Name Happy Daze Pharmacy

Report Title Activity Code Report By # Of Pegs

Report Period 01 Mar 2004 08:00 to 21 Mar 2004 17:59

Report Created 21 Mar 2004 20:54

Data Timestamp 19 Mar 2004 10:56

Skillsets 1, 3

Agent	Activity	Activity Time	Number of Pegs	Average Time
1 Agent1 Total		00:21:56	62	00:00:21
	Selling	00:00:50	8	00:00:06
	Support	00:00:49	10	00:00:05
	Fishing	00:00:29	6	00:00:05
	Climbing	00:00:14	5	00:00:03
	HELD CALL ABND	00:00:10	2	00:00:05
	NO PEG	00:19:24	31	00:00:38
2 Agent2 Total		00:04:31	13	00:00:21
	Selling	00:01:06	3	00:00:22
	HELD CALL ABND	00:00:29	1	00:00:29
	NO PEG	00:02:56	9	00:00:20
3 Agent3 Total		00:01:27	6	00:00:14
	Selling	00:00:02	1	00:00:02
	Fishing	00:00:17	1	00:00:17
	NO PEG	00:01:08	4	00:00:17
4 Agent4 Total		00:03:22	2	00:01:41
	Selling	00:01:41	1	00:01:41
	NO PEG	00:01:41	1	00:01:41

Figure 148 Agent Activity Code Report by Number of Pegs

This report shows, by Agent, which Activity Codes were entered.

A total is provided for each Activity Code per Agent giving a total time for which the Activities were entered, the number of individual pegs and the average time devoted to that activity.

Agent

Indicates the Agent Name and ID who entered the Activity Codes.

Activity

Indicates which Activity Code was entered.

Activity Time

Total duration of all of the instances when that Activity Code was entered.

Number of Pegs

Indicates the number of times that Activity Code was entered.

Average Time

Average time devoted to that Activity.

Summary Report

Clicking on the Summary Report button presents you with the Summary Report Skillsets page, shown below.

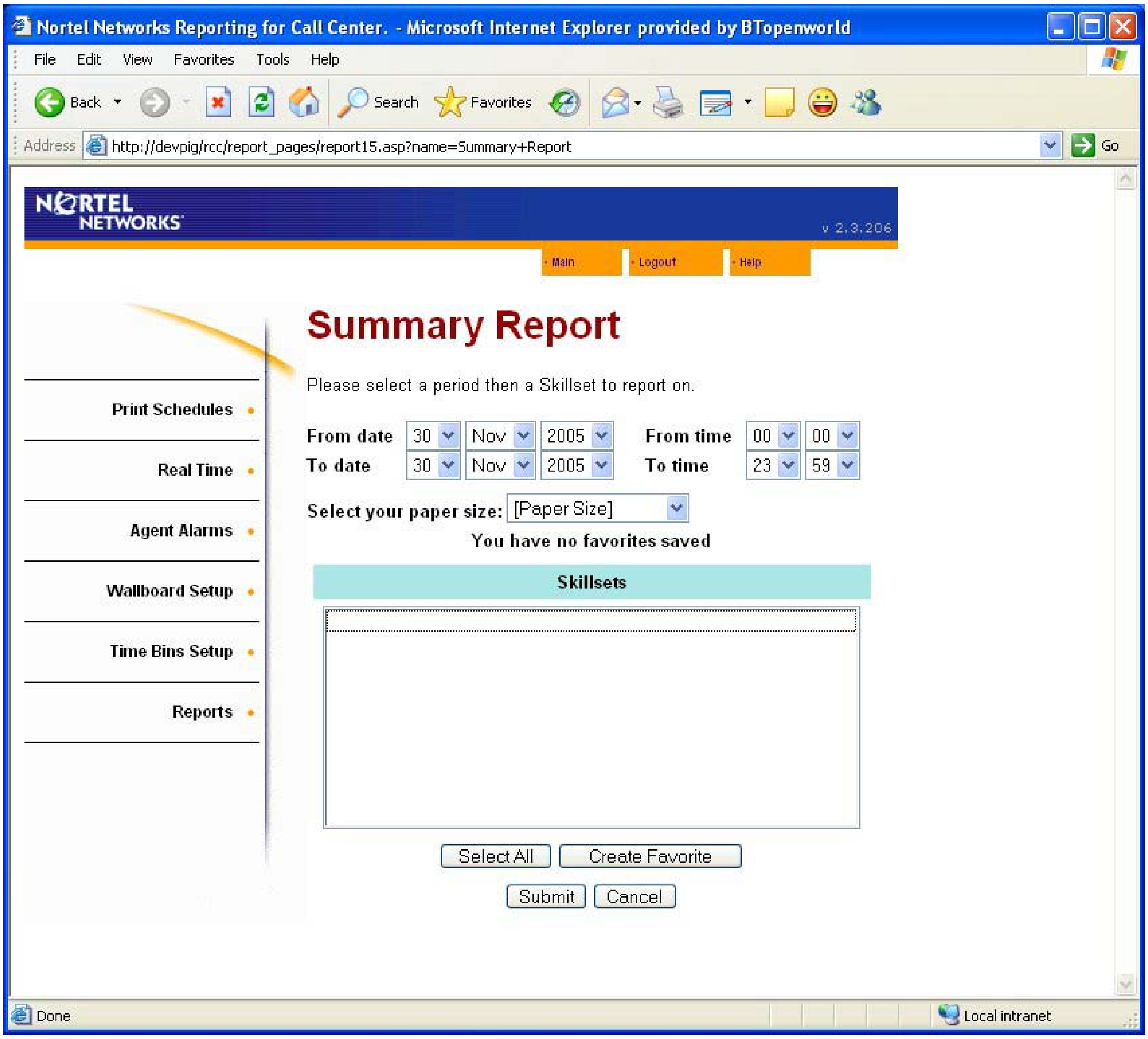


Figure 149 Summary Report Skillset page

This page allows you to select the Skillsets you wish to have included in the report, the paper size to view and print the reports on, and to specify the time period you wish the report to cover. The time period is specified by providing a From Date and From Time and a To Date and a To Time.

The From Date specifies the first date you wish to have included in the report. Information from days before the From Date will not be included in the report. The From Time specifies the time on the From Date from which you wish to have data included in the report. Information from times before the From Time on the From Date will not be included in the report.

The To Date specifies the last date you wish to have included in the report. Information from days after the To Date will not be included in the report. The To Time specifies the time on the To Date after which data will not be included in the report. Information from times after the To Time on the To Date will not be included in the report.

Drop down menus allow you to choose dates and time values.

The paper size has to be selected from a drop down list in the **Select your paper size** field before generating the report. The two options available are:

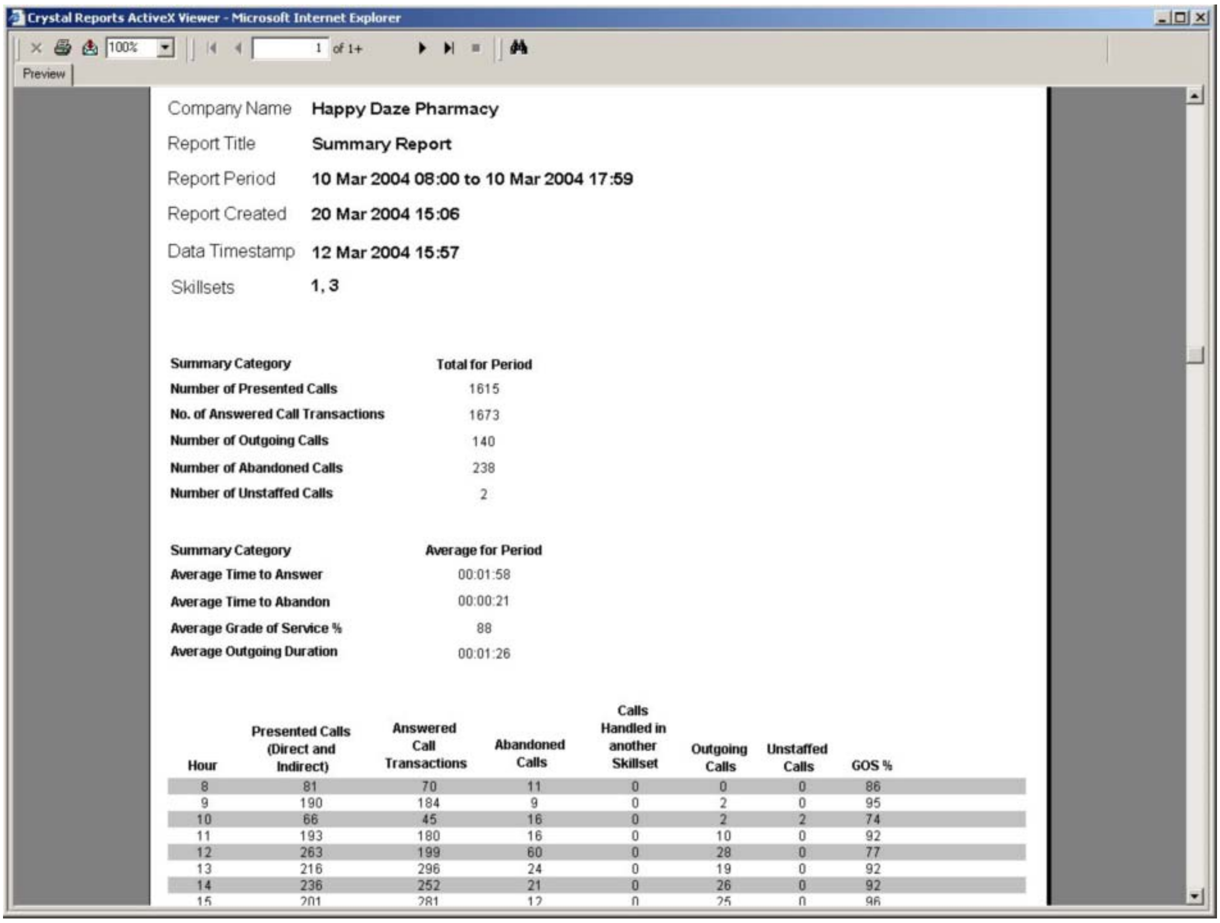
- Letter, 8 ½ x 11 in.: the report can be viewed and printed onto letter sized paper.
- A4, 210 x 297 mm: the report can be viewed and printed onto A4 sized paper.

The Summary Report Skillsets page allows you to select which Skillsets you wish to have included within the report.

- For a discussion of using Skillset Selection lists see page 72.
- For a discussion on using Favorites, see page 73.

If Skillsets are listed these can be selected, or a Favorite Skillset selected.

Clicking on the Submit button generates the report. This is shown below.



Summary Category	Total for Period
Number of Presented Calls	1615
No. of Answered Call Transactions	1673
Number of Outgoing Calls	140
Number of Abandoned Calls	238
Number of Unstaffed Calls	2

Summary Category	Average for Period
Average Time to Answer	00:01:58
Average Time to Abandon	00:00:21
Average Grade of Service %	88
Average Outgoing Duration	00:01:26

Hour	Presented Calls (Direct and Indirect)	Answered Call Transactions	Abandoned Calls	Calls Handled in another Skillset	Outgoing Calls	Unstaffed Calls	GOS %
8	81	70	11	0	0	0	86
9	190	184	9	0	2	0	95
10	66	45	16	0	2	2	74
11	193	180	16	0	10	0	92
12	263	199	60	0	28	0	77
13	216	296	24	0	19	0	92
14	236	252	21	0	26	0	92
15	201	281	12	0	25	0	96

Figure 150 Summary Report

The following statistics are displayed.

Number of Presented Calls

This is the total number of calls that were presented to the Skillets included in this report. These calls might or might not have been answered. This is the total potential calls that could have been answered.

No. of Answered Call Transactions

This is the total number of call transactions that were answered. If a call is answered by an Agent and transferred to another Agent, each Agent handles a separate Call Transaction.

Number of Outgoing Calls

This is the number of Outgoing Calls placed by the Agents in the Skillsets included in the report.

Number of Abandoned Calls

This is the total number of calls that were presented to the Skillsets but the caller disconnected before they were answered.

Number of Unstaffed Calls

This is the number of calls that were presented to the Skillsets included in this report during periods when there were no Agents logged into take the calls.

Average Time To Answer

This is the average time the Answered Calls had to wait before they were answered.

Average Time To Abandon

This is the average time the Abandoned Calls waited for, before they disconnected.

Average Outgoing Duration

This is the average length of the Outgoing Calls made by the Agents in the Skillsets included in this report.

Average Grade of Service %

This is the average Grade of Service offered to the incoming callers for the Skillsets included in the report, for the duration of the period of the report.

Summary Report Table

The following statistics are presented on an hourly or daily basis according to the timescale of the Report period. As the example Report shown has a period of a single day the Time category is divided into Hours.

Time

The table is divided into Time Slots, which are either Days or Hours according to the period of the Report. Our example report here covers a single day and so the time slots are Hours.

Presented Calls (Direct and Indirect)

The total number of calls presented in this time slot. Direct Calls are those that are presented directly to the Skillset. Indirect Calls have been handled by the Call Routing of another Skillset and have either, for example, Overflowed or been manually transferred to this Skillset.

Answered Call Transactions

The number of call transactions that were answered in this time slot.

Abandoned Calls

The number of calls which abandoned during this time slot.

Calls Handled in Another Skillset

The number of calls that were targeted at this Skillset but which were answered in another Skillset due to an Overflow, Move to Queue or other Call Routing option.

Outgoing Calls

The number of Outgoing Calls that were placed by the Agents in this Skillset during this time slot.

Unstaffed Calls

The number of calls that arrived in this Skillset, in this time slot, when there were no Agents logged into it.

Grade of Service %

The Grade of Service offered to incoming callers during this time slot.

Summary Report Graphs

The Summary Report also provides a selection of Summary Graphs, each of which shows a profile of a single statistic across the time slots of the Report, covering the time period of the Report. These are shown below.

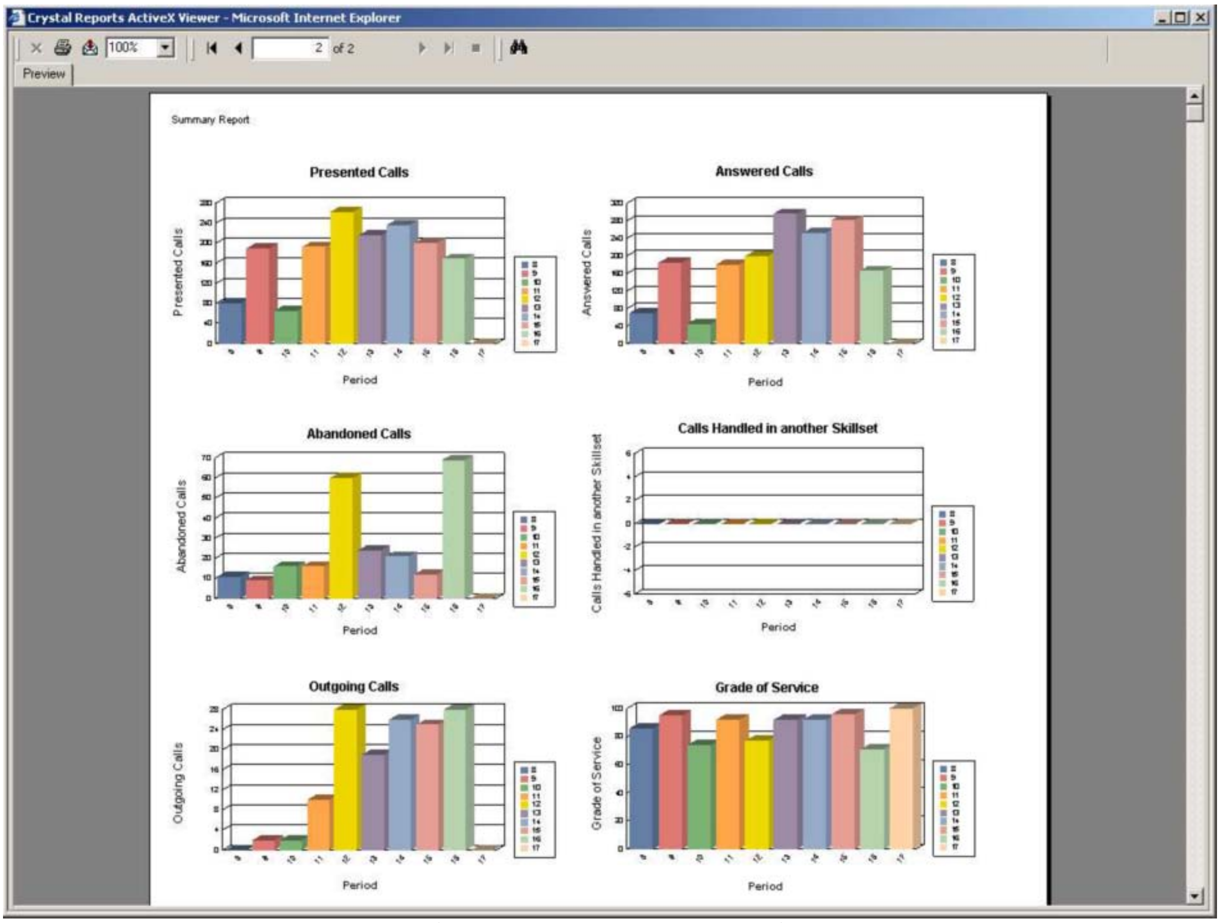


Figure 151 Summary Report Graphs

Presented Calls

This graph provides a profile of the number of calls that were presented in each time slot of the time period of the Report.

Answered Calls

This graph provides a profile of the number of calls that were answered in each time slot of the time period of the Report.

Abandoned Calls

This graph provides a profile of the number of calls that abandoned in each time slot of the time period of the Report.

Outgoing Calls

This graph provides a profile of the number of Outgoing Calls that were placed by the Agents in the Skillsets included in the Report, in each time slot of the time period of the Report.

Calls Handled In Another Skillset

This graph provides a profile of the number of calls that were targeted at the Skillsets included in this Report but which were answered in another Skillset because of some Call Routing action, in each time slot of the time period of the Report.

Grade of Service

This graph provides a profile of the grade of service offered to the incoming callers during each time slot of the time period of the Report.

Call Profile Report

Clicking on the Call Profile Report button presents you with the Call Profile Report Skillsets page, shown below.

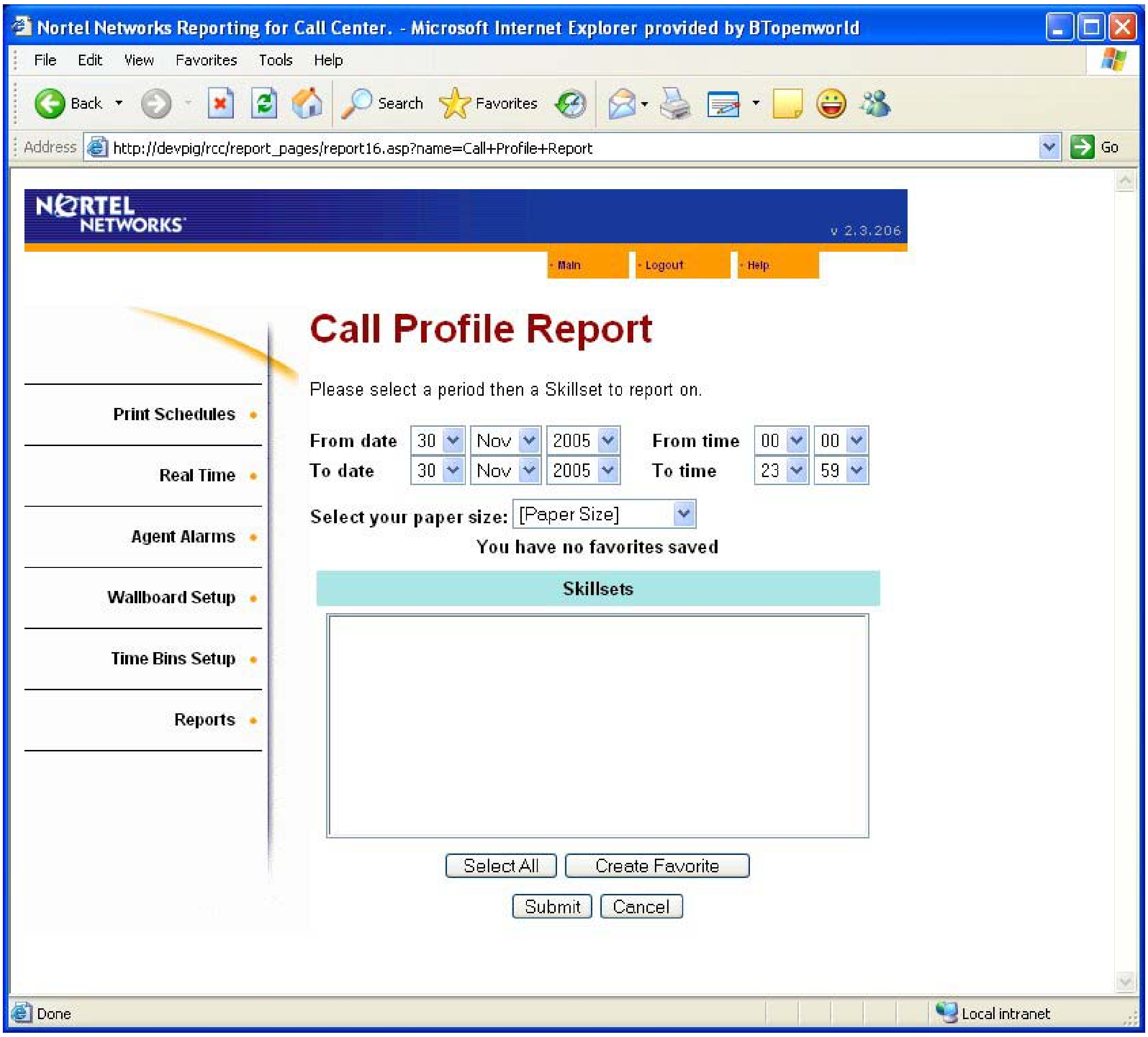


Figure 152 Call Profile Report Skillset Selection page

This page allows you to select the Skillsets you wish to have included in the report, the paper size to view and print the reports on, and to specify the time period you wish the report to cover. The time period is specified by providing a From Date and From Time and a To Date and a To Time.

The From Date specifies the first date you wish to have included in the report. Information from days before the From Date will not be included in the report. The From Time specifies the time on the From Date from which you wish to have data included in the report. Information from times before the From Time on the From Date will not be included in the report.

The To Date specifies the last date you wish to have included in the report. Information from days after the To Date will not be included in the report. The To Time specifies the time on the To Date after which data will not be included in the report. Information from times after the To Time on the To Date will not be included in the report.

Drop down menus allow you to choose dates and time values.

The paper size has to be selected from a drop down list in the **Select your paper size** field before generating the report. The two options available are:

- Letter, 8 ½ x 11 in.: the report can be viewed and printed onto letter sized paper.
- A4, 210 x 297 mm: the report can be viewed and printed onto A4 sized paper.

The Call Profile Report Skillsets page allows you to select which Skillsets you wish to have included within the report.

- For a discussion of using Skillset Selection lists see page 72.
- For a discussion on using Favorites, see page 73.

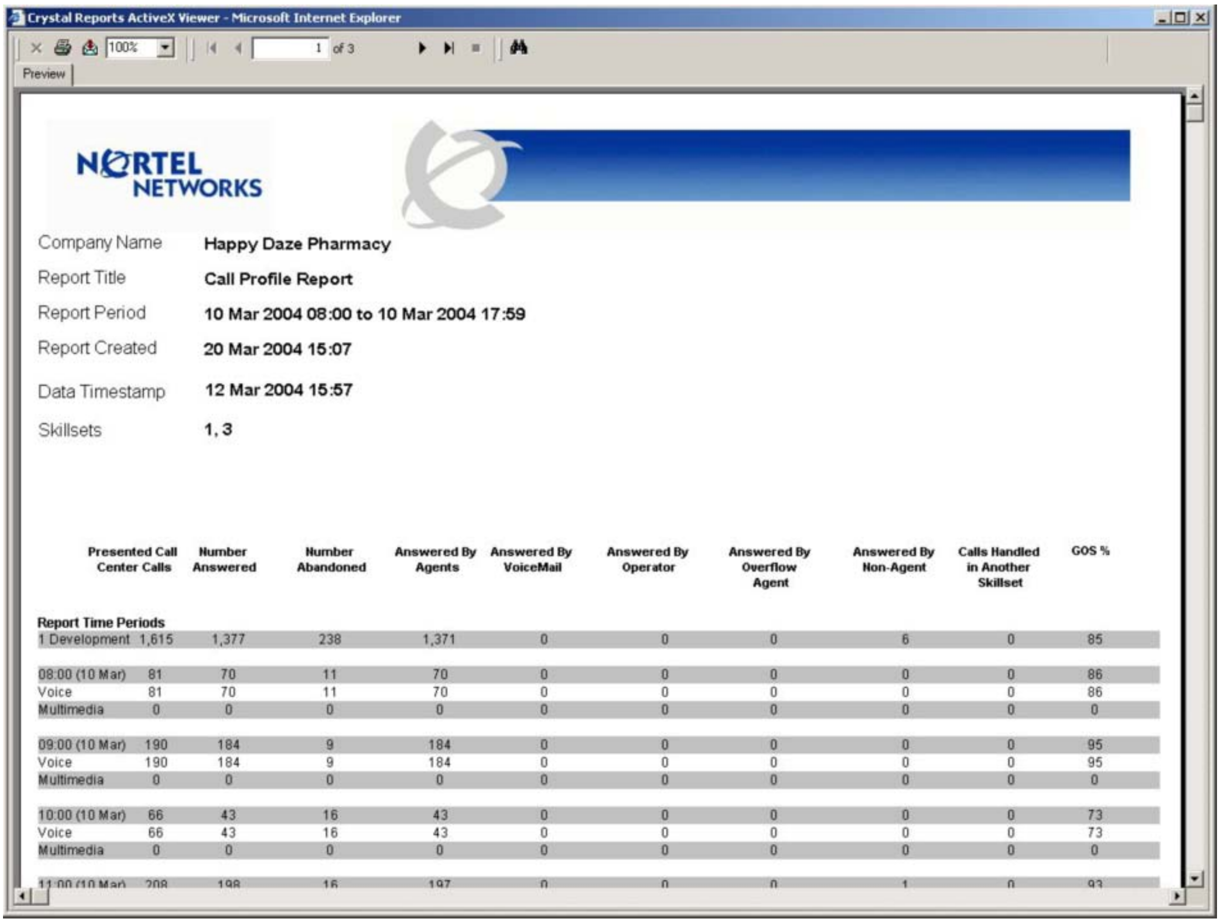
If Skillsets are listed these can be selected, or a Favorite Skillset selected.

Clicking on the Submit button generates the report. This is shown below. This report provides a breakdown of the period of the report into Time slots. The time slots will be in hours or in days, according to the length of the report period.

It is by comparing the values from the various time slots that the profile of the period can be observed. A graph is provided in this report to better understand the profile of the period.

Call Profile Report Table

The following statistics are provided in the Call Profile Report.



Company Name	Happy Daze Pharmacy
Report Title	Call Profile Report
Report Period	10 Mar 2004 08:00 to 10 Mar 2004 17:59
Report Created	20 Mar 2004 15:07
Data Timestamp	12 Mar 2004 15:57
Skillsets	1, 3

Report Time Periods	Presented Call Center Calls	Number Answered	Number Abandoned	Answered By Agents	Answered By VoiceMail	Answered By Operator	Answered By Overflow Agent	Answered By Non-Agent	Calls Handled in Another Skillset	GOS %
1 Development	1,615	1,377	238	1,371	0	0	0	6	0	85
08:00 (10 Mar)	81	70	11	70	0	0	0	0	0	86
Voice	81	70	11	70	0	0	0	0	0	86
Multimedia	0	0	0	0	0	0	0	0	0	0
09:00 (10 Mar)	190	184	9	184	0	0	0	0	0	95
Voice	190	184	9	184	0	0	0	0	0	95
Multimedia	0	0	0	0	0	0	0	0	0	0
10:00 (10 Mar)	66	43	16	43	0	0	0	0	0	73
Voice	66	43	16	43	0	0	0	0	0	73
Multimedia	0	0	0	0	0	0	0	0	0	0
11:00 (10 Mar)	208	198	16	197	0	0	0	1	0	93

Figure 153 Call Profile Report

Presented Call Center

Indicates the number of calls that were presented to the Skillset in each time slot. There is a breakdown showing the number of calls that were regular voice calls and those which were conducted through the use of Nortel Networks Multimedia Call Center (Multimedia calls).

Number Answered

Indicates the number of calls that were Answered in each time slot, with a break down showing the number of calls that were regular Voice calls and those which were conducted through the use of Nortel Networks Multimedia Call Center (Multimedia calls).

Number Abandoned

Indicates the number of calls that were Abandoned in each time slot, with a break down showing the number of calls that were regular voice calls and those which were conducted through the use of Nortel Networks Multimedia Call Center (Multimedia calls).

Answered by Agents

Indicates the number of calls that were Answered by Agents in each time slot, with a break down showing the number of calls that were regular voice calls and those which were conducted through the use of Nortel Networks Multimedia Call Center (Multimedia calls).

Answered by Voice Mail

Indicates the number of calls that were Answered by Voice Mail in each time slot, with a break down showing the number of calls that were regular Voice calls and those which were conducted through the use of Nortel Networks Multimedia Call Center (Multimedia calls).

Answered by Operator

Indicates the number of calls that were Answered by the Operator in each time slot, with a break down showing the number of calls that were regular voice calls and those which were conducted through the use of Nortel Networks Multimedia Call Center (Multimedia calls).

Answered by Overflow Agent

Indicates the number of calls that were Answered by Overflow Agents, in each time slot. Overflow Agents are Agents logged into another Skillset, who are considered to be temporarily logged in to the Skillset which the overflow call was targeted at. A break down shows the number of calls that were regular voice calls and those which were conducted through the use of Nortel Networks Multimedia Call Center (Multimedia calls).

Answered by Non-Agent

Indicates the number of calls that were Answered by Non-Agents in each time slot, with a break down showing the number of calls that were regular voice calls and those which were conducted through the use of Nortel Networks Multimedia Call Center (Multimedia calls).

Calls Handled in Another Skillset

Indicates the number of calls that were Answered by the Agents in other Skillsets, in each time slot, with a break down showing the number of calls that were regular voice calls and those which were conducted through the use of Nortel Networks Multimedia Call Center (Multimedia calls). (Calls can be answered in another Skillset because of a routing step such as Move to Queue.)

Grade of Service

Indicates the Grade of Service offered to incoming callers during each time slot, with a break down showing the number of calls that were regular voice calls and those which were conducted through the use of Nortel Networks Multimedia Call Center (Multimedia calls).

Call Profile Report Graph

A graph is included on the last page of the Call Profile Report, this is shown below.

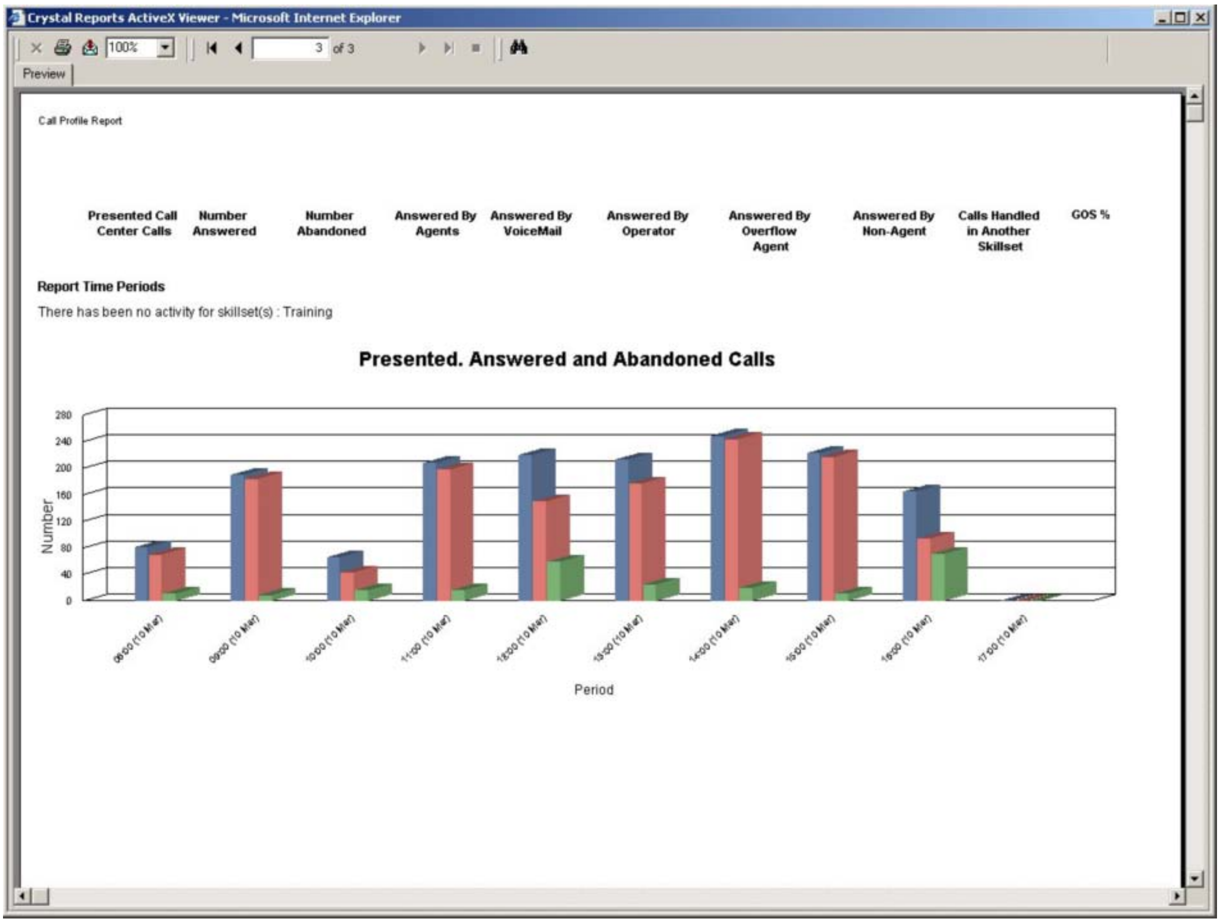


Figure 154 Call Profile Report Graph

The graph indicates the number of Call Center calls that were Presented, Answered and Abandoned for each time slot across the period of the report.

Incoming Call Report

Clicking on the Incoming Call Report button presents you with the Incoming Call Report Skillsets page, shown below.

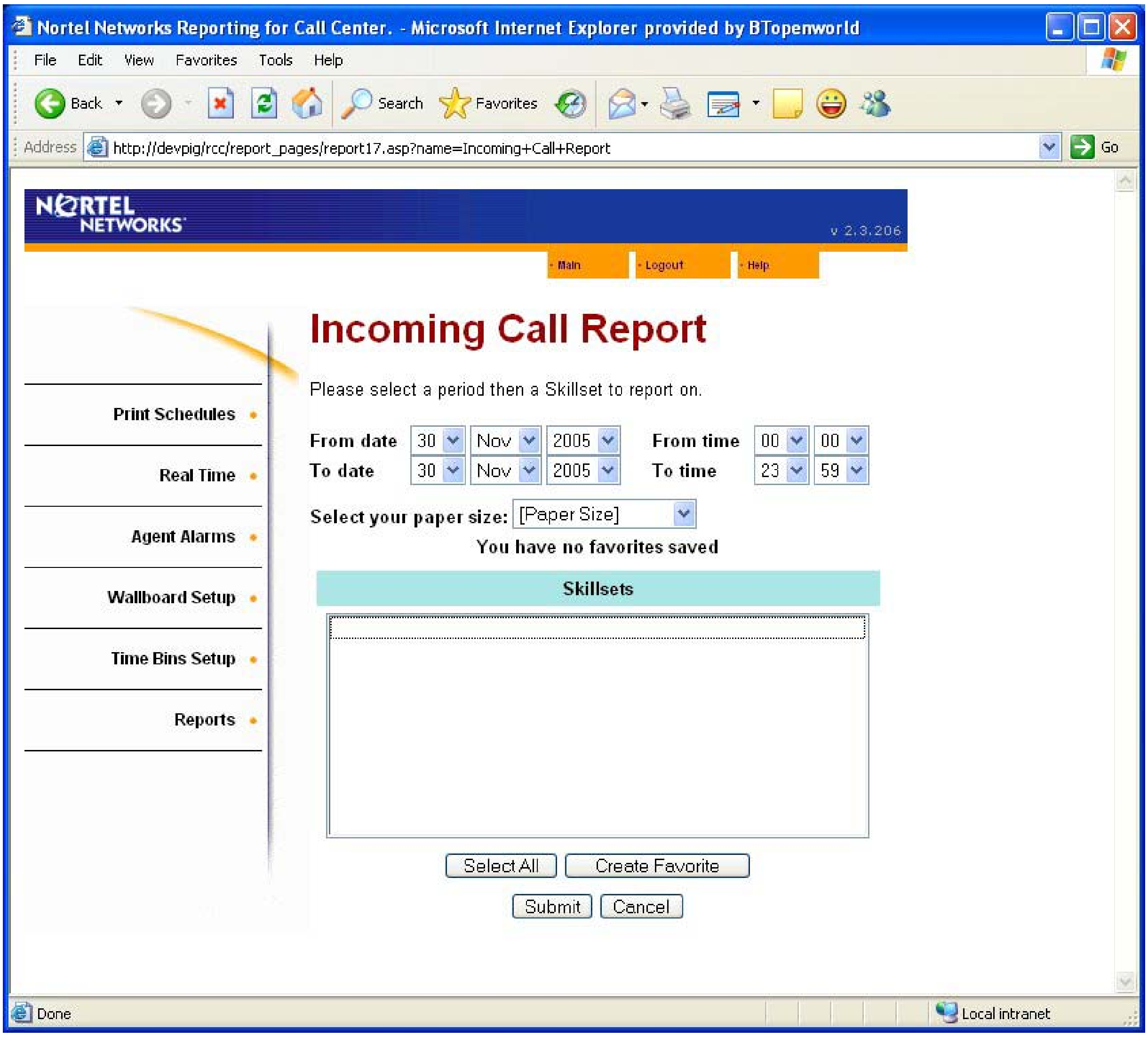


Figure 155 Incoming Call Report Skillset Selection page

This page allows you to select the Skillsets you wish to have included in the report, the paper size to view and print the reports on, and to specify the time period you wish the report to cover. The time period is specified by providing a From Date and From Time and a To Date and a To Time.

The From Date specifies the first date you wish to have included in the report. Information from days before the From Date will not be included in the report. The From Time specifies the time on the From Date from which you wish to have data included in the report. Information from times before the From Time on the From Date will not be included in the report.

The To Date specifies the last date you wish to have included in the report. Information from days after the To Date will not be included in the report. The To Time specifies the time on the To Date after which data will not be included in the report. Information from times after the To Time on the To Date will not be included in the report.

Drop down menus allow you to choose dates and time values.

The paper size has to be selected from a drop down list in the **Select your paper size** field before generating the report. The two options available are:

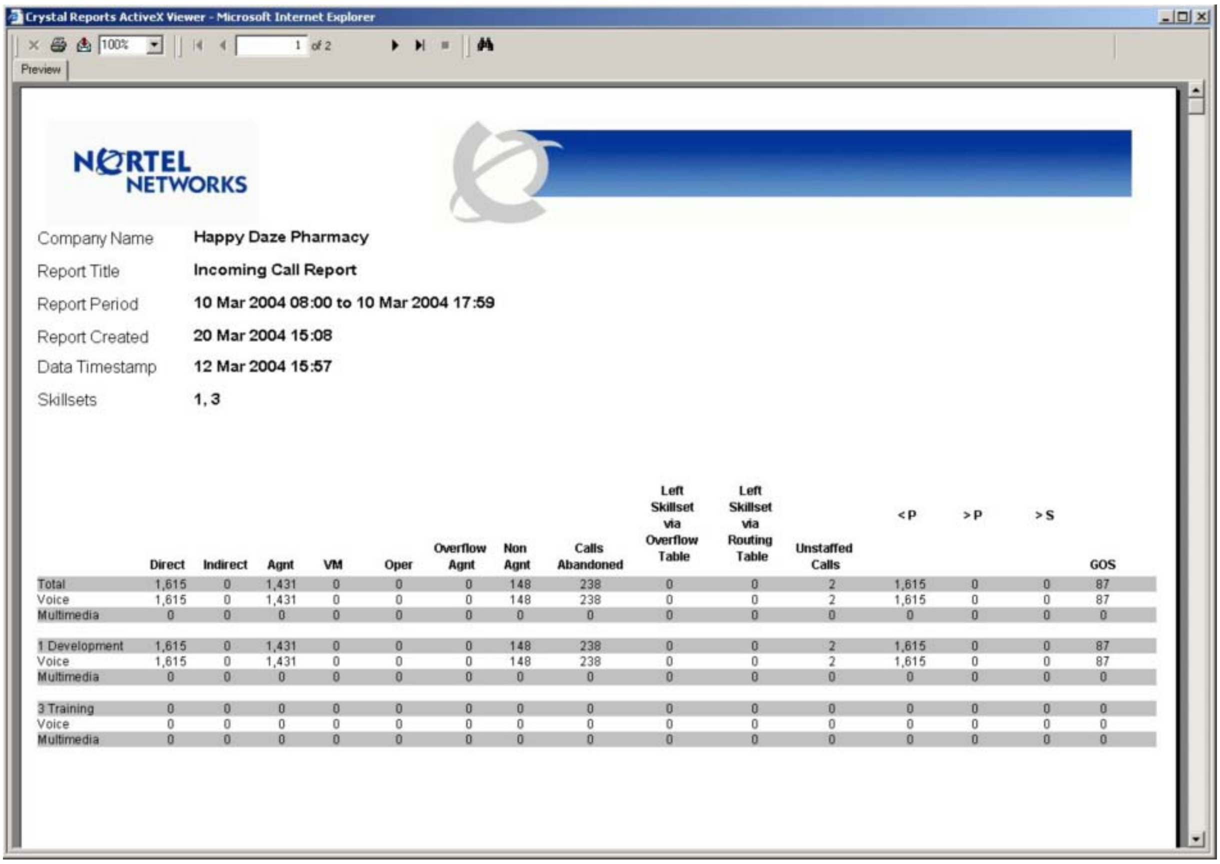
- Letter, 8 ½ x 11 in.: the report can be viewed and printed onto letter sized paper.
- A4, 210 x 297 mm: the report can be viewed and printed onto A4 sized paper.

The Incoming Call Report Skillsets page allows you to select which Skillsets you wish to have included within the report.

- For a discussion of using Skillset Selection lists see page 72.
- For a discussion on using Favorites, see page 73.

If Skillsets are listed these can be selected, or a Favorite Skillset selected.

Clicking on the Submit button generates the report. This is shown below.



Company Name Happy Daze Pharmacy
Report Title Incoming Call Report
Report Period 10 Mar 2004 08:00 to 10 Mar 2004 17:59
Report Created 20 Mar 2004 15:08
Data Timestamp 12 Mar 2004 15:57
Skillsets 1, 3

	Direct	Indirect	Agnt	VM	Oper	Overflow Agnt	Non Agnt	Calls Abandoned	Left Skillset via Overflow Table	Left Skillset via Routing Table	Unstaffed Calls	< P	> P	> S	GOS
Total	1,615	0	1,431	0	0	0	148	238	0	0	2	1,615	0	0	87
Voice	1,615	0	1,431	0	0	0	148	238	0	0	2	1,615	0	0	87
Multimedia	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1 Development	1,615	0	1,431	0	0	0	148	238	0	0	2	1,615	0	0	87
Voice	1,615	0	1,431	0	0	0	148	238	0	0	2	1,615	0	0	87
Multimedia	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3 Training	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

Figure 156 Incoming Call Report

Incoming Call Report Table

The following statistics are presented in the Incoming Call Report Table.

Direct

Indicates the number of Direct Calls that have been answered in the Skillset. Direct Calls are those calls that have not been handled by the Call Routing of another Skillset, nor by the Agents of another Skillset. They have come via the Call Routing ‘direct’ to the Skillset in question. Separate figures are presented for voice calls and Multimedia Calls (calls conducted through the use of Nortel Networks Call Multimedia Center.)

Indirect

Indicates the number of Indirect Calls that have been answered in the Skillset. Indirect Calls have been handled by the Call Routing of another Skillset or by the Agent so f another Skillset before they arrived in this Skillset. Separate figures are presented for voice calls and Multimedia Calls (calls conducted through the use of Nortel Networks Call Multimedia Center.)

Agent

Indicates the number of calls that have been answered by the Agents in this Skillset. Separate figures are presented for voice calls and Multimedia Calls (calls conducted through the use of Nortel Networks Call Multimedia Center.)

VM

Indicates the number of calls that have been answered by the Voice Mail in this Skillset. Separate figures are presented for voice calls and Multimedia Calls (calls conducted through the use of Nortel Networks Call Multimedia Center.)

Oper

Indicates the number of calls that were presented to this Skillset but which were eventually answered by the Operator. Separate figures are presented for voice calls and Multimedia Calls (calls conducted through the use of Nortel Networks Call Multimedia Center.)

Overflow Agent

Indicates the number of calls that were presented to this Skillset and which were answered by Overflow Agents. Overflow Agents are Agents in another Skillset, who are automatically temporarily considered to be in the Skillset that the call was originally targeted at. Separate figures are presented for voice calls and Multimedia Calls (calls conducted through the use of Nortel Networks Call Multimedia Center.)

Non-Agent

Indicates the number of calls that were presented to this Skillset but which were eventually answered by a Non-Agent. Separate figures are presented for voice calls and Multimedia Calls (calls conducted through the use of Nortel Networks Call Multimedia Center.)

Calls Abandoned

Indicates the number of calls that were presented to this Skillset but which were never answered because the incoming caller cleared down the call before it could be answered. Separate figures are presented for voice calls and Multimedia Calls (calls conducted through the use of Nortel Networks Call Multimedia Center.)

Left Skillset via Overflow Table

Indicates the number of calls that left the Skillset due to the Call Routing programmed in the Overflow Table. (These calls have left this Skillset, they are not the same as the calls answered by Overflow Agents in this Skillset.) Separate figures are presented for voice calls and Multimedia Calls (calls conducted through the use of Nortel Networks Call Multimedia Center.)

Left Skillset via Routing Table

Indicates the number of calls that left the Skillset due to the Call Routing programmed in the Routing Table. Separate figures are presented for voice calls and Multimedia Calls (calls conducted through the use of Nortel Networks Call Multimedia Center.)

Unstaffed Calls

Indicates the number of calls that were presented to the Skillset in the periods when there no Agent logged in. Separate figures are presented for voice calls and Multimedia Calls (calls conducted through the use of Nortel Networks Call Multimedia Center.)

< P

Indicates the number of calls that were answered before the Primary Alert Threshold. (Mutually exclusive to >P and >S.) Separate figures are presented for voice calls and Multimedia Calls (calls conducted through the use of Nortel Networks Call Multimedia Center.)

> P

Indicates the number of calls that were answered after the Primary Alert Threshold but before the Secondary Alert Threshold. (Mutually exclusive to <P and >S.) Separate figures are presented for voice calls and Multimedia Calls (calls conducted through the use of Nortel Networks Call Multimedia Center.)

> S

Indicates the number of calls that were answered after the Secondary Alert Threshold. (Mutually exclusive to <P and >P.) Separate figures are presented for voice calls and Multimedia Calls (calls conducted through the use of Nortel Networks Call Multimedia Center.)

GOS

Indicates the grade of service that was offered to the incoming callers for the period of the report. Separate figures are presented for voice calls and Multimedia Calls (calls conducted through the use of Nortel Networks Call Multimedia Center.)

Incoming Call Report Graph

On the last page of the report, the following graph is displayed.

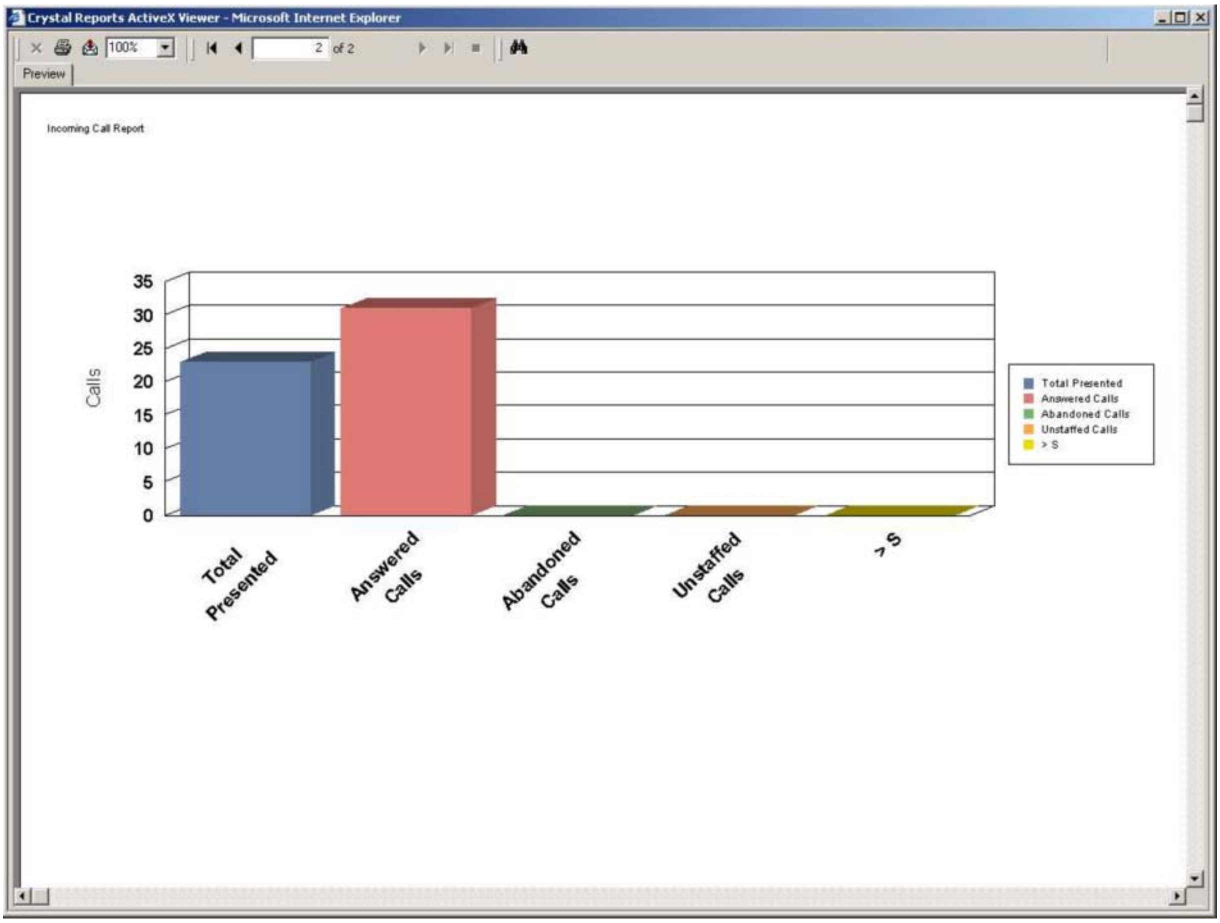


Figure 157 Incoming Call Report Graph

Total Presented

Indicates the total number of calls (both voice and Multimedia Calls) that were presented to the Skillset.

Answered Call

Indicates the total number of calls (both voice and Multimedia Calls) that were answered in the Skillset.

Abandoned Calls

Indicates the total number of calls (both voice and Multimedia Calls) that were abandoned in the Skillset.

Unstaffed Calls

Indicates the total number of calls (both voice and Multimedia Calls) that were presented to the Skillset during those periods when there were no Agents logged in.

> S

Indicates the total number of calls (both voice and Multimedia Calls) that were answered after the Secondary Alert Threshold.

Unanswered Help Request Report

Clicking on the Unanswered Help Request Report button presents you with the Unanswered Help Request Report Period Selection page, shown below.

This page allows you to specify the paper size to view and print the reports on, and the time period you wish the report to cover. The time period is specified by providing a From Date and From Time and a To Date and a To Time.

The From Date specifies the first date you wish to have included in the report. Information from days before the From Date will not be included in the report. The From Time specifies the time on the From Date from which you wish to have data included in the report. Information from times before the From Time on the From Date will not be included in the report.

The To Date specifies the last date you wish to have included in the report. Information from days after the To Date will not be included in the report. The To Time specifies the time on the To Date after which data will not be included in the report. Information from times after the To Time on the To Date will not be included in the report.

Drop down menus allow you to choose dates and time values.

The paper size has to be selected from a drop down list in the **Select your paper size** field before generating the report. The two options available are:

- Letter, 8 ½ x 11 in.: the report can be viewed and printed onto letter sized paper.
- A4, 210 x 297 mm: the report can be viewed and printed onto A4 sized paper.

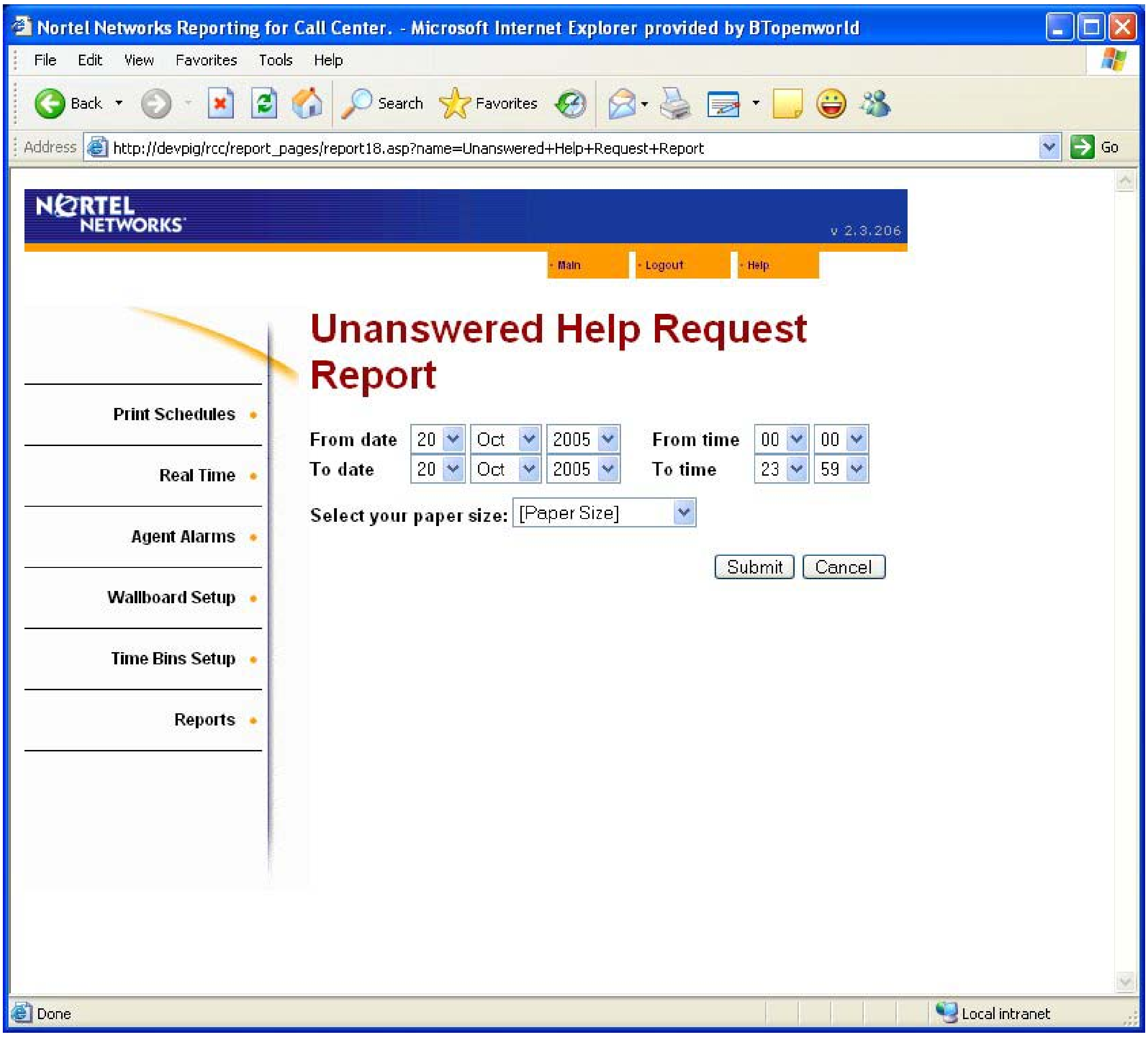


Figure 158 Unanswered Help Request Report Selection page

Clicking on the Show Report button presents you with the report. This is shown below.

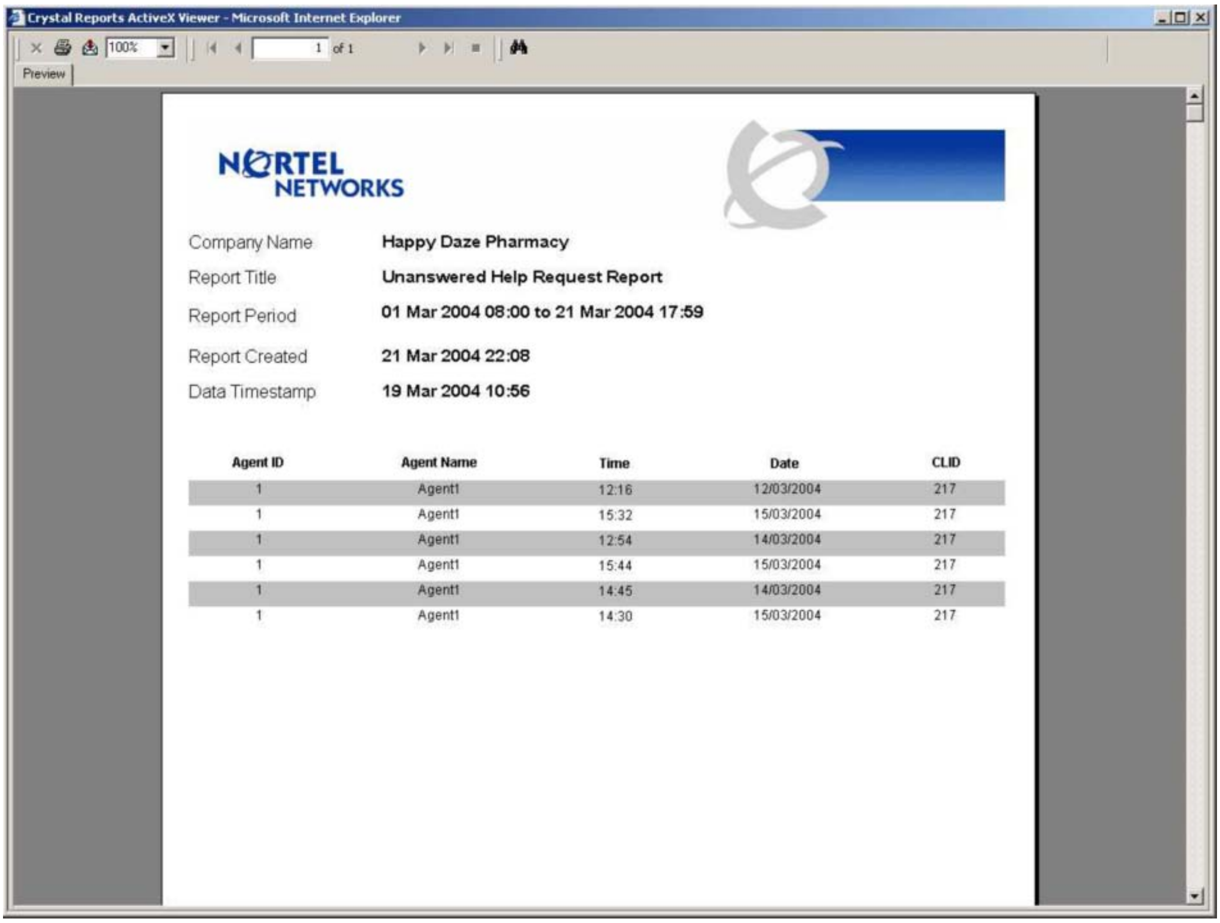


Figure 159 Unanswered Help Request Report

Agent ID

Indicates the Agent Log In ID (as specified in Call Center).

Agent Name

Indicates the Agent Name (as specified within Call Center).

Time

Indicates the time the help request was made

Date

Indicates the date when the help request was made.

CLID

Calling Line ID of the call the Agent was handling at the time of the help request.

Agent Average Report by Agent

Clicking on the Agent Average Report by Agent button presents you with the Agent Average Report by Agent Skillsets page, shown below.

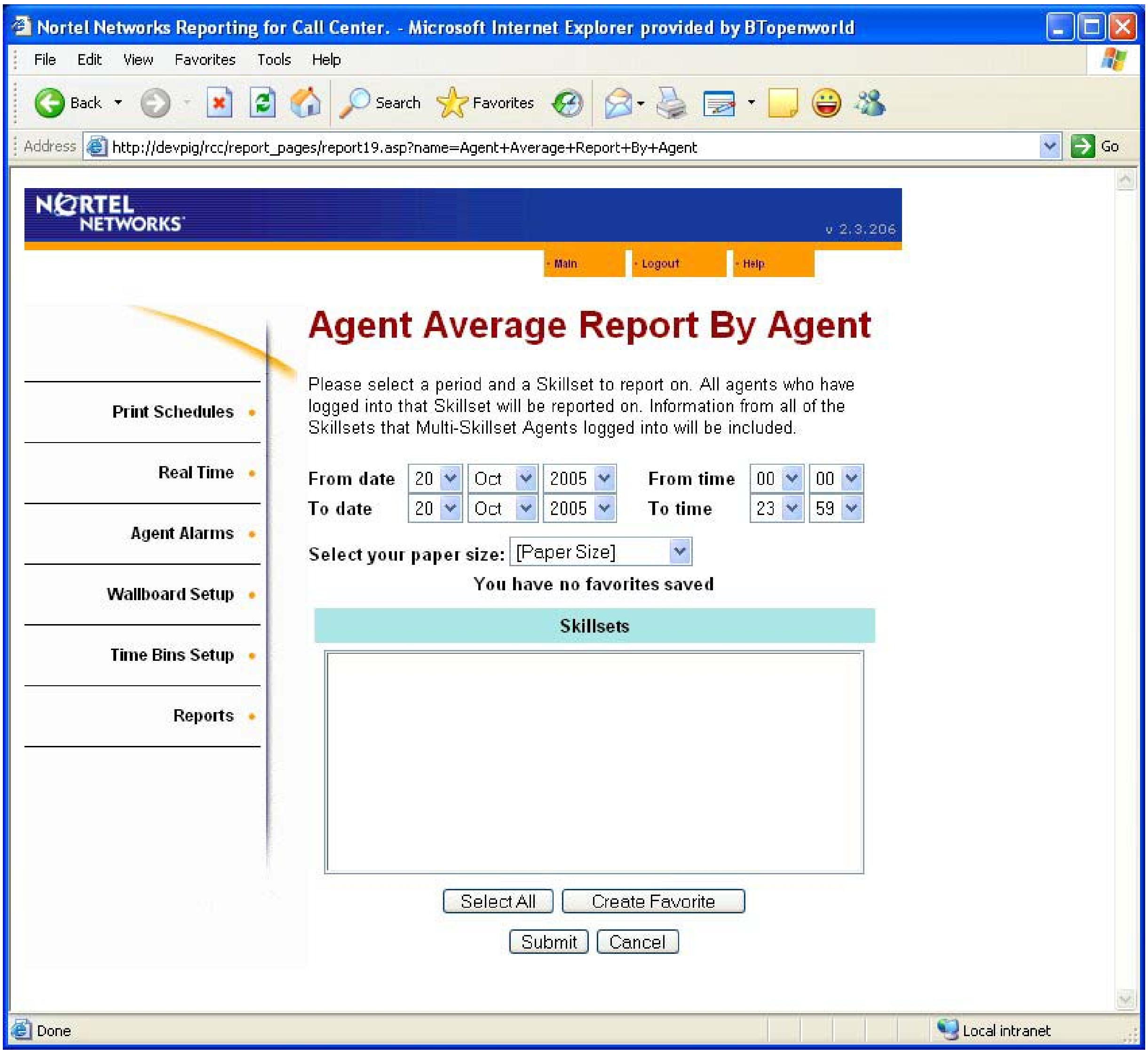


Figure 160 Agent Average Report by Agent Skillset Selection Page

This page allows you to select the Skillsets you wish to have included in the report, the paper size to view and print the reports on, and to specify the time period you wish the report to cover. The time period is specified by providing a From Date and From Time and a To Date and a To Time.

The From Date specifies the first date you wish to have included in the report. Information from days before the From Date will not be included in the report. The From Time specifies the time on the From Date from which you wish to have data included in the report. Information from times before the From Time on the From Date will not be included in the report.

The To Date specifies the last date you wish to have included in the report. Information from days after the To Date will not be included in the report. The To Time specifies the time on the To Date after which data will not be included in the report. Information from times after the To Time on the To Date will not be included in the report.

Drop down menus allow you to choose dates and time values.

The paper size has to be selected from a drop down list in the **Select your paper size** field before generating the report. The two options available are:

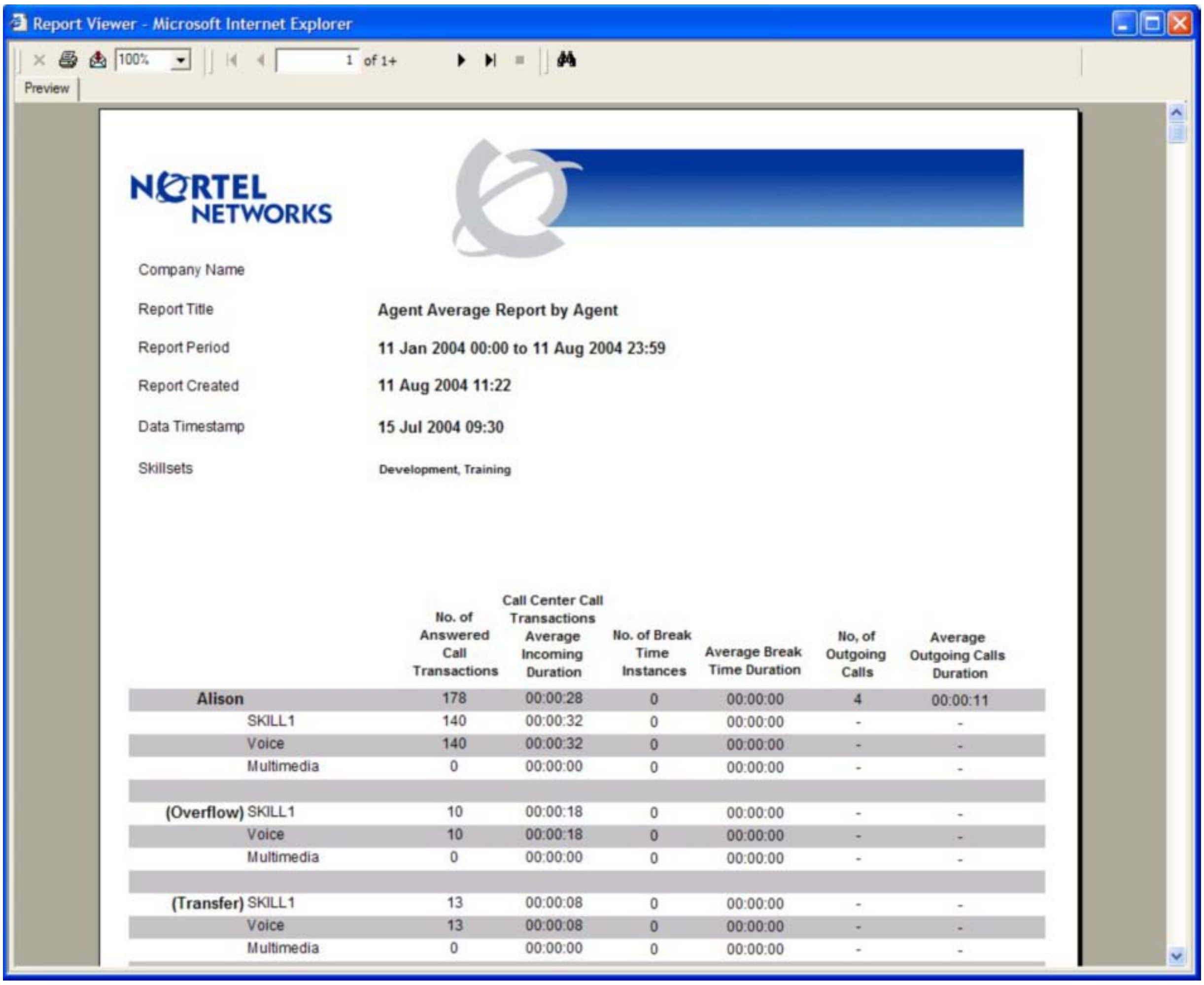
- Letter, 8 ½ x 11 in.: the report can be viewed and printed onto letter sized paper.
- A4, 210 x 297 mm: the report can be viewed and printed onto A4 sized paper.

The Call Average Report Skillsets page allows you to select which Skillsets you wish to have included within the report.

- For a discussion of using Skillset Selection lists see page 72.
- For a discussion on using Favorites, see page 73.

If Skillsets are listed these can be selected, or a Favorite Skillset selected.

Clicking on the Submit button generates the report.


Report Viewer - Microsoft Internet Explorer

NORTEL NETWORKS

Company Name	
Report Title	Agent Average Report by Agent
Report Period	11 Jan 2004 00:00 to 11 Aug 2004 23:59
Report Created	11 Aug 2004 11:22
Data Timestamp	15 Jul 2004 09:30
Skillsets	Development, Training

	No. of Answered Call Transactions	Call Center Call Transactions Average Incoming Duration	No. of Break Time Instances	Average Break Time Duration	No. of Outgoing Calls	Average Outgoing Calls Duration
Alison	178	00:00:28	0	00:00:00	4	00:00:11
SKILL1	140	00:00:32	0	00:00:00	-	-
Voice	140	00:00:32	0	00:00:00	-	-
Multimedia	0	00:00:00	0	00:00:00	-	-
(Overflow) SKILL1	10	00:00:18	0	00:00:00	-	-
Voice	10	00:00:18	0	00:00:00	-	-
Multimedia	0	00:00:00	0	00:00:00	-	-
(Transfer) SKILL1	13	00:00:08	0	00:00:00	-	-
Voice	13	00:00:08	0	00:00:00	-	-
Multimedia	0	00:00:00	0	00:00:00	-	-

Figure 161 Agent Average Report by Agent

For each Skillset, Agent by Agent the average durations of six Call Center statistics are displayed. For calls that have been transferred to the Agent the word Transferred will appear at the start of the line for that Agent. Likewise, if the Call Transaction was for an overflowed call the word Overflow will appear at the start of the line for that Agent.

An Agent can therefore have up to three lines displayed for them, separating out the direct Call Center Call Transactions from the Transferred and Overflowed transactions.

No. of Answered Call Transactions

Indicates the number of Call Center transactions that this Agent has answered.

Call Center Call Transactions Average Incoming Duration

Indicates the average duration of the Call Center Call Transactions answered by this Agent.

No. of Break Time Instances

Indicates the number of times this Agent received Break Time from the Call Center.

Average Break Time Duration

Indicates the average duration of the Break Time periods this Agent received.

No. Of Outgoing Calls

Indicates the number of Outgoing Calls this Agent placed. This does not include internal calls, only calls that were made outside of the premises.

Average Outgoing Calls Duration

Indicates the average duration of the Outgoing Calls that this Agent made.

Agent Activity Report by Skillset

Clicking on the Agent Activity Report by Agent button presents you with the Agent Activity Report by Agent Skillsets page, shown below.

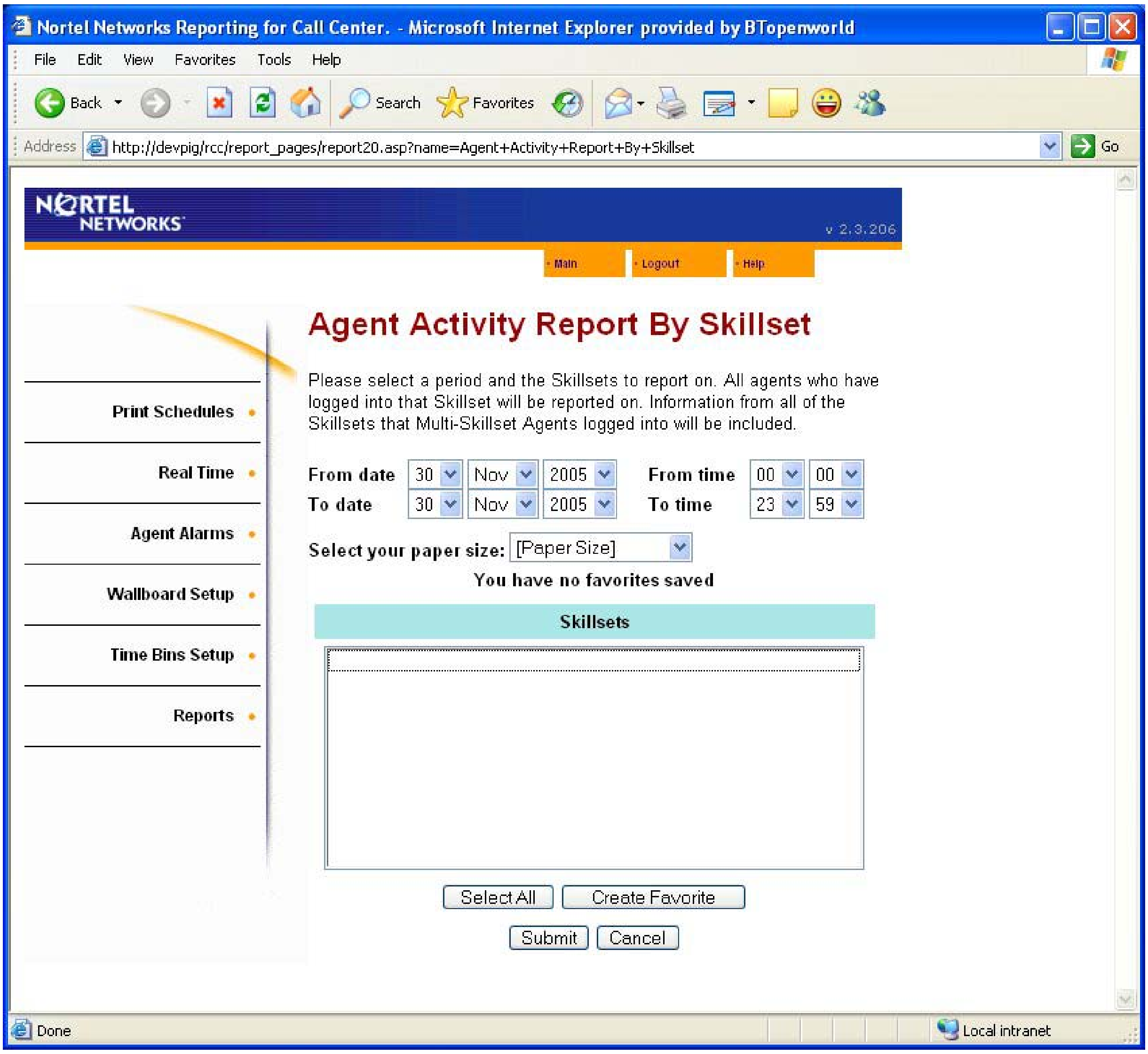


Figure 162 Agent Activity Report by Skillset, Skillset Selection Page

This page allows you to select the Skillsets you wish to have included in the report, the paper size to view and print the reports on, and to specify the time period you wish the report to cover. The time period is specified by providing a From Date and From Time and a To Date and a To Time.

The From Date specifies the first date you wish to have included in the report. Information from days before the From Date will not be included in the report. The From Time specifies the time on the From Date from which you wish to have data included in the report. Information from times before the From Time on the From Date will not be included in the report.

The To Date specifies the last date you wish to have included in the report. Information from days after the To Date will not be included in the report. The To Time specifies the time on the To Date after which data will not be included in the report. Information from times after the To Time on the To Date will not be included in the report.

Drop down menus allow you to choose dates and time values.

The paper size has to be selected from a drop down list in the **Select your paper size** field before generating the report. The two options available are:

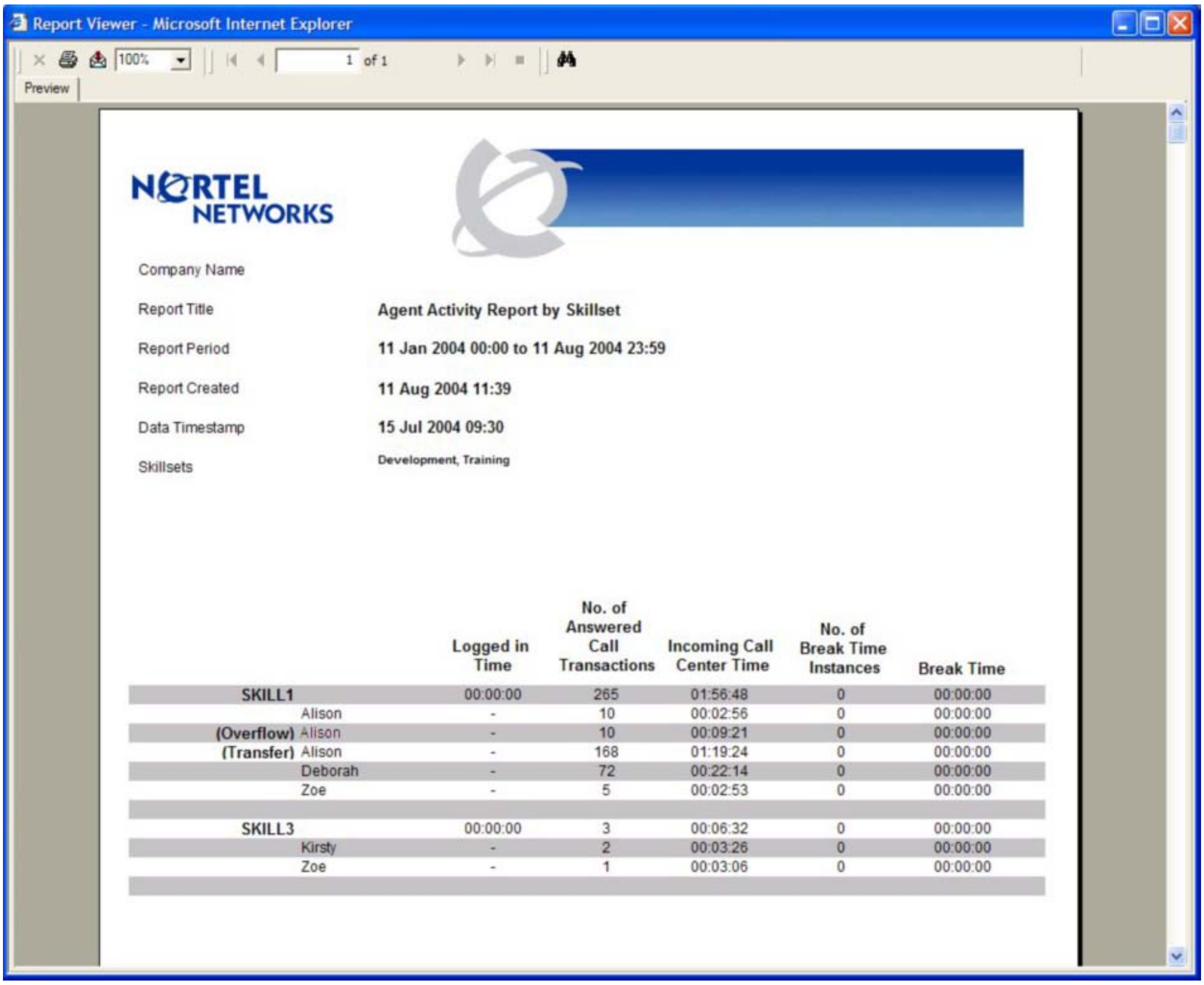
- Letter, 8 ½ x 11 in.: the report can be viewed and printed onto letter sized paper.
- A4, 210 x 297 mm: the report can be viewed and printed onto A4 sized paper.

The Call Average Report Skillsets page allows you to select which Skillsets you wish to have included within the report.

- For a discussion of using Skillset Selection lists see page 72.
- For a discussion on using Favorites, see page 73.

If Skillsets are listed these can be selected, or a Favorite Skillset selected.

Clicking on the Submit button generates the report.



Company Name

Report Title: Agent Activity Report by Skillset

Report Period: 11 Jan 2004 00:00 to 11 Aug 2004 23:59

Report Created: 11 Aug 2004 11:39

Data Timestamp: 15 Jul 2004 09:30

Skillsets: Development, Training

	Logged in Time	No. of Answered Call Transactions	Incoming Call Center Time	No. of Break Time Instances	Break Time
SKILL1	00:00:00	265	01:56:48	0	00:00:00
Alison	-	10	00:02:56	0	00:00:00
(Overflow) Alison	-	10	00:09:21	0	00:00:00
(Transfer) Alison	-	168	01:19:24	0	00:00:00
Deborah	-	72	00:22:14	0	00:00:00
Zoe	-	5	00:02:53	0	00:00:00
SKILL3	00:00:00	3	00:06:32	0	00:00:00
Kirsty	-	2	00:03:26	0	00:00:00
Zoe	-	1	00:03:06	0	00:00:00

Figure 163 Agent Activity Report by Skillset

For each Skillset in the report, Agent by Agent the average durations of five Call Center statistics are displayed. For calls that have been transferred to the Agent the word Transferred will appear at the start of the line for that Agent. Likewise, if the Call Transaction was for an overflowed call the word Overflow will appear at the start of the line for that Agent.

An Agent can therefore have up to three lines displayed for them, separating out the direct Call Center Call Transactions from the Transferred and Overflowed transactions.

Logged In Time

Indicates the total time that the Agent was logged in to the Call Center. This may be the sum of several (or many) instances, according to the duration covered by the report.

No. Answered Call Center Transactions

Indicates the number of Call Center transactions that this Agent has answered.

Incoming Call Center Time

Indicates the total duration of the Call Center Call Transactions answered by this Agent.

No. of Break Time Instances

Indicates the number of BreakTime instances this Agent received from the Call Center.

Break Time

Indicates the total duration of the Break Time periods this Agent received.

System Configuration Report

Clicking on the Configuration Report button presents you with the Configuration Report submit page, shown below.

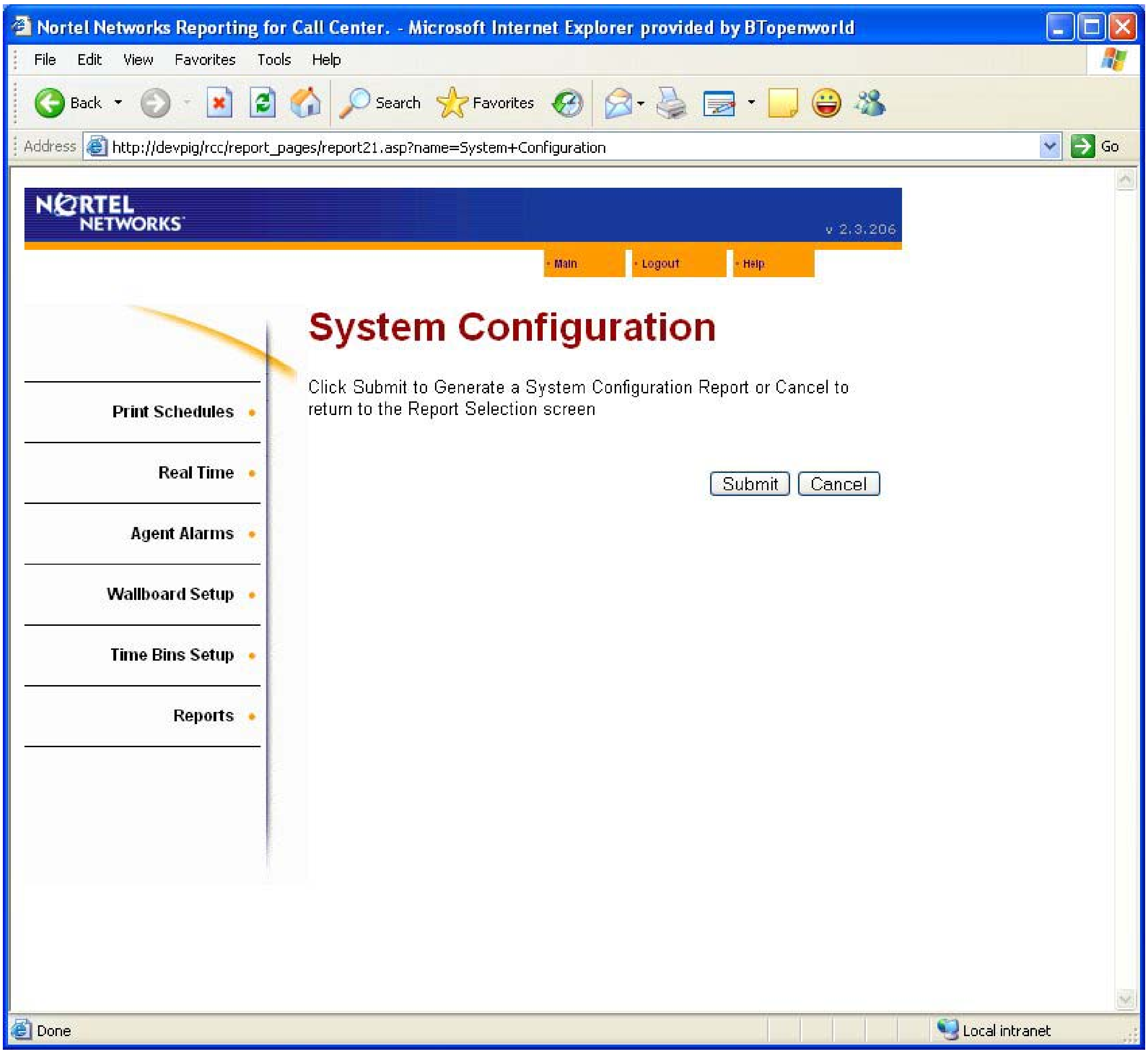
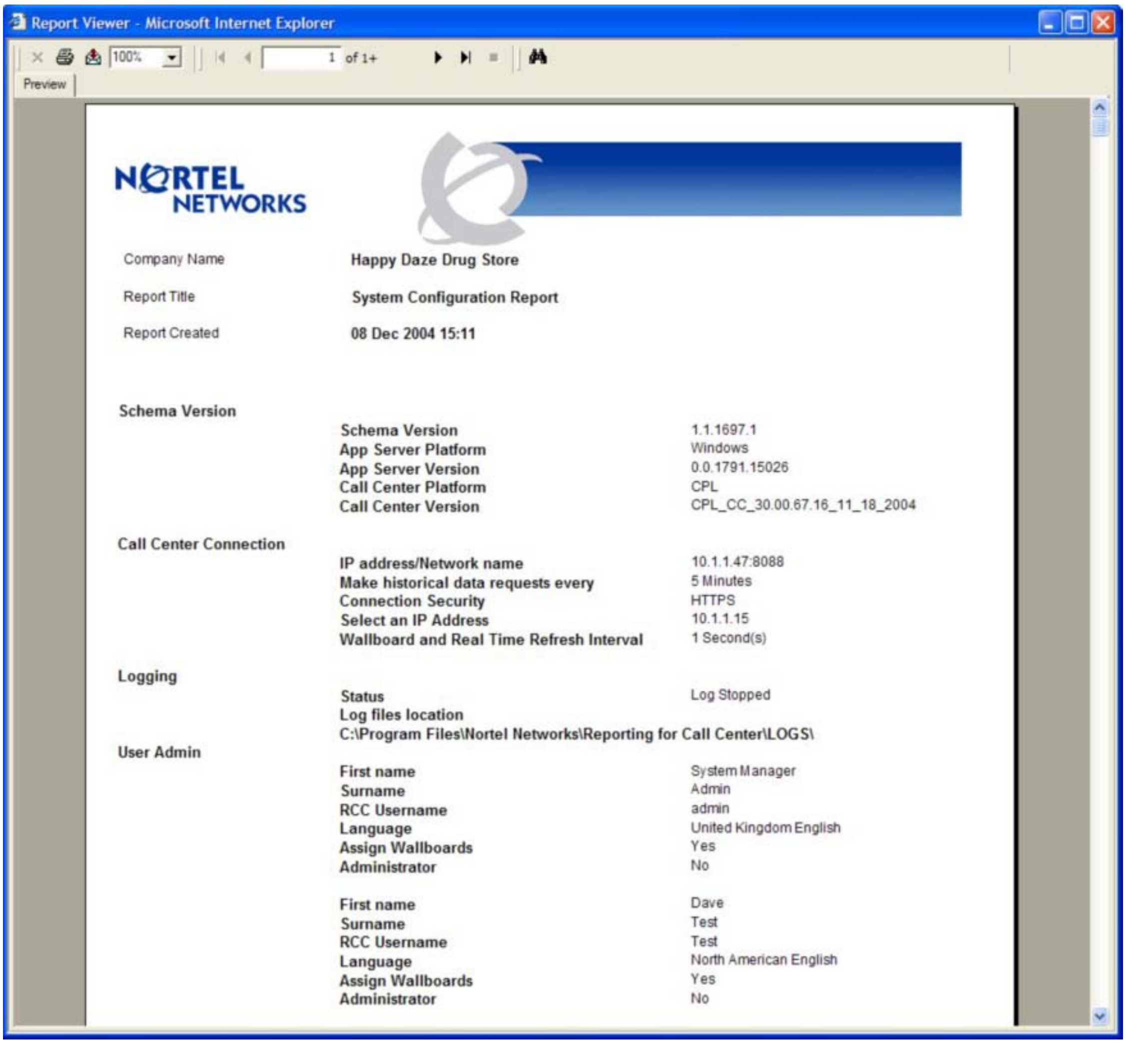


Figure 164 System Configuration Submit Page

Clicking on the Submit button generates the report. Clicking on the Cancel button returns you to the Report Menu page.



Report Viewer - Microsoft Internet Explorer

100% 1 of 1+

Preview

NORTEL NETWORKS

Company Name	Happy Daze Drug Store
Report Title	System Configuration Report
Report Created	08 Dec 2004 15:11

Schema Version		
	Schema Version	1.1.1697.1
	App Server Platform	Windows
	App Server Version	0.0.1791.15026
	Call Center Platform	CPL
	Call Center Version	CPL_CC_30.00.67.16_11_18_2004
Call Center Connection		
	IP address/Network name	10.1.1.47:8088
	Make historical data requests every	5 Minutes
	Connection Security	HTTPS
	Select an IP Address	10.1.1.15
	Wallboard and Real Time Refresh Interval	1 Second(s)
Logging		
	Status	Log Stopped
	Log files location	
	C:\Program Files\Nortel Networks\Reporting for Call Center\LOGS\	
User Admin		
	First name	System Manager
	Surname	Admin
	RCC Username	admin
	Language	United Kingdom English
	Assign Wallboards	Yes
	Administrator	No
	First name	Dave
	Surname	Test
	RCC Username	Test
	Language	North American English
	Assign Wallboards	Yes
	Administrator	No

Figure 165 System Configuration Report

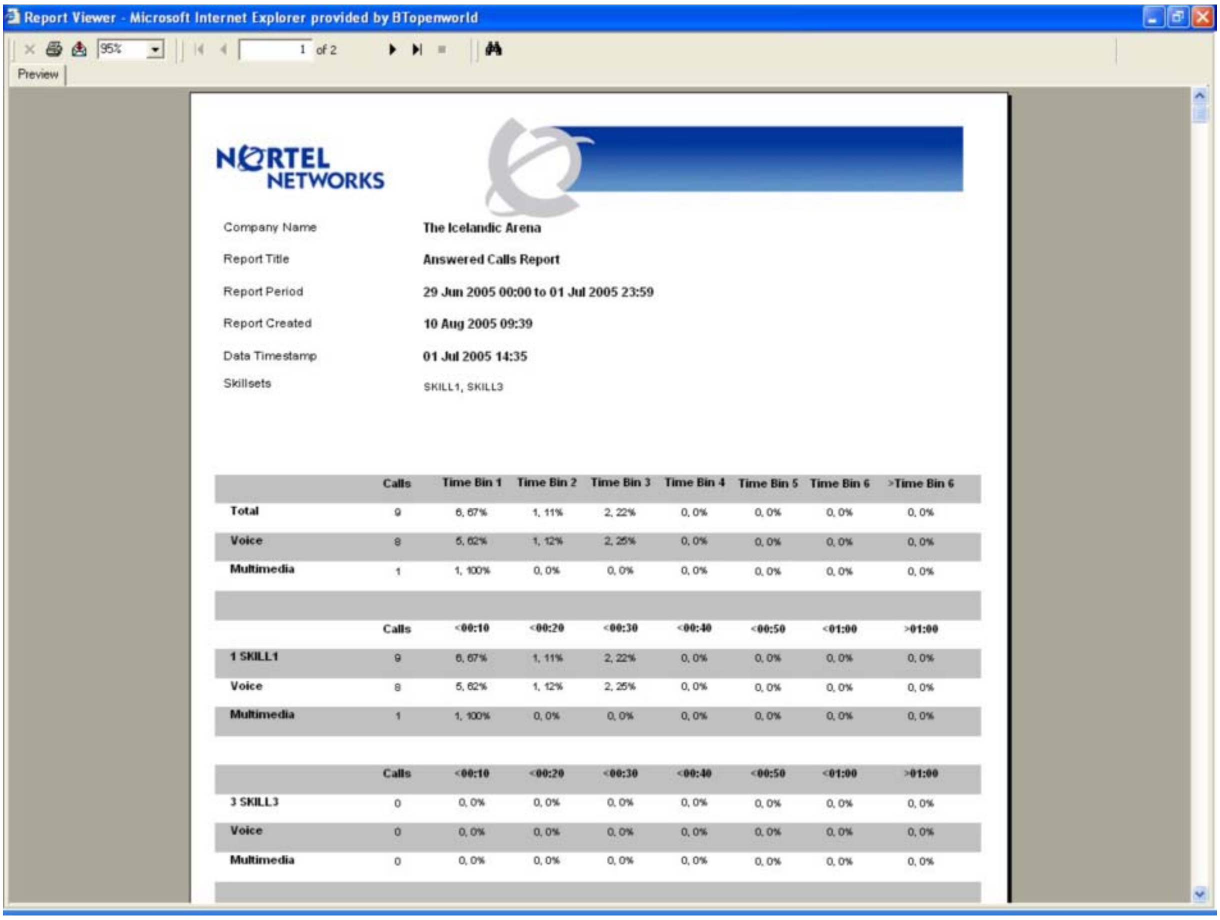
The System Configuration report provides a means to view and print settings that have been configured for your system together with some other information that might be useful to support personnel.

Reports Explained 7

This section describes and provides example reports.

Answered Calls Report

Figure 166: Answered Calls Report shows an example of the Answered Calls report.



Report Viewer - Microsoft Internet Explorer provided by BTopenworld

Company Name	The Icelandic Arena
Report Title	Answered Calls Report
Report Period	29 Jun 2005 00:00 to 01 Jul 2005 23:59
Report Created	10 Aug 2005 09:39
Data Timestamp	01 Jul 2005 14:35
Skillsets	SKILL1, SKILL3

	Calls	Time Bin 1	Time Bin 2	Time Bin 3	Time Bin 4	Time Bin 5	Time Bin 6	>Time Bin 6
Total	9	6, 67%	1, 11%	2, 22%	0, 0%	0, 0%	0, 0%	0, 0%
Voice	8	5, 62%	1, 12%	2, 25%	0, 0%	0, 0%	0, 0%	0, 0%
Multimedia	1	1, 100%	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%

	Calls	<00:10	<00:20	<00:30	<00:40	<00:50	<01:00	>01:00
1 SKILL1	9	6, 67%	1, 11%	2, 22%	0, 0%	0, 0%	0, 0%	0, 0%
Voice	8	5, 62%	1, 12%	2, 25%	0, 0%	0, 0%	0, 0%	0, 0%
Multimedia	1	1, 100%	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%

	Calls	<00:10	<00:20	<00:30	<00:40	<00:50	<01:00	>01:00
3 SKILL3	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%

Figure 166: Answered Calls Report

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

The Answered Calls Report indicates the total number of Skillset answered calls included within the report.

Call Transactions (see Page 139) do not affect calls-based reports.

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

The breakdown is based on Answer Time Bins values, which are specified in Nortel Networks Reporting for Call Center (see the *Nortel Networks Reporting for Call Center Setup and Operations Guide*).

There are six Time Bins. A seventh, 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, as shown in Figure 167: Answered Calls Graph.

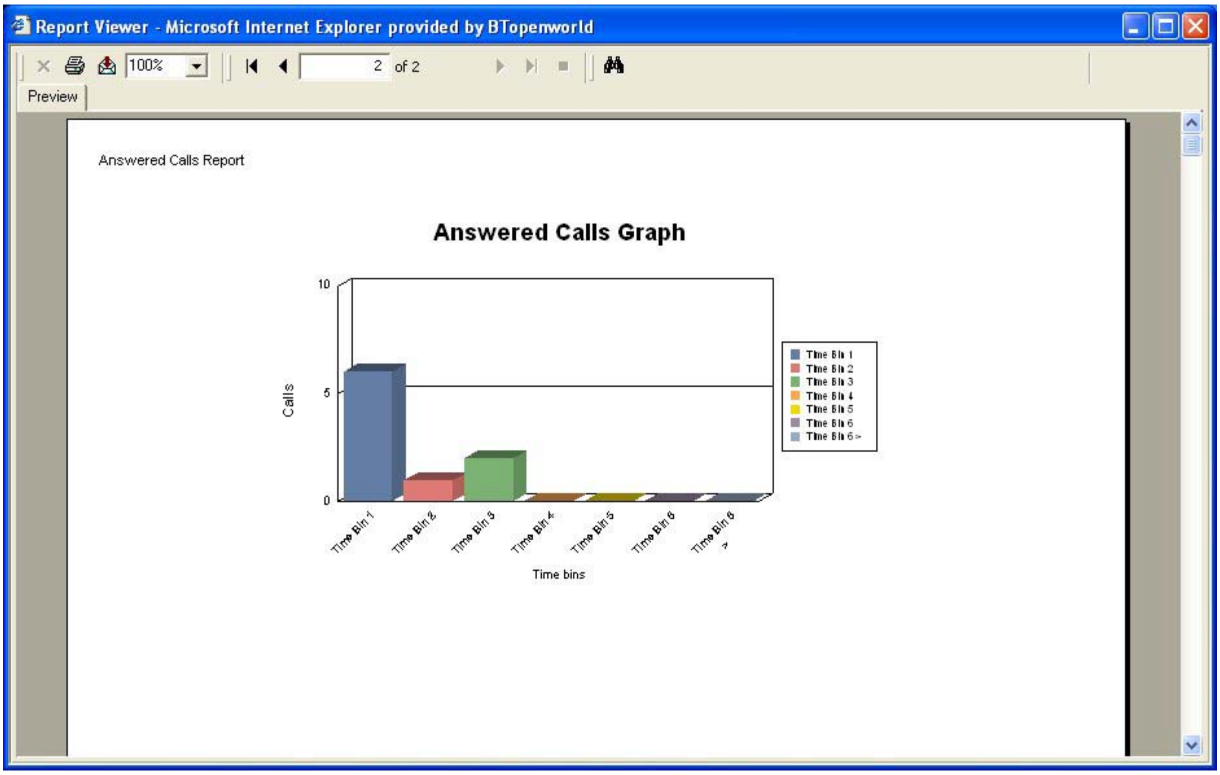


Figure 167: Answered Calls Graph

In this example, Time Bins increments range between 10 seconds and 1 minute. The seventh Time Bin captures any call that is answered after waiting more than one minute.

Any Skillset Supervisor can review the figures of an Answered Calls Report to determine how long the calls answered in Skillsets had to wait before they were answered.

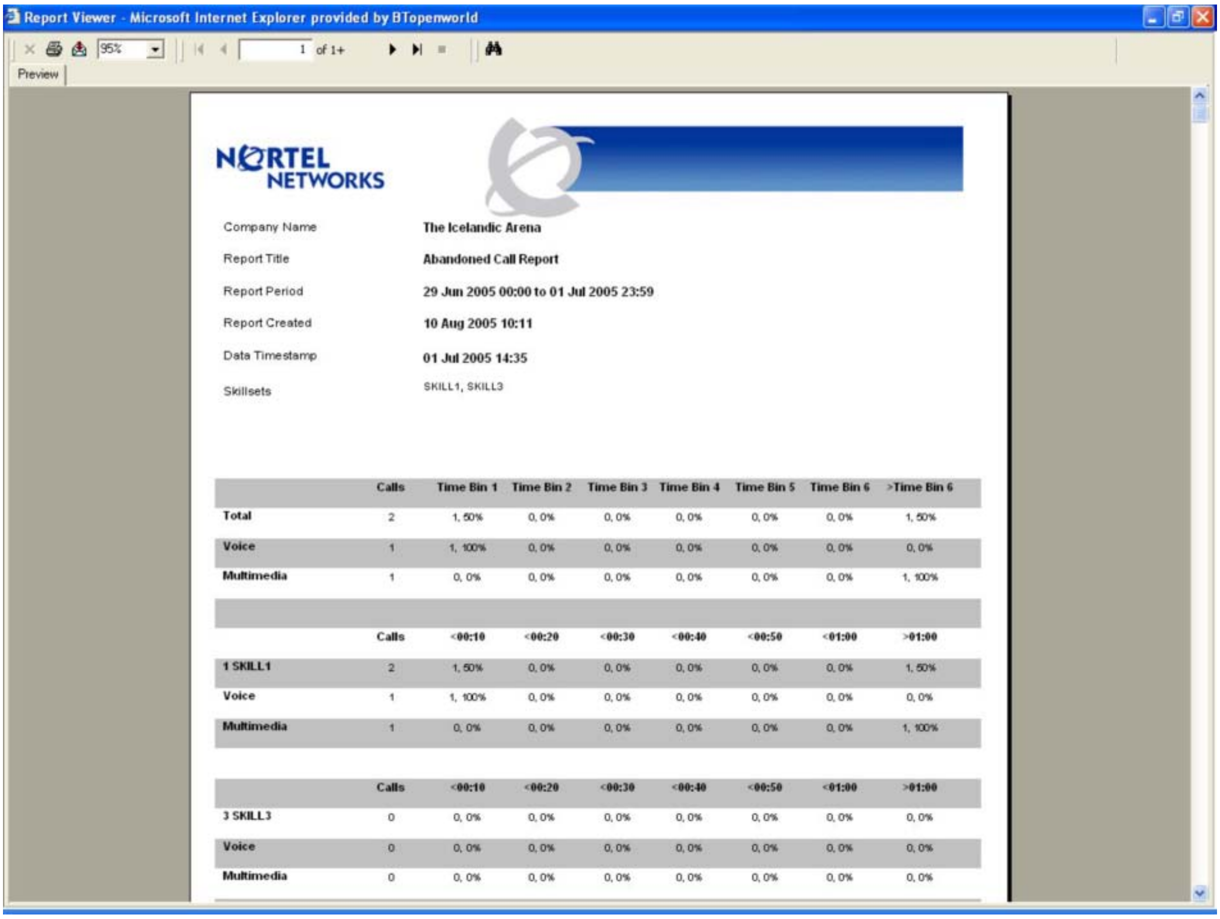
The report example shows large data values in the first and third Time Bins, indicating that incoming callers are generally answered within 10, 20, or 30 seconds. No callers are required to wait more than 30 seconds.

This is probably a function of the average length of the calls and the number of callers the Call Center has.

For the average call length, refer to the Call Average Report (see Page 163).

Abandoned Call Report

Figure 166: Answered Calls Report shows an example of an Abandoned Call Report.



Company Name	The Icelandic Arena
Report Title	Abandoned Call Report
Report Period	29 Jun 2005 00:00 to 01 Jul 2005 23:59
Report Created	10 Aug 2005 10:11
Data Timestamp	01 Jul 2005 14:35
Skillsets	SKILL1, SKILL3

	Calls	Time Bin 1	Time Bin 2	Time Bin 3	Time Bin 4	Time Bin 5	Time Bin 6	>Time Bin 6
Total	2	1, 50%	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%	1, 50%
Voice	1	1, 100%	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%
Multimedia	1	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%	1, 100%

	Calls	<00:10	<00:20	<00:30	<00:40	<00:50	<01:00	>01:00
1 SKILL1	2	1, 50%	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%	1, 50%
Voice	1	1, 100%	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%
Multimedia	1	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%	0, 0%	1, 100%

	Calls	<00:10	<00:20	<00:30	<00:40	<00:50	<01:00	>01:00
3 SKILL3	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%

Figure 168: Abandoned Call Report

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.

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 totaled for each Skillset, and for the report total. Both figures and the percentages are provided.

The breakdown is based on Abandoned Time Bin values, which are specified in the *Nortel Networks Reporting for Call Center Setup and Operations Guide*.

In this example, Time Bins increments range between 10 seconds and 1 minute. The seventh Time Bin captures any call that is abandoned after waiting more than 1 minute. See Figure 169: Abandoned Calls Graph.

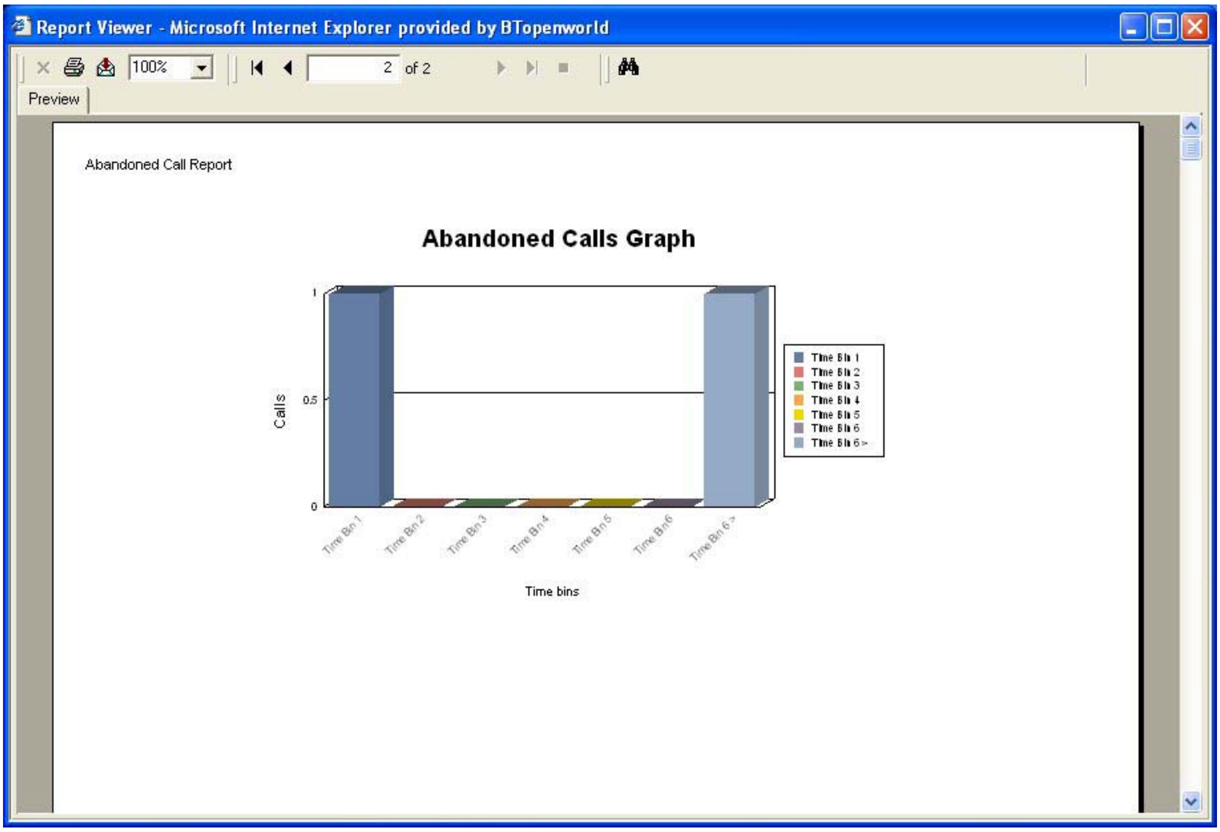


Figure 169: Abandoned Calls Graph

Despite the very small data sample, the graph in Figure 169: Abandoned Calls Graph depicts a fall in the wait periods after 10 seconds. An increased number of calls is assigned to the seventh Time Bin.

Callers who want to hold are represented in the seventh Time Bin category; that is, they have remained on hold and abandoned after 1 minute.

The identity of some of the abandoned callers may be held in the Abandoned Calling Line ID Report (see Page 227).

The Call Profile Report (see Page 248) indicates Abandoned Calls throughout the day. Use this to plan your staffing levels.

Abandoned Calling Line ID Report

An example Calling Line ID Report is shown in Figure 170: Abandoned Calling Line ID Report.

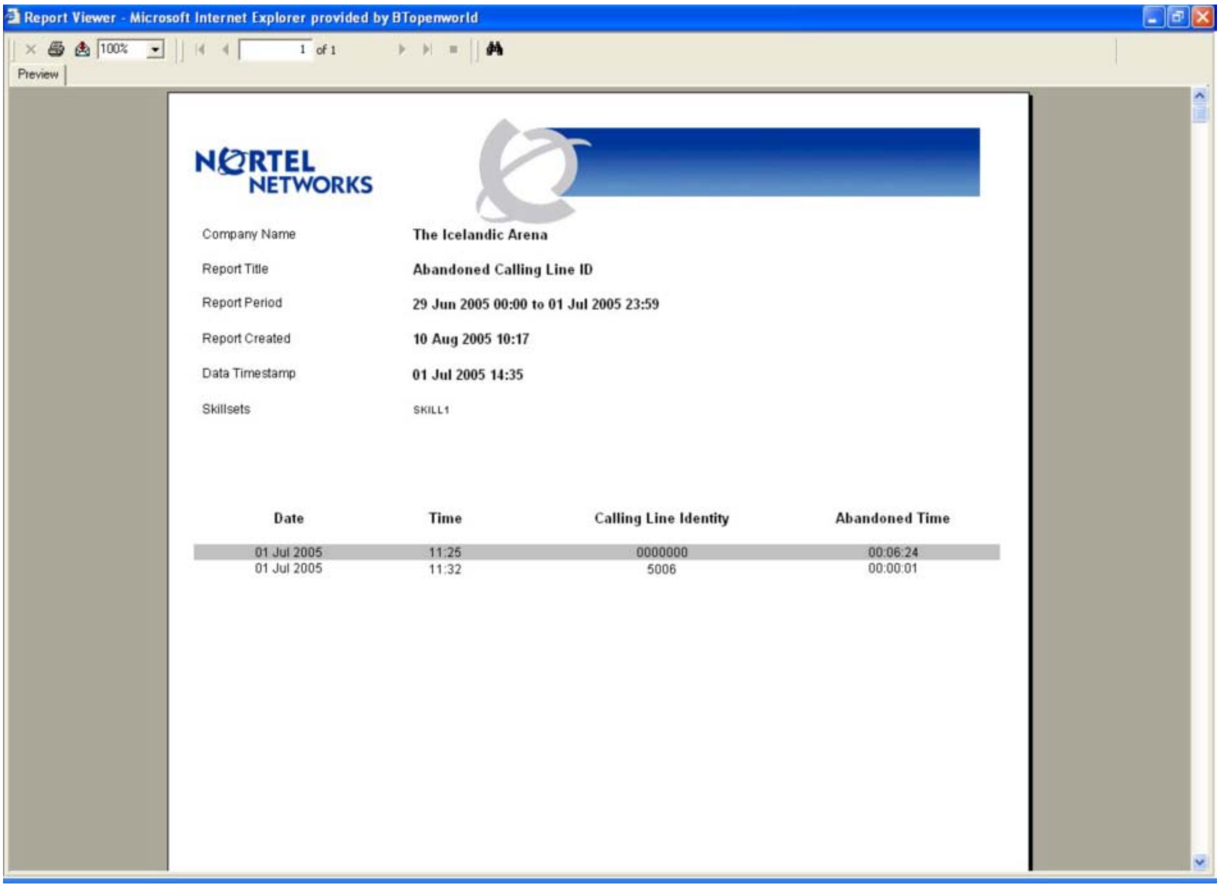


Figure 170: Abandoned Calling Line ID Report

The Abandoned Calling Line ID Report lists various items regarding the Abandoned Calls for the Skillsets included within the report.

The data and the time at which each call was abandoned is listed, together with the Calling Line Identity of the call, if known, and the amount of time the caller waited before hanging up.

Calling Line ID is not always known. When Nortel Networks Reporting for Call Center does not know the Calling Line ID, it displays the channel or line number on which the call arrived.

This report can be used as the basis for a call-back policy in which abandoned callers are called as a courtesy follow-up.

This could be done selectively, so that only the callers who held for the longest times before abandoning were called back (as they were the ones who were most determined to get through and to make use of your services). The report could also be checked for the Calling Line ID of Gold or preferred customers (remember that you can search through on-screen reports, see Page 145).

This report can also be used to determine the number of abandoned calls before or after the Call Center is closed, which can be used as an indicator of whether the Call Center should be staffed for a longer period, perhaps by a reduced skeleton staff, on a rotational basis. Conversely, early and late callers could be advised of your hours of operation.

The Call Profile Report (see Page 248) will also indicate where the peaks of the Abandoned Calls occur throughout the day. The Abandoned Calling Line ID report will also indicate those callers *who* abandoned.

Agent Capacity Report

Figure 171: Agent Capacity Report shows an example of the Agent Capacity Report.

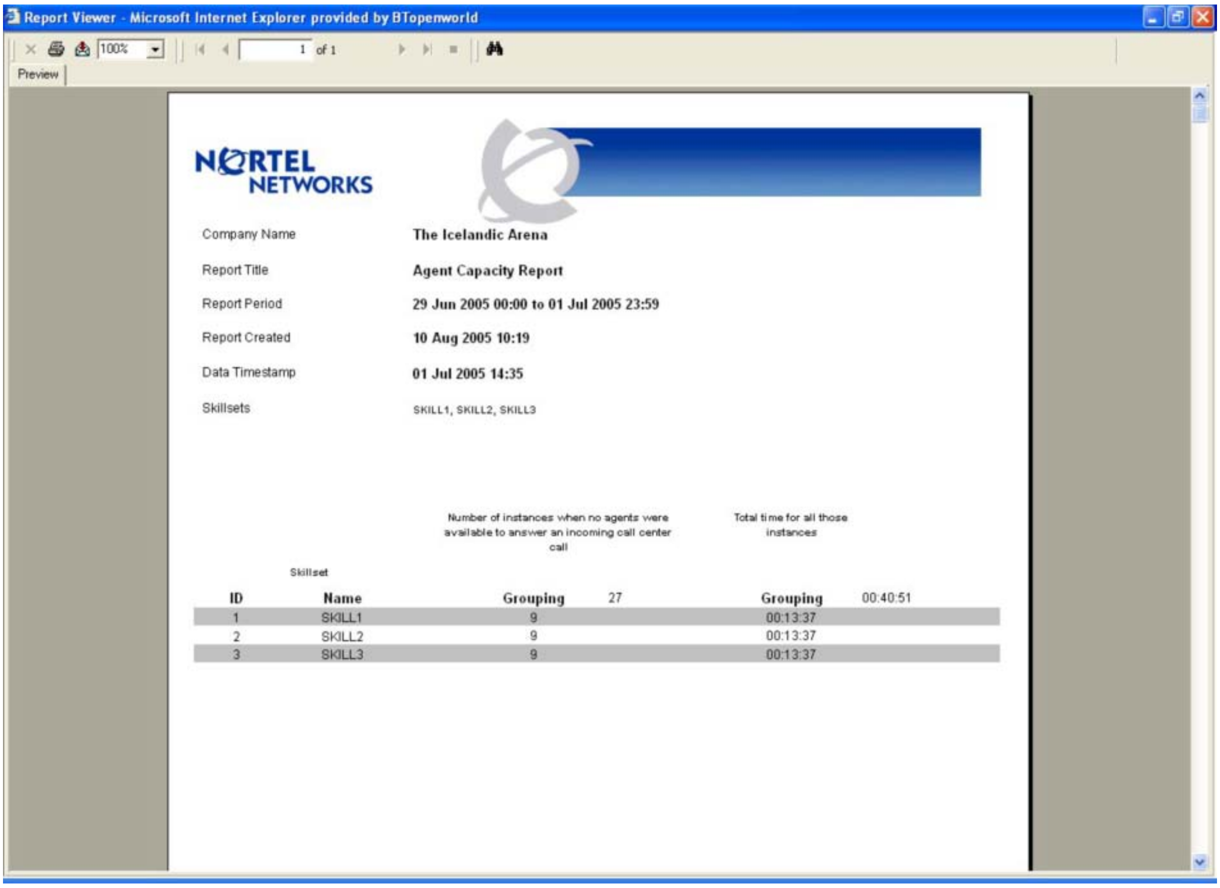


Figure 171: Agent Capacity Report

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

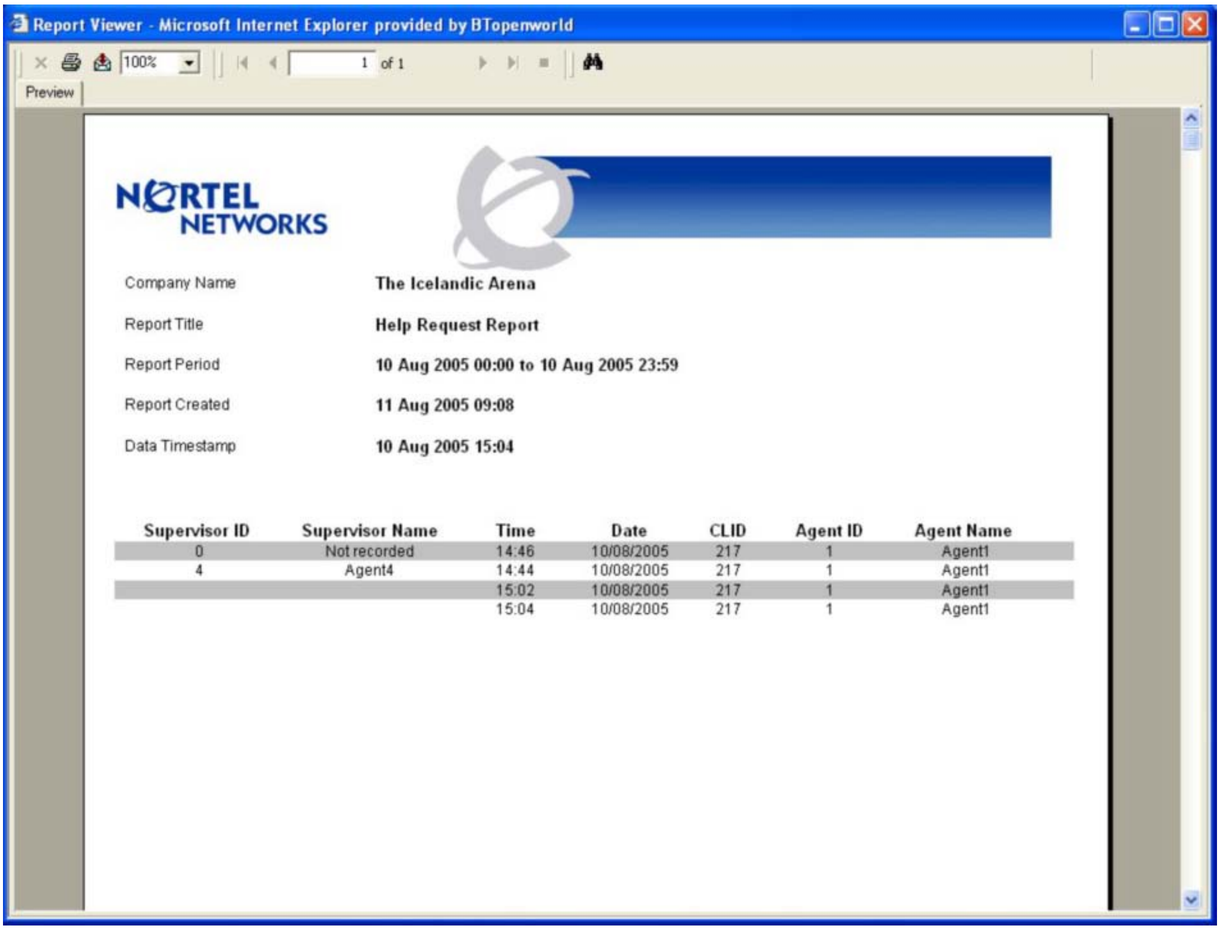
The Agent Capacity Report shows how often, and for how long, the Call Center was working at its maximum Agent capacity.

The Agent Capacity Report does not consider instances when there were no Agents signed in; it only reflects staffed periods.

Note: If the Report includes more than one Skillset, the Grouping values represent the cumulative amount of time for those periods that all Agents were unavailable, grouped for all Skillsets, and the number of instances grouped for each Skillset.

Help Request Report

Figure 172: Help Request Report shows an example of a Help Request report.



Company Name The Icelandic Arena

Report Title Help Request Report

Report Period 10 Aug 2005 00:00 to 10 Aug 2005 23:59

Report Created 11 Aug 2005 09:08

Data Timestamp 10 Aug 2005 15:04

Supervisor ID	Supervisor Name	Time	Date	CLID	Agent ID	Agent Name
0	Not recorded	14:46	10/08/2005	217	1	Agent1
4	Agent4	14:44	10/08/2005	217	1	Agent1
		15:02	10/08/2005	217	1	Agent1
		15:04	10/08/2005	217	1	Agent1

Figure 172: Help Request Report

The Help Request report lists the instances of each help request that a supervisor *answered*. A rejected request is displayed on an Unanswered Help Request report.

If the Calling Line ID is not shown, the line number is shown. For internal calls, the DN number is shown.

The Call Center Supervisory Help feature is intended for use in ‘emergency’ conditions when an Agent is on a call and urgently requires the help of a Supervisor without alerting the caller that a supervisor is being called in. It is not intended for routine consultations or when the Agent is not on a Call Center call.

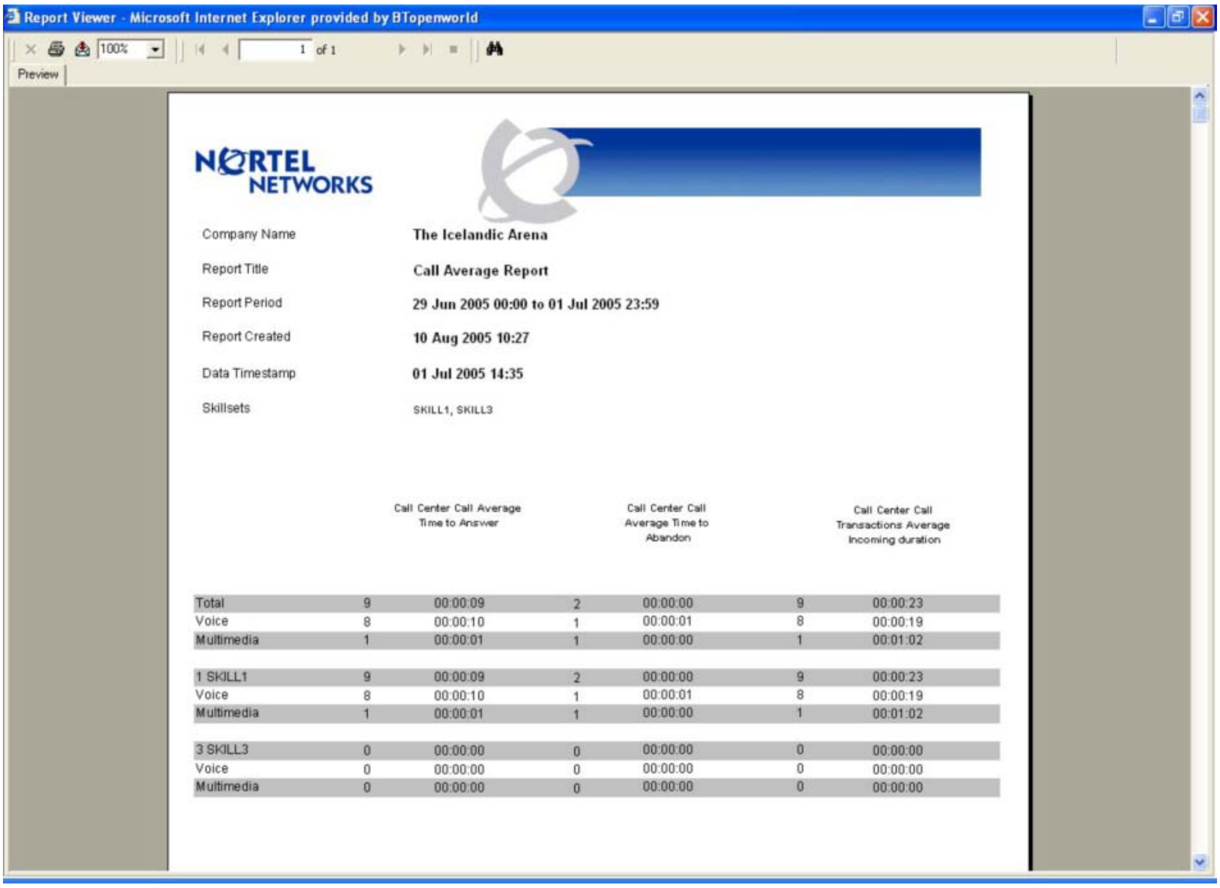
However, new Agents to your Call Center will most likely use the Help feature more frequently during their initial training period. This report can be used to monitor the progress of new Agents, because over time, they should make fewer Help requests.

It can also be used to determine if a particular customer has complex or troublesome requirements.

The Calling Line ID (where known) is displayed and associated with each Help Request. This provides a record of who phoned into the Call Center and the Agent who requested the additional help.

Call Average Report

Figure 173: Call Average Report shows an example Call Average report.



Report Viewer - Microsoft Internet Explorer provided by BTopenworld

Company Name	The Icelandic Arena
Report Title	Call Average Report
Report Period	29 Jun 2005 00:00 to 01 Jul 2005 23:59
Report Created	10 Aug 2005 10:27
Data Timestamp	01 Jul 2005 14:35
Skillsets	SKILL1, SKILL3

		Call Center Call Average Time to Answer		Call Center Call Average Time to Abandon		Call Center Call Transactions Average Incoming duration
Total	9	00:00:09	2	00:00:00	9	00:00:23
Voice	8	00:00:10	1	00:00:01	8	00:00:19
Multimedia	1	00:00:01	1	00:00:00	1	00:01:02
1 SKILL1	9	00:00:09	2	00:00:00	9	00:00:23
Voice	8	00:00:10	1	00:00:01	8	00:00:19
Multimedia	1	00:00:01	1	00:00:00	1	00:01:02
3 SKILL3	0	00:00:00	0	00:00:00	0	00:00:00
Voice	0	00:00:00	0	00:00:00	0	00:00:00
Multimedia	0	00:00:00	0	00:00:00	0	00:00:00

Figure 173: Call Average Report

This report indicates the number and the associated averages for answered and abandoned Call Center calls, and for answered Call Transactions (that is, transferred calls).

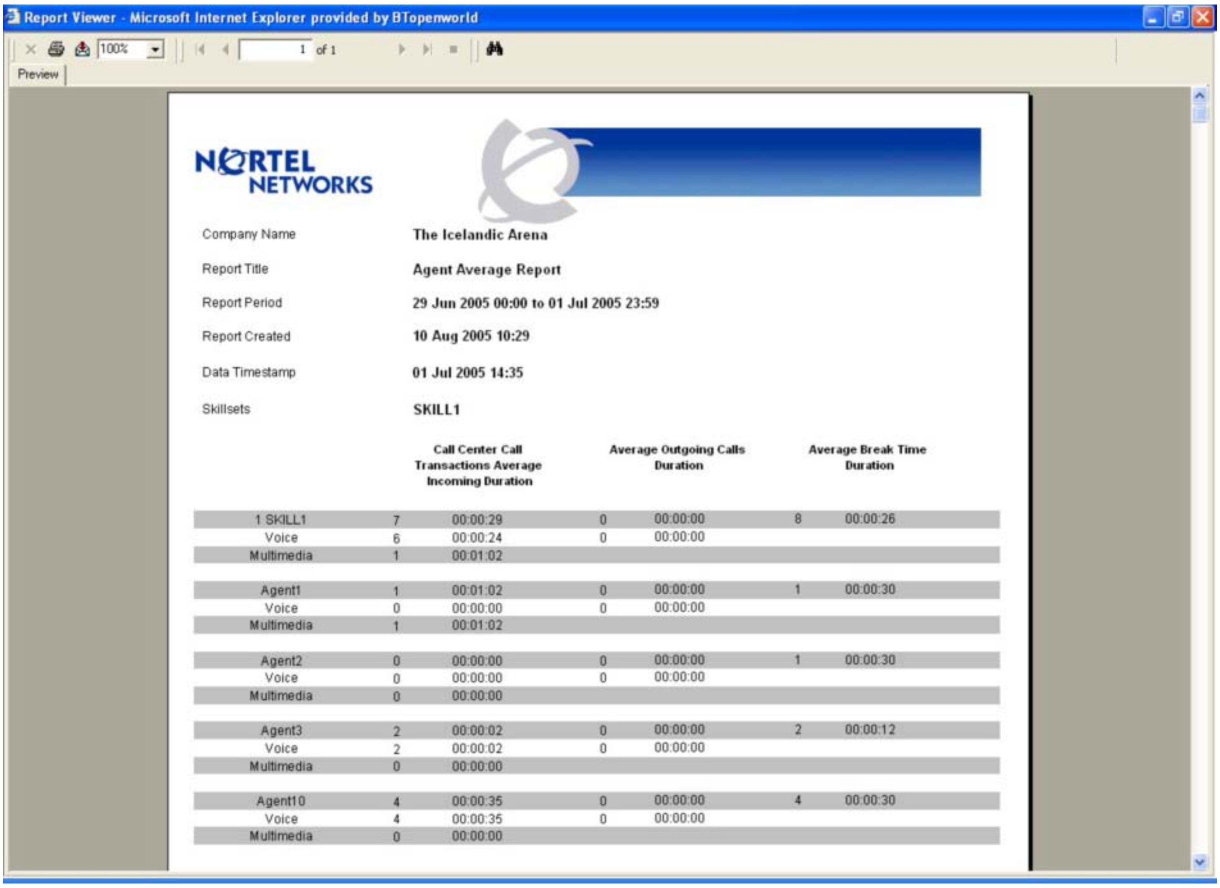
The Average Time to Answer and Average Time to Abandon figures in this report can be used to determine the appropriate settings for the Primary and Secondary Alerts, or wallboard alarms.

As the example report shows only a few calls made into this particular Call Center, we can use another scenario. If, for example, the Average Time to Abandon was 26 seconds and the Average Time to Answer was 43 seconds, it would be appropriate to establish wallboard alarms. A wallboard alarm could be activated once a call had waited 15 seconds, for example, in the Skillset queue. This alarm would alert the Agent that a Call had been waiting for a period approaching the ‘danger time’, which in the Call Center scenario was 26 seconds.

The report can also be used to determine the Average Incoming Call Duration. This can then be used to determine an appropriate Agent Alarm for Incoming Calls, so that an Agent who has a call which lasts longer than the average duration is highlighted on the Agent Details Real Time Screen. The Average Incoming Call Duration can also be compared with the values in the Agent Average Report (see Page 234).

Agent Average Report

Figure 174: Agent Average Report shows an Agent Average report.



Report Viewer - Microsoft Internet Explorer provided by BTopenworld

NORTEL NETWORKS

Company Name	The Icelandic Arena
Report Title	Agent Average Report
Report Period	29 Jun 2005 00:00 to 01 Jul 2005 23:59
Report Created	10 Aug 2005 10:29
Data Timestamp	01 Jul 2005 14:35
Skillsets	SKILL1

		Call Center Call Transactions Average Incoming Duration		Average Outgoing Calls Duration		Average Break Time Duration
1 SKILL1	7	00:00:29	0	00:00:00	8	00:00:26
Voice	6	00:00:24	0	00:00:00		
Multimedia	1	00:01:02				
Agent1	1	00:01:02	0	00:00:00	1	00:00:30
Voice	0	00:00:00	0	00:00:00		
Multimedia	1	00:01:02				
Agent2	0	00:00:00	0	00:00:00	1	00:00:30
Voice	0	00:00:00	0	00:00:00		
Multimedia	0	00:00:00				
Agent3	2	00:00:02	0	00:00:00	2	00:00:12
Voice	2	00:00:02	0	00:00:00		
Multimedia	0	00:00:00				
Agent10	4	00:00:35	0	00:00:00	4	00:00:30
Voice	4	00:00:35	0	00:00:00		
Multimedia	0	00:00:00				

Figure 174: Agent Average Report

The report displays the average durations of three Call Center activities for each Agent.

These activities are Call Center Transactions Average Incoming Duration, the Average Outgoing Calls Duration, and the Average Break Time Duration.

For the Incoming and Outgoing Call Durations, the number of calls is also provided.

The average duration for the number of Call Transactions for each Skillset, but grouped by Agent, includes incoming Call Center calls, outgoing calls, and breaks.

The Agent Average Report facilitates Agent comparison.

The Agents' Average Incoming Call Transaction Duration is listed.

Note: This report covers incoming Call Transactions, not only Direct and Indirect Incoming Calls (see Page 139).

Usage Example for Average Incoming Call Transaction Duration

If an Agent is exceeding the average on Incoming calls, the following factors may exist:

- Perhaps the Agent requires additional training.
- Perhaps the Agent is adept in dealing with difficult or complex calls and the other Agents are transferring these calls to this Agent because of the Agent's expertise.
- Perhaps the Agent is more attentive to the incoming callers.
- If an Agent is taking far less than average time to deal with their Incoming Calls, perhaps they have developed their speed, are simply fast, they are less attentive to the incoming caller, or perhaps they are transferring their calls to other Agents.

The Average Break Time Duration indicates which Agents are taking full breaks and which Agents are not.

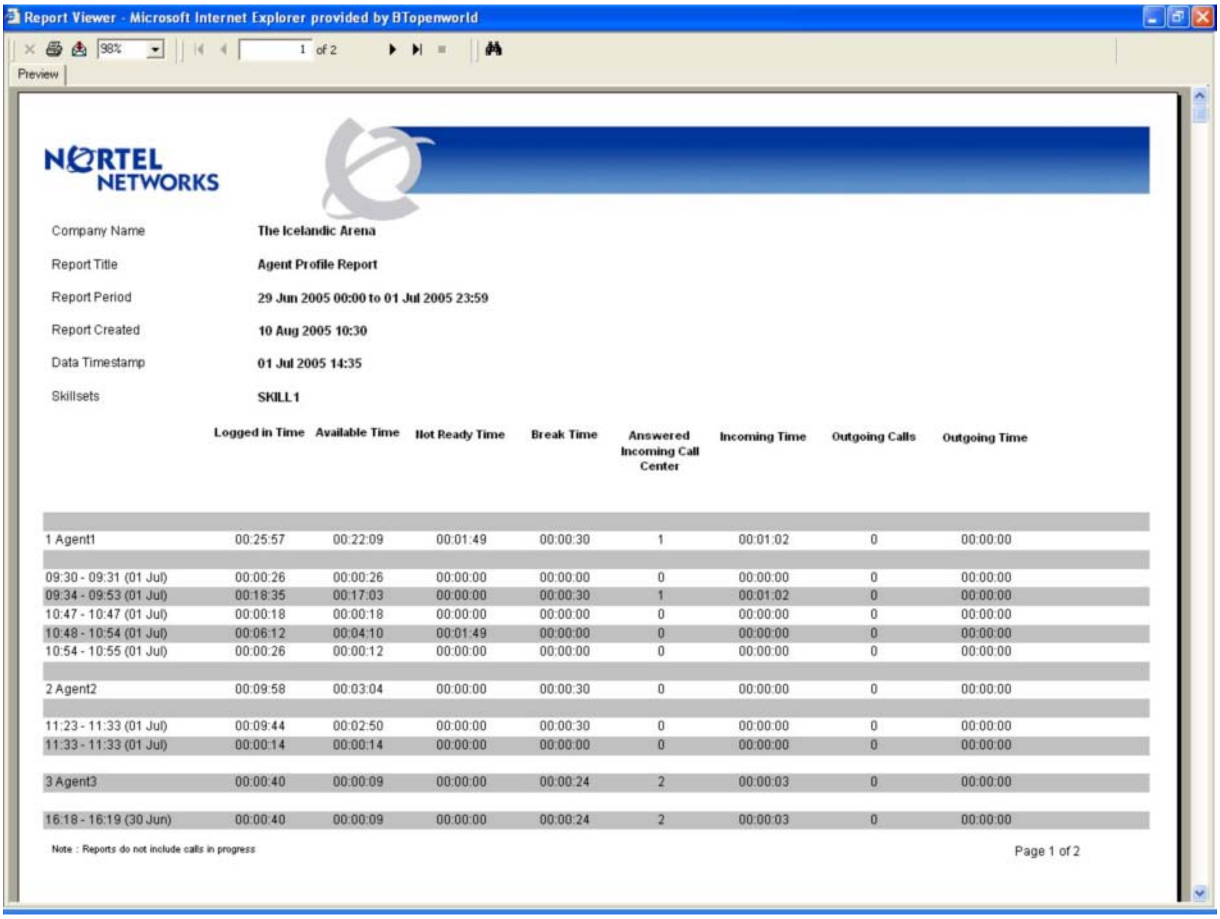
Usage Example for Average Break Time Duration

If some Agents are, on average, taking 30 seconds and everyone else is taking 15 seconds, perhaps the Break Time for everyone could be reduced to 20 seconds, and then, after a period of acclimatisation, reduced to 15 seconds.

!	If you request this report for Skillset 1, you receive a report listing all the Agents who were logged in to Skillset 1, including multi-Skillset Agents. The report will include all the activity of those Agents, regardless of the Skillset of the call they answered. If the report is limited to the Agent activity for the requested Skillset only, you need to run the same report for each Skillset that each of the multi-Skillset Agents was logged into, to receive a complete report of their activity.

Agent Profile Report

Figure 175: Agent Profile Report shows an example Agent Profile report.



Report Viewer - Microsoft Internet Explorer provided by BTopenworld

NORTEL NETWORKS

Company Name	**The Icelandic Arena**
Report Title	**Agent Profile Report**
Report Period	**29 Jun 2005 00:00 to 01 Jul 2005 23:59**
Report Created	**10 Aug 2005 10:30**
Data Timestamp	**01 Jul 2005 14:35**
Skillsets	**SKILL1**

	Logged in Time	Available Time	Not Ready Time	Break Time	Answered Incoming Call Center	Incoming Time	Outgoing Calls	Outgoing Time
1 Agent1	00:25:57	00:22:09	00:01:49	00:00:30	1	00:01:02	0	00:00:00
09:30 - 09:31 (01 Jul)	00:00:26	00:00:26	00:00:00	00:00:00	0	00:00:00	0	00:00:00
09:34 - 09:53 (01 Jul)	00:18:35	00:17:03	00:00:00	00:00:30	1	00:01:02	0	00:00:00
10:47 - 10:47 (01 Jul)	00:00:18	00:00:18	00:00:00	00:00:00	0	00:00:00	0	00:00:00
10:48 - 10:54 (01 Jul)	00:06:12	00:04:10	00:01:49	00:00:00	0	00:00:00	0	00:00:00
10:54 - 10:55 (01 Jul)	00:00:26	00:00:12	00:00:00	00:00:00	0	00:00:00	0	00:00:00
2 Agent2	00:09:58	00:03:04	00:00:00	00:00:30	0	00:00:00	0	00:00:00
11:23 - 11:33 (01 Jul)	00:09:44	00:02:50	00:00:00	00:00:30	0	00:00:00	0	00:00:00
11:33 - 11:33 (01 Jul)	00:00:14	00:00:14	00:00:00	00:00:00	0	00:00:00	0	00:00:00
3 Agent3	00:00:40	00:00:09	00:00:00	00:00:24	2	00:00:03	0	00:00:00
16:18 - 16:19 (30 Jun)	00:00:40	00:00:09	00:00:00	00:00:24	2	00:00:03	0	00:00:00

Note : Reports do not include calls in progress

Page 1 of 2

Figure 175: Agent Profile Report

This report displays the activity profile, actual figures and durations (not averages), of the Agents logged in to a Skillset for the report period. There is a separate entry for each logged in session for the Agents.

The report includes all major activities of each Agent over the period included in the report.

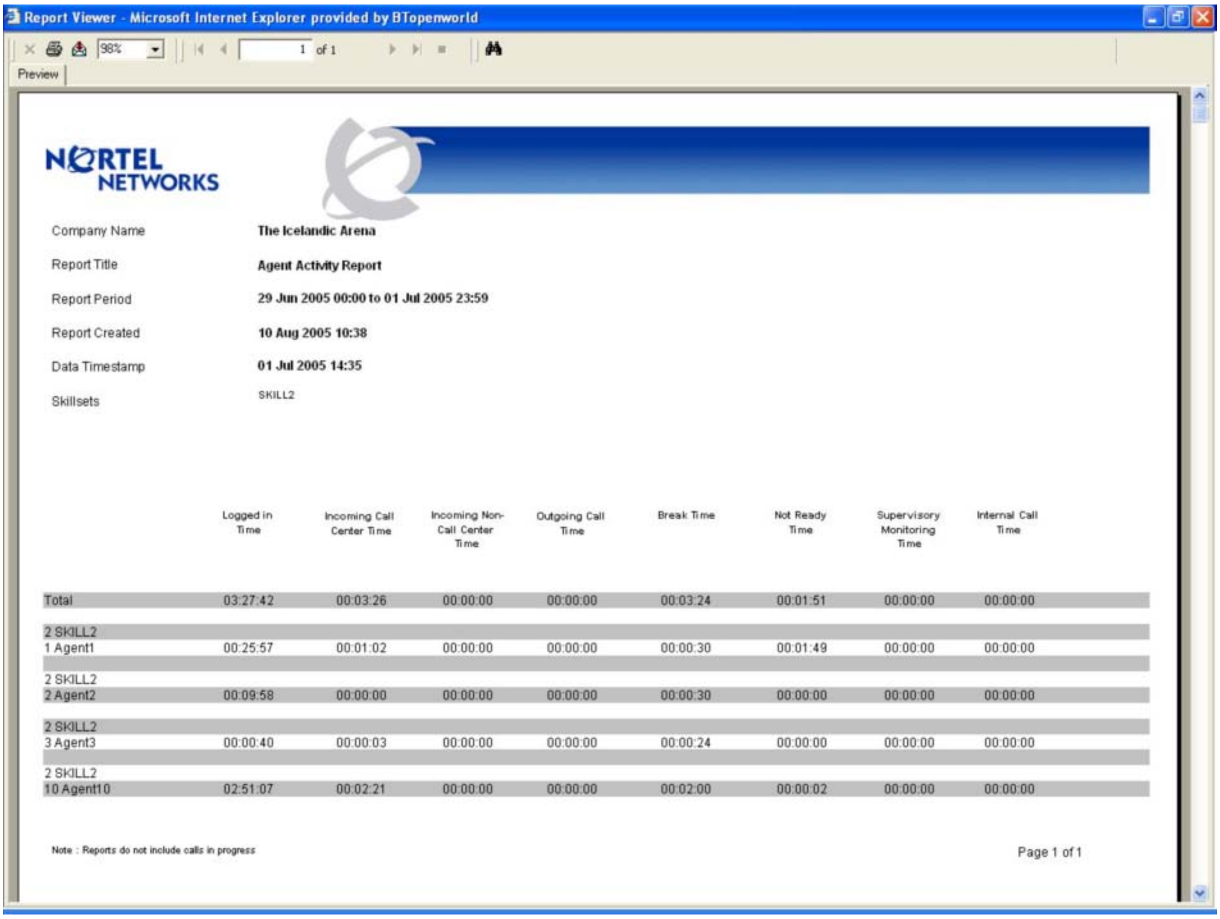
!	If you request this report for Skillset 1, you will receive a report listing all of the Agents who were logged into Skillset 1, including multi-Skillset Agents. The report will include all of the activity of those Agents, irrespective of the Skillset of the call they answered.

	If the report is limited to the Agent activity for the requested Skillset only, you need to run the same report for each Skillset that each of the multi-Skillset Agents was logged into to receive a complete report of their activity.

Note: This report does not display all activity for an Agent, therefore the Agent activity will not equal the logged-in time.

Agent Activity Report

Figure 176: Agent Activity Report shows an example Agent Activity report.



Report Viewer - Microsoft Internet Explorer provided by BTopenworld

Preview

NORTEL NETWORKS

Company Name The Icelandic Arena

Report Title Agent Activity Report

Report Period 29 Jun 2005 00:00 to 01 Jul 2005 23:59

Report Created 10 Aug 2005 10:38

Data Timestamp 01 Jul 2005 14:35

Skillsets SKILL2

	Logged in Time	Incoming Call Center Time	Incoming Non-Call Center Time	Outgoing Call Time	Break Time	Not Ready Time	Supervisory Monitoring Time	Internal Call Time
Total	03:27:42	00:03:26	00:00:00	00:00:00	00:03:24	00:01:51	00:00:00	00:00:00
2 SKILL2								
1 Agent1	00:25:57	00:01:02	00:00:00	00:00:00	00:00:30	00:01:49	00:00:00	00:00:00
2 SKILL2								
2 Agent2	00:09:58	00:00:00	00:00:00	00:00:00	00:00:30	00:00:00	00:00:00	00:00:00
2 SKILL2								
3 Agent3	00:00:40	00:00:03	00:00:00	00:00:00	00:00:24	00:00:00	00:00:00	00:00:00
2 SKILL2								
10 Agent10	02:51:07	00:02:21	00:00:00	00:00:00	00:02:00	00:00:02	00:00:00	00:00:00

Note : Reports do not include calls in progress

Page 1 of 1

Figure 176: Agent Activity Report

The Agent Activity report displays the activity of Agents grouped by Skillset. It is further broken down based on Agent.

This report shows the durations of the range of activities that Agents have performed for the report period. (This list differs from the list in the Agent Profile Report, see Page 236.)

!	If you request this report for Skillset 1, you will receive a report listing all of the Agents who were logged into Skillset 1, including multi-Skillset Agents. The report will also include all of the activity of those Agents, irrespective of the Skillset of the call they answered.

	If the report is limited to the Agent activity for the requested Skillset only, you need to run the same report for each Skillset that each of the multi-Skillset Agents was logged into to receive a complete report of their activity.

Note: This report does not display all activity for an Agent, therefore the Agent activity will not equal the logged-in time.

Agent Audit Report

Figure 177: Agent Audit Report shows an example Agent Audit report.

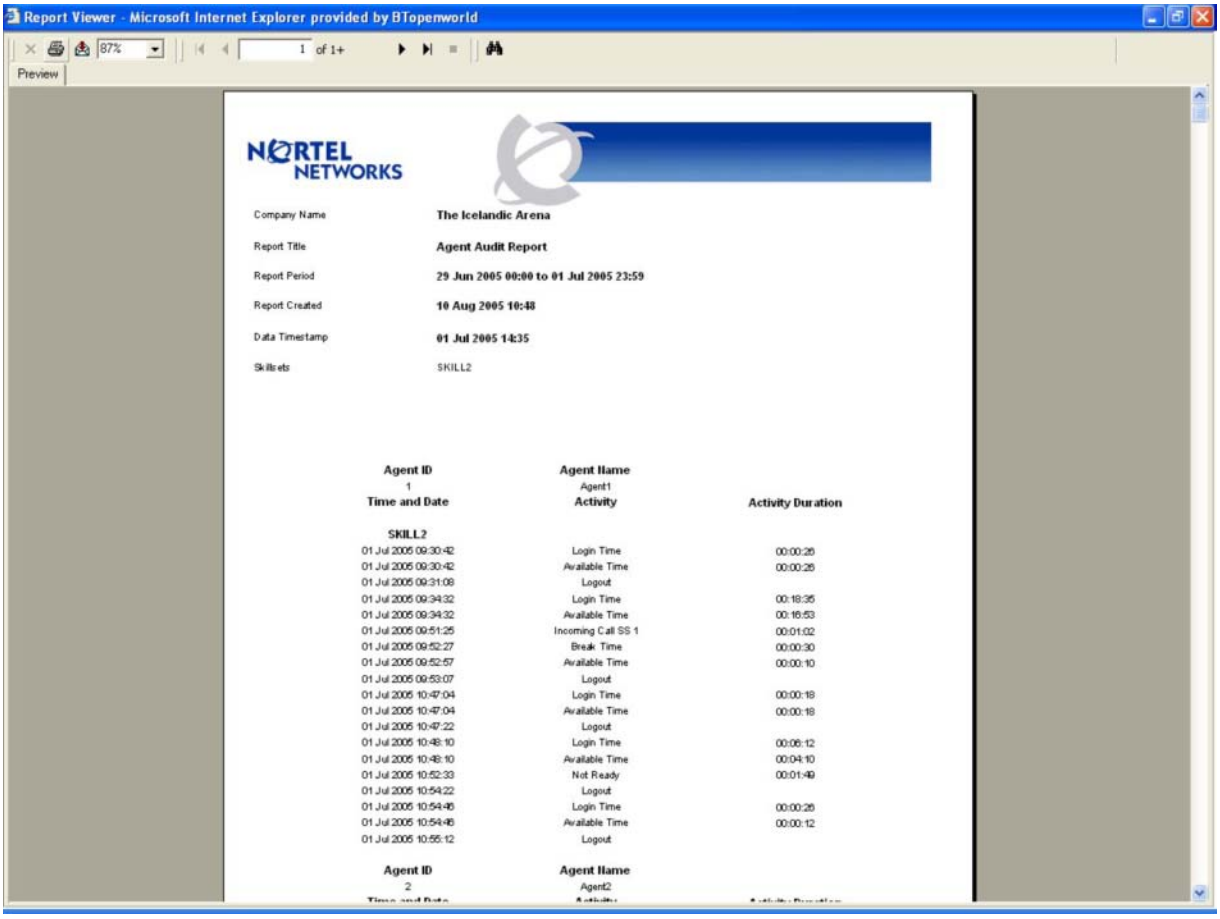


Figure 177: Agent Audit Report

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

The report is generated for the selected Agents who were active in the selected Skillsets for the duration of the report, and is grouped by Agent.

Note: This report is intended to provide a highly detailed picture of an Agent's activities, and is intended to be used to produce detailed, high-resolution reports covering small numbers of agents over short periods of time.

If the report period is long (more than an hour) or there are many agents included in the report this report could be very long.

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.

Note: Certain time frames can overlap. For example, an Agent with a call on hold who is making an outgoing call will accrue incoming and outgoing durations simultaneously.

Furthermore, an Agent may log out while on an incoming call. They can, therefore, accrue incoming time beyond their logged in session.

!	You CANNOT add up the times in this report and expect them to match the total logged-in time for the Agent.

Activity Code Report by Skillset

Figure 178: Activity Code Report By Skillset shows an example Activity Code Report by Skillset.

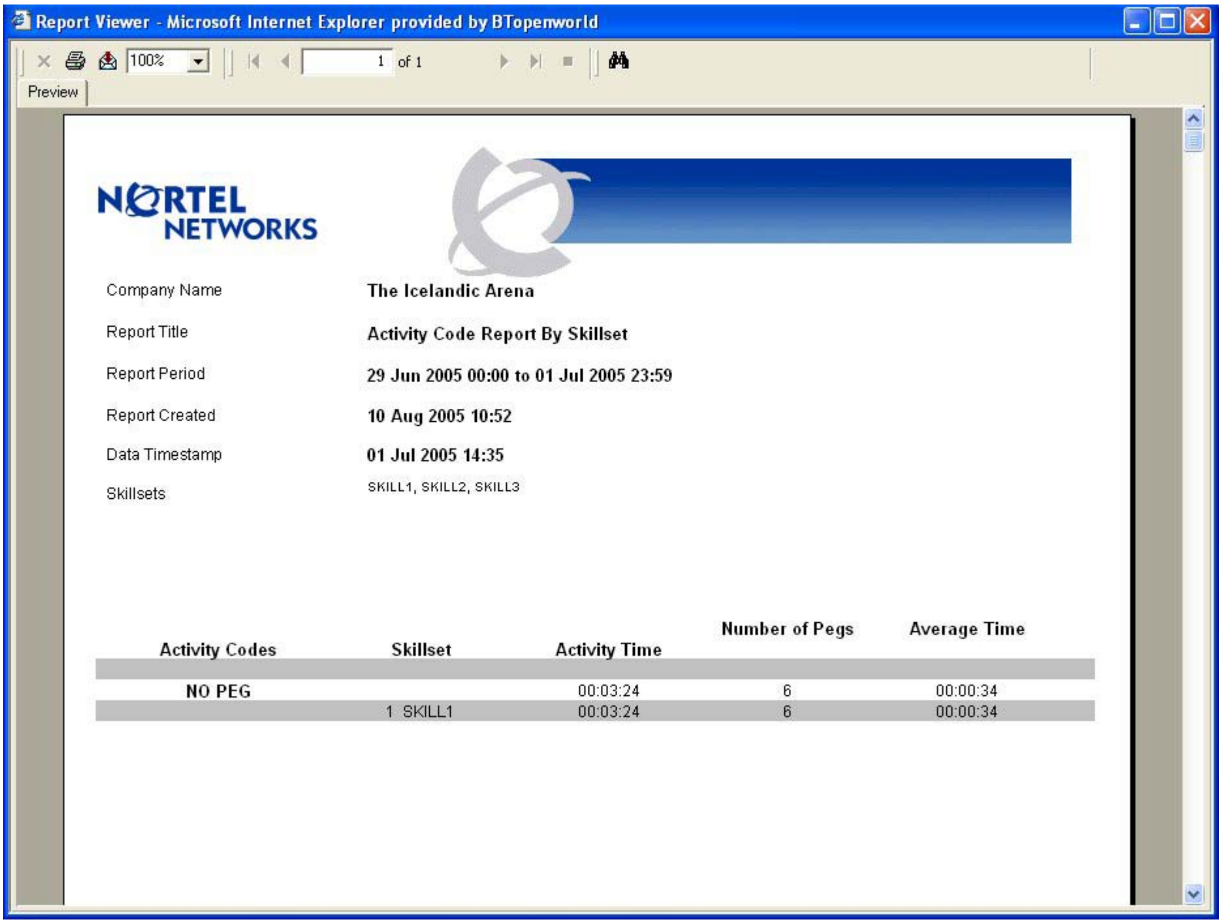


Figure 178: Activity Code Report By Skillset

The Activity Code Report by Skillset 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.

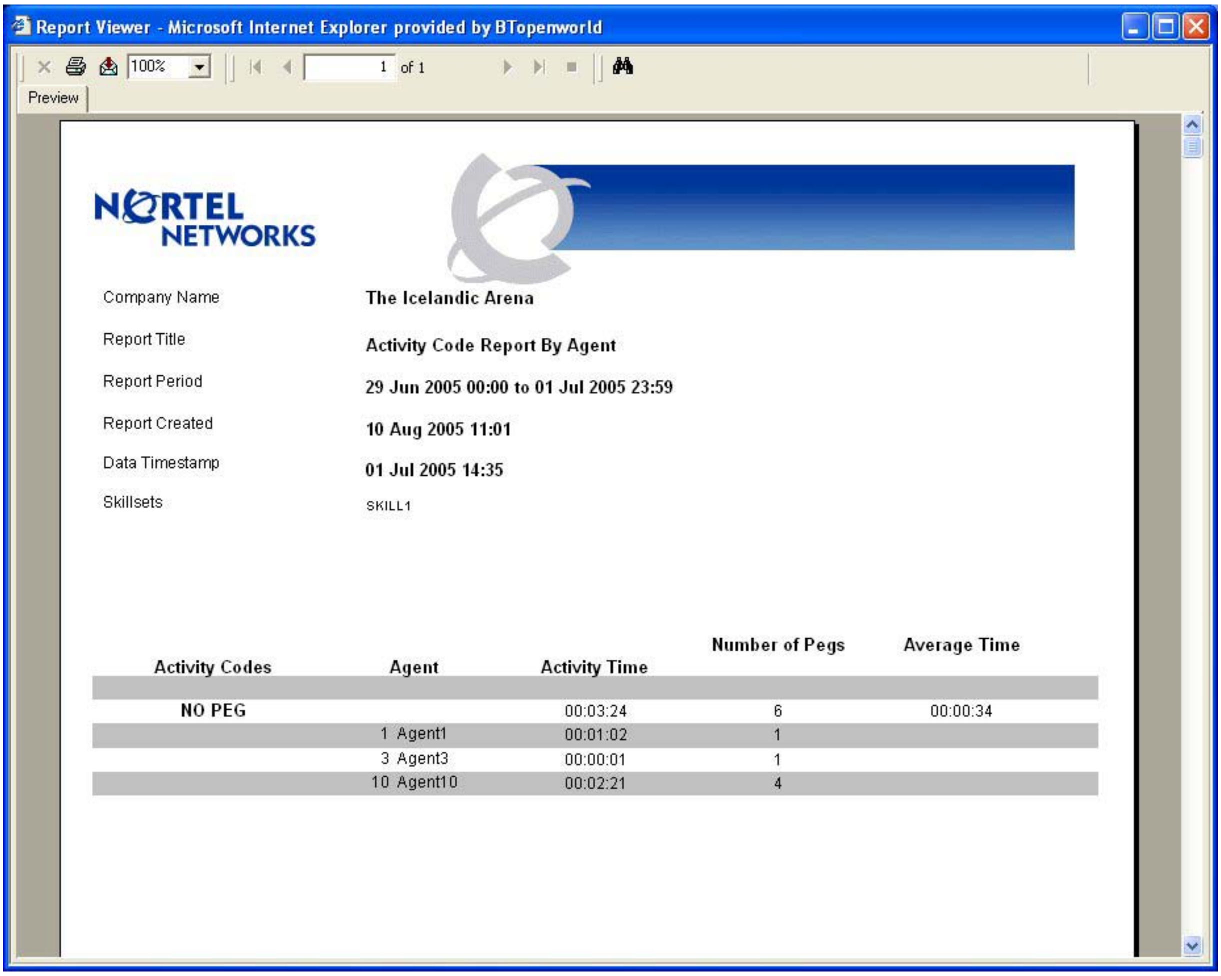
Activity Codes can be used to determine different things. If an Activity Code represented each magazine or publication in which advertisements had been placed and each incoming caller was asked to say where they saw the advertisement they were responding to, this data can be used to indicate which publications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

Activity Codes can be used to identify different types of calls. For example, a Help Desk could have Activity Codes for different products that they support. The data can then be examined to determine which products generate the most calls, or which product support calls have the highest average talk time.

Activity Codes can be used to represent Agent activity as a result of a call. For example, Activity Codes could be established to represent Credit Account Application Letter Sent, or Catalogue Posted, and so on.

Activity Code Report by Agent

Figure 179: Activity Code Report by Agent shows an example Activity Code Report by Agent.



Company Name: The Icelandic Arena
Report Title: Activity Code Report By Agent
Report Period: 29 Jun 2005 00:00 to 01 Jul 2005 23:59
Report Created: 10 Aug 2005 11:01
Data Timestamp: 01 Jul 2005 14:35
Skillsets: SKILL1

Activity Codes	Agent	Activity Time	Number of Pegs	Average Time
NO PEG		00:03:24	6	00:00:34
	1 Agent1	00:01:02	1	
	3 Agent3	00:00:01	1	
	10 Agent10	00:02:21	4	

Figure 179: Activity Code Report by Agent

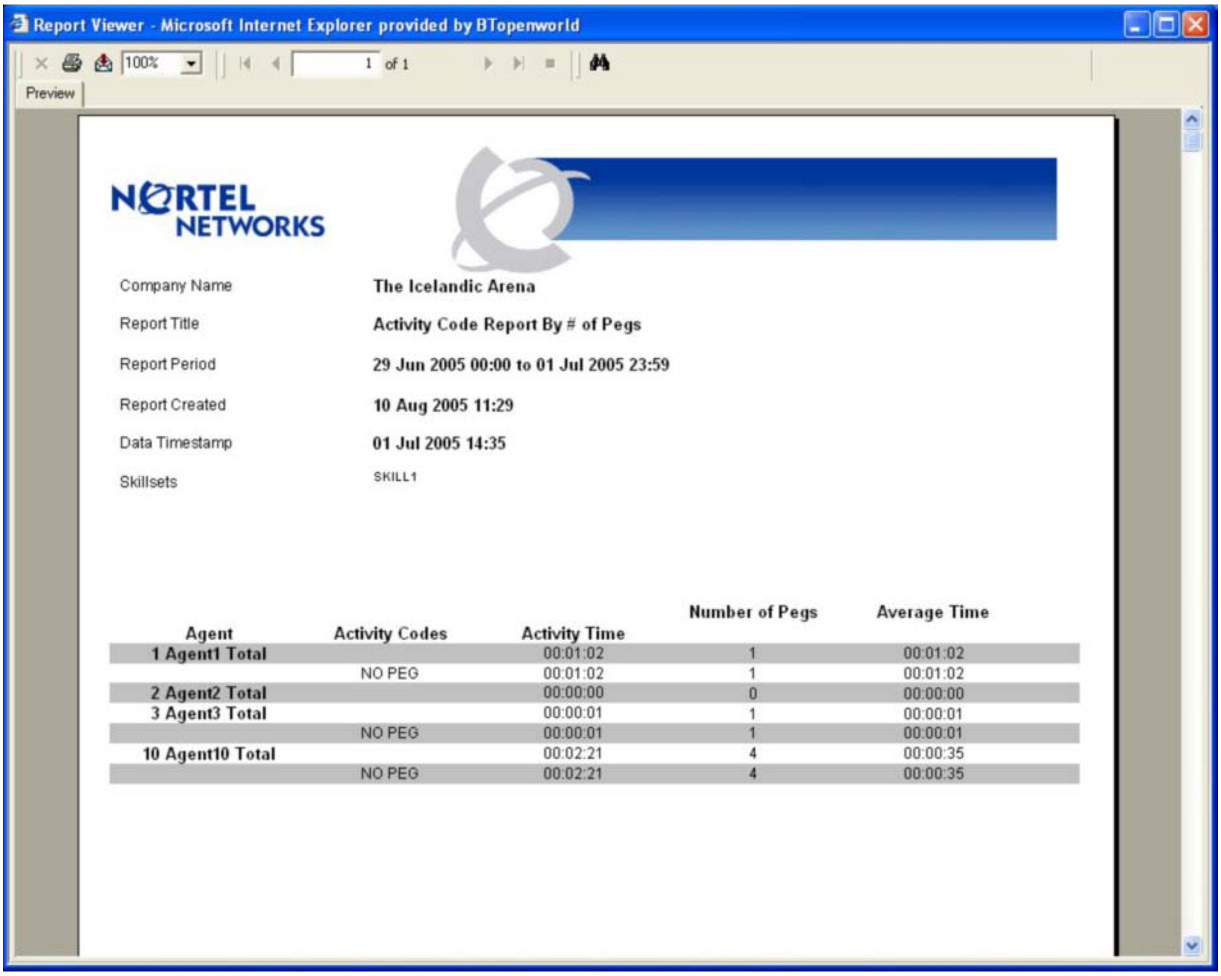
This report displays the usage of Activity Codes or pegs, which are grouped by activity and broken down into each Agent's Activity Code pegging.

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.

Activity Code Report by Number of Pegs

Figure 180: Activity Code Report by Number of Pegs shows an example Activity Code Report by Number of Pegs.



Report Viewer - Microsoft Internet Explorer provided by BTopenworld

Company Name The Icelandic Arena

Report Title Activity Code Report By # of Pegs

Report Period 29 Jun 2005 00:00 to 01 Jul 2005 23:59

Report Created 10 Aug 2005 11:29

Data Timestamp 01 Jul 2005 14:35

Skillsets SKILL1

Agent	Activity Codes	Activity Time	Number of Pegs	Average Time
1 Agent1 Total		00:01:02	1	00:01:02
	NO PEG	00:01:02	1	00:01:02
2 Agent2 Total		00:00:00	0	00:00:00
3 Agent3 Total		00:00:01	1	00:00:01
	NO PEG	00:00:01	1	00:00:01
10 Agent10 Total		00:02:21	4	00:00:35
	NO PEG	00:02:21	4	00:00:35

Figure 180: Activity Code Report by Number of Pegs

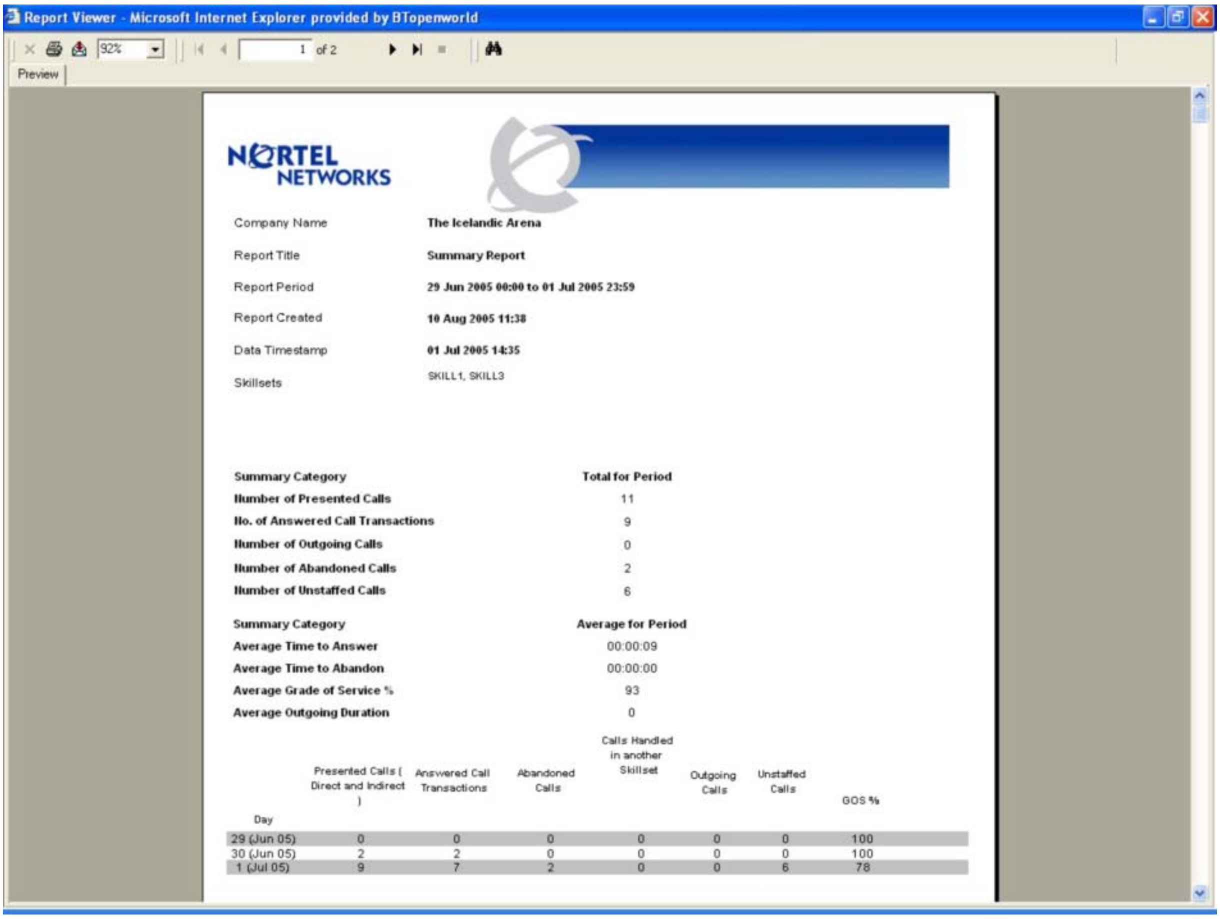
This report illustrates the usage Activity Codes (pegging) grouped by Agent and broken down for each Activity Code, ranked according to their usage by each Agent within each Skillset.

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.

Summary Report

Figure 181: Summary Report shows an example Summary Report.



Company Name	The Icelandic Arena
Report Title	Summary Report
Report Period	29 Jun 2005 00:00 to 01 Jul 2005 23:59
Report Created	10 Aug 2005 11:38
Data Timestamp	01 Jul 2005 14:35
Skillsets	SKILL1, SKILL3

Summary Category	Total for Period
Number of Presented Calls	11
No. of Answered Call Transactions	9
Number of Outgoing Calls	0
Number of Abandoned Calls	2
Number of Unstaffed Calls	6

Summary Category	Average for Period
Average Time to Answer	00:00:09
Average Time to Abandon	00:00:00
Average Grade of Service %	93
Average Outgoing Duration	0

Day	Presented Calls (Direct and Indirect)	Answered Call Transactions	Abandoned Calls	Calls Handled in another Skillset	Outgoing Calls	Unstaffed Calls	GOS %
29 (Jun 05)	0	0	0	0	0	0	100
30 (Jun 05)	2	2	0	0	0	0	100
1 (Jul 05)	9	7	2	0	0	6	78

Figure 181: Summary Report

This report displays a summary of key Call 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, Outgoing Calls and Unstaffed Calls are shown, together with the Grade of Service, expressed as a percentage.

The Summary Report includes six graphs, shown in Figure 182: Summary Report Graphs Page.

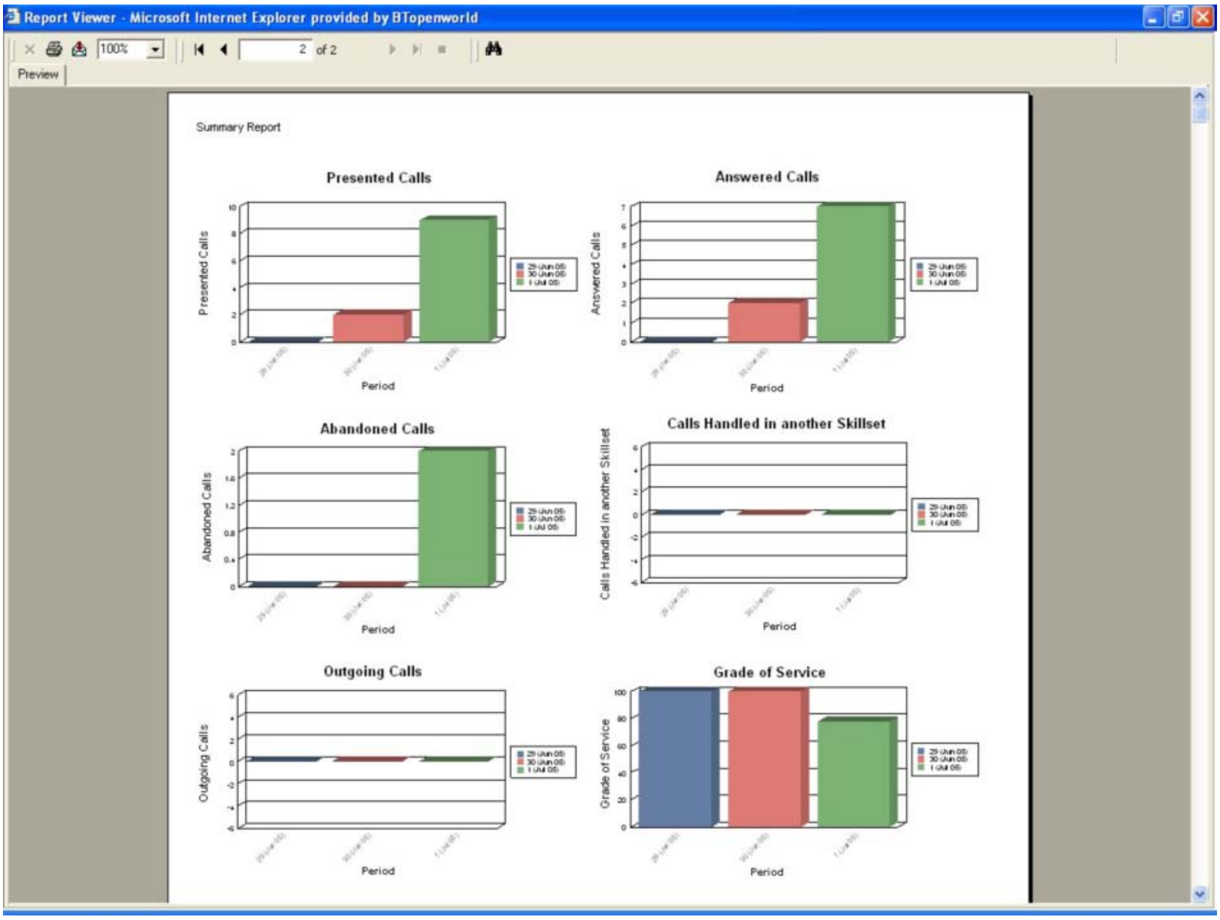


Figure 182: Summary Report Graphs Page

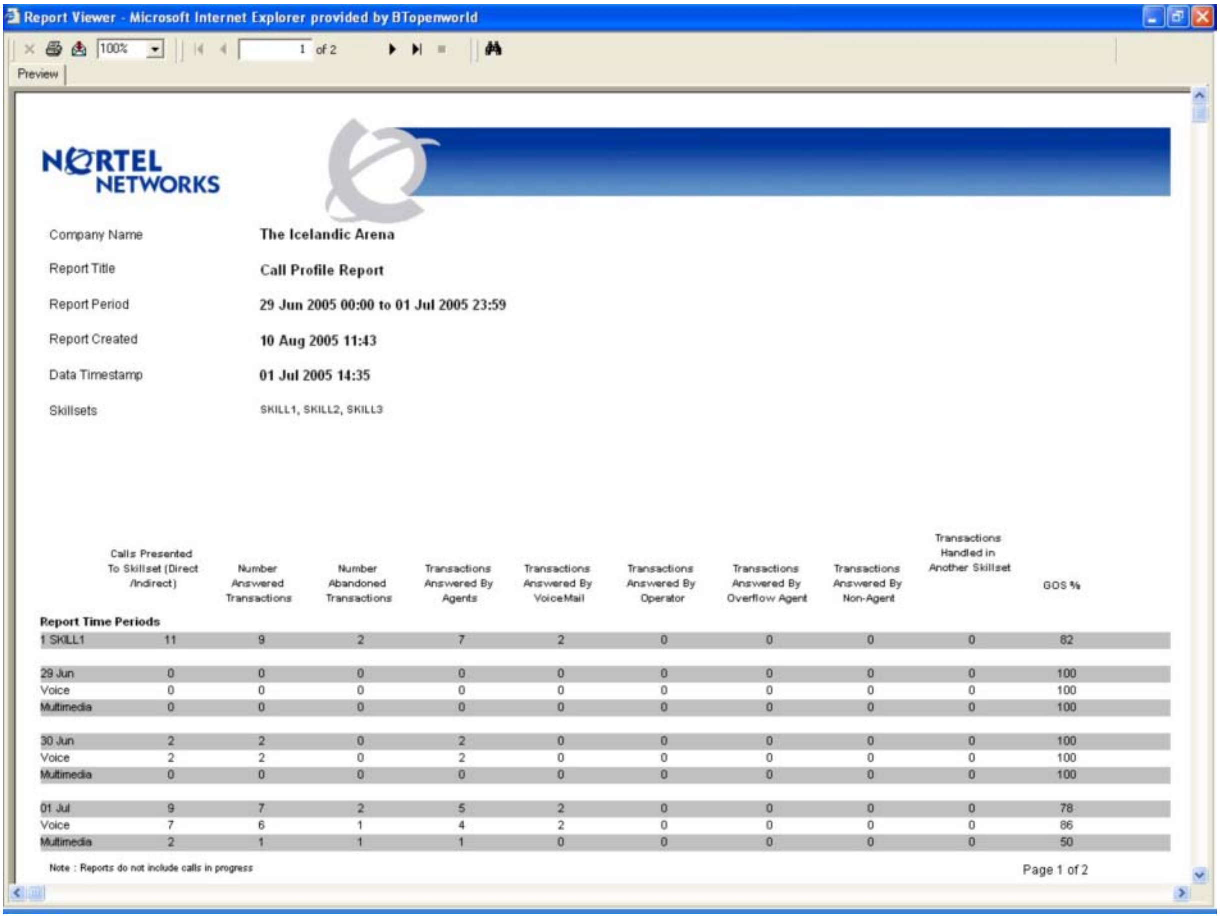
Each graph is a bar chart profile of the report period. This graph allows data correlations to be highlighted and then investigated using other, more detailed reports.

If, for example, this report showed a very high number of Outgoing Calls made at the same time as the highest number of Abandoned Calls, the report would indicate that investigation is required in this matter.

Presenting the information in this fashion makes such anomalies easy to spot, enabling the Supervisor to then look further into the matter.

Call Profile Report

Figure 183: Call Profile Report shows an example Call Profile report.



Report Viewer - Microsoft Internet Explorer provided by BTopenworld

Company Name: The Icelandic Arena
Report Title: Call Profile Report
Report Period: 29 Jun 2005 00:00 to 01 Jul 2005 23:59
Report Created: 10 Aug 2005 11:43
Data Timestamp: 01 Jul 2005 14:35
Skillsets: SKILL1, SKILL2, SKILL3

Report Time Periods	Calls Presented To Skillset (Direct /Indirect)	Number Answered Transactions	Number Abandoned Transactions	Transactions Answered By Agents	Transactions Answered By VoiceMail	Transactions Answered By Operator	Transactions Answered By Overflow Agent	Transactions Answered By Non-Agent	Transactions Handled in Another Skillset	GOS %
1 SKILL1	11	9	2	7	2	0	0	0	0	82
29 Jun	0	0	0	0	0	0	0	0	0	100
Voice	0	0	0	0	0	0	0	0	0	100
Multimedia	0	0	0	0	0	0	0	0	0	100
30 Jun	2	2	0	2	0	0	0	0	0	100
Voice	2	2	0	2	0	0	0	0	0	100
Multimedia	0	0	0	0	0	0	0	0	0	100
01 Jul	9	7	2	5	2	0	0	0	0	78
Voice	7	6	1	4	2	0	0	0	0	86
Multimedia	2	1	1	1	0	0	0	0	0	50

Note : Reports do not include calls in progress

Page 1 of 2

Figure 183: Call Profile Report

This report provides a profile of the Call Transactions within the Call 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, Answered by Agents, Voice Mail, Operator, Overflow Agents, Non-Agents and Other Skillsets during a report period. It also presents the Grade of Service, 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.

Activity Codes can also be used to track the publication that contained the advertisement callers are responding to.

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.

An example of a Call Profile report graph page is shown in Figure 184: Call Profile Report Graph Page.

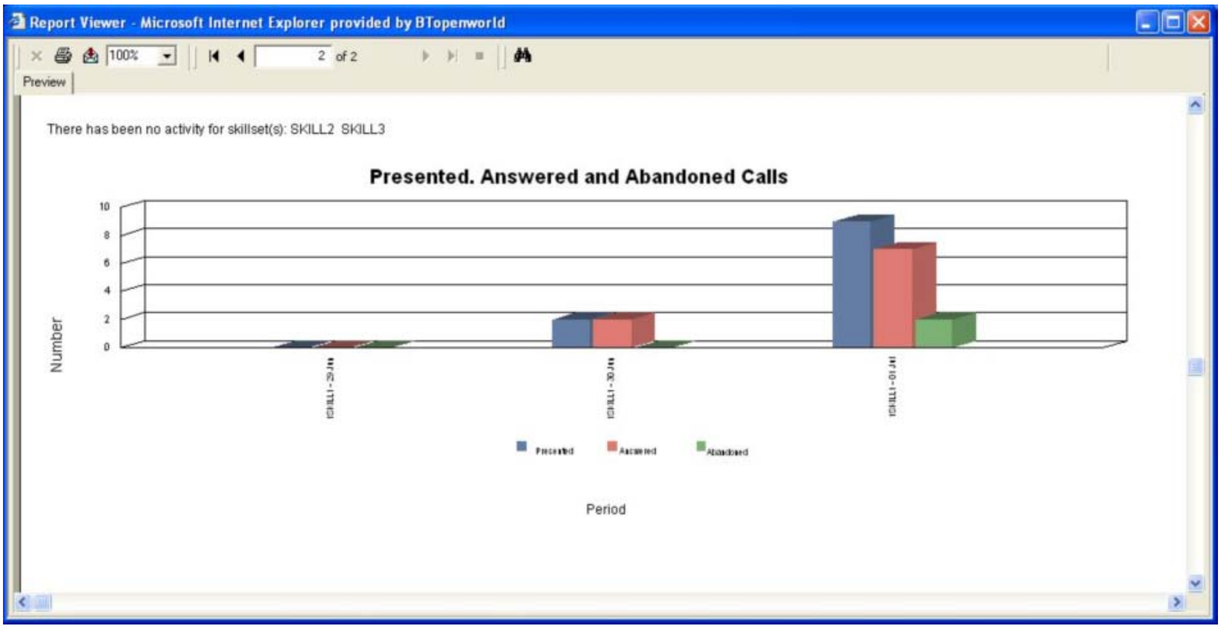
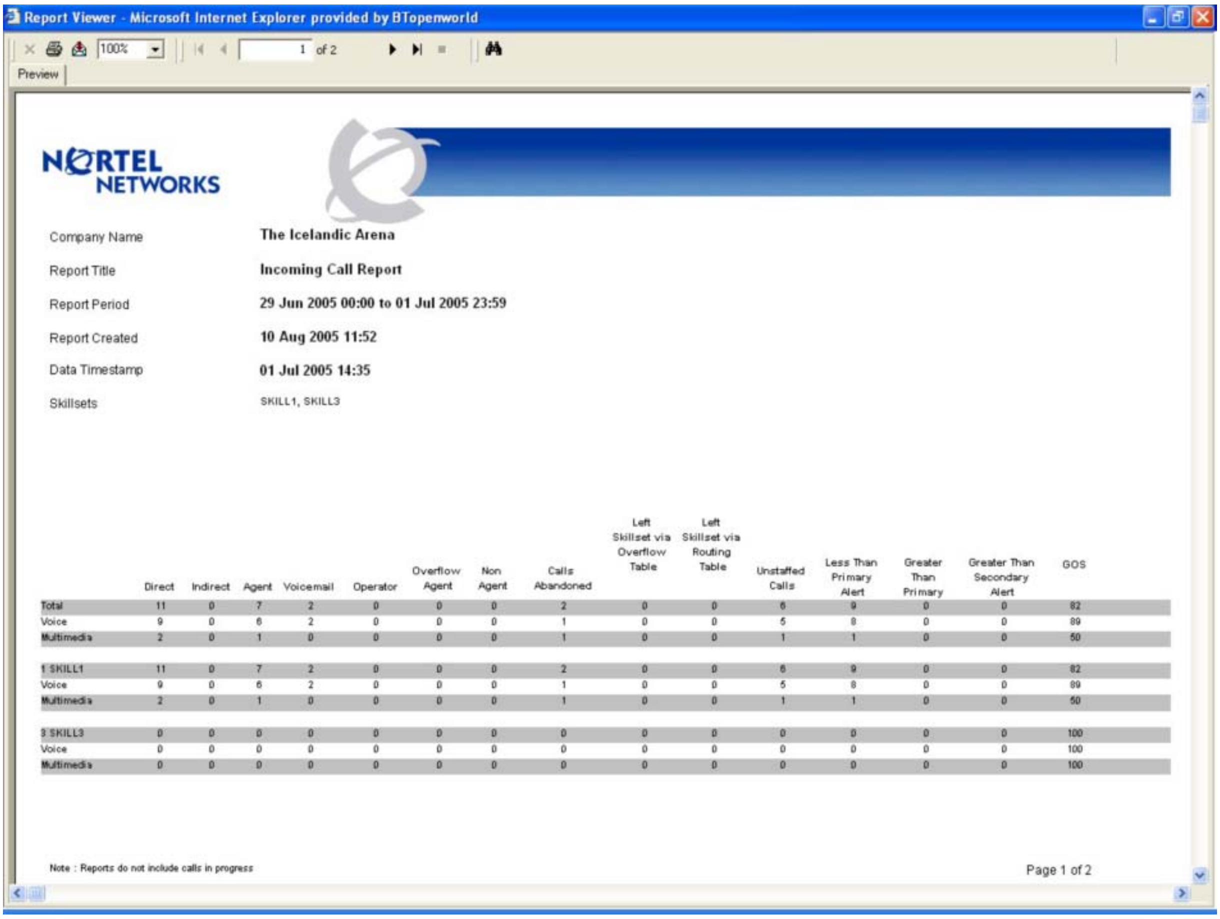


Figure 184: Call Profile Report Graph Page

Incoming Call Report

Figure 185: Incoming Call Report shows an example Incoming Call report.



Report Viewer - Microsoft Internet Explorer provided by BTopenworld

Company Name	The Icelandic Arena
Report Title	Incoming Call Report
Report Period	29 Jun 2005 00:00 to 01 Jul 2005 23:59
Report Created	10 Aug 2005 11:52
Data Timestamp	01 Jul 2005 14:35
Skillsets	SKILL1, SKILL3

	Direct	Indirect	Agent	Voicemail	Operator	Overflow Agent	Non Agent	Calls Abandoned	Left Skillset via Overflow Table	Left Skillset via Routing Table	Unstaffed Calls	Less Than Primary Alert	Greater Than Primary	Greater Than Secondary Alert	GOS
Total	11	0	7	2	0	0	0	2	0	0	6	9	0	0	82
Voice	9	0	6	2	0	0	0	1	0	0	5	8	0	0	89
Multimedia	2	0	1	0	0	0	0	1	0	0	1	1	0	0	50
1 SKILL1	11	0	7	2	0	0	0	2	0	0	6	9	0	0	82
Voice	9	0	6	2	0	0	0	1	0	0	5	8	0	0	89
Multimedia	2	0	1	0	0	0	0	1	0	0	1	1	0	0	50
3 SKILL3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	100
Voice	0	0	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	100

Note : Reports do not include calls in progress

Page 1 of 2

Figure 185: Incoming Call Report

This report provides an overview of the incoming calls into the Call Center, for a selection of Skillsets

The Incoming Call Report relates to Incoming Direct and Indirect Calls, not Call Transactions (see Page 139).

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

A graphical representation of the calls presented to the Call Center is displayed in an Incoming Call report graph as shown in Figure 186: Incoming Call Report Graph Page.

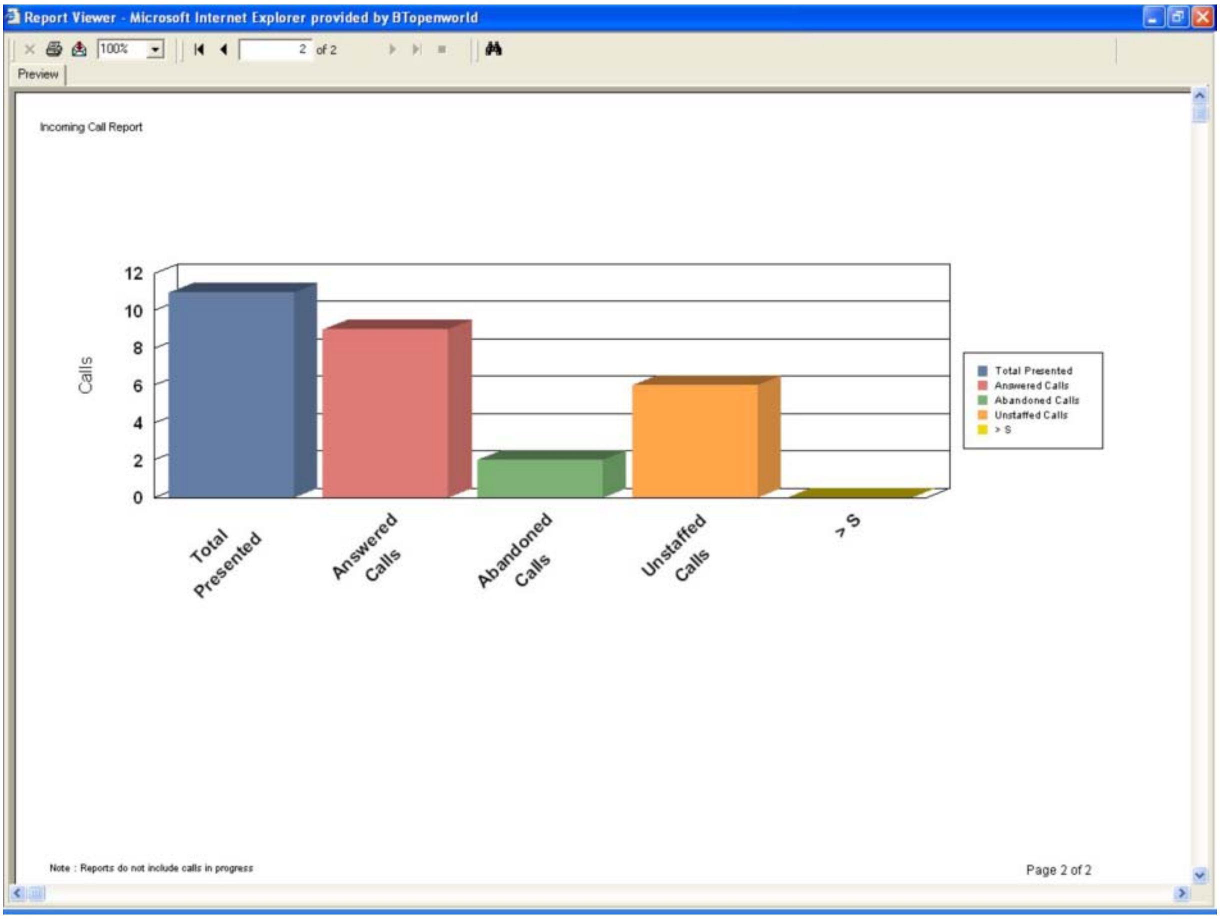
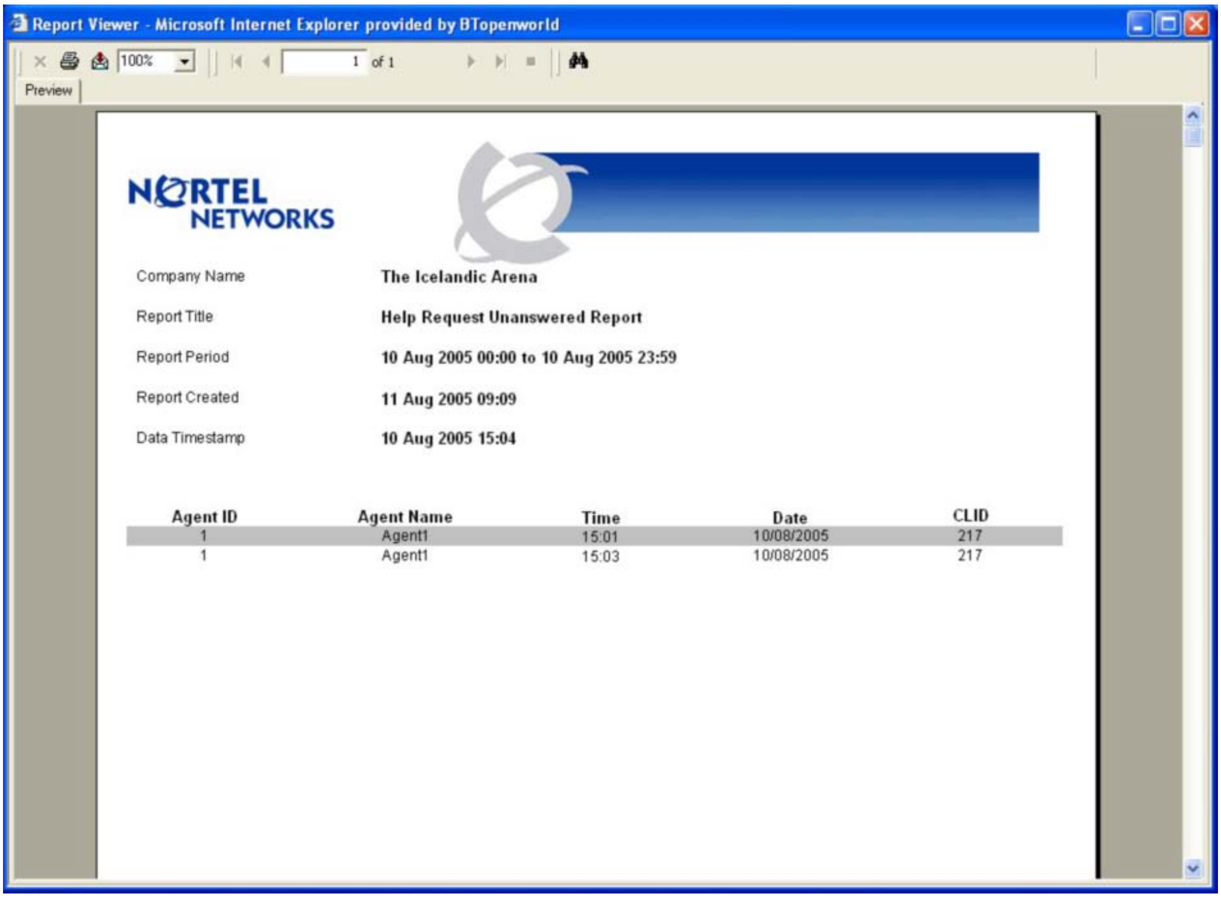


Figure 186: Incoming Call Report Graph Page

Unanswered Help Request Report

Figure 187: Unanswered Help Request Report shows an example Unanswered Help Request report.



Agent ID	Agent Name	Time	Date	CLID
1	Agent1	15:01	10/08/2005	217
1	Agent1	15:03	10/08/2005	217

Figure 187: Unanswered Help Request Report

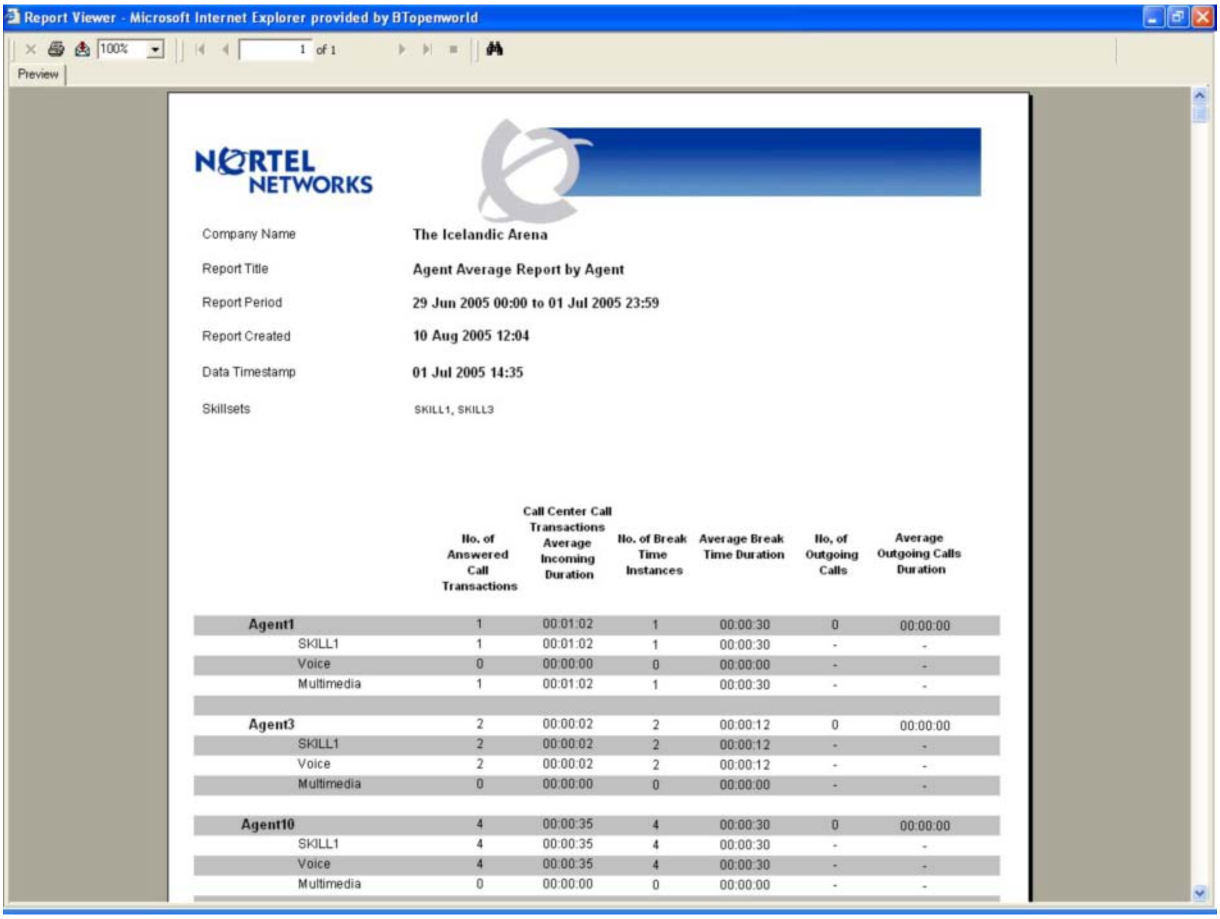
This report displays the instances of each unanswered help request, where the supervisor declined an Agent's request for help.

This report should be read in conjunction with the Help Request Report (see Page 230) 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.

Agent Average Report by Agent

Figure 188: Agent Average Report by Agent shows an example Agent Average Report by Agent.



Company Name	The Icelandic Arena
Report Title	Agent Average Report by Agent
Report Period	29 Jun 2005 00:00 to 01 Jul 2005 23:59
Report Created	10 Aug 2005 12:04
Data Timestamp	01 Jul 2005 14:35
Skillsets	SKILL1, SKILL3

	No. of Answered Call Transactions	Call Center Call Transactions Average Incoming Duration	No. of Break Time Instances	Average Break Time Duration	No. of Outgoing Calls	Average Outgoing Calls Duration
Agent1	1	00:01:02	1	00:00:30	0	00:00:00
SKILL1	1	00:01:02	1	00:00:30	-	-
Voice	0	00:00:00	0	00:00:00	-	-
Multimedia	1	00:01:02	1	00:00:30	-	-
Agent3	2	00:00:02	2	00:00:12	0	00:00:00
SKILL1	2	00:00:02	2	00:00:12	-	-
Voice	2	00:00:02	2	00:00:12	-	-
Multimedia	0	00:00:00	0	00:00:00	-	-
Agent10	4	00:00:35	4	00:00:30	0	00:00:00
SKILL1	4	00:00:35	4	00:00:30	-	-
Voice	4	00:00:35	4	00:00:30	-	-
Multimedia	0	00:00:00	0	00:00:00	-	-

Figure 188: Agent Average Report by Agent

This report displays Agent activity, grouped by Agent then broken down by Skillset.

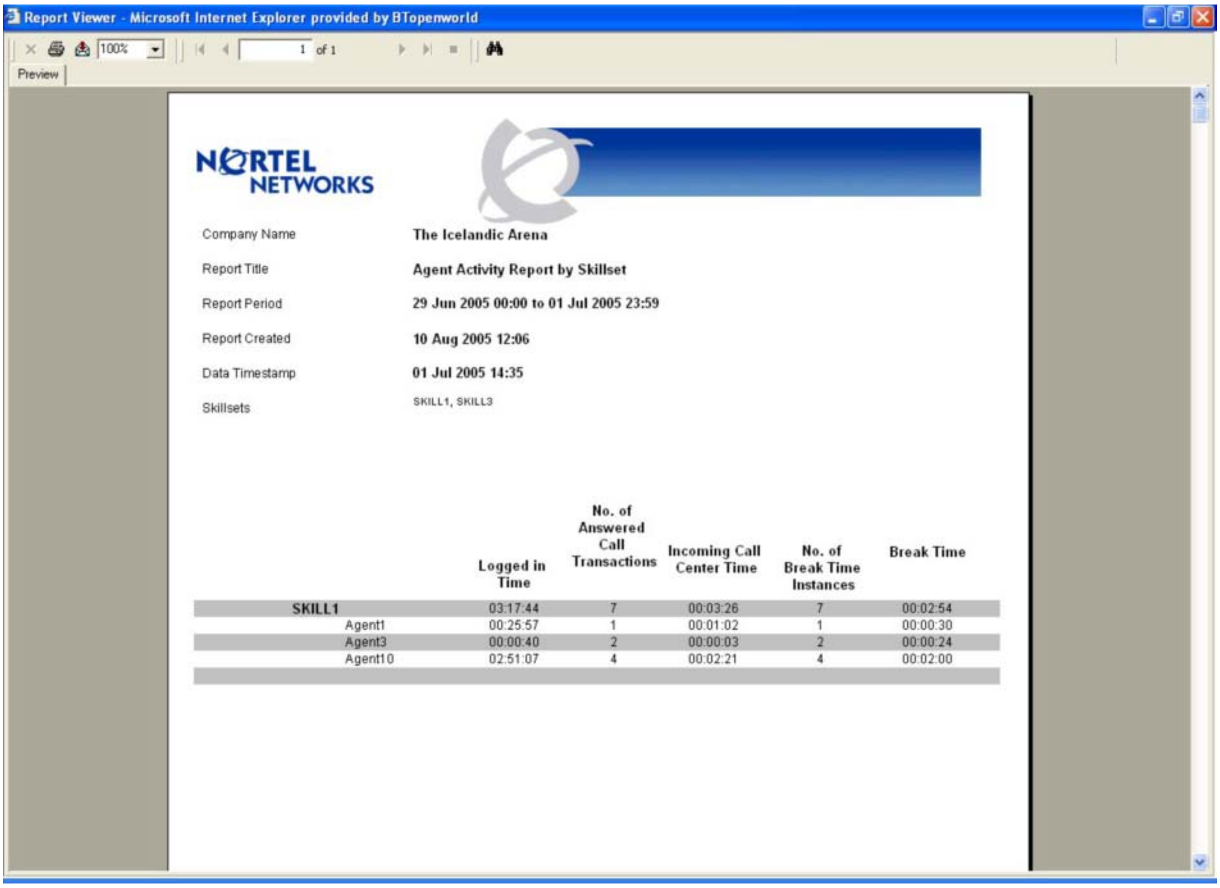
This report reviews the work each Agent has performed in each Skillset they have logged into. A report may include a single Skillset or multiple Skillsets.

If an Agent is logged into more than one Skillset and those Skillsets are included in the Report, then the activities of the Agent are segregated so that the work in each Skillset is separately displayed.

Note: If an Agent was not logged into one of the selected Skillsets, they may still have activity associated with one of the selected Skillsets. For example, they may have received overflow calls or received a call manually transferred to them from an Agent in one of the selected Skillsets, or for any other transfer of call method that temporarily ‘adopts’ the Agent into the Skillset for the duration of the transferred call.

Agent Activity Report by Skillset

Figure 189: Agent Activity Report by Skillset shows an example Agent Activity Report by Skillset.



Company Name	The Icelandic Arena
Report Title	Agent Activity Report by Skillset
Report Period	29 Jun 2005 00:00 to 01 Jul 2005 23:59
Report Created	10 Aug 2005 12:06
Data Timestamp	01 Jul 2005 14:35
Skillsets	SKILL1, SKILL3

	Logged in Time	No. of Answered Call Transactions	Incoming Call Center Time	No. of Break Time Instances	Break Time
SKILL1	03:17:44	7	00:03:26	7	00:02:54
Agent1	00:25:57	1	00:01:02	1	00:00:30
Agent3	00:00:40	2	00:00:03	2	00:00:24
Agent10	02:51:07	4	00:02:21	4	00:02:00

Figure 189: Agent Activity Report by Skillset

This report displays Agent activity for a selection of Skillsets grouped by Agent.

This report enables a review of the work in each Skillset. All of the Agents who have logged in to those Skillsets included in the report are reviewed. Only the activity directly related to the appropriate Skillsets is displayed.

In the example in the figure, Agent 1, Agent 3 and Agent 10 have been logged into Skillset 1 only, so the report reviews all three Agent's activities for Skillset 1. Conversely, if Agent 1 had also been logged into Skillset 3, the report would review Agent 1's activity for each of these Skillsets.

Note: For calls that have been transferred to the Agent, **Transferred** appears at the start of the line for that Agent. Likewise, if the Call Transaction was for an overflowed call, **Overflow** appears at the start of the line for that Agent. **Other** will be shown for any other call transfer call method that temporarily adopts the Agent into the Skillset for the duration of the transferred call.

System Configuration Report

Figure 190: System Configuration Report shows an example System Configuration report.

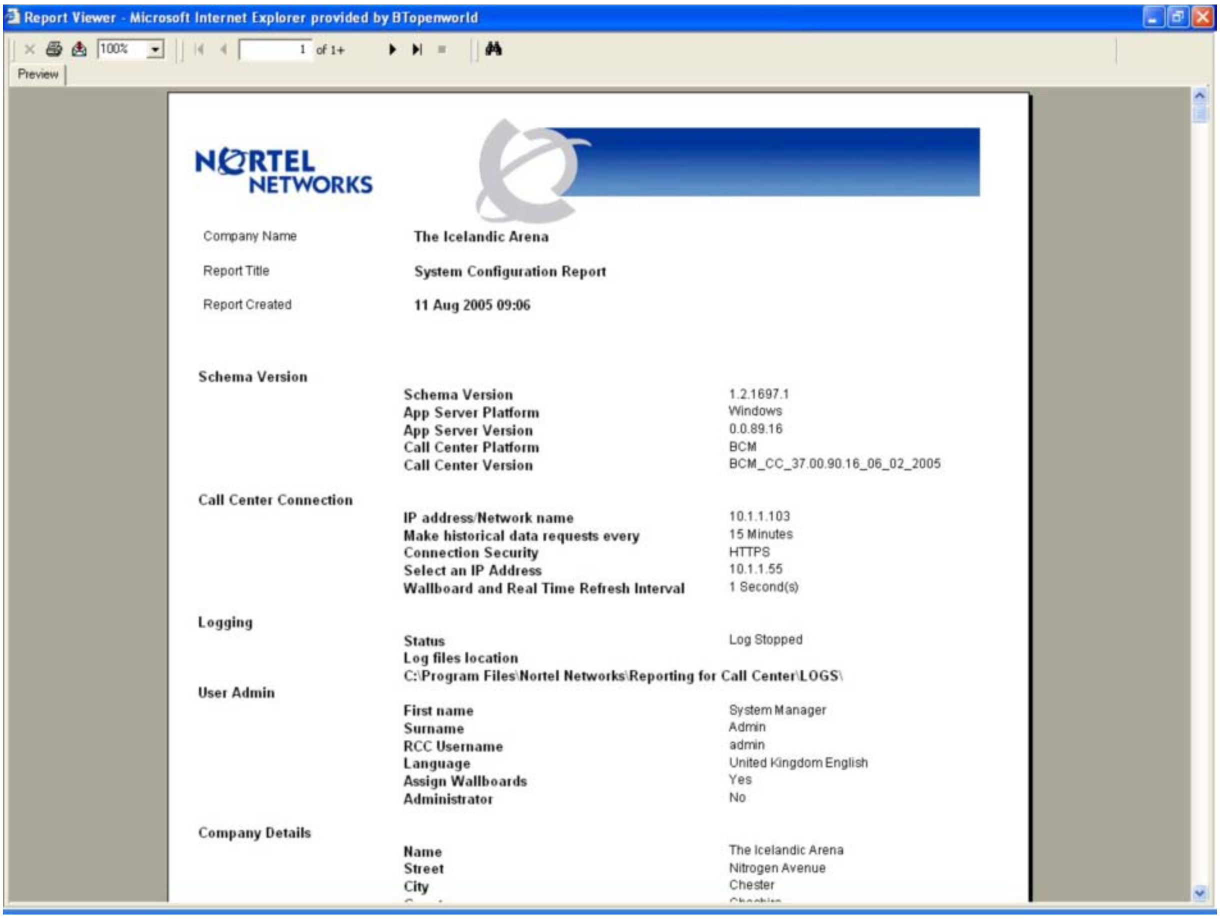


Figure 190: System Configuration Report

The System Configuration report provides a means to view and print settings that have been configured for your system together with some other information that can assist support personnel.
This report can also be used to manually re-configure an installation of Nortel Networks Reporting for Call Center, if it has to be re-installed on another PC due to hardware failure.

Upgrading to Reporting for Call Center 8

Introduction

This section answers the questions that need to be asked during the upgrade of an existing installation of Nortel networks Call Center Reporting version 2.5, 3.0 or 3.5 to Nortel Networks Reporting for Call Center.

What Do I have to Install?

Nortel Networks Reporting for Call Center has a single software installation onto one PC. This PC is the Web Host PC, which acts in a similar fashion to the 'Master' PC in the old Nortel Networks Call Center Reporting 2.5, 3.0 and 3.5 streams. The Web Host PC stores the historical statistical databases. It communicates with the Call Center in order to obtain the historical statistical information and Real Time screen information. The wallboards are also driven from the Web Host PC.

See the chapter Installation on page 8.

Can the old Master PC be used as the Web Host PC?

If the PC hardware and Operating System meet the minimum specifications, then the answer is 'Yes'. See the question 'Can the new software co-reside with the old software', below.

See the Minimum Hardware Requirements on page 5, and the Operating System Compatibility on page 6.

Why is there No 'Multiple Client' software to install?

In the Call Center Reporting 2.5, 3.0 and 3.5 streams the customer had to install 'Multiple Client' software onto other PCs in order to view the Real Time screens or Reports from those PCs.

With Nortel Networks Reporting for Call Center the users of those other PCs use Internet Explorer to browse back to the Web Host PC in order to access the Real Time screens and Reports. There is no 'Client' software required for the Users on those other PCs.

Do I have to remove the old Nortel Networks Call Center Reporting 2.5, 3.0 or 3.5 software?

No, see the question 'Can the new software co-reside with the old software', below.

Can the new software co-reside with the old software?

None of the Nortel Networks Call Center Reporting 2.5, 3.0 or 3.5 software is required for the operation of the new Nortel Networks Reporting for Call Center software.

However, the customer may wish to retain the Nortel Networks Call Center Reporting 2.5, 3.0 or 3.5 software in order to allow them to review the historical reports that were gathered with their old system.
Leaving the Nortel Networks Call Center Reporting 2.5, 3.0 or 3.5 Master or Multiple Client software on the PC which is going to be used as the Web Host PC will not affect the operation of Nortel Networks Reporting for Call Center.

The two different applications can co-reside on the same PC with no interaction. That is, installing Nortel Networks Reporting for Call Center onto a PC on which Nortel Networks Call Center Reporting 2.5, 3.0 or 3.5 is already installed will not cause either of the applications a problem in running.

Note however, that if the Nortel Networks Call Center Reporting 2.5, 3.0 or 3.5 software was configured to drive any IP wallboards that are going to be driven by Nortel Networks Reporting for Call Center, remember to take them out of the Nortel Networks Call Center Reporting 2.5, 3.0 or 3.5 configurations, otherwise both sets of software will try to drive the wallboards, which will result in the wallboard display flashing back and forth between the two sets of data being sent to it by the two different applications.

Note also that the hardware used as the Master PC for the Nortel Networks Call Center Reporting 2.5, 3.0 or 3.5 software might not by of sufficient specification to support the Nortel Networks Reporting for Call Center software. See the list of Minimum Hardware Requirements on page 5, and the Operating System Compatibility on page 6.

Backing up the MySQL Database 9

The mysqldump Utility

mysqldump is a utility included in the MySQL\bin folder of the MySQL installation on the Web Host PC. This can be used to create a file which contains all of the SQL statements required to re-create the Nortel Networks Reporting for Call Center statistical and configuration database. It can also be used to restore the backed up data.

Backing Up the Database

You can use mysqldump to create a backup of your database using the following syntax. Note that the following should all be typed on one line, and should be entered in a Command Prompt window, from the MySQL\bin folder.

```
mysqldump --add-drop-table --user=webhost --password=r338cm3.6! CCRDB >
CCRDBbackup.sql
```

CCRDBbackup.sql is the file to which the backup should be written. This can be named whatever you like. Substitute the name you wish to use for CCRDBbackup.sql in the above command.

Restoring from a Backup

To restore the contents of a backup to the Nortel Networks Reporting for Call Center statistical and configuration database use the following command. Note that the following should all be typed on one line, and should be entered in a Command Prompt window, from the MySQL\bin folder.

!	You should be certain that you wish to restore the backup before you enter this command.

```
mysql --user=root --password='YR46L43!' CCRDB < CCRDBbackup.sql
```

Note: The **restore** command uses the word ‘mysql’ but the **backup** command uses the word ‘mysqldump’.

Note: There are single quotes around the password in the **restore** command, but NOT in the **backup** command.

Note: There are two hyphens in front of the --user, --password and --add-drop-tables options.

Note: Substitute the name of the backup file you wish to restore for the CCRDBbackup.sql in the example restore command.

Troubleshooting Reporting for Call Center 10

Slow Updates on Real Time Screen

The Real Time screens should be updated approximately every 3 seconds. If they seem to be slow or sluggish, the following points should be checked.

Web Host PC Requires a Host File entry

Check with your Network Administrator to add an entry in the Web Host PC Host file. This is a Windows system file and is usually located in the \Windows\System32\drivers\etc folder of the Web Host PC (this may be called the \Winnt\System32\drivers\etc folder).

You must enter the IP Address and the network name (machine name) of the Business Communications Manager to this file. Separate the two items by using the Tab key.

An example Host file is shown below.

```
# Copyright (c) 1993-1999 Microsoft Corp.
#
# This is a sample HOSTS file used by Microsoft TCP/IP for Windows.
#
# This file contains the mappings of IP addresses to host names. Each
# entry should be kept on an individual line. The IP address should
# be placed in the first column followed by the corresponding host name.
# The IP address and the host name should be separated by at least one
# space.
#
# Additionally, comments (such as these) may be inserted on individual
# lines or following the machine name denoted by a '#' symbol.
#
# For example:
#
#      102.54.94.97     rhino.acme.com          # source server
#       38.25.63.10     x.acme.com              # x client host

127.0.0.1        Localhost
10.1.1.105       BCMMachineName
```

Figure 191 Example Host File

Anti-Virus Software Slowing Down the File System

Some Anti-Virus software packages have been seen to cause such a significant slow down on the file system of the Web Host PC that the Real Time screens have trouble processing all of the XML data they receive from the Call Center in time to refresh the Real Time data in a timely fashion.

Norton Anti-Virus is one anti-virus package known to cause this symptom.

By Un-checking the “Enable File System Real Time Protection” option in Norton Anti-Virus the operation of the Real Time screens are no longer restricted and can operate in their usual way.

To do this, right click on the Norton Anti-Virus icon in the system tray. If there is a tick by it, select “Enable File System Real Time Protection” to remove the tick.

Alternatively, you can try deactivating the Nortel Networks Reporting for Call Center diagnostic logging (if it is activated), see Page 54.

Anti-Virus packages vary in their implementations and in the granularity with which you can adjust their operational parameters. Typically, however, the settings which you can adjust that would make the Real Time Screens appear sluggish in updating are the real time file scanning settings.

Note: ‘real time’ in this context means that the Anti-Virus software scans the files on your computer constantly – it does not refer to the Reporting for Call Center Real Time screens. It is just a coincidence that both applications have features that have the words ‘real time’ in their title.

- Some Anti-Virus packages allow you to specify files with certain extensions which are to be ignored during virus scans. If this is possible with your Anti-Virus software, instruct it to ignore files with .log extensions.
- Some Anti-Virus packages allow you to specify locations on your hard disk which are to be ignored during virus scans. If this is possible with your Anti-Virus software, instruct it to ignore the location of the Reporting for Call Center log files. By default this is \Program Files\Nortel Networks\Reporting for Call Center\Logs.
- Some Anti-Virus packages allow you to disable or fine tune the real time scanning action of files, and to isolate which types of file modification will trigger a re-scan (create a file, modify a file, write to a file, etc).

Cannot Access the Login Page

This problem has been seen when the Web Host PC has Norton Anti-Virus running.

One setting of Norton Anti-Virus (Script Blocking) prevents Nortel Networks Reporting for Call Center from running normal operations.

This option should be disabled in the anti-virus configuration screen on the Web Host PC only.

Turning off script blocking in Norton Anti-Virus 2001

To disable Norton Anti-Virus 2001 Script Blocking:

1. Start Norton Anti-Virus.

2. Click Options. If a menu appears when you click Options, then click Norton Anti-Virus. The Options for Norton Anti-Virus dialog box appears.

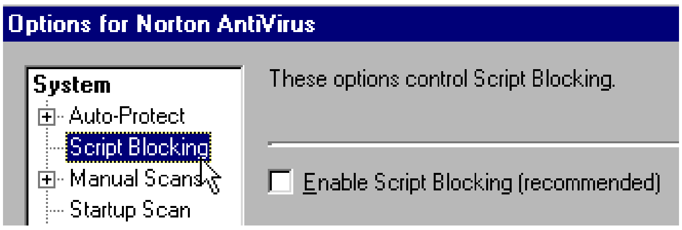


Figure 192 Norton Anti-Virus Options Screen

3. Click Script Blocking.

4. Uncheck "Enable Script Blocking (recommended)."

5. Click OK.

NOTE: Script Blocking is a feature of Norton Anti-Virus 2001 that was added to as a part of a program update. If Script Blocking does not appear in Options, then the program update is not installed. To install the Norton Anti-Virus program update, run LiveUpdate, and download all program updates. Restart the computer when prompted. Run LiveUpdate until you are told that there are no more updates available.

Turning off script blocking in Norton Anti-Virus 2002 or 2003

To disable Norton Anti-Virus Script Blocking:

1. Start Norton Anti-Virus.

2. Click Options. If a menu appears when you click Options, then click Norton Anti-Virus. The Norton Anti-Virus Options dialog box appears.

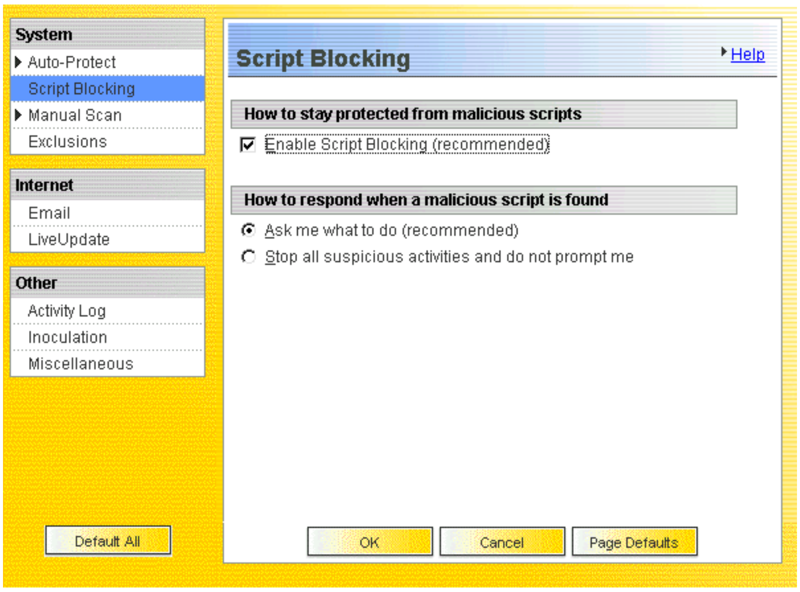


Figure 193 Norton Anti-Virus Options Dialog

3. Click Script Blocking.
4. Clear the Enable Script Blocking check box(recommended).
5. Click OK.

Restart the computer if prompted to do so.

Changing Agent Names

If an Agent changes their name, for example if they marry and take a new surname, or if an Agent leaves and their Call Center Log In ID is allocated to another person, this will affect the way in which Reporting for Call Center displays information for the Agent in the reports.
The reports will distinguish between the two identities associated with the single Call Center Log In ID as follows.

- The Agent Activity Report will list each Agent separately.
- The Agent Audit Report will consider that Call Center Log In ID to be the same person and will show all activity that the Agent with that ID has performed, irrespective of the Agent name in the User Admin screens. In effect, for the same period, reporting on the first Agent name will yield the same information as a report on the second Agent name.
- The Agent Average Report will reference the first Agent name only.

If both Agent names refer to the same person (for example, it is the same person but they have taken a new surname because they have married), these differences do not matter.
However, if the name change is because of an actual change of personnel, then it is easier to isolate the activities of the two Agents in the reports if the new Agent is allocated a distinct Call Center Log In ID, and the old Log In ID is no longer used.

Virtual Folders Not Created in Internet Information Services

Reporting for Call Center relies upon some Virtual Folders which are created during the installation of Reporting for Call Center on the Web Host PC.
If these Virtual Folders are ever inadvertently removed or altered, or if they are not created during the installation, you will see the following error page.

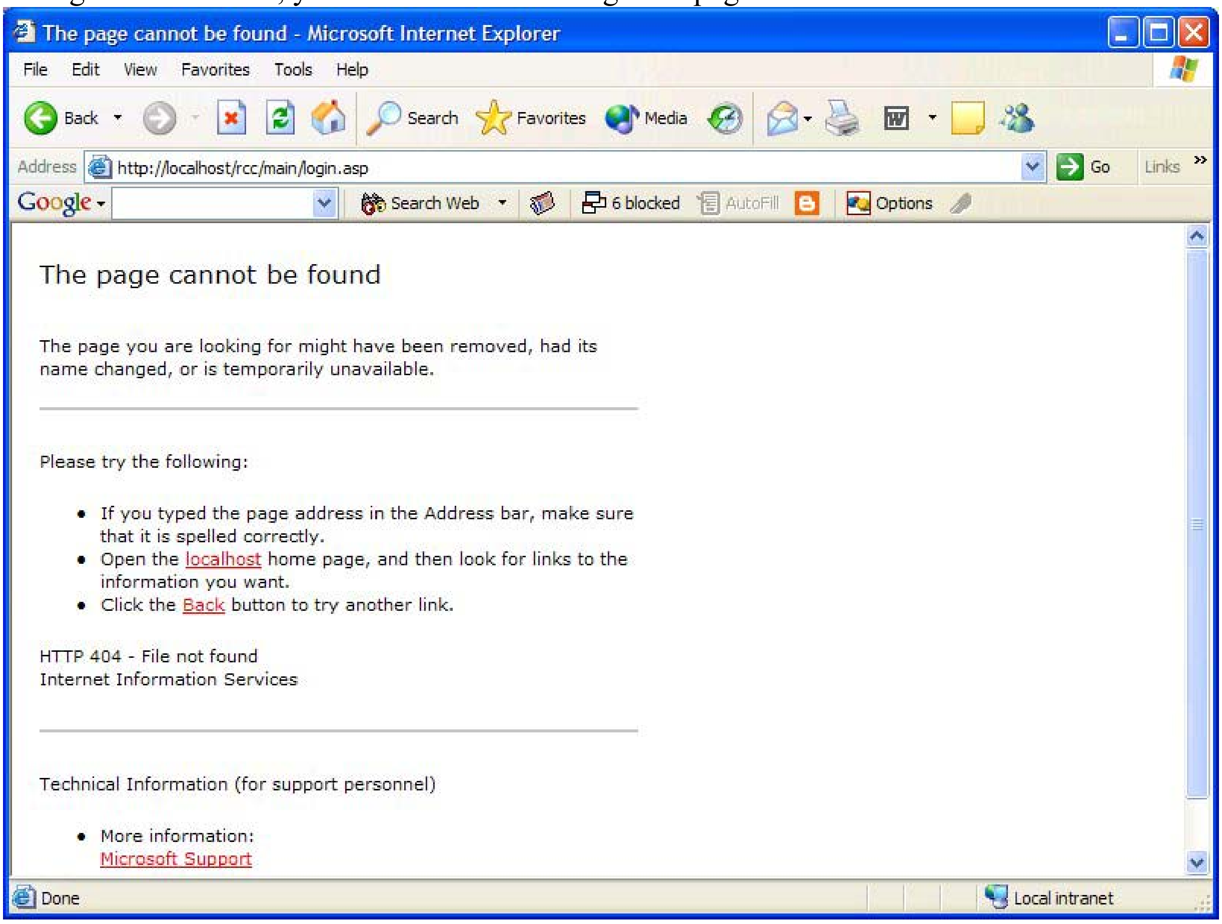


Figure 194 Page Cannot Be Displayed Error Message

If you see this, please try the following steps.

1. Click Start, Run and enter the pathway to the file called Create.bat in the RunOnce folder. The RunOnce folder is in the Reporting for Call Center folder. If you installed Reporting for Call Center in the default location the path to this file will be \Program Files\Nortel Networks\Reporting for Call Center\RunOnce\Create.bat on the drive on which you installed Reporting for Call Center.
2. When you have located this file, double-click on it to launch it. You will see a Command Prompt window (DOS Window) open and then close.
3. Try accessing the http://localhost/rcc/main/login.asp page one more.

Accessing Networked Printers From the Web Host PC

In order for the Web Host PC to contact and utilize network printers, you must have a User logged into Windows on the Web Host PC.
This means that if you wish to run Scheduled Prints out of hours, you must have a User logged in to the Web Host PC.

*ip*View SoftBoard and Wallboard Summaries

Note that the Wallboard Summaries are sent to the wallboards on the hour, according to the time of the Web Host PC clock. The regular hourly and daily statistics that are sent to the wallboard are governed by the Call Center platform clock. The hourly statistics are reset to 0 on the hour, according to the clock in the Call Center platform.
If the clock in the Web Host PC is set to a different time than the clock in the Call Center platform, the hourly Summaries will not be synchronised with the hourly reset of the regular statistics. To ensure that the wallboard summaries are in time with the hourly resets of the regular wallboard statistics, ensure that your PC and Call Center platform times are the same.

Crystal Reports ActiveX Report Viewer

The first time that reports are viewed on a client PC (that is, some PC other than the Web Host Viewer) an ActiveX viewer is installed onto the Client PC, from the Web Host PC.
If this does not automatically happen, you will not be able to view reports (you will see the Report Viewer window with a red X in the top left corner).
If you see this you can start the installation process manually.
On the Web Host PC in \Program Files\Common Files\Crystal Decisions\2.0\crystalreportviewers\ActiveXViewer\en there is a file called npviewer.exe.
This file should be copied to the Client PC and executed there. This will install the ActiveX viewer.

Real Time Screens on Client PCs

The first time that the Real Time screens are viewed on a client PC (that is, some PC other than the Web Host Viewer) a Java Run Time Module should be automatically installed onto the Client PC, from the Web Host PC.
If this does not automatically happen, you will not be able to view the Real Time screens.
To overcome this you can start the installation process manually.
On the Web Host PC in C:\Program Files\Nortel Networks\Reporting for Call Center\Javadist there is a file called j2re-1_4_2_03-windows-i586-p.exe.

This file should be copied to the Client PC and executed there. This will install the Java Run Time Module.

Skillset Names not appearing in Reporting for Call Center (Call Pilot Platform only)

If after connecting to the Call Center and completing the initial download the skillset names do not appear, try one or both of the following steps:

1) Disable and Re-enabled your skillsets in the Call Pilot manager.
2) Reboot the Call Pilot system.

Once you have done this either place a call into the Call Center or log an agent out and then back in (or log an agent in if you have no agents logged in) and either wait till the "Make historical data requests" time period has passed (see the Call Center Connection page 38) or reboot the Web Host PC.

Your skillsets should appear in a few minutes, if they don't and you only performed one of the steps above then perform the other one and reboot the Web Host PC.

Glossary

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Abandoned Calls........ Abandoned Calls are calls that ring in to the system and the incoming caller clears down the call because they do not wish to wait any longer before they are answered. These calls have not been handled by humans or by voice mail.

Abandon Time Bins... A series of six time steps used in the statistical analysis of Abandoned Calls. Nortel Networks Reporting for Call Center will provide statistical reports on the percentage of incoming calls abandoned within each of the periods specified in the Abandoned Time Bins. A seventh period is also used in the reports, which gathers information on all calls which abandoned *after* the period specified by the sixth Abandoned Time Bin.

Administrator............. A Nortel Networks Reporting for Call Center User who has been awarded Administration rights. These Users can configure core elements of Nortel Networks Reporting for Call Center that regular Users can not, and they can perform such actions as creating other Users.

Alarm Threshold........ Alarms may be set to trigger an alert on the wallboards, to inform your Agents of some event or circumstance. The value that a parameter must reach, match or exceed to trigger an Alarm is the Alarm Threshold.

All Calls Held .... If an Agent has placed all of their calls on hold, so that they have no active calls, they will be shown in Magenta in the Real Time screens.

Answered Time Bins.. A series of six time steps used in the statistical analysis of Answered Calls. Nortel Networks Reporting for Call Center will provide statistical reports on the percentage of incoming calls answered within each of the periods specified in the Answered Time Bins. A seventh period is also used in the reports, which gathers information on all calls that were answered *after* the period specified by the sixth Answered Time Bin.

Available State........... The Agent is ready to take Incoming Calls. The Available State is shown as Blue in the Real Time Screens.

Break Time................. The period allocated to Agents following clear down of an Incoming Call Center Call (also known as Wrap Up and Post Call Completion). Break Time is displayed in the Real Time Screens as Dark Green.

Calls Answered.......... ‘Answered’ means the Call was not abandoned, and it did not require the involvement of another Skillset in the handling of the call

Calls Presented.......... The counts all of the calls that were presented to a Skillset, both Direct (a ‘regular Call Center call’ delivered straight into the Skillset,) and Indirect, which means the Call arrived in the Skillset in some other way.

Direct Call................. From the point of view of any given Skillset, Direct Calls are calls that were presented directly to that Skillset. That is, the incoming caller was handled by the Call Routing and was presented by the Call Routing directly to the Skillset in question.

Calls Handled In Another Skillset .... Calls that have left a Skillset and entered another Skillset because of an Overflow Rule or any other Routing Condition or Step. The fate of these calls is then recorded in the reports for the Skillset they have moved to – not in the Skillset they leave.

Indirect Call .... From the point of view of any given Skillset, Indirect Calls arrived in the Skillset after being handled by the Call Routing or Agents of another Skillet. For example, they may have overflowing from another Skillset or may have been manually transferred to the Skillset queue by an Agent from another Skillset. Any way a Call can arrive into a Skillset other than being a regular Call Center Call presented Directly to the Skillset (as described above) is counted as an Indirect Call. Whether the call overflowed to the Skillset in question, or was moved to the Skillset by the Move to Queue Call Routing step, or whether it was manually transferred to the Skillset Control Dn, it is counted as an Indirect Call.

Grade of Service .... The Grade of Service is a figure that is used to represent the level of service provided to incoming callers, based upon Call Center response times. It is calculated as follows:

```
Presented     = Total Number of Direct Call
                transactions Presented to the Skillset

Abandoned     = Calls which Abandoned

>Secondary    = Calls transactions answered after the
                Secondary Alert
```

$$G \text{ of } S\% = \frac{\text{Presented} - \text{Abandoned} - \text{>Secondary}}{\text{Presented}} \times 100$$

Incoming State .... The Agent is engaged on an Incoming Call Center Call, either a PSTN or a Multimedia call. The Incoming State is shown as Green in the Real Time Screens. If an Agent has been on an Incoming Call in excess of the Incoming Call Duration Threshold their timer will be displayed against a Red background.

Multimedia Call .... A call generated and conducted through the use of Nortel Networks Multimedia Call Center. A call which may involve a Follow-me browser session, a Chat session or was initiated by a caller clicking a button on a Web Page.

Non-Call Center

Call State .... Grey is used for non-Call Center calls.

Not Ready State .... Either the Agent has invoked the Make Not Ready feature to indicate they are not Available to take calls or the Call Center has placed them in the Not Ready state because a call was unanswered at their handset or the Agent is active on an internal call. The Not Ready State is shown as Dark Grey in the Real Time Screens. If an Agent has been Not Ready in excess of the Not Ready Duration Threshold their timer will be displayed against a Red background.

Outgoing State .... The Agent is engaged on an Outgoing Call. The Outgoing State is shown as Yellow in the Real Time Screens. If an Agent has been on an Outgoing Call in excess of the Outgoing Call Duration Threshold their timer will be displayed against a Red background.

PSTN Call .... Private Switched Telephone Network Call – a ‘regular’ voice call.

Real Time................... Information is available that displays the current states of Skillset Calls and Agents. This information is refreshed approximately every 3 seconds. These displays are called the Real Time Screens. Information can also be displayed on hardware and software TCP/IP enabled wallboards, to provide Real Time information to the Call Center Agents.

Stat Time Bins............ A collective term for the Abandoned Time Bins and the Answered Time Bins.

Supervisor Monitoring If a Supervisor is monitoring an Agent the Supervisor is displayed in the Real Time in Brown, and the Status column will say ‘Monitoring’.

TCP/IP........................ Transmission Control Protocol/Internet Protocol: A protocol developed by the US Department of Defence for communications between computers. It has become the *de facto* standard for data transmission over networks, including the Internet. TCP and IP are transport and address protocols; TCP is used to establish a connection for data transmission, and IP defines the method for sending the data in packets.

Title............................ A string of text displayed on the top line of a wallboard. This restricts the wallboard to being able to display 3 parameters only.

User............................ A User is a person who has been allocated a Username and Password to allow them to use Nortel Networks Reporting for Call Center. Users can configure some elements of their usage of Nortel Networks Reporting for Call Center, but they do not have the same scope for configuration as an Administrator.

Unstaffed Calls........... Calls that were presented to the Skillset when there were no Agents logged In to handle those calls.

Wallboard................... A device that is used to display Call Center statistics and messages to the Agents and other Call Center staff. Nortel Networks Reporting for Call Center TCP/IP enabled hardware Wall**Boards** and Soft**Boards** from the *ip***View** range of wallboards.

References 12

1 *Software Keycode Installation Guide*
2 McKay, David *Reporting for Call Center Set Up and Operations Guide*, Issue 1-09.

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