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Bell Labs Innovations



# ***CentreVu*<sup>®</sup> Explorer II**

Version 1.0

User Guide

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*CentreVu  
Explorer*

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CentreVu  
Explorer

# 1

# Introduction

## Overview

This guide, the *CentreVu® Explorer II User Guide Version 1.0* (585-218-200), provides an overview of *CentreVu Explorer II* operations and features, prerequisites and the baseline configuration, details and procedures for agents using *CentreVu Explorer II* software, information specific to agent trainers and supervisors, and a glossary.



## Audience

This guide is intended for customers of the *CentreVu* Explorer II solution, including agents, supervisors, trainers and system administrators, *NetCare*® users (including Technical Service Centers and Professional Services), Maintenance and Provisioning Centers, Call Management Systems (CMS) Helplines, Sales Design Support Centers (SDSC), and anyone else who uses or supports a *CentreVu* Explorer II setup would find this guide useful.

This guide also helps anyone who needs to know:

- Operational details about the *CentreVu* Explorer II solution
- How to operate as an agent, administrator, or supervisor using *CentreVu* Explorer II software and other elements of the *CentreVu* Explorer II solution
- How to supervise *CentreVu* Explorer II agents
- Troubleshooting suggestions for users of the *CentreVu* Explorer II solution.

## What is CentreVu® Explorer II?

*CentreVu*® Explorer II provides management of call centers with a tool to manage call center data from the Call Management System (CMS). This information is vitally important to the management of call centers. *CentreVu* Explorer II transforms valuable *DEFINITY*® Enterprise Communications Server (ECS) call center information into powerful knowledge. This knowledge is crucial to the management of your call center.

Information collected from the *CentreVu* CMS is compiled, formatted and presented to the user through a Web browser to illustrate critical call center activity. The data collected provides information such as: (1) How many callers abandoned after being placed on hold for more than 30 seconds? (2) Which agent splits transfer the most calls? (3) What stroke counts are used for incoming call center calls?

*CentreVu* Explorer II provides a mechanism to store and retrieve call center data over a period of time. The call center data is retrieved through a graphical user interface (GUI) enabling desktop queries, reports, and Cradle-To-Grave analysis of a call center's performance.

*CentreVu* Explorer II is a new application that uses the original *CentreVu* Explorer functionality as a starting point. The purpose of *CentreVu* Explorer II is to:

- Provide a user-friendly tool to access External Call History (ECH)
- Support data from multiple Call Management Systems
- Create and save user-defined custom and conditional queries
- Provide data management support.

## High-Level Description

By applying information collected from the Lucent Technologies *CentreVu* Call Management System (CMS), *CentreVu* Explorer II provides a graphical user interface enabling desktop queries, reports, and Cradle-To-Grave analysis of a call center's performance. *CentreVu* Explorer II is compatible with *CentreVu* CMS Release 3 Versions 4, 5, and 6. *CentreVu* Explorer II provides a powerful mechanism to store and retrieve valuable call center data over a period of time. Additionally, call centers have access to this detailed information with the same level of detail well into the future.

*CentreVu* Explorer II provides details into many areas of call center activities for managers to use, including the following:

- Cradle-To-Grave per call reporting
- Agent activities such as talk time and call work codes
- Vector Directory Number (VDN) and split/skill information
- Call transfers from split/skill, voice response units and switches
- Special call treatment such as Service Observing and Malicious Call Trace
- Queue treatment such as holding times and abandons in queue
- Multiple deployment options
- Flexible query capability
- Multiple options for displaying the results
- Flexibility to export data
- Support for multiple CMSs.

## Benefits of CentreVu Explorer II

CentreVu Explorer II delivers knowledge to the desktop (client) through powerful *Microsoft*<sup>\*</sup> *Windows NT*<sup>†</sup> or *Sun*<sup>‡</sup> *Solaris*<sup>\*\*</sup> based internet server technologies.

CentreVu Explorer II requires only a frame compliant web browser on the client. This architecture provides access to critical call center data from any desktop PC or workstation running a web-enabled operating system, such as *Windows*<sup>††</sup>, *OS/2*<sup>‡‡</sup>, *UNIX*<sup>\*\*\*</sup>, or *MacIntosh*<sup>†††</sup>. Employing this technology uses minimal desktop PC resources. Furthermore, this architecture allows an organization full access to CentreVu Explorer II from multiple web-enabled operating systems.

The hardware architecture of CentreVu Explorer II is expandable to meet your storage requirements. It combines a local storage system with external archived capabilities to provide rapid query access while collecting historical information over long periods of time. The customer selects system storage capacities and data retrieval rates to meet the individual call center requirements.

CentreVu Explorer II provides a navigation method to query a library of elements and “drill down” information to further call details. Starting at a high level, you can select one of several call center elements and step through additional layers until you reach the desired information.

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## Why Use *CentreVu Explorer II*?

Some of the reasons to use *CentreVu Explorer II* include:

- Abandon Call Analysis

You can use the Abandoned In Que or the Abandon on Hold fields to run queries with all of the available conditions of an abandoned call. The Cradle-To-Grave reports display these detailed results. The results of the query include a list of customers that called back.

- Efficient Automatic Number Identification (ANI) Analysis

You can use *CentreVu Explorer II* to analyze the ANI by using the Calling Party field as a query. You can also use wild cards and time parameters to produce a list of customers.

- Special Call Treatment

With *CentreVu Explorer II*, you can produce a list of calls that are transferred or conferenced. This list shows the way an agent released or treated calls. The treatment of the call is determined by each call center's preferences for handling calls.

- Cell Phone Analysis

You can use *CentreVu Explorer II* to analyze the call data and determine if more sales come from cell phone customers than from standard (land line) phone customers.

- Cradle-To-Grave Reporting

*CentreVu Explorer II* tracks and analyzes information from the time the caller enters the first Automatic Call Distribution (ACD) until they hang up.

See Chapter 7, "Sample Queries," for sample scenarios that can assist you with your call center's business practices.



# Overview of New Features

*CentreVu* Explorer II retains all of the features in the previous versions of *CentreVu* Explorer (1.0, 1.1, and 1.2) which includes access to *CentreVu* Call Management System's External Call History elements in a logical, easy-to-analyze format. The *CentreVu* Explorer II software is easy to install, maintain, and does not require any client software.

The *CentreVu* Explorer II new features include:

- Enhanced query capabilities
- Conditional queries: and/or, <, >, =, <>, grouping
- Ability to easily save queries
- Time of day and day of week queries
- Support for a variety of databases (for example, SQL-Server and *INFORMIX*)
- Compatibility with the *Windows NT* and *Sun Solaris* platforms
- Data exportable to other applications
- Support for multiple CMSs
- Retention of the “Explorer Classic” look and feel
- Expanded the number of row limitations on query results (for example, more than 500 rows can be used)
- Migration of some *CentreVu* CMS Data Dictionary synonyms to the *CentreVu* Explorer II server
- Ability to move between multiple web frames—this eliminates the need to back out of web frames
- Multiple window capabilities allow queries to be viewed simultaneously
- Some maintenance capabilities are automated (for example, data discard).

## Query Capabilities

This section describes the types of query capabilities available with *CentreVu Explorer II*.

### Conditional Queries

Conditional Queries (also known as Multiple Comparison Operators) provide you with the ability to use a wide range of variables to produce advanced querying capabilities. These query capabilities are also available with Explorer Classic, standard reports, and Custom Query Builder. A wide range of conditional variables now supports *CentreVu Explorer II*'s advanced querying capability. These Conditional Queries allow you to have more options for querying the data. The conditional variables are:

- Less than (<)
- Less than OR equal to (<=)
- Greater than (>)
- Greater than OR equal to (>=)
- Equal to (=)
- Not equal to (<>)
- And/Or.

## Group by Parenthesis ( )—An Example

The following mathematical example shows the grouping capability for a conditional query that is performed for all calls with the duration “greater than” 10 seconds and “less than” 360 seconds. The “And/Or” can be used inside or outside of the parentheses ( ).

## Custom Query Builder

Query Name:	Abandoned Calls	Data Filter:	Segment Data ▼
-------------	-----------------	--------------	----------------

Display Fields	Criteria Fields	Format Criteria
( ▼	Split 2 ▼	= ▼ 1
▼	Split 3 ▼	= ▼ 1
( ▼	Disposition ▼	= ▼ Yes
▼	Abandoned From Hold ▼	= ▼ Yes
( ▼	Duration ▼	> ▼ 10
▼	Duration ▼	< ▼ 360

## Custom Query Builder

Custom Query Builder is a tool that allows the user to build and save complex queries with a high degree of customized work. You can define a unique set of display fields for each query and make a query available for use by other users. *CentreVu Explorer II* users are not limited by preconceived ideas about the type of analysis they may want to apply to their call data.

Using the Custom Query Builder tool, virtually any conditional query imaginable by a call center manager can now be created and saved for future use. In previous versions of *CentreVu Explorer*, such customized work could only be achieved through costly designed software solutions.

See the “Custom Query Builder” chapter in this document for more details.

## Call Level Queries

Call Level Queries are available through every program (for example, Query Builder and Explorer Classic) in *CentreVu Explorer II* except for Agent in Focus.

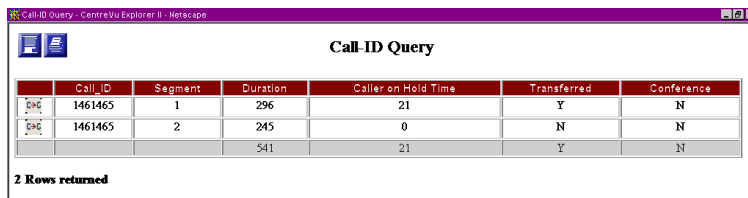
In *CentreVu Explorer Version 1*, queries were performed at a Call Segment level, so all calls were broken into “segments” based on the life of the call. If a call entered the call center and was transferred by an agent, this was equivalent to two segments. Queries would match on the individual segments. In order to view the entire call with all of the associated segments, you had to go to the Cradle-To-Grave report.

With *CentreVu Explorer II*, you can query on either the “call” level or the segment level. Therefore, all the information associated with a single call, regardless of its number of segments, is included. Query requests are based on calls returning all segments of the call record.

Call Level Queries work by “rolling up” the values of all segments for a call into a call field. For instance, return a call (instead of a segment), where the total on hold time for the call is greater than a value. The fields that can be rolled up to the call include:

- Start and Stop Time
- All durations
- All statuses.

In *CentreVu* Explorer Version 1.0 - 1.2, you can query only on a segment level. *CentreVu* Explorer II allows you to query based on the total customer experience (queries on the segment level and call data). For example, queries work on the call data and the data that is “rolled up” in the grid:



	Call_ID	Segment	Duration	Caller on Hold Time	Transferred	Conference
DN	1461465	1	296	21	Y	N
DN	1461465	2	245	0	N	N
			541	21	Y	N

2 Rows returned

## Time of Day and Day of Week Queries

Time of Day and Day of Week Queries are available for all queries. *CentreVu* Explorer II queries can be pinpointed to the hour, minute, and day of week. For example, “For every Monday this month, return all records of calls to Split 10 between 8:00 a.m. and 5:00 p.m.”

The “Day of Week” field is calculated during population of the data. It works just like any other *CentreVu* CMS field for query purposes.

## Generic Field Queries

Generic Field Queries allow you to query on generic fields instead of specific fields. For example, you may desire to return all segments that an agent touched regardless of the type of agent (disposition, answering, and others). The fields that are generic are: agent, vector, VDN, or split/skill. These fields display as *italic* type on your screen.

Some elements (such as, Agents and Splits) have more than one possible “role.” That is, an agent can be an “Answering Agent,” an “Originating Agent,” or the “Last Observer.” A Split can be: (1) Primary, (2) Secondary, or (3) Tertiary. For example, you can ask *CentreVu* Explorer II to:

- “Return all records that Agent--Mark Grace touched this week”
- “Show me all traffic to Split 10 for Wednesday, May 3, 1999, where calls were transferred or conferenced.”

## Query Types

### Explorer Classic Queries

The original Explorer Classic is accessible from the *CentreVu* Explorer II Navigation menu. It is there for *CentreVu* Explorer II users who are familiar with *CentreVu* Explorer Version 1, or for those who simply prefer the “old” *CentreVu* Explorer look and feel.

Explorer Classic presents the familiar *CentreVu* Explorer desktop, but with new query capabilities (such as, conditional queries and new user interface elements). It is also enhanced by the static Navigation frame on the left that eliminates the need for the browser’s **Back** button. In Explorer Classic, as with all *CentreVu* Explorer II queries, results are delivered in their own window.

### Standard Queries

Standard queries are those queries created through Custom Query Builder that a company decides to share with all of the users. A user can create the query in Custom Query Builder and make the query public from the User-Defined query to Standard query.

### Agent in Focus Queries

Agent in Focus Queries provide multiple reports about an agent’s activities. You can select from a list of pre-defined reports, each of which focuses on a different agent activity. Results are presented in a report format for each query and can be printed.

### User-Defined Queries

User-Defined Queries are queries that are built and saved by a user. A user can only view the queries they have built.

## Custom Query Builder Queries

Custom Query Builder provides you with the ability to create and save queries for future use. Custom Query Builder uses the full range of comparison operators, groupings, and the and/or type conditions.

## Cradle-To-Grave Reporting Queries

After records are returned from a query, you can access any Call ID to view the specific events for all segments of the call. The reports for *CentreVu Explorer II* display the following type of reports:

- Cradle-To-Grave reports
- Call Information
- Call Handling
- Multi-segment Cradle-To-Grave Analysis.



# Overview of Functionality

## Background Information

When *CentreVu Explorer* was released in 1997, it quickly revolutionized the way call center managers thought about call center data. Call switch data—previously considered “information” because it could not be easily accessed—could now be queried upon and used to more efficiently and cost-effectively run call centers. Customer feedback showed that customers liked Explorer’s friendly query tools, its ease of administration, and the familiar Web interface.

One of *CentreVu Explorer*’s most popular features, however, was something it lacked—client desktop software. Nothing needed to be loaded on users’ PCs to allow them to access Explorer. This eliminates the need to install or upgrade client software and minimizes the use of desktop resources. *Windows* and a Transmission Control Protocol/Internet Protocol (TCP/IP) connection to a Local Area Network (LAN) were the only client requirements.

Previous releases of *CentreVu Explorer* software:

- *CentreVu Explorer 1.0*
- *CentreVu Explorer 1.1.x*
- *CentreVu Explorer 1.2.x.*

Releases 1.1.x and 1.2.x of *CentreVu Explorer* can be upgraded to *CentreVu Explorer II*. See details about upgrading the software and migrating the data in the following guides:

- *CentreVu Explorer II Installation for Windows NT*
- *CentreVu Explorer II Installation for Sun.*

# How *CentreVu Explorer II* Works—The User Interface

The user interface for *CentreVu Explorer II* includes:

- Login screen
- Main screen
- Screen Elements (includes *Netscape Navigator*<sup>™</sup>)
- Frames and Browser Windows.

## Login

After you enter the URL of the server to access the *CentreVu Explorer II* application, you can access *CentreVu Explorer II* by logging into the system with an existing or new Account Name and Password.

To log in to the system with an established account, do the following:

1. Enter the URL. The *CentreVu Explorer II* splash screen displays:




The Login Dialog box appears at the bottom of the splash screen:

*Please Enter Account Information*

Account Name:

Password:

**Lucent Technologies**  
Bell Labs Innovations



Enter Login Information

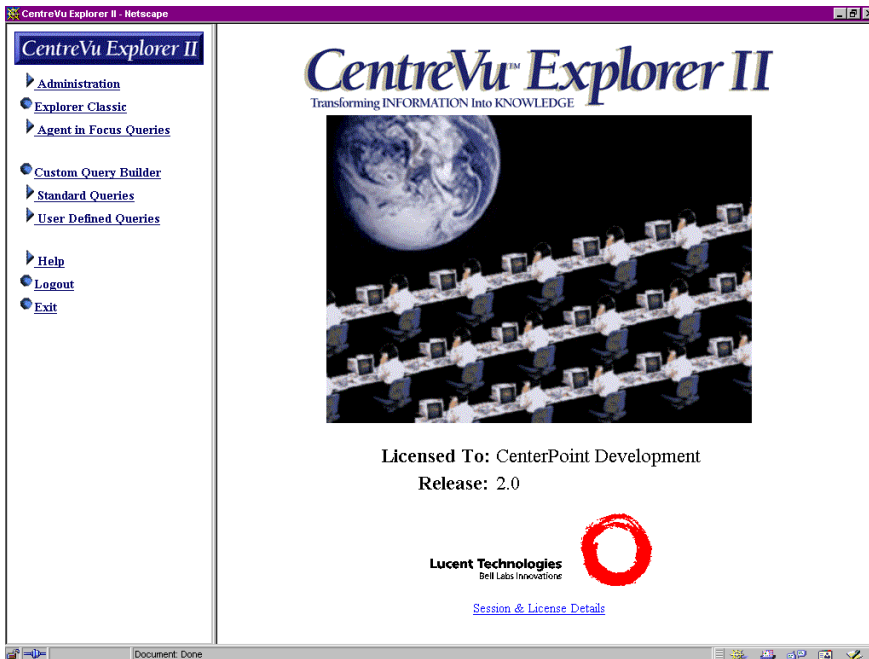
Submit Login

The agent's Account Number for *CentreVu* Explorer II is provided by the call center's supervisor or administrator.

The agent's Password for *CentreVu* Explorer II is provided by the call center supervisor or administrator.

2. Select the **Submit** button.

The Main screen displays:



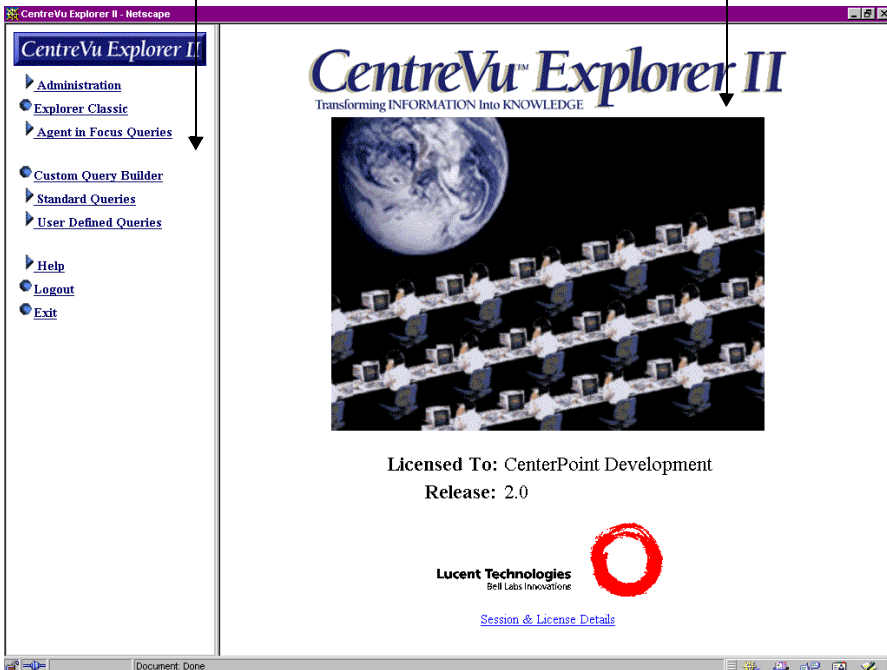
3. See the next section for details.

## Main Screen

After you log on to the system, the *CentreVu Explorer II* main window automatically displays two frames: (1) the Navigator frame, and (2) the splash screen frame for *CentreVu Explorer II*.

Navigation Frame

Splash Screen Frame

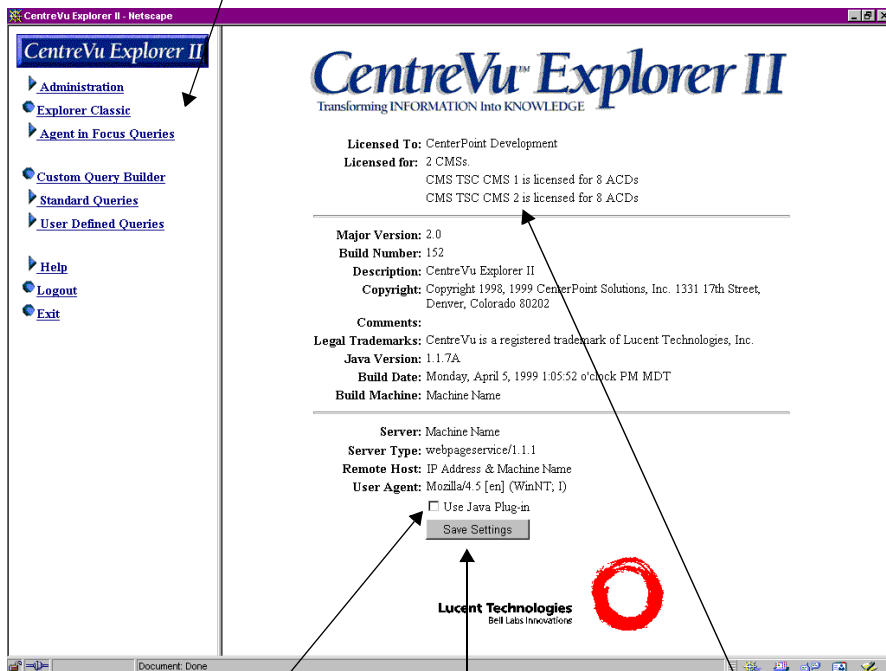


## Setting Up CentreVu Explorer II

To set up the *CentreVu* Explorer II, do the following:

1. From the main menu, select the **Session and License Details** link. The following frame displays:

### Navigation Frame



Use Java Plug-in

Save Settings

Session and License Details

2. Select the **Use Java Plug-in** check box if you have a non-conforming browser. See the “Determining the Need for *Java* Plug-In” section in Chapter 5, “Query Builder,” for details.
3. Press the **Save Settings** button to save the *Java* Plug-in option. The screen refreshes and saves the new settings.

4. To go to the query and reporting interface of *CentreVu Explorer II*, click on an option in the navigator frame. See the next section “Query and Reporting Frames” for details.
5. To modify or change the session and license details, see the following document that applies to your specific system:
  - *CentreVu® Explorer II Installation for Windows NT*
  - *CentreVu® Explorer II Installation for Sun.*

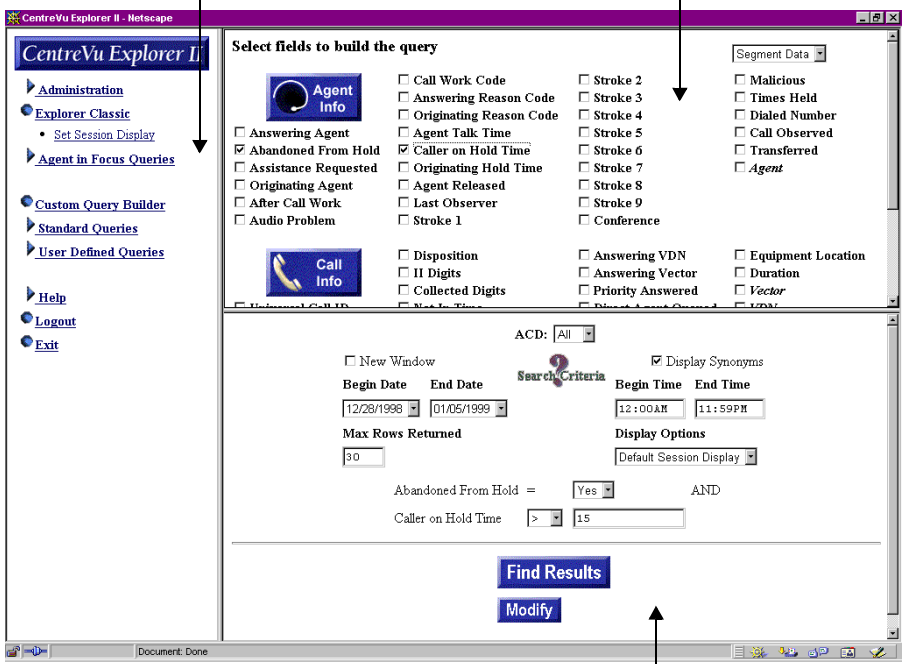


# Query and Reporting Frames

This section describes the query and reporting frames available with *CentreVu Explorer II*. The following graphic is an example of the types of frames:

Navigation Frame

Element Selection Frame

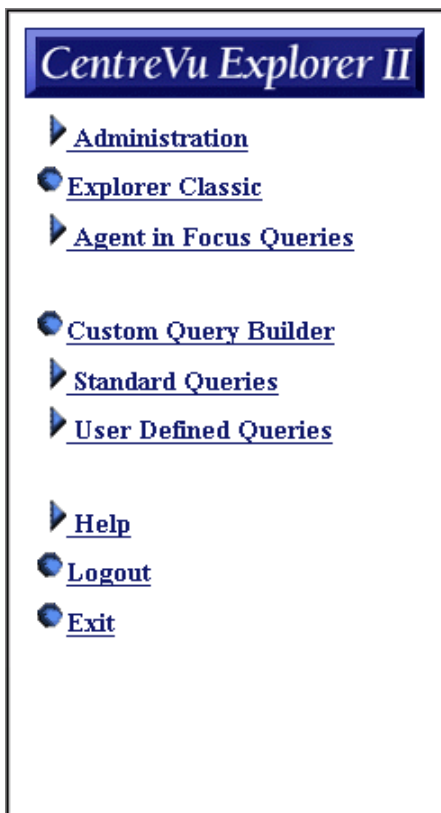


Search Criteria Frame

## Navigation Frame

The Navigation frame contains a navigation menu that controls the options available to all of *CentreVu Explorer II*'s new features. Selecting items with an arrow next to them expands the menu selection to display their functions.

The Navigation frame (shown below) remains static, allowing users to rapidly and efficiently “bounce” between functions without having to “back out” to the application screen using the browser controls.



## Element Selection Frame

The Element Selection frame (accessed through Explorer Classic) contains the External Call History Interface (ECHI) elements used to formulate queries. The ECHI elements are divided into two groups:

- **Agent Information (Agent Info button)**

Agent Info contains elements related to agent-based information. This format displays results for all elements selected in the Agent Info section of the Element Selection frame. The results are displayed horizontally in table format.

- **Call Information (Call Info button)**

Call Info contains elements related to call-based information. This format displays results for all elements selected in the Call Info section of the Element Selection frame. The results are displayed horizontally in table format.

The following graphic points out the components of the Element Selection frame.

**Element Selection Frame**                      **Types of Query Elements**

**ECHI Elements**                      **Build Query Buttons**                      **Generic Field Queries**

Query elements shown in *italic* text are “generic field” queries. Generic fields (Agent, Split/Skill, Vector, and VDN) allow you to query on groups of data instead of just on individual queries.



## Selecting Agent Information

To select agent information, do the following:

1. Click on the **Explorer Classic** option to access the Element Selection frame. The following frame displays:

**Select fields to build the query**

Segment Data ▾

<div style="background-color: #4a7ebb; color: white; padding: 5px; text-align: center; margin-bottom: 10px;">  <b>Agent Info</b> </div> <input type="checkbox"/> Answering Agent <input type="checkbox"/> Abandoned From Hold <input type="checkbox"/> Assistance Requested <input type="checkbox"/> Originating Agent <input type="checkbox"/> After Call Work <input type="checkbox"/> Audio Problem	<input type="checkbox"/> Call Work Code <input type="checkbox"/> Answering Reason Code <input type="checkbox"/> Originating Reason Code <input type="checkbox"/> Agent Talk Time <input type="checkbox"/> Caller on Hold Time <input type="checkbox"/> Originating Hold Time <input type="checkbox"/> Agent Released <input type="checkbox"/> Last Observer <input type="checkbox"/> Stroke 1	<input type="checkbox"/> Stroke 2 <input type="checkbox"/> Stroke 3 <input type="checkbox"/> Stroke 4 <input type="checkbox"/> Stroke 5 <input type="checkbox"/> Stroke 6 <input type="checkbox"/> Stroke 7 <input type="checkbox"/> Stroke 8 <input type="checkbox"/> Stroke 9 <input type="checkbox"/> Conference	<input type="checkbox"/> Malicious <input type="checkbox"/> Times Held <input type="checkbox"/> Dialed Number <input type="checkbox"/> Call Observed <input type="checkbox"/> Transferred <input type="checkbox"/> <i>Agent</i>
<div style="background-color: #4a7ebb; color: white; padding: 5px; text-align: center; margin-bottom: 10px;">  <b>Call Info</b> </div> <input type="checkbox"/> Universal Call ID <input type="checkbox"/> Call_ID <input type="checkbox"/> Segment <input type="checkbox"/> Day Of Week <input type="checkbox"/> Calling Party	<input type="checkbox"/> Disposition <input type="checkbox"/> II Digits <input type="checkbox"/> Collected Digits <input type="checkbox"/> Net In Time <input type="checkbox"/> In Queue Wait Time <input type="checkbox"/> First VDN <input type="checkbox"/> First Vector <input type="checkbox"/> Answering Split/Skill	<input type="checkbox"/> Answering VDN <input type="checkbox"/> Answering Vector <input type="checkbox"/> Priority Answered <input type="checkbox"/> Direct Agent Queued <input type="checkbox"/> Split 1 <input type="checkbox"/> Split 2 <input type="checkbox"/> Split 3 <input type="checkbox"/> Trunk Group	<input type="checkbox"/> Equipment Location <input type="checkbox"/> Duration <input type="checkbox"/> <i>Vector</i> <input type="checkbox"/> <i>VDN</i> <input type="checkbox"/> <i>Split</i>

Build Query

2. Select the check box of the element (field) you want to use in the query.
3. From the drop-down menu, select the type of query you want to use. The options available are:
  - Segment Data
  - Call Data.

4. When you are satisfied with your selections, press the **Build Query, Agent Info**, or **Call Info** buttons to enter the search criteria.
5. Press the **Find Results** button. When the screen refreshes, parameters specific to the elements you selected appear in the Query Results (bottom right) frame.

## Selecting Caller Information

To select caller information, do the following:

1. Click on the **Explorer Classic** option to access the Element Selection frame. The following frame displays:

**Select fields to build the query**

Segment Data ▾

<div style="background-color: #4a7ebb; color: white; padding: 5px; text-align: center; margin-bottom: 10px;"> <b>Agent Info</b> </div> <input type="checkbox"/> Answering Agent <input type="checkbox"/> Abandoned From Hold <input type="checkbox"/> Assistance Requested <input type="checkbox"/> Originating Agent <input type="checkbox"/> After Call Work <input type="checkbox"/> Audio Problem	<input type="checkbox"/> Call Work Code <input type="checkbox"/> Answering Reason Code <input type="checkbox"/> Originating Reason Code <input type="checkbox"/> Agent Talk Time <input type="checkbox"/> Caller on Hold Time <input type="checkbox"/> Originating Hold Time <input type="checkbox"/> Agent Released <input type="checkbox"/> Last Observer <input type="checkbox"/> Stroke 1	<input type="checkbox"/> Stroke 2 <input type="checkbox"/> Stroke 3 <input type="checkbox"/> Stroke 4 <input type="checkbox"/> Stroke 5 <input type="checkbox"/> Stroke 6 <input type="checkbox"/> Stroke 7 <input type="checkbox"/> Stroke 8 <input type="checkbox"/> Stroke 9 <input type="checkbox"/> Conference	<input type="checkbox"/> Malicious <input type="checkbox"/> Times Held <input type="checkbox"/> Dialed Number <input type="checkbox"/> Call Observed <input type="checkbox"/> Transferred <input type="checkbox"/> <i>Agent</i>
<div style="background-color: #4a7ebb; color: white; padding: 5px; text-align: center; margin-bottom: 10px;"> <b>Call Info</b> </div> <input type="checkbox"/> Universal Call ID <input type="checkbox"/> Call_ID <input type="checkbox"/> Segment <input type="checkbox"/> Day Of Week <input type="checkbox"/> Calling Party	<input type="checkbox"/> Disposition <input type="checkbox"/> II Digits <input type="checkbox"/> Collected Digits <input type="checkbox"/> Net In Time <input type="checkbox"/> In Queue Wait Time <input type="checkbox"/> First VDN <input type="checkbox"/> First Vector <input type="checkbox"/> Answering Split/Skill	<input type="checkbox"/> Answering VDN <input type="checkbox"/> Answering Vector <input type="checkbox"/> Priority Answered <input type="checkbox"/> Direct Agent Queued <input type="checkbox"/> Split 1 <input type="checkbox"/> Split 2 <input type="checkbox"/> Split 3 <input type="checkbox"/> Trunk Group	<input type="checkbox"/> Equipment Location <input type="checkbox"/> Duration <input type="checkbox"/> <i>Vector</i> <input type="checkbox"/> <i>VDN</i> <input type="checkbox"/> <i>Split</i>

Build Query

1. Select the check box of the element (field) you want to use in the query. You can also choose to query on the *italicized* generic fields (*Agent*, *Split/Skill*, *Vector*, and *VDN*) instead of specific elements. For example, you can return all segments that an agent used regardless of the type of agent (for example, disposition or answering).

- From the drop-down menu, select the type of query you want to use.

Segment Data Selected

**Select fields to build the query**

<div style="border: 1px solid blue; background-color: #000080; color: white; padding: 5px; text-align: center; margin-bottom: 10px;"> <b>Agent Info</b> </div> <input type="checkbox"/> Answering Agent <input type="checkbox"/> Abandoned From Hold <input type="checkbox"/> Assistance Requested <input type="checkbox"/> Originating Agent <input type="checkbox"/> After Call Work <input type="checkbox"/> Audio Problem	<input type="checkbox"/> Call Work Code <input type="checkbox"/> Answering Reason Code <input type="checkbox"/> Originating Reason Code <input type="checkbox"/> Agent Talk Time <input type="checkbox"/> Caller on Hold Time <input type="checkbox"/> Originating Hold Time <input type="checkbox"/> Agent Released <input type="checkbox"/> Last Observer <input type="checkbox"/> Stroke 1	<input type="checkbox"/> Stroke 2 <input type="checkbox"/> Stroke 3 <input type="checkbox"/> Stroke 4 <input type="checkbox"/> Stroke 5 <input type="checkbox"/> Stroke 6 <input type="checkbox"/> Stroke 7 <input type="checkbox"/> Stroke 8 <input type="checkbox"/> Stroke 9 <input type="checkbox"/> Conference
<div style="border: 1px solid blue; background-color: #000080; color: white; padding: 5px; text-align: center; margin-bottom: 10px;"> <b>Call Info</b> </div> <input type="checkbox"/> Universal Call ID <input type="checkbox"/> Call_ID <input type="checkbox"/> Segment <input type="checkbox"/> Day Of Week <input type="checkbox"/> Calling Party	<input type="checkbox"/> Disposition <input type="checkbox"/> II Digits <input type="checkbox"/> Collected Digits <input type="checkbox"/> Net In Time <input type="checkbox"/> In Queue Wait Time <input type="checkbox"/> First VDN <input type="checkbox"/> First Vector <input type="checkbox"/> Answering Split/Skill	<input type="checkbox"/> Answering VDN <input type="checkbox"/> Answering Vector <input type="checkbox"/> Priority Answered <input type="checkbox"/> Direct Agent Queued <input type="checkbox"/> Split 1 <input type="checkbox"/> Split 2 <input type="checkbox"/> Split 3 <input type="checkbox"/> Trunk Group

Build Query

Segment Data ▾  
Segment Data  
 Call Data  
 Times Held  
 Dialed Number  
 Call Observed  
 Transferred  
 Agent

The options available are:

- Segment Data
  - Call Data.
- When you are satisfied with your selections, press the **Build Query**, **Agent Info**, or **Call Info** buttons to enter the search criteria. When the screen refreshes, parameters specific to the elements you selected appear in the bottom right frame.

## Search Criteria Frame

The Search Criteria frame allows you to select several items (also known as parameters) to control results returned by the query. For more information about the possible advantages of providing search criteria, see Chapter 7, “Sample Query,” in this document.

After building a query in the Element Selection frame (described earlier in this chapter), the following Search Criteria frame displays:

The screenshot shows the Search Criteria frame with the following fields and options:

- Management System:** All
- ACD:** All
- New Window
- Display Synonyms
- Begin Date:** 04/21/1999
- End Date:** 05/04/1999
- Begin Time:** 12:00AM
- End Time:** 11:59PM
- Max Rows Returned:** 30
- Display Options:** Default Session Display
- Answering Agent:** Lookup = 8035 Agent 8035:ACD 1 AND
- Caller on Hold Time:** ID = [ ]  
Name = [ ]  
Lookup = [ ]

Buttons: Find Results, Modify



## Selecting Search Criteria Information

To provide the Search Criteria, do the following:

1. From the Management System pull-down menu, select the management system you want to use.

The default value is **All**. Selecting options other than “All” reduces the number of synonyms available for selection. This is useful for large call centers who want to minimize the scrolling required to select the management systems. For example, if you are an answering agent looking for an agent in ACD1, select that Automatic Call Distribution (ACD). Selecting specific management systems reduces the synonyms available.

When only one management system is available, the Management System pull-down field does not display.

2. From the ACD pull-down menu, select the ACD you want to use.

The default value is **All**. Selecting specific ACDs reduces the synonyms available for selection within a Call Management System (CMS).

3. Select the New Window check box if you want the ability to open multiple new frames.

If you do not check this box, only one frame populates.

4. In the Begin Date drop-down list, select the date or dates (**MM/DD/YYYY**) you want to use to populate the query.
5. In the End Date drop-down list, select the date or dates (**MM/DD/YYYY**) you want to use to populate the query.
6. In the Begin Time text box, enter the time you want to start the search (for example, 12:00AM).
7. In the End Time text box, enter the time you want the search to end (for example, 11:59PM).
8. In the Max Rows Returned text box, enter the number of rows of data you want to display (for example, 30).

9. From the Display Options pull-down menu, select the type of information you want to display. The type of information available for display includes:
  - Session Display (Default)—Displays the fields selected.
  - Agent Information—Displays all of the agent fields.
  - Call Information—Displays all of the call fields.
  - All Columns—Displays all of the fields.

The option you select in this drop down box determines which Session Display view is shown.

10. The other fields that display on the Search Criteria frame will vary depending on the type of agent and caller information you selected in the Element Selection frame. Fill in the other fields. The following is an example of the type of information that may display:

Management System: All ACD: All

New Window  Display Synonyms

**Search Criteria**

Begin Date: 04/21/1999 End Date: 05/04/1999

Begin Time: 12:00AM End Time: 11:59PM

Max Rows Returned: 30 Display Options: Default Session Display

Answering Agent Lookup = 8035 Agent 8035.ACD 1 AND

Caller on Hold Time ID = Lookup

**Find Results**

**Modify**

11. To find the results or modify the results of the Search Criteria, select the **Find Results** or **Modify** buttons. The next sections describe the functionality of these buttons in more detail.

## Displaying or Modifying Results

After selections are made in the Search Criteria frame, you can display and/or modify the results.

1. To display the results of a query, press the **Find Results** button from the Search Criteria frame.

The **Find Results** button displays the results of the search in a separate browser window (for example, Session Display, Agent Information, Call Information, and All Columns frames). The display you see is dependent upon which “Display Options” was previously selected on the Search Criteria frame. See Chapter 3, “Explorer Classic,” for details.

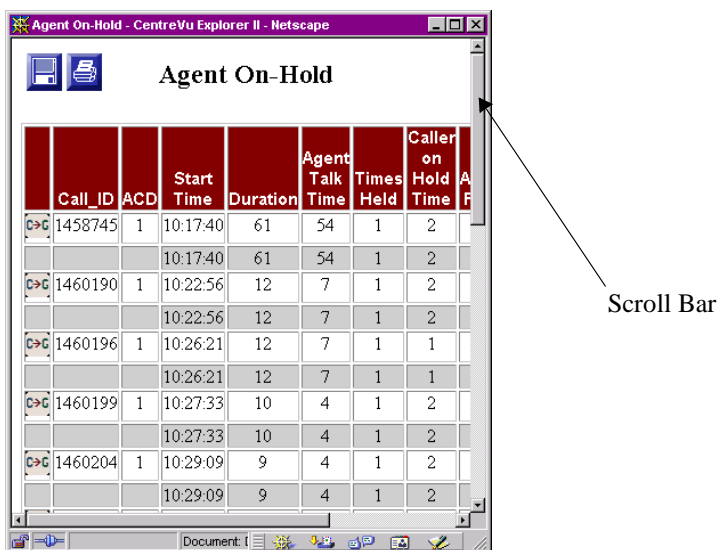
2. To modify the results of a query, press the **Modify** button from the Search Criteria frame.

The **Modify** button displays Query Builder so you can save and modify the search. For more information, see Chapter 5, “Custom Query Builder.”

## Window Viewing and Sizing

Based on your screen size and resolution, a varying amount of data may be displayed in the Query Results frame. To control the amount of data displayed, use the following options:

- **Scroll Bars**—Moving the scroll bars vertically within each frame allows you to view the information. Scroll bars can appear in each of the three frames (Element Selection, Search Criteria, and Query Results). Scroll Bar locations can be found as shown below:



- **Screen Resolution**—Setting the resolution to at least 1024 X 768 greatly enhances the viewable data at a single screen. The screen resolution of your terminal is set up through the Control Panel.
- **Reduce Search Criteria Section**—Moving the control bar between windows expands the results section.
- **Session Display**—Choosing the Session Display format returns results for the most commonly requested elements. For additional details on Session Display, see Chapter 8, “Query Results,” in this document.
- **Frame Resizing**—Using Windows functionality (dragging the frame with the mouse) allows you to change the size of each frame independently.

## Frames and Browser Windows

*CentreVu Explorer II* allows you to open multiple frames in order to compare and view the results of your query. For example, to compare the query results of two separate days of queries, do the following:

1. Select the **checkbox** in front of the **New Window** field in the Search Criteria frame. When the check box is selected, a new browser window opens for each time a new set of results get displayed.
2. Resize the results windows to be side-by-side using normal *Windows* functionality.

Each of the windows created by *CentreVu Explorer II* uses normal *Windows* functionality. To manipulate a particular window, the window must be selected to be the active window. The following is an example of two results screens shown side-by-side with one of the screens active (the highlighted screen is active):

The image shows two side-by-side browser windows, each displaying a table titled "Agent On-Hold". The left window is the active window, indicated by a purple title bar and a white border. The right window is inactive, with a grey title bar and border. Both tables have the same structure and data.

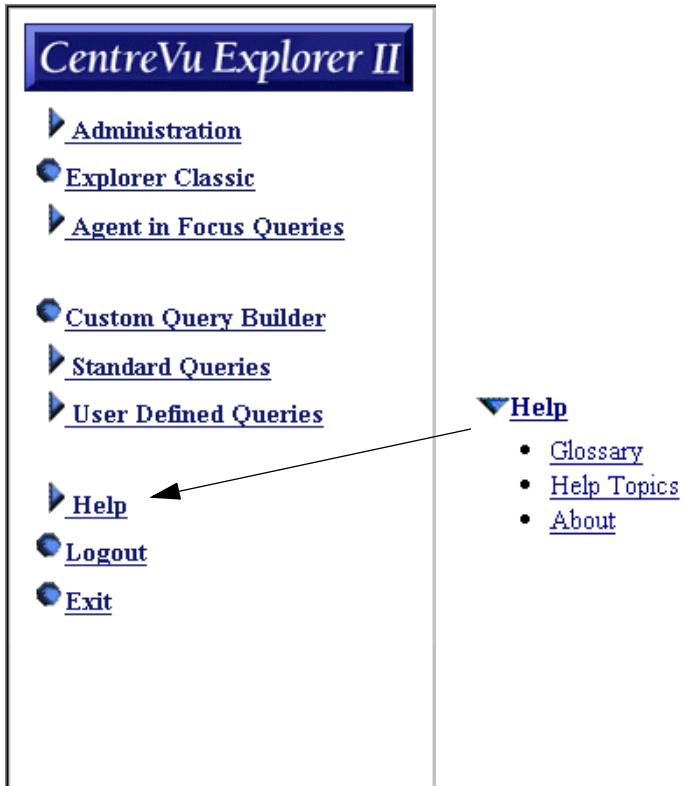
	Call_ID	ACD	Start Time	Duration	Agent Talk Time	Times Held	Caller on Hold Time	A	F
<input type="checkbox"/>	1458745	1	10:17:40	61	54	1	2		
			10:17:40	61	54	1	2		
<input type="checkbox"/>	1460190	1	10:22:56	12	7	1	2		
			10:22:56	12	7	1	2		
<input type="checkbox"/>	1460196	1	10:26:21	12	7	1	1		
			10:26:21	12	7	1	1		
<input type="checkbox"/>	1460199	1	10:27:33	10	4	1	2		
			10:27:33	10	4	1	2		
<input type="checkbox"/>	1460204	1	10:29:09	9	4	1	2		
			10:29:09	9	4	1	2		
<input type="checkbox"/>	1460207	1	10:30:19	11	6	1	2		
			10:30:19	11	6	1	2		
<input type="checkbox"/>	1460211	1	10:31:57	10	3	1	3		

# Types of Help

*CentreVu* Explorer II provides the following types of Help:

- Glossary—provides descriptions of the elements within *CentreVu* Explorer II.
- Help Topics—provides a high-level index to find more detailed information. The Help has definitions for all the terminology.
- About—provides a window that contains the correct version number of the *CentreVu* Explorer software. This window also contains information about the HostName, CMS, and date of the last load.

You can access Help from the *CentreVu Explorer II* Navigator frame by selecting the **Help** option.



## Glossary

The **Glossary** option details the elements used within the *CentreVu* Explorer II to perform the query and display functions. To access and use the glossary, do the following:

1. From the Navigator frame **Help** option, select the **Glossary** option.

Two columns of alphabetical topics appear.

**CentreVu Explorer II** Transforming INFORMATION Into KNOWLEDGE

**This section details the elements used within the CentreVu Explorer to perform the query and display functions. Each item is described with the following elements:**

Field Description - An overview of the contents of the element.  
 Query Options - The options available in Explorer for setting parameters.

<a href="#">Abandoned from Hold (HOLDABN)</a>	<a href="#">First Vector (FIRSTVECTOR)</a>
<a href="#">ACD</a>	<a href="#">Forced Busy Calls (DISPOSITION=5)</a>
<a href="#">After Call Work Time (ACWTIME)</a>	<a href="#">Forced Disconnect Calls (DISPOSITION=6)</a>
<a href="#">Agent Released (AGT_RELEASED)</a>	<a href="#">ii Digits (CALLING_ID)</a>
<a href="#">Agent Talk Time (TALKTIME)</a>	<a href="#">Interflowed (DISPOSITION=4)</a>
<a href="#">Anonymous Agent (AGENT_NAME)</a>	<a href="#">In Queue Wait Time (DISPTIME)</a>

2. Click on the topic you wish to view. The topic you select is displayed. Each topic is described with the following elements:
  - **Field Description**—An overview of the contents of the element.
  - **Query Options**—The options available in *CentreVu* Explorer II for setting parameters.



The following graphic is an example of selecting the “Abandoned from Hold” topic in the glossary:

**Abandoned from Hold (HOLDABN)**

## Field Description

This field indicates whether the caller abandoned from hold during the segment. (YES=1/NO=0)

With System 85 R2V4 and Generic 2.1, HOLDABN will only be used for ACD (Automatic Call Distribution) calls. With Generic 2.2, Generic 3, and ECS this is for any call. All records that have HOLDABN=0 are returned as calls not abandoned from hold.

## Query Options

Abandoned from hold or Not abandoned from hold

---

**ACD**

## Field Description

This field contains the ACD number that handled this call. The ACD field contains an integer value between 1 and 4 for R3V5

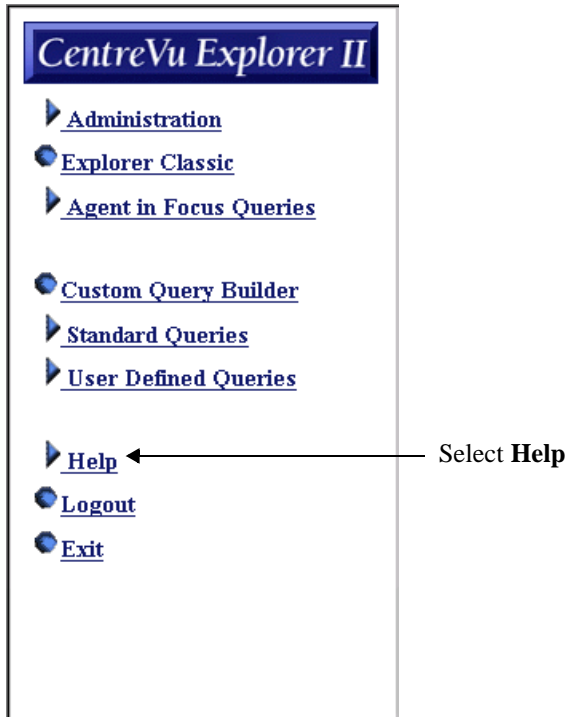
3. To exit the Glossary, close the browser window.

## Help Topics

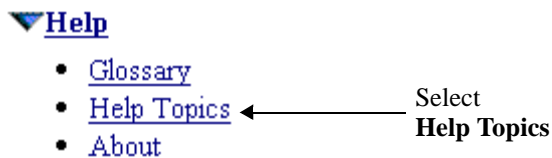
The **Help Topics** option provides you with more information about important topics you select.

To access help topics for the application, do the following:

1. From the Navigator frame **Help** option, select the **Help Topics** option:



The Help Topics option displays...



2. Select the **Help Topics** option.

The following is an example of a Help Topic:



3. To exit the Help Topics screen, close the browser window.

## Introduction

### Types of Help

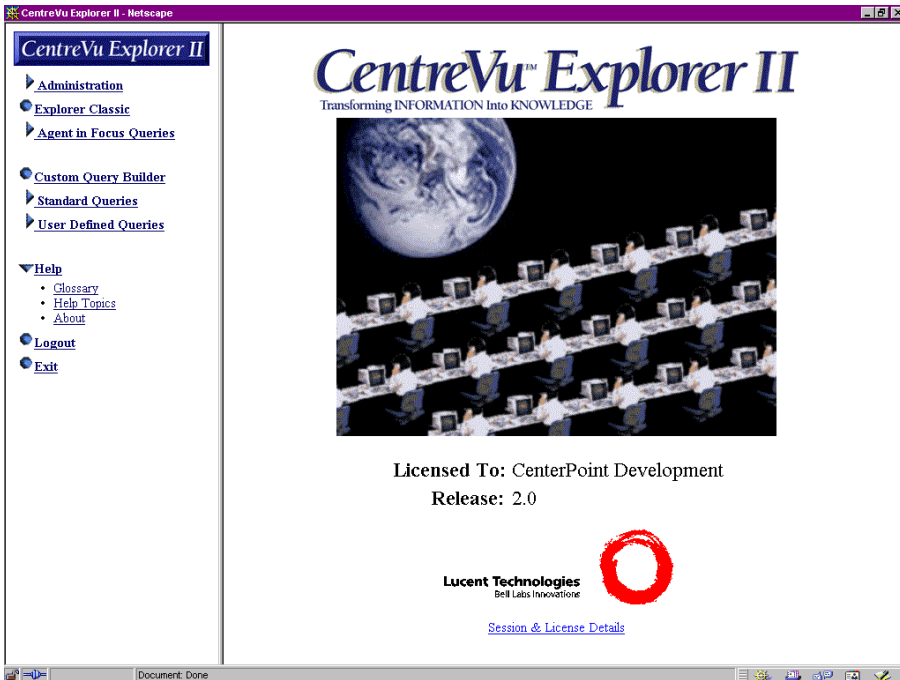
## About

The **About** option details the elements used within *CentreVu Explorer II* to perform the query and display functions. To access information about the application, do the following:

1. From the Navigator frame **Help** option, select the **About** option.



2. The Help About screen displays the following type of information:



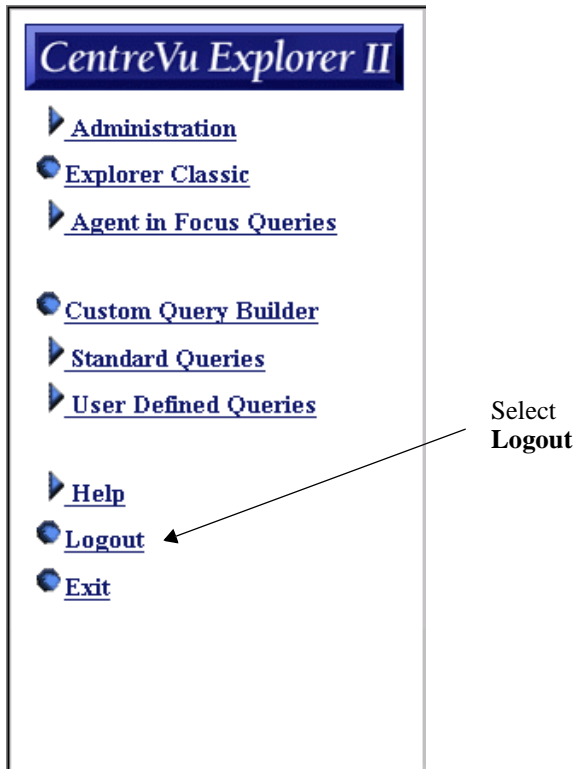
3. To exit the About screen, select another option.

## Logout or Exit

The **Logout** option ends your work, but does not exit you out of the application. To completely quit the application, you must select the **Exit** option.

### Logging Out

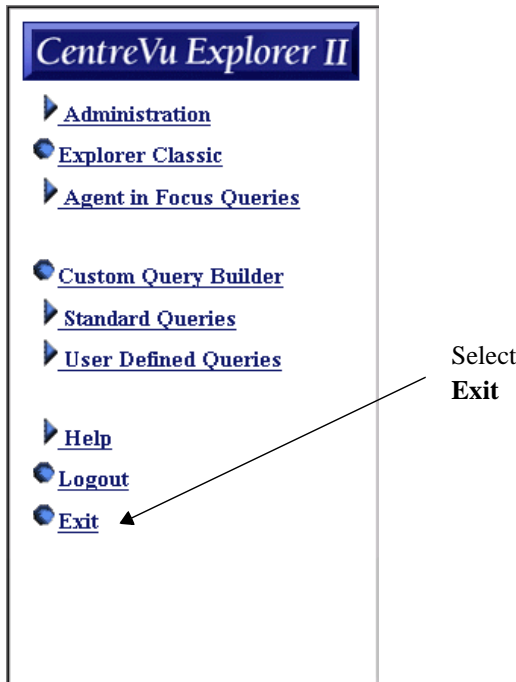
To log out of the *CentreVu Explorer II* application, select the **Logout** option from the Navigator frame:



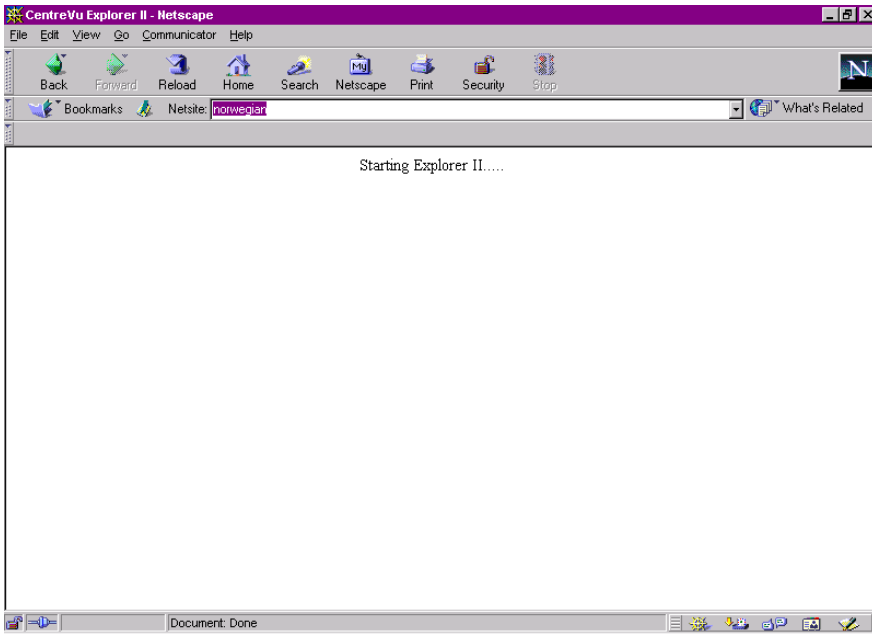
The *CentreVu Explorer II* application displays a message prompt and the application remains running. If you choose to use *CentreVu Explorer II* again, you are required to re-login.

## Exiting the Application

From the *CentreVu Explorer II* application, select the **Exit** option from the Navigator frame.



The *CentreVu Explorer II* application quits running on the desktop client and the “Starting Explorer II....” screen displays:



## A Quick Start to *CentreVu Explorer II*

If you are an experienced *CentreVu Explorer* user, click on the following options from the Navigator frame.

- **Administration**—to access frames to do any of the following:
  - Choose fields to display in query results
  - Add, view, and edit agent names and login IDs
  - Add or edit VDN names, split/skill names, or Reason Codes.
- **Explorer Classic**—to use the “ad-hoc” query capabilities of previous versions of *CentreVu Explorer*.
- **Agent in Focus** to access predefined queries for common reporting scenarios.
- **Custom Query Builder**—to build and customize queries. This is a new program to *CentreVu Explorer II*. See Chapter 5, “Custom Query Builder,” in this guide for more details.
- **Standard Queries**—to provide publicly available queries built through Custom Query Builder.
- **User-Defined Queries**—to access queries built in Custom Query Builder.
- **Help Topics** (a submenu from Help)—to access *CentreVu Explorer II* on-line help.
- **Help About** (a submenu from Help)—to access the frames for:
  - Checking the version and license numbers
  - Setting up the session
  - Enabling the *Java* plug-in option.
- **Glossary** (a submenu from Help)—to access glossary help topics.





CentreVu  
Explorer

# 2

# Administration

## Overview

This section describes how to administer the features of *CentreVu*<sup>®</sup> Explorer II and describes how to customize the *CentreVu* Explorer II for call centers. Examples are provided for each administrable feature.

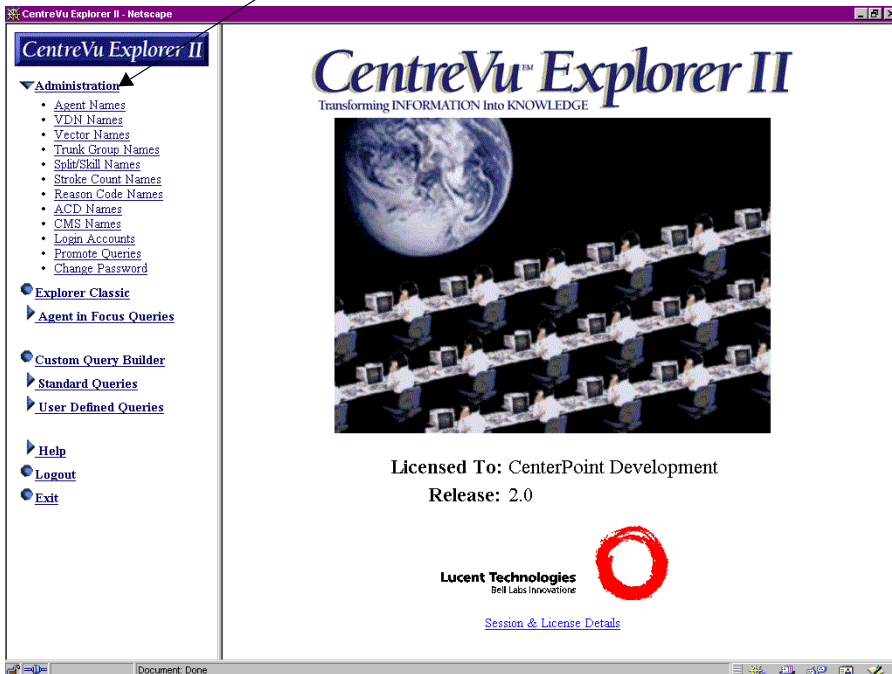
All *CentreVu* Explorer Version 1.0 1.x administration capabilities are available with *CentreVu* Explorer II. The new administrable features of *CentreVu* Explorer II allow you to customize *CentreVu* Explorer II to your call center by providing meaningful names to split/skills, vector directory numbers (VDNs), reason codes, and other External Call History Interface (ECHI) data elements, and by providing names to your Agent Login IDs.

**Note:** *CentreVu* Call Management System (CMS) does not currently support a method for propagating all administrable items such as Stroke Counts to the *CentreVu* Explorer II server. The synonyms that are automatically transferred from the CMS and are supported for CMS include: Agents, VDNs, and Vectors. For this reason, administrable items must be administered in the CMS and *CentreVu* Explorer II independently. Any administration performed in *CentreVu* Explorer II does not flow back to the CMS.

# Accessing Administration Program

To access system administration, click on the **Administration** option from the Navigation menu. The following frame displays:

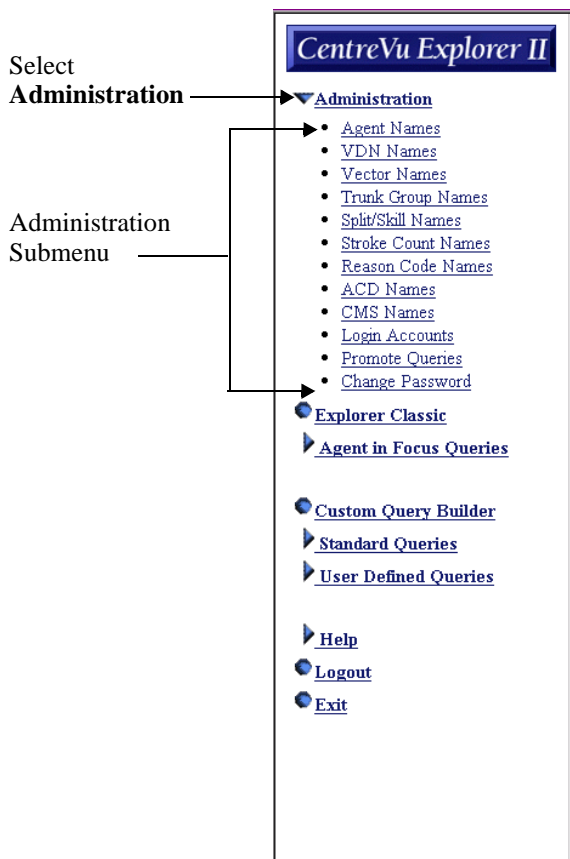
Select **Administration**



The Administration options you can view are dependent on your administrative rights and privileges.

## Administering Elements

By clicking on **Administration** on the navigation frame, the following submenu options appear:



From the Administration submenu, you can administer:

- **Synonyms**—administrable elements (such as Agent, VDN, Vector, and others).
- **License Elements**—elements that you are only allowed to modify (CMS and ACD names).
- **Security Items**—administrable Login Accounts and Change Password.

Some of the administrable elements in *CentreVu Explorer II* are synonyms in the CMS—Agents, VDNs, and Vectors. The synonyms are set to flow automatically from the CMS to *CentreVu Explorer II*. This flow updates the synonyms automatically. The user can choose to modify synonyms directly on the *CentreVu Explorer II* server. However, these updates do not flow back up to the CMS.

From the Navigator frame, you can select various elements as submenus under the Administration option. Selecting an administration element in the left Navigator window displays the applicable items in the right frame. Therefore, each element can be administered through its own administration frame. All of the administration frames function similarly to each other. However, some administration frames include only some of the buttons and fields\*.

Elements	Title	Automatically Flows From CMS
<b>Synonyms</b> —you can modify, add, or expire these through Administration. See the “Administering Synonyms” section in this chapter for details.		
Agent Name	Administer Agent Names	yes
VDN Names	Administer VDN Names	yes
Vector Names	Administer Vector Names	yes
Trunk Group	Administer Trunk_Group Names	no
Split/Skill	Administer Split/Skill Names	no
Stroke Count	Administer Stroke_Count Names	no
Reason Code	Administer Reason_Code Names	no
<b>License Elements</b> —you can only modify these through Administration. To add or delete licenses, use the license screen as discussed in the <i>CentreVu Explorer II Installation for Windows NT or CentreVu Explorer II Installation for Sun</i> guides.		
*ACD Names	Administer ACD Names	no
*CMS Names	Administer CMS Names	no

**Security Items**—you can modify, add, or expire these through Administration. See the “Promote Queries” in this chapter for details.

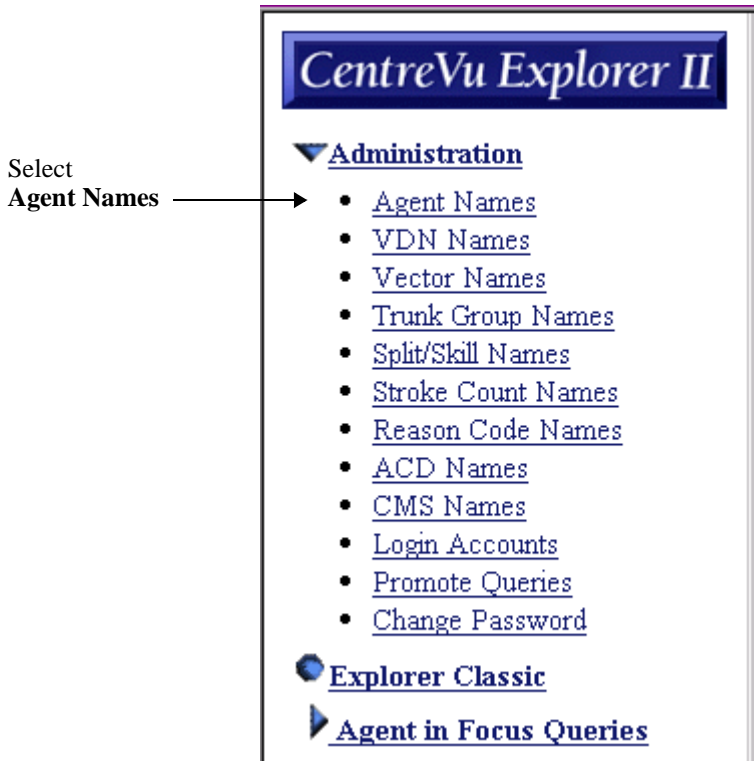
Promote Queries	Promote User Defined Queries to Standard	no
Login Accounts	Administer Login Names	no
Change Password	Change User Password	no

## Agent Name—Example

The Agent Names administration includes all of the buttons, fields, and check boxes available to administer elements, therefore, it is used as an example.

To administer the agent names, do the following:

1. From the Navigator frame, select the **Administration** option.
2. From the Administration menu, select the **Agent Names** submenu option.



The Administer Agent Names window displays:

Transforming INFORMATION Into KNOWLEDGE

## Administer Agent Names

Management System: CMS3 - TSO CMS8300 ACD: 1

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<div style="border: 1px solid gray; padding: 5px;"> <table style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 10%;">43930</td><td>Agent 43930.ACD 1</td></tr> <tr><td>43931</td><td>Agent 43931.ACD 1</td></tr> <tr><td>43933</td><td>MCGUIREHELENE</td></tr> <tr><td>43934</td><td>SWANSONPAT</td></tr> <tr><td>43935</td><td>Agent 43935.ACD 1</td></tr> <tr><td>43936</td><td>COVELLODAN</td></tr> <tr><td>43937</td><td>GUYERBRAD</td></tr> <tr><td>43938</td><td>LORENZOMIKE</td></tr> <tr><td>43939</td><td>PECKINPAUGHBRETT</td></tr> <tr><td>43940</td><td>Agent 43940.ACD 1</td></tr> <tr><td>43941</td><td>GOFFIGOUG</td></tr> <tr style="background-color: #e0e0e0;"><td>43942</td><td>YOUNGHELEM</td></tr> <tr><td>43943</td><td>KELLYLISA</td></tr> <tr><td>43944</td><td>ROMERONIK</td></tr> <tr><td>43945</td><td>NORDIKEMARK</td></tr> <tr><td>43947</td><td>MARKEYROGER</td></tr> <tr><td>43946</td><td>MOELLMERKETH</td></tr> <tr><td>43949</td><td>Agent 43949.ACD 1</td></tr> <tr><td>43950</td><td>Agent 43950.ACD 1</td></tr> <tr><td>43951</td><td>KOCHEVERSTEPHANIE</td></tr> <tr><td>43953</td><td>Agent 43953.ACD 1</td></tr> <tr><td>43961</td><td>MANCHESTERSAMANTHA</td></tr> <tr><td>43962</td><td>APPLEGATESUSAN</td></tr> <tr><td>44096</td><td>ROBERTSONKEITH</td></tr> <tr><td>44600</td><td>SELBYDAVID</td></tr> <tr><td>44601</td><td>LAPLANTETODD</td></tr> <tr><td>44602</td><td>CROOKGEORGE</td></tr> <tr><td>44603</td><td>ARAMROBERT</td></tr> <tr><td>44604</td><td>DURSTBRIAN</td></tr> <tr><td>44606</td><td>BillFinnell</td></tr> </table> </div>	43930	Agent 43930.ACD 1	43931	Agent 43931.ACD 1	43933	MCGUIREHELENE	43934	SWANSONPAT	43935	Agent 43935.ACD 1	43936	COVELLODAN	43937	GUYERBRAD	43938	LORENZOMIKE	43939	PECKINPAUGHBRETT	43940	Agent 43940.ACD 1	43941	GOFFIGOUG	43942	YOUNGHELEM	43943	KELLYLISA	43944	ROMERONIK	43945	NORDIKEMARK	43947	MARKEYROGER	43946	MOELLMERKETH	43949	Agent 43949.ACD 1	43950	Agent 43950.ACD 1	43951	KOCHEVERSTEPHANIE	43953	Agent 43953.ACD 1	43961	MANCHESTERSAMANTHA	43962	APPLEGATESUSAN	44096	ROBERTSONKEITH	44600	SELBYDAVID	44601	LAPLANTETODD	44602	CROOKGEORGE	44603	ARAMROBERT	44604	DURSTBRIAN	44606	BillFinnell	<input type="checkbox"/> Show Expired Entries <input type="checkbox"/> Order by Name  <div style="margin-top: 10px;"> <div style="border: 1px solid gray; width: 60px; height: 20px; margin-bottom: 2px; text-align: center;">Expire</div> <div style="border: 1px solid gray; width: 60px; height: 20px; margin-bottom: 2px; text-align: center;">Modify</div> <div style="border: 1px solid gray; width: 60px; height: 20px; text-align: center;">Add</div> </div>
43930	Agent 43930.ACD 1																																																												
43931	Agent 43931.ACD 1																																																												
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44604	DURSTBRIAN																																																												
44606	BillFinnell																																																												

Names of Synonyms

IDs of Synonyms

3. Select the **Management System** you want to administer.
4. Select the Automatic Call Distribution (**ACD**) you want to administer.
5. Press the **Modify** button to change the defaulted synonym values in the list. Default synonym values are displayed in the list. When External Call History (ECH) does not have a synonym, then an ID is created as a default condition.
6. From the list, select (by highlighting) an entry. To display the entries alphabetically, check the **Order by Name** checkbox.

7. Check or uncheck the **Show Expired Entries** box.  
If checked, you see all the expired entries. You know these are expired because you see an (e) after the ID.
8. Select the **Expire**, **Modify**, or **Add** button. For details on how to use these buttons, see later sections in this chapter for details.

## Administering Synonyms

You can administer the synonyms in three ways:

- **Expire**—Works similar to a Delete except it does not remove it from the database and sets the effective end date. Two options are available for Expire:
  - Expire and Replace**—Makes a new synonym (see the Agent Name Expires for an example).
  - Expire**—Causes the synonym not to be active (or in effect).
- **Modify**—Changes the synonym (for example, Married and Maiden name).
- **Add**—Adds a new synonym.

You can only change synonyms when options are enabled with “modify” capabilities. Therefore, a user only sees the options they have permission to see.

### Agent Name Expires—Example

This section provides an example of an expire and replace.

Accounts are IDs and passwords to *CentreVu Explorer II*. When an account expires, it means that a new synonym is used for a value (for example, extension 1234 now belongs to Joe, when it previously belonged to Mary). Both the old and new values exist with an effective date. If viewing a record that has a date before the change, the user sees the old value (Mary). When viewing a record that has a date after the change, the user sees the new value (Joe).



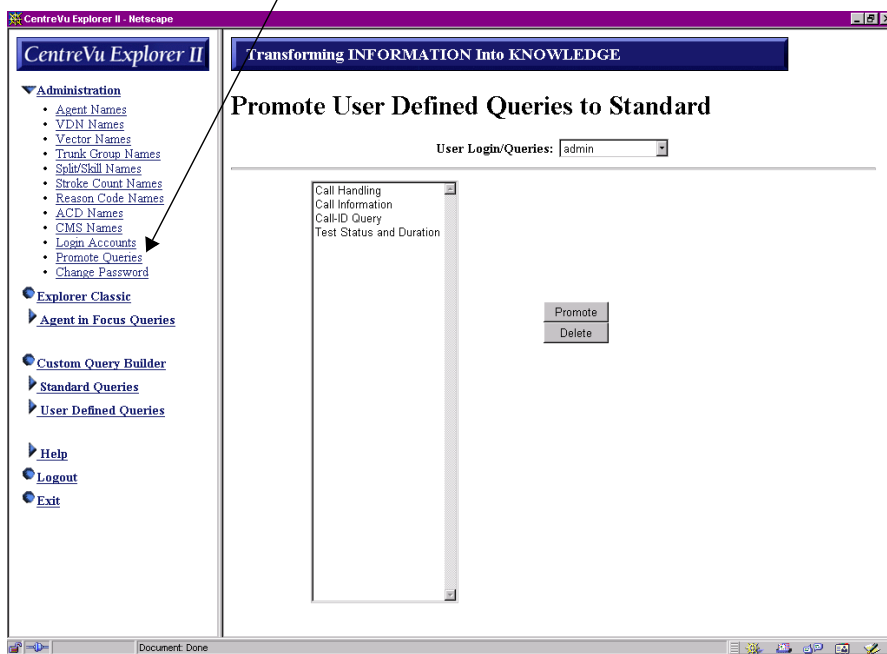
## Promoting Queries

Standard Queries are queries that are available to all users. All pre-populated data appears in the search criteria frame. A user with promote query rights may add or delete queries to the Standard Query window. The queries that are promoted to be made “Standard” are available for all users.

To set the User-Defined Query as a Standard Query, do the following:

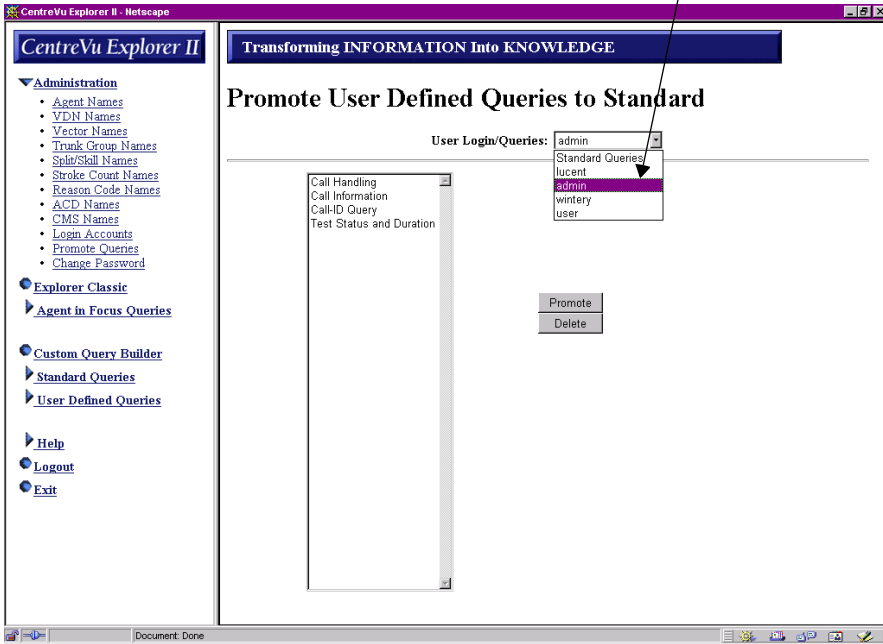
1. Access the administration screen by selecting **Administration** in the Navigator frame.
2. Select the **Promote Query** option. The following displays:

### Select Promote Queries



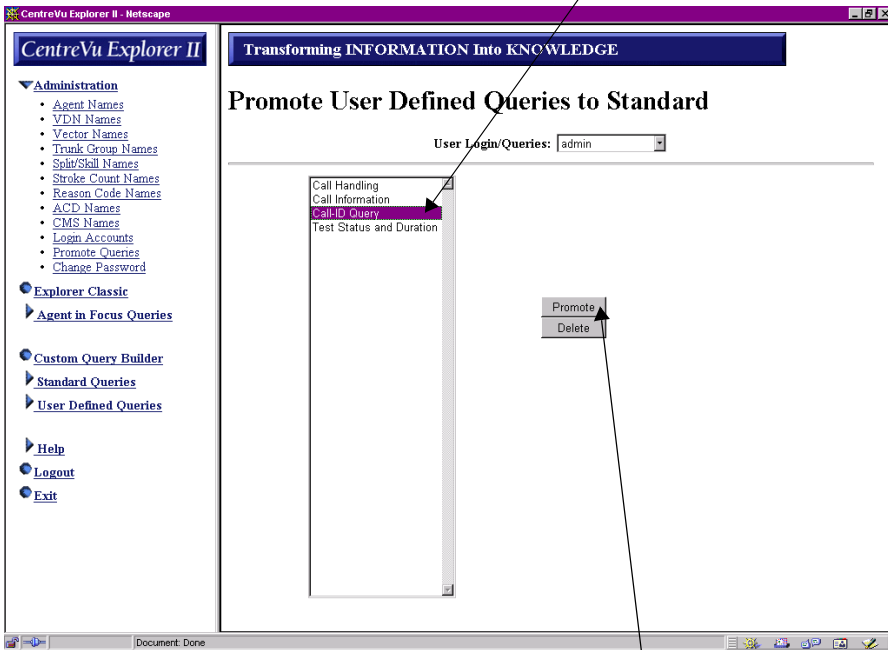
3. In the Promote User Defined Queries to Standard frame, select the account of the user who created the query in the User Login Queries drop-down box. The following displays:

Select the User Login



4. Select (by highlighting) the query or queries that you want to make standard.

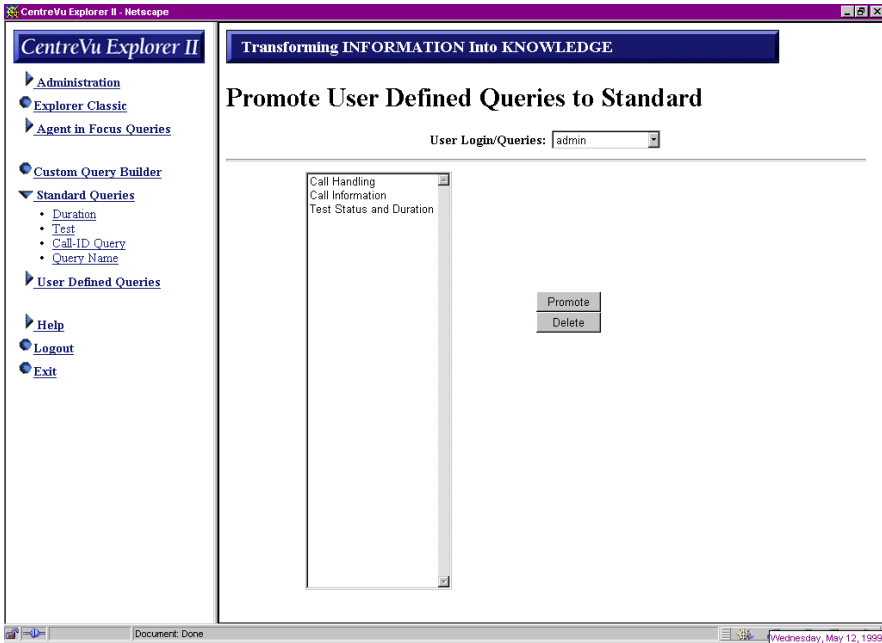
Select the query to promote.



Press the **Promote** button.

5. Select the **Promote** button. This causes the queries you promote from User Defined Queries to Standard Queries.

- To view the query you just promoted, select the Standard Queries option on the Navigation frame. The newly promoted query displays:



## Login Accounts

The Login Accounts section of *CentreVu Explorer II Administration* allows one or more administrators to control access to *CentreVu Explorer II*. Because the *CentreVu Explorer II* server can be accessed from any frame compliant web browser, any user who knows the host name or the Internet Protocol (IP) address of the *CentreVu Explorer II* server can gain access to the product.

The Login Accounts section of *CentreVu Explorer II Administration* allows for the creation and maintenance of two types of *CentreVu Explorer II* accounts:

- Administration permission accounts
- User permission accounts.

An administration permission account (herein referred to as an Admin account) gives you full access to *CentreVu Explorer II*, including the right to add, modify and delete existing accounts. A user permission account (herein referred to as a User account) gives you access to all of the functionality of *CentreVu Explorer II* with the exception of the accounts section of the Administration portion of the product.

A *CentreVu Explorer II* Login Account consists of an account name and a password. Passwords are not case sensitive. In order to gain access to *CentreVu Explorer II*, a valid account name and password must be entered.

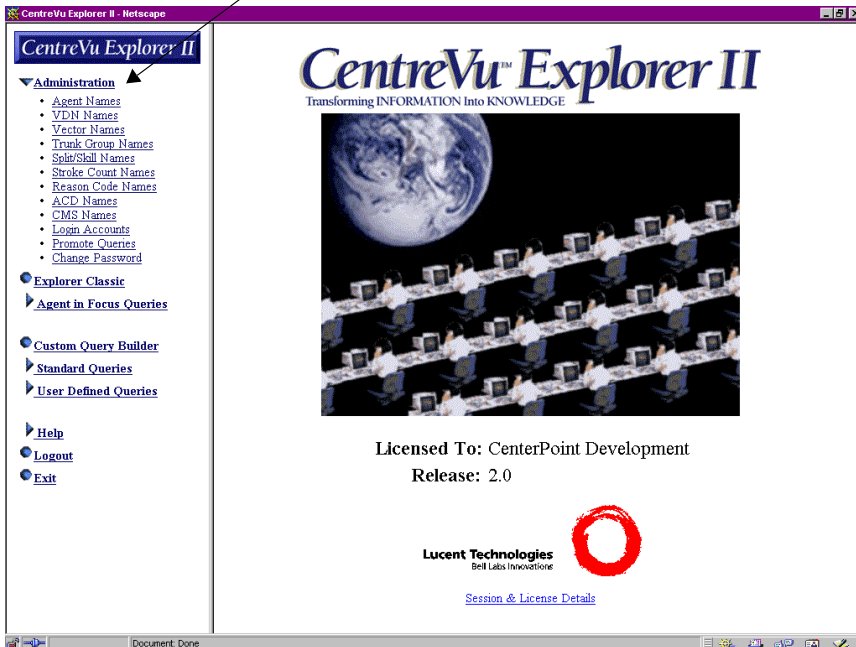
## Administering Login Names

You must have administration permission to Administer Login Names.

To administer the login names, do the following:

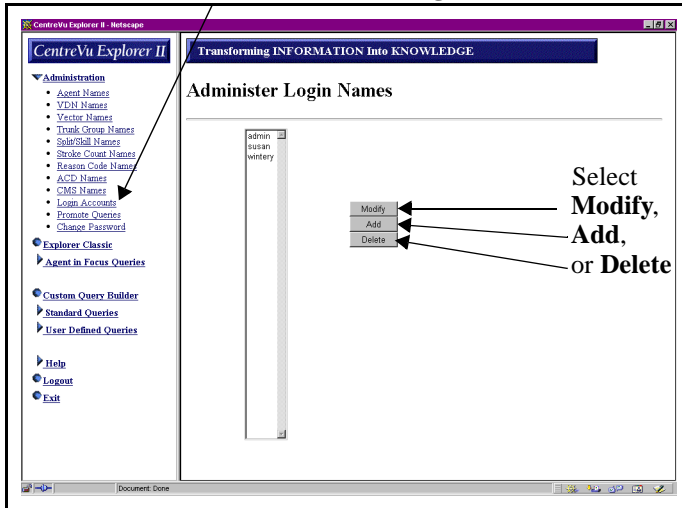
1. From the Navigator frame, select the **Administration** option.

Select **Administration**




- From the Administration menu, select the **Login Accounts** submenu option. The following window displays:

### Select Login Accounts

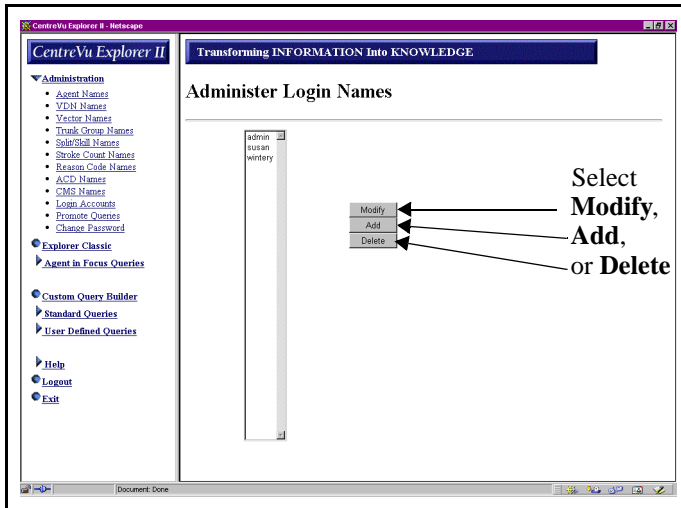


- To gain access to the Login Accounts information, you must supply a valid Administration account name and password that has administration permissions. If you only have user permissions, access is denied. A single Administration level account is created at the time *CentreVu Explorer II* is installed. This built-in account is called Administration and cannot be deleted.

When first logging onto the system, the default Administration account information is displayed.

**Note:**  It is strongly recommended that the *CentreVu Explorer II* administrator change this password immediately to prevent unauthorized access to *CentreVu Explorer II*. Choose a new password that is easy to remember. If you forget the password, and it is the only Administration level account in the system, then no one will have access to the accounts section to make changes. If this happens, contact the Technical Service Organization.

4. From the Administer Login Names frame, you can **Modify** or **Add** to the list of names or **Delete** names. See the next sections for details.

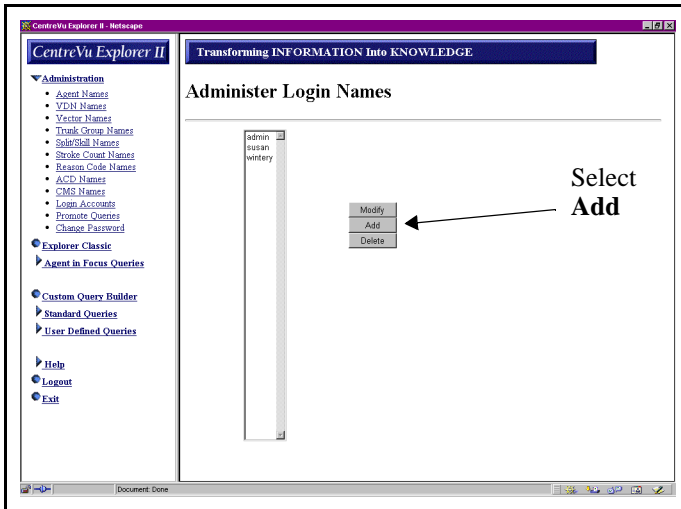




## Add Login Names

To add login names, do the following:

1. On the Administer Login Names frame, select the **Add** button.



The Create Logins frame displays:

Transforming INFORMATION Into KNOWLEDGE

### Create Logins

Login:

Password:

Confirm:

Modify Logins    
  View All CMSs  
  View All ACDs  
  View All Splits

Modify Agents  
 Modify VDNs  
 Modify Vectors  
 Modify Trunk Groups  
 Modify Splits  
 Modify Stroke Counts  
 Modify Reason Codes  
 Modify ACD  
 Modify CMS  
 Create Custom Queries  
 Promote Custom Queries  
 Use Explorer Classic

TSO CMS8300	1	
CenterPoint	1	

1	1	c1_call_receipt_1
1	2	GST_CALL_RECEIPT_2
1	3	d3_DUMMY_SPLIT
1	4	MA_CALLRECEIPT_4
1	5	NW_CALL_RECEIPT_5
1	6	TEMPNSACNIGHT_6
1	7	SST575SENGRS_7
1	8	MT_75_WEST_8
1	9	CALL_CTR_SWITCH_9
1	10	s10_s75_maat_10
1	11	S85_NE_11
1	12	ITACCallReceipt
1	13	PBXPostSales13
1	14	PBXPreSales14
1	15	AudixPostSales15

2. All of the existing accounts are contained in the list box. At a minimum, the built-in Administration account is listed. Any account can be added if you have administration permissions.
3. On the Create Logins frame, enter:
  - Login
  - Password
  - Confirm.

4. Check the box(es) for the synonyms you want the owner of the new login to be able to modify. For example:
  - Modify Logins
  - Modify Agents
  - Modify VDNs
  - Modify Vectors
  - Modify Trunk Groups
  - Modify Splits
  - Modify Stroke Counts
  - Modify Reason Codes.
5. Check the box(es) for the names you want the owner of the new login to be able to modify. For example:
  - Modify ACD
  - Modify CMS.
6. Check the **Create Custom Queries** box, if the owner of the new login has permission to use Custom Query Builder.
7. Check or uncheck the **Promote Custom Queries** box, if the owner of the new login has permission to “Promote” the user-defined queries to become a standard query. See the “Promoting Queries” section in this chapter for details. The Promote Custom Queries is defaulted to the frame.
8. Check or uncheck the **Use Explorer Classic** box. The Use Explorer Classic box is defaulted to the frame.
9. Check the box(es) for the type of data you want the owner of the new login to be able to select. For example:
  - View all CMSs
  - View all ACDs
  - View all Splits.

The “all” allows you to see all of the items available. If you want the owner of the new login to view only certain items, then select only those specific CMSs, ACDs, and Splits.

10. If the owner of the new login has the ability to create other new logins, select the **Create** button on the Create Logins frame.

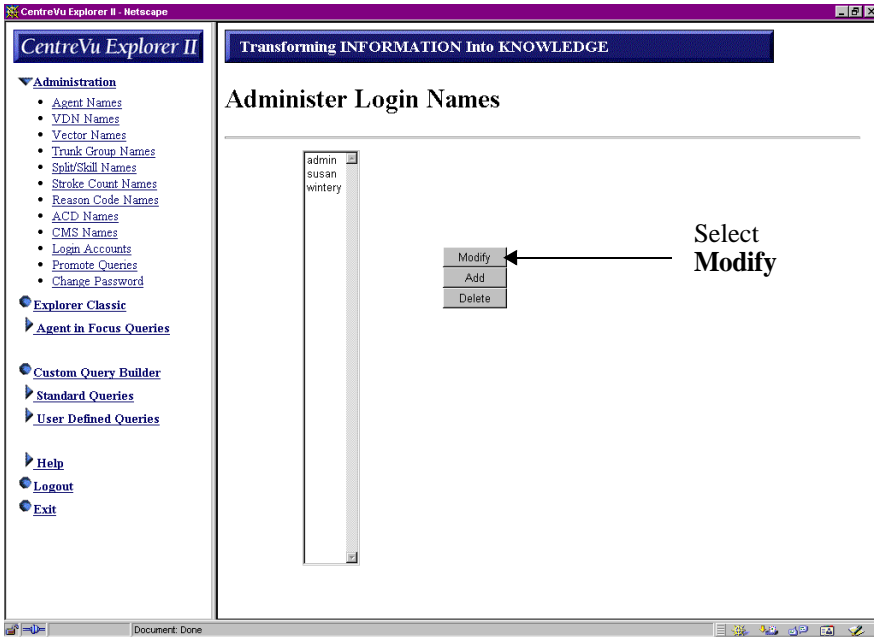
## Modify Login Names

Modifying an existing account is similar to adding a new account except that you cannot alter the account name. If you wish to alter the account name, you must delete the existing account and add a new account with the new name and permission level.

To modify existing login names, do the following:

1. From the Administer Login Names frame, highlight the name you want to modify from the list. All existing accounts are contained in the list box. At a minimum, the built-in Administration account is listed. Any account can be modified with the exception of the built-in Administration account.

2. Select the **Modify** button.



The Edit Logins: administration frame displays with a previously set login defaulted to the screen:

**Edit Logins: wintery**

Login: wintery

Password: [masked]

Confirm: [masked]

Modify Logins     
  View All CMSs     
  View All ACDs     
  View All Splits

Modify Agents  
 Modify VDNs  
 Modify Vectors  
 Modify Trunk Groups  
 Modify Splits  
 Modify Stroke Counts  
 Modify Reason Codes  
 Modify ACD  
 Modify CMS  
 Create Custom Queries  
 Promote Custom Queries  
 Use Explorer Classic

Update    Cancel

View All CMSs	View All ACDs	View All Splits
TSC CMS 1	1 CMS 1:ACD 1	1 c1_call_rece
TSC CMS 2	2 CMS 1:ACD 2	2 GST_CALL_
	3 CMS 1:ACD 3	3 d3_DUMMY
	4 CMS 1:ACD 4	4 MA_CALLR
	5 CMS 1:ACD 5	5 NW_CALL_R
	6 CMS 1:ACD 6	6 TEMPNSAC
	7 CMS 1:ACD 7	7 SSTS75SEN
	8 CMS 1:ACD 8	8 MT_75_WES
	1 CMS 2:ACD 1 - philly	9 CALL_CTR_
	2 CMS 2:ACD 2	10 s10_s75_m
	2 CMS 2:ACD 3	11 S85_NE_11
	4 CMS 2:ACD 4	12 ITACCallRe
	5 CMS 2:ACD 5	13 PBXPostSa
	6 CMS 2:ACD 6	14 PBXPreSa
	7 CMS 2:ACD 7	15 AudixPostS

3. On the Edit Logins: administration frame, enter the information for:

- Password
- Confirm.

The Login and checked boxes are displayed with their pre-selected settings.

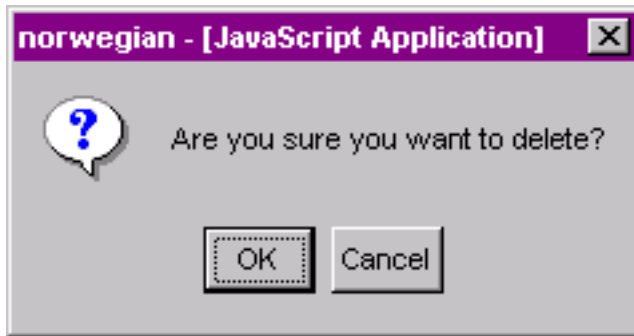
4. Modify the check boxes, as desired, and select the **Update** button.

5. If you decide that you do not want to modify the login, select the **Cancel** button. You are returned to the Administer Login Names frame.

## Delete an Account


To delete an account, do the following:

1. Access the Administer Accounts window.
2. Choose the account (by highlighting) you want to delete.
3. Click the **Delete** button. The following window appears:



4. Press the **OK** button.

**Note:** Remember that you cannot delete the built-in account name “Admin.”

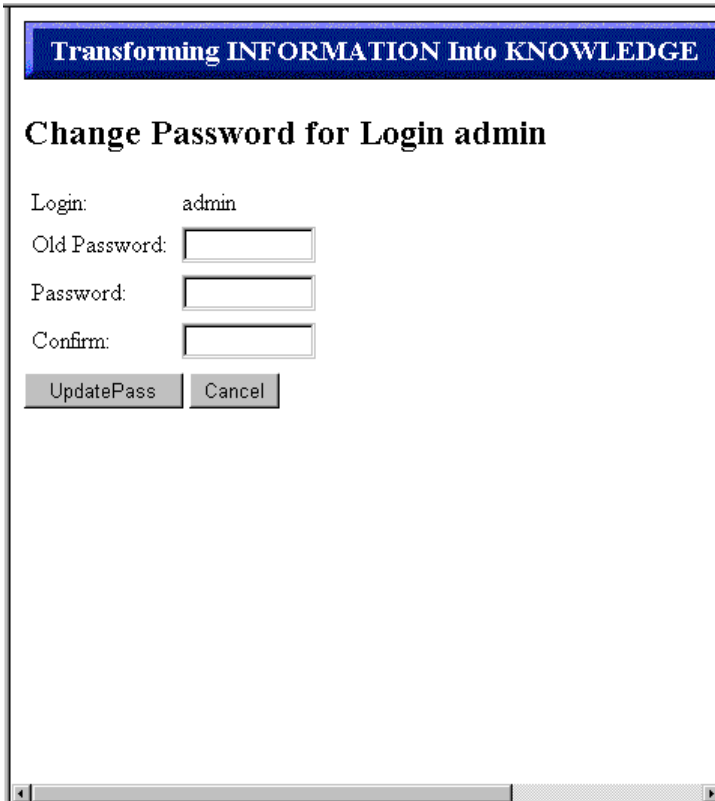
 Any attempt to delete the Administration account will result in an error message.

## Change the Password

To administer the password, do the following:

1. From the Navigator frame, select the **Administration** option.
2. From the Administration menu, select the **Change Password** submenu option.

The following window displays:



**Transforming INFORMATION Into KNOWLEDGE**

### Change Password for Login admin

Login: admin

Old Password:


Password:

Confirm:

3. To change the password, you must supply the original password for this account in addition to the new password that has administration permissions. You can only change your own password.



When first logging onto the system, the default “admin” Login (account information) is displayed.

**Note:**  It is strongly recommended that the *CentreVu* Explorer II administrator change this password immediately to prevent unauthorized access to *CentreVu* Explorer II. Choose a new password that is easy to remember. If you forget the password, and it is the only Administration level account in the system, then no one will have access to the accounts section to make changes. Contact the Technical Service Organization if you have this problem.

4. From the Change Password for Login admin frame, you can:
  - Enter the **Old Password**
  - Enter the new **Password**
  - **Confirm** the new Password
  - **Update** the new password.
5. Press the **Update Pass** button to update and save your new password.
6. If you do not want to make the new password changes, select **Cancel** to return to the main *CentreVu* Explorer II Splash frame.





CentreVu  
Explorer

# 3

# Explorer Classic

## Overview

This chapter describes how and why you would want to use the Explorer Classic program.

Explorer Classic allows you to use the original version of *CentreVu* Explorer, but adds some of the new functionality of *CentreVu* Explorer II. This chapter describes how to customize the *CentreVu* Explorer II to your call center by providing meaningful names to splits/skills, vector directory numbers (VDNs), reason codes, External Call History Interface (ECHI) data elements, and by providing names to your Agent Login IDs.

Explorer Classic presents the familiar Explorer desktop, but with new query capabilities, such as conditional queries and new user interface elements. It is also enhanced by the static Navigation frame on the left that eliminates the need for the browser's Back button. In Explorer Classic, as with other *CentreVu* Explorer II queries, results are delivered in its own window.

# Using Explorer Classic

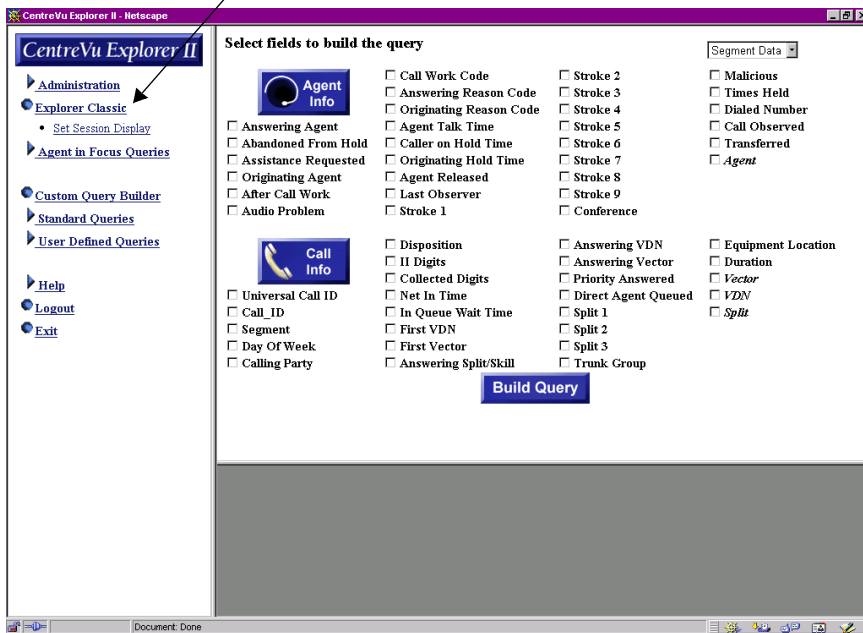
To use the Explorer Classic program, do the following:

1. Access Explorer Classic
2. Administer Set Session Display (if you want to see something other than the default options)
3. Select the Elements
4. Select the Search Criteria
5. View Results
6. Save Query.

## Accessing Explorer Classic

1. Log in to *CentreVu Explorer II*. For details about how to do this, see Chapter 1, “Introduction.”
2. In the Navigation frame, click on the **Explorer Classic** option to open the Explorer Classic program.

### Select Explorer Classic



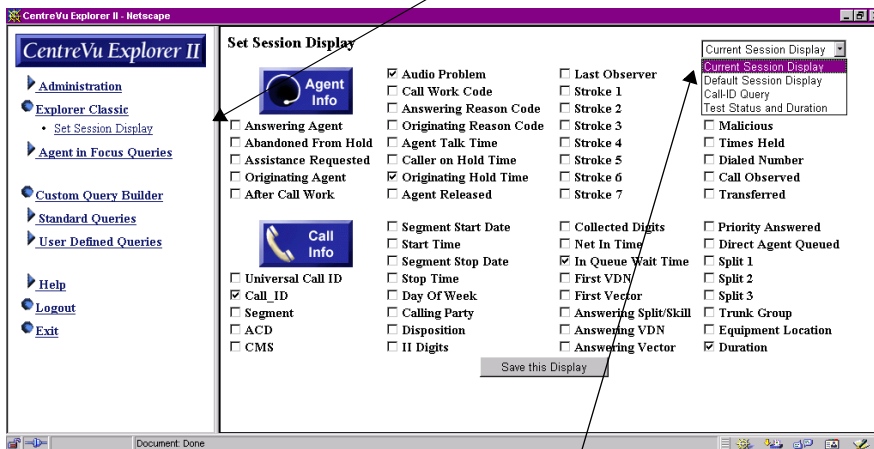
3. Select the elements for the query. See the next section for details.

## Administering Set Session Display

Set Session Display is a feature that allows you to select a customized set of data elements for use during the current session. Each time you use Custom Query Builder to create a User defined Query, you create a new Session Display. The list of Session Displays is specific to each login.

To administer Session Display, do the following:

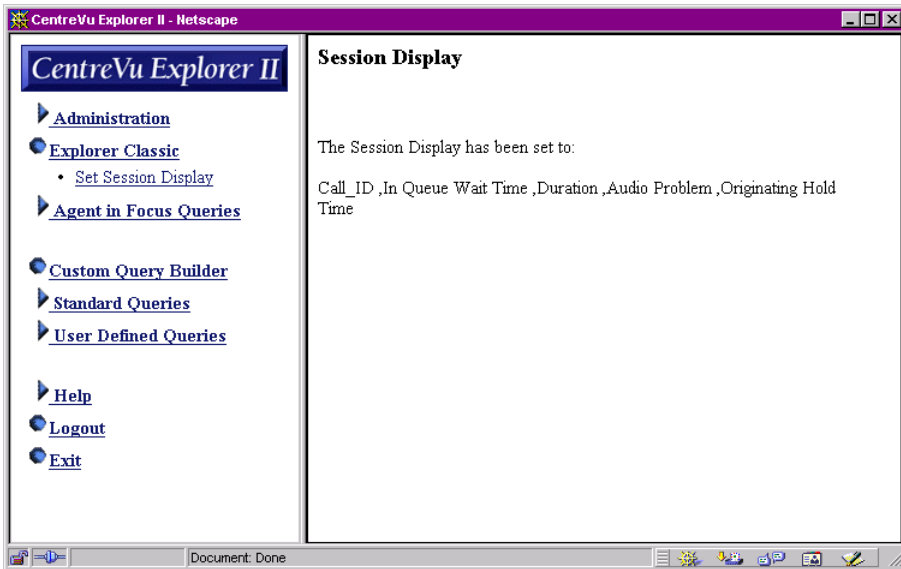
1. Click on the Explorer Classic **Set Session Display** submenu. The following window appears:



Select the **Session Display** you want to use.

2. From this window, you can select which Session Display you want to use from the drop-down list (located in the top right hand corner of the frame).

3. Click on **Save this Display** and the following displays:



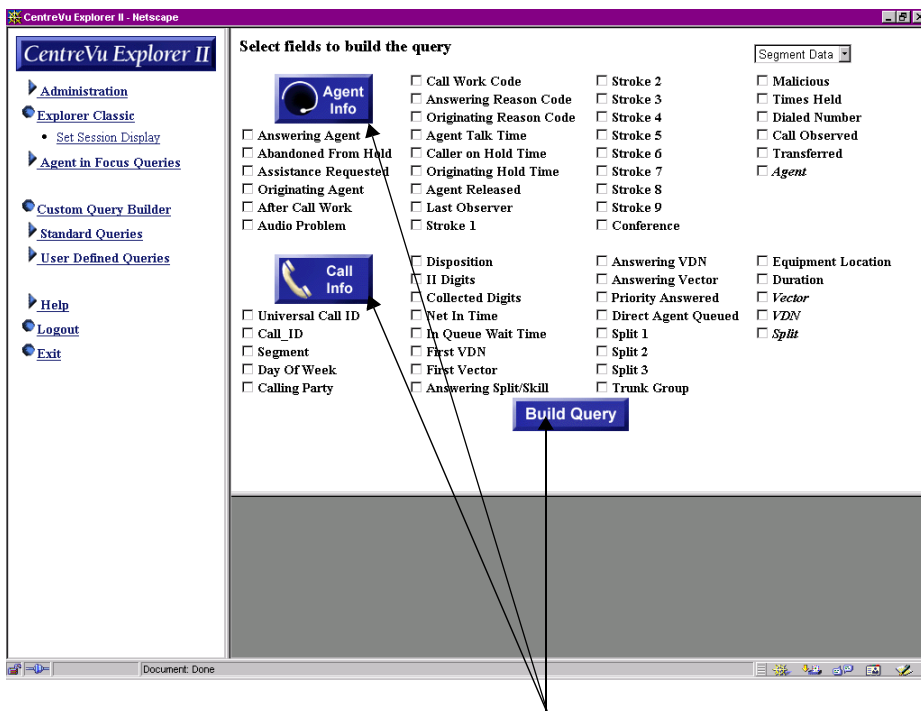
4. The Session Display you selected becomes the Current Session Display for all Explorer Classic queries for your login. When you want to change the current display, select a different Session Display and save it.

**Note:** *CentreVu Explorer II* comes with one Default Session Display which consists of the following elements: ACD, Answering Split/Skill, Answering Agent, Call ID, Calling Party, CMS, Day of Week, Dialed Number, Duration, First VDN, In Queue Wait Time, Segment, Segment Start Date, Segment Stop Date, Start Time, Stop Time, and Universal Call ID.

## Selecting Elements

In the Element Selection frame, do the following:

1. Check the appropriate query elements for your search. For a description of the Element Selection frame, see Chapter 1, “Introduction,” for details. For definitions of each query element, see the Appendix, “Query Elements,” in this guide.



Build Query Buttons

2. When you are satisfied with your selections in the Query Elements frame, press the **Build Query**, **Agent Info**, or **Call Info** button to display the Search Criteria frame.

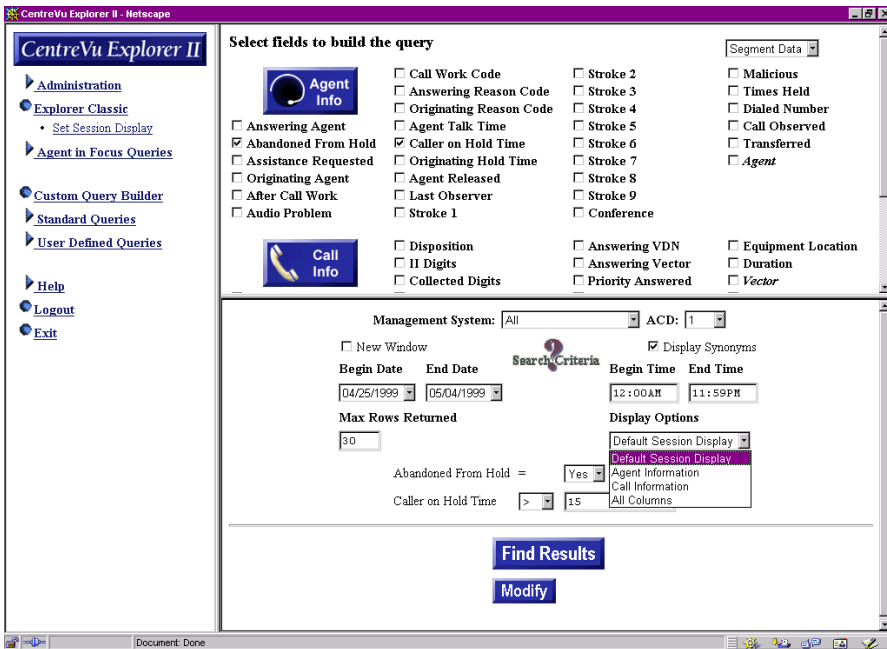
When the screen refreshes, parameters specific to the elements you selected appear in the Search Criteria frame. For details, see Chapter 1, “Introduction.”



## Selecting Search Criteria

In the Search Criteria frame, do the following:

1. Select all desired search criteria. See Chapter 1, “Introduction,” for details.
2. From the Display Options drop-down box, set up the display options (**Session Display**, **Agent Information**, **Call Information**, or **All Columns**). Only one display type may be viewed at a time.



3. Select the **Find Results** button to display the results of the query.

## Viewing Results

After providing the Search Criteria information, you can view the results of the query.

To display the results of a query, press the **Find Results** button from the Search Criteria frame. The following graphic shows you the results (the grid results) of the query settings in the “session display” format that you specify.

Call ID	Segment	ACD	CMS	Segment Start Date	Start Time	Segment Stop Date	Stop Time	Day Of Week	In Queue Wait Time	Duration	Answering SplitSkill	First VDN
782915	1	1	CMS3	12/30/1998	7:45:46	12/30/1998	7:50:48	Wed	10	302	60eds_60calreceipt	86128:XCEROX
782953	4	1	CMS3	12/30/1998	7:28:25	12/30/1998	7:51:25	Wed	11	1380	10:s10_s75_maat_10	85016:VDN 85016:ACD 1
783770	4	1	CMS3	12/30/1998	7:59:03	12/30/1998	8:05:56	Wed	6	294	10:s10_s75_maat_10	85016:VDN 85016:ACD 1
784154	2	1	CMS3	12/30/1998	8:05:43	12/30/1998	8:12:05	Wed	4	382	55g55_Gold_5_ASR	82496:VDN 82496:ACD 1
784340	1	1	CMS3	12/30/1998	8:12:52	12/30/1998	8:14:47	Wed	3	115	200:s200_admin	
784461	2	1	CMS3	12/30/1998	8:15:57	12/30/1998	8:16:55	Wed	1	58		
784597	6	1	CMS3	12/30/1998	7:42:15	12/30/1998	8:19:14	Wed	44	1777	220g220_gold_avp_engr	82434:VDN 82434:ACD 1
787200	2	1	CMS3	12/30/1998	8:58:23	12/30/1998	9:00:27	Wed	3	124	1c1_call_receipt_1	80137:VDN 80137:ACD 1
787833	1	1	CMS3	12/30/1998	9:08:15	12/30/1998	9:09:27	Wed	7	72	124:TMS_124	85571:VDN 85571:ACD 1

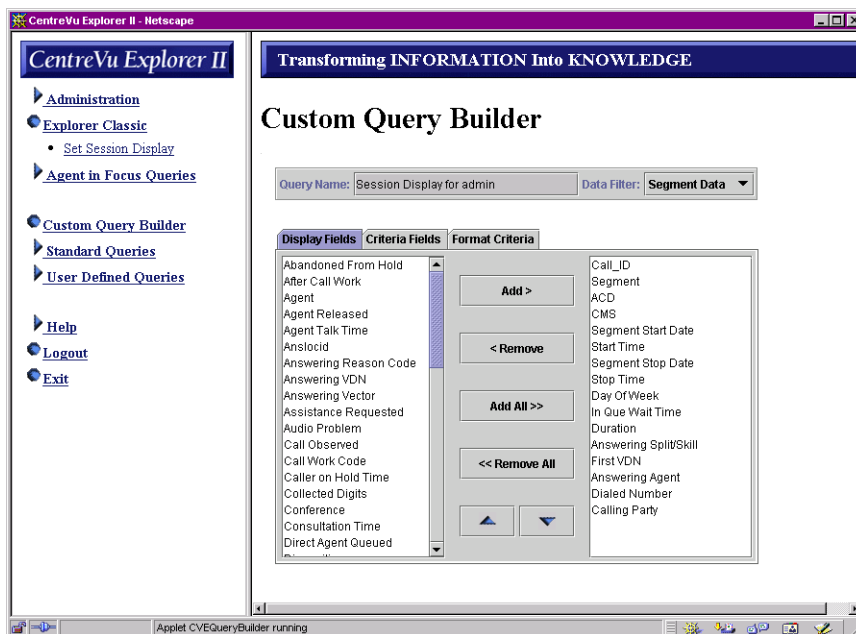


**Note:** When viewing multiple rows of data and scrolling vertically in the Query Results frame, column headings disappear.

## Saving the Query

After providing the Search Criteria information, you can save this query for future use by doing the following:

1. In the Query Criteria frame, press the **Modify** button. The Custom Query Builder frame displays:
  - the Display Fields that are automatically populated from the Session Display selections
  - the Criteria Fields that are automatically populated from the query elements selected in the Element Selection frame.
  - the Format Criteria is automatically populated from the Search Criteria selections.



- From this window, select the **Format Criteria** tab and the following displays:

Transforming INFORMATION Into KNOWLEDGE

## Custom Query Builder

Query Name: Session Display for admin      Data Filter: Segment Data


Display Fields    Criteria Fields    **Format Criteria**

▼ Abandoned From Hold ▼	= ▼	User Input	AND ▼
▼ Caller on Hold Time ▼	= ▼	User Input	▼

ADD    DELETE

OK    RESET

- To save the query, click the **OK** button.

**Note:**  If you choose to make any changes to the query, you can rename and save it by clicking OK. The new name shows up under your User Defined Queries in the Navigation frame



CentreVu  
Explorer

# 4

# Agent in Focus Queries

## Overview

This section describes using predefined queries relating to a specific agent.

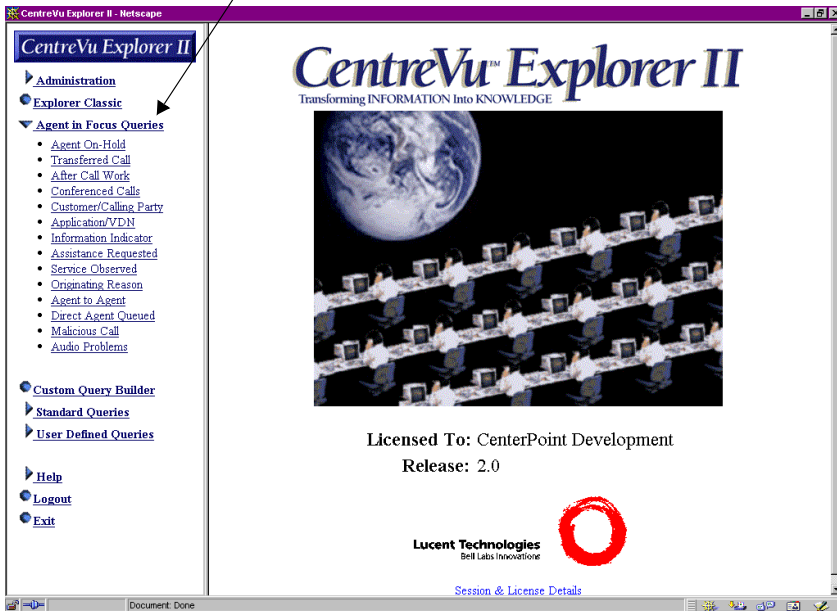
The Agent in Focus Queries section of *CentreVu*<sup>®</sup> Explorer II provides multiple reports about an agent's activities. You can select from a list of pre-defined reports, each of which focuses on a different agent activity. Results are presented in a report format for each query and can be printed or exported.

The following section details the reports provided within the Agent in Focus Queries program of *CentreVu* Explorer II application.

# Agent in Focus Queries

From the Agent in Focus Queries option in the Navigation frame, select the report you want to access from the Agent in Focus Queries submenu. For example:

Select **Agent in Focus Queries**



## Using Agent in Focus Queries

New queries can be built by the user and either saved as a user query or promoted to a standard query in *CentreVu Explorer II*. See Chapter 6, “Standard or User-Defined Queries,” for details.

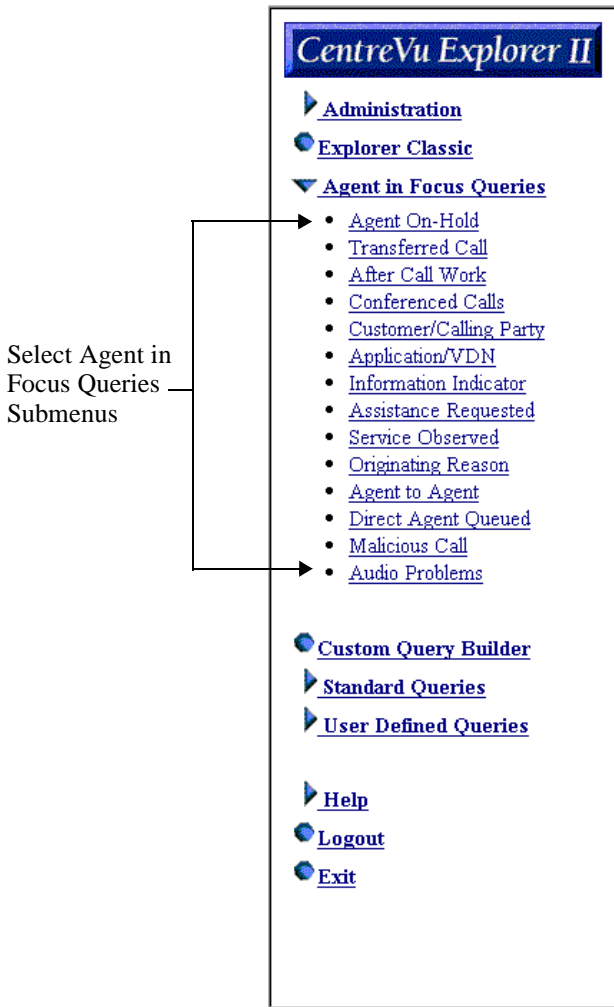
See Chapter 3, “Explorer Classic,” for more search criteria details about:

- Displaying Options
- Finding Results
- Modifying Results.

See Chapter 8, “Query Results,” for details about exporting files, printing query results, and using Cradle-to-Grave reports.

## Accessing Agent in Focus Queries

From the Navigation Frame of *CentreVu Explorer II* application, click on the **Agent in Focus Queries** option. The following submenu options display:

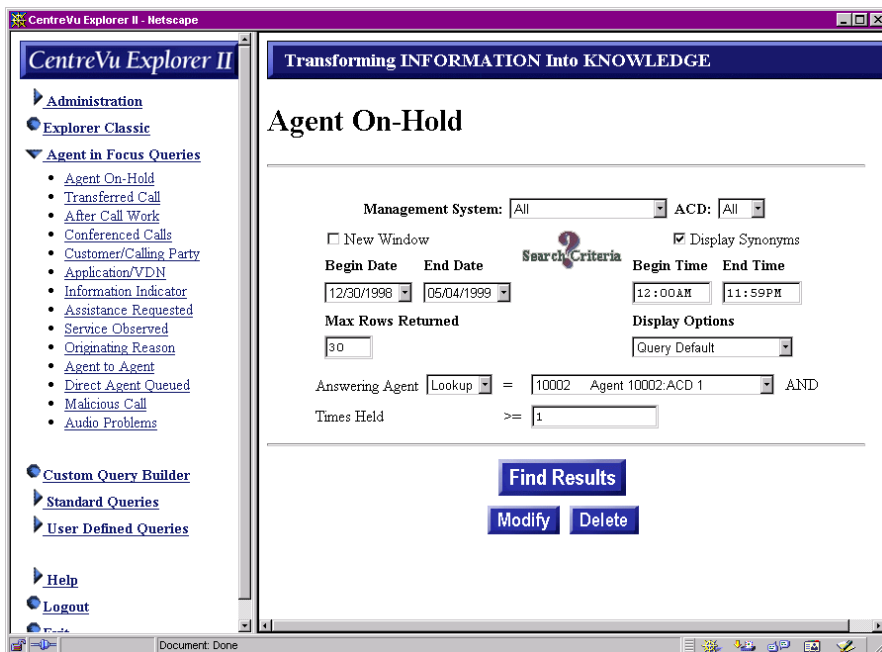


The following sections describe each of the submenu options available through Agent in Focus Queries.



## Agent On-Hold Report

The Agent On-Hold report provides details about the agent’s tendency to place callers on hold. As with all Agent in Focus Queries reports, selecting this report provides the appropriate Search Criteria elements to run the report.



1. For the Agent On-Hold report, select an agent from the drop-down list box.
2. Enter a number in the Times Held text box. The number entered then generates results that are greater than or equal to the number you entered.
3. To view all calls put on hold, enter the value **1**.

- After entering the Search Criteria elements for the agent and clicking on **Find Results**, the results window is displayed.



This is the **Cradle-to-Grave** icon.

	Call_ID	ACD	Start Time	Duration	Agent Talk Time	Times Held	Caller on Hold Time	Abandoned From Hold	II Digits	Calling Party
C→G	1499316	1	14:46:28	1222	1160	1	83	N		81202
			14:39:49	3389	1347	3	287	N		
C→G	1502254	1	15:13:31	2401	2328	1	63	N		81747
			15:03:03	6613	2902	2	663	N		
C→G	1558407	1	13:51:30	2355	2170	1	136	N		43829
			13:51:30	2924	2170	1	136	N		
C→G	1567361	1	16:06:34	2831	2181	1	643	N		81188
			15:47:13	8702	3433	6	1227	N		
C→G	1639141	1	11:44:35	861	735	1	121	N		43841
			11:44:35	861	735	1	121	N		
C→G	1676714	1	7:35:08	1114	1013	2	74	N		43258
			7:35:08	1114	1013	2	74	N		
C→G	1682443	1	8:35:02	1392	828	1	497	N		43808

The following items are included in the Agent On-Hold report:

- Call ID—The identifier of the call record as generated by the ECS/switch.
- ACD—The number of the automatic call distribution (ACD) for the call.
- Start Time—The start time for the call segment.
- Duration—The length of the call.
- Agent Talk Time—The talk time for the agent during the call.
- Times Held—The number of times the caller was placed on hold during the call.
- Caller On-Hold Time—The cumulative hold time for the caller during the call.

- Abandoned From Hold—Yes/No value indicating if the caller abandoned from hold.
- ii Digits—The information indicator (ii) digits received from the public network through an integrated services digital network (ISDN) communication.
- Calling Party—The originating number of the calling party. This number can be the automatic number identification (ANI), the internal extension number, or the trunk equipment location.

## Transferred Call Report

The Transferred Call report provides details on the answering agent's transfer history. Listed are all call events when the agent transferred the call to a measured or unmeasured location. Click on **Find Results** to display results.

	Call_ID	ACD	Start Time	Duration	Agent Talk Time	Transferred	Calling Party	Dialed Number
	1459449	1	9:58:13	85	23	Y	0001A0603	6311
			9:58:13	121	23	Y		
	1459575	1	13:18:56	2352	31	Y	0001A0601	6311
			13:18:56	4585	2257	Y		
	1461465	1	10:39:20	296	14	Y	0001A0603	6311
			10:39:20	541	258	Y		

**3 Rows returned**

The following items are included in the Transferred Call report:

- Call ID—The identifier of the call record as generated by the ECS/switch.
- ACD—The number of the ACD for the call.
- Start Time—The start time for the call segment.
- Duration—The length of the call.
- Talk Time—The talk time for the agent during the call.

- **Transferred**—Indicates if the call was transferred by the answering agent to another measured or unmeasured location.
- **Calling Party**—The originating number of the calling party. This number can be the ANI, the internal extension number, or the trunk equipment location.
- **Dialed Number**—The dialed digits received from the network or ECS/switch. These digits are often the vector directory number (VDN) and/or dialed number identification service (DNIS) for the call.

## After Call Work Report

The After Call Work report provides details on after call work activities for an agent. For the After Call Work report, select an agent and after call work time. After call work is specified in seconds. Click on **Find Results** to display results.

	Call_ID	ACD	Start Time	Duration	Agent Talk Time	Call Work Code	After Call Work	Dialed Number
C>G	781907	1	7:12:51	898	654		140	85450
			7:12:51	898	654		140	
C>G	781908	1	7:24:06	113	111		251	80134
			7:23:16	276	152		251	
C>G	781916	1	7:27:08	87	85		104	
			7:27:08	87	85		104	
C>G	781917	1	7:21:57	83	69		25	82857
C>G	781917	1	7:23:19	416	249		8	85474
			7:21:04	1050	365		33	
C>G	781934	1	7:10:48	351	341		854	80107
			7:09:51	759	392		854	
C>G	781935	1	6:54:23	869	735		1322	81757
			6:54:05	1756	745		1322	
C>G	781970	1	7:23:27	336	244		155	80250

The following items are included in the After Call Work report:

- Call ID—The identifier of the call record as generated by the ECS/switch.
- ACD—The number of the ACD for the call.
- Start Time—The start time for the call segment.
- Duration—The length of the call.
- Agent Talk Time—The talk time for the agent during the call.
- Call Work Code—The After Call Work Code as entered by the agent upon placing the agent's terminal into the After Call Work state.

**Agent in Focus Queries*****Agent in Focus Queries*****4-11**

- After Call Work—The time the agent is in the After Call Work state for the call.
- Segment Number—Identifies which part of the call the data describes.
- Dialed Number—The dialed digits received from the network or ECS/switch. These digits are often the VDN and/or DNIS for the call.

## Conferenced Calls Report

The Conference Call report provides details on calls which an agent conferenced to either a measured or unmeasured location. Click on **Find Results** to display results.



	Call_ID	ACD	Start Time	Duration	Agent Talk Time	Conference	Calling Party	Dialed Number
C>G	782005	1	7:26:56	327	274	Y	43847	43060
			7:24:15	1226	381	Y		
C>G	782050	1	7:15:24	1067	111	Y	80638	80134
			7:14:15	3158	172	Y		
C>G	782067	1	7:30:47	159	90	Y	80035	81300
			7:30:31	399	98	Y		
C>G	782166	1	7:11:39	186	129	Y	80630	80137
			7:10:18	1370	678	Y		
C>G	782295	1	7:17:46	128	94	Y	80616	80136
			7:16:52	1330	341	Y		
C>G	782351	1	7:32:08	336	131	Y	80632	80484
			7:31:52	906	250	Y		
C>G	782383	1	7:27:54	610	76	Y	0002B1801	85450

The following items are included in the Conferenced Call report:

- Call ID—The identifier of the call record as generated by the ECS/switch.
- ACD—The number of the ACD for the call.
- Start Time—The start time for this call segment.
- Duration—The length of the call.
- Agent Talk Time—The talk time for the agent during this call.
- Conference—Indicates if this call was conferenced by the answering agent to another measured or unmeasured location.




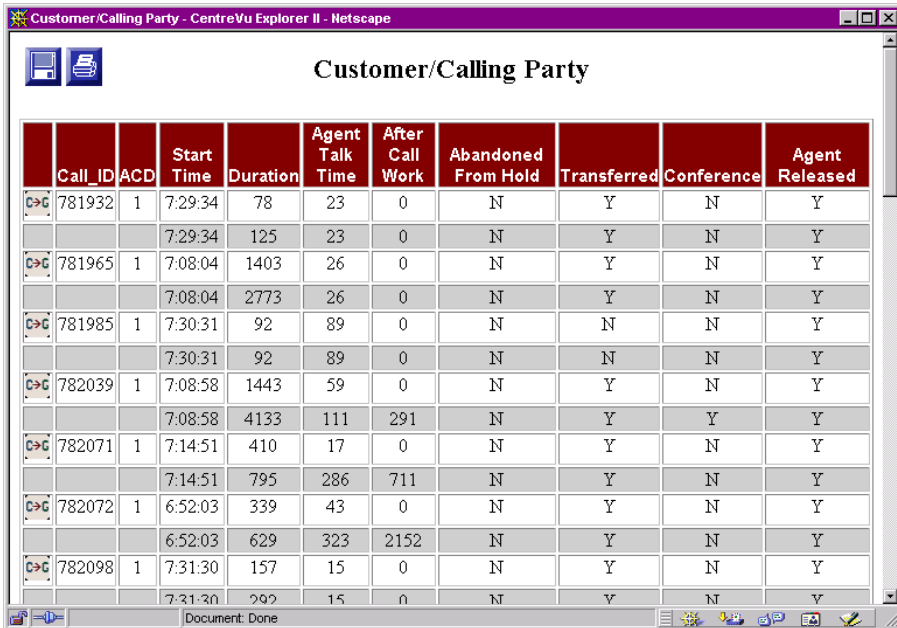
**Agent in Focus Queries*****Agent in Focus Queries*****4-13**

- **Calling Party**—The originating number of the calling party. This number can be the ANI, the internal extension number, or the trunk equipment location.
- **Dialed Number**—The dialed digits received from the network or ECS/switch. These digits are often the VDN and/or DNIS for the call.

## Customer/Calling Party Report

The Customer/Calling Party report allows you to query on specific answering agent calls from a unique “calling” party number. The calling party number may be an ANI for external calls or an extension for internal calls. Additionally, wild card matching is available to enter partial digit strings for the number to search. For instance, all calls from area code (212) may be searched by entering **212%** in the respective field. Click on **Find Results** to display results.

**Note:** A wild card is a special character used to broaden or narrow a search. Use  the percent sign (%) for multiple character wildcard searches and the underscore mark (\_) for single character wildcard searches.



Call_ID	ACD	Start Time	Duration	Agent Talk Time	After Call Work	Abandoned From Hold	Transferred	Conference	Agent Released
781932	1	7:29:34	78	23	0	N	Y	N	Y
		7:29:34	125	23	0	N	Y	N	Y
781965	1	7:08:04	1403	26	0	N	Y	N	Y
		7:08:04	2773	26	0	N	Y	N	Y
781985	1	7:30:31	92	89	0	N	N	N	Y
		7:30:31	92	89	0	N	N	N	Y
782039	1	7:08:58	1443	59	0	N	Y	N	Y
		7:08:58	4133	111	291	N	Y	Y	Y
782071	1	7:14:51	410	17	0	N	Y	N	Y
		7:14:51	795	286	711	N	Y	N	Y
782072	1	6:52:03	339	43	0	N	Y	N	Y
		6:52:03	629	323	2152	N	Y	N	Y
782098	1	7:31:30	157	15	0	N	Y	N	Y
		7:31:30	292	15	0	N	Y	N	Y

The following items are included in the Customer/Calling report:

- Call ID—The identifier of the call record as generated by the ECS/switch.
- ACD—The number of the ACD for the call.
- Start Time—The start time for the call segment.
- Duration—The length of the call.
- Agent Talk Time—The total talk time for the agent during the call.
- After Call Work—The time the agent is in the After Call Work state for the call.
- Abandoned From Hold—Yes/No value indicating if the caller abandoned from hold.
- Transferred—Indicates if the call was transferred by the answering agent to another measured or unmeasured location.
- Conference—Indicates if the call was conferenced by the answering agent to another measured or unmeasured location.
- Agent Released—Indicates whether the agent released the call from the agent's terminal prior to call termination.

## Application/VDN Report

The Application/VDN report identifies agent calling behavior to specific internal applications. These applications are identified by the internal VDN assigned to the dialed digits of the call. Click on **Find Results** to display results.

	Call_ID	ACD	Start Time	Duration	Agent Talk Time	Call Work Code	After Call Work	Dialed Number	Agent Released
C>G	782067	1	7:30:47	159	90		0	81300	Y
			7:30:31	399	98		0		Y
C>G	807747	1	13:53:56	1359	1353		0	81300	Y
			13:53:37	2737	1365		0		Y
C>G	808594	1	14:20:05	637	629		0	81300	Y
			14:19:36	1303	652		0		Y
C>G	812644	1	15:54:33	216	206		0	81300	Y
			15:54:17	448	216		0		Y
C>G	839437	1	10:01:16	649	643		0	81300	Y
			10:00:57	1317	654		0		Y
C>G	843012	1	10:55:55	551	629		0	81300	Y
			10:55:36	1881	971		0		Y
C>G	847428	1	11:26:51	102	0		0	81300	N
			11:26:31	8102	3751		0		Y

The following items are included in the Application/VDN report:

- Call ID—The identifier of the call record as generated by the ECS/switch.
- ACD—The number of the ACD for the call.
- Start Time—Actual start time for the call segment.
- Duration—The length of the call.
- Agent Talk Time—The talk time for the agent during the call.
- Call Work Code—The After Call Work Code as entered by the agent upon placing the agent's terminal into an After Call Work state.
- After Call Work—The time the agent is in the After Call Work state for the call.

**Agent in Focus Queries*****Agent in Focus Queries*****4-17**

- **Dialed Number**—The dialed digits received from the network or ECS/switch. These digits are often the VDN and/or DNIS for the call.
- **Agent Released**—Indicates whether the agent released this call from the agent's terminal prior to call termination.

## Information Indicator Report

The Information Indicator report lets you query on specific calling party ii digits. Click on **Find Results** to display results.

	Call ID	ACD	Start Time	Duration	Agent Talk Time	II Digits	Dialed Number	Calling Party	Collected Digits
C>G	791792	1	10:04:40	59	12	27null (Coin Call)	80501	303 ???	
			10:04:40	93	12				
C>G	797974	1	11:44:43	20	9	23null (Coin or Non-Coin line status u)	80501	0005A1916	
			11:44:43	20	9				
C>G	840645	1	10:27:45	179	149	20null (AIOD-Listed DN of PBX sent)	80501	816 ???	
			10:27:45	179	149				
C>G	842381	1	8:36:56	8566	16	27null (Coin Call)	80501	303 ???	
			8:36:56	25232	16				
C>G	930523	1	8:26:36	14	4	27null (Coin Call)	80501	760 ???	
			8:26:36	14	4				
C>G	1004798	1	10:35:16	173	167	23null (Coin or Non-Coin line status u)	80501	0006D1904	
			10:35:16	173	167				
C>G	1009906	1	11:38:57	22	12	27null (Coin Call)	80501	910 ???	
			11:38:57	22	12				
C>G	1138228	1	12:03:41	13	6	27null (Coin Call)	80501	919 ???	

The following items are included in the Information Indicator report:

- Call ID—The identifier of the call record as generated by the ECS/switch.
- ACD—The number of the ACD for the call.
- Start Time—The start time for the call segment.
- Duration—The length of the call.
- Agent Talk Time—The talk time for the agent during the call.
- ii Digits—This field presents the digits collected and passed in the Customer Information (CINFO) field of the Integrated Services Digital network (ISDN) Primary Routing Interface (PRI) record.

**Agent in Focus Queries*****Agent in Focus Queries***

- **Dialed Number**—The dialed digits received from the network or ECS/switch. These digits are often the VDN and/or DNIS for the call.
- **Calling Party**—The originating number of the calling party. This number can be either the ANI, the internal extension number, or the trunk equipment location.
- **Collected Digits**—The information indicator (ii) digits received from the public network through ISDN communication.

## Assistance Requested Report

The Assistance Requested report shows all records in which the particular agent requested assistance from a supervisor. Click on **Find Results** to display results.

	Call_ID	ACD	Start Time	Duration	Agent Talk Time	Dialed Number	Calling Party	II Digits	Answering Split/Skill
>	1251541	1	0:02:19	61	32	80512	213 ???	00	141:Split 141:ACD 1
>	1251541	1	0:02:59	21	4	80127	80662		94:g94_vnet_night
			0:02:19	82	36				
>	1251560	1	0:03:45	183	39	80512	213 ???	00	141:Split 141:ACD 1
>	1251560	1	0:04:30	138	128	87620	80649		94:g94_vnet_night
			0:03:45	321	167				
>	1251596	1	0:04:43	349	343	43569	43494		40:s40_alarms_s85
			0:04:43	349	343				
>	1251682	1	0:03:23	782	776		0006A1812		464:DA_Alarms_464
			0:03:23	782	776				
>	1251744	1	0:16:58	199	193		0006D2014		65:g65_gold_nights
			0:16:58	199	193				
>	1251864	1	0:26:38	168	159		0003A1801		16:s16_75_tech_help
			0:26:38	168	159				
>	1251930	1	0:32:30	61	13	80502	973 ???	00	141:Split 141:ACD 1
>	1251930	1	0:32:54	37	35	85830	80076		438:DA_Strtgc_Prtmrs_438

The following items are included in the Assistance Requested report:

- Call ID—The identifier of the call record as generated by the ECS/switch.
- ACD—The number of the ACD for the call.
- Start Time—The start time for the call segment.
- Duration—The length of the call.
- Agent Talk Time—The talk time for the agent during this call.
- Dialed Number—The dialed digits received from the network or ECS/switch. These digits are often the VDN and/or DNIS for the call.



**Agent in Focus Queries*****Agent in Focus Queries*****4-21**

- **Calling Party**—The originating number of the calling party. This number can be the ANI, the internal extension number, or the trunk equipment location.
- **ii Digits**—The information indicator (ii) digits received from the public network via ISDN communication.
- **Answering Split/Skill**—The split or skill of the answering agent.

## Service Observed Report

The Service Observed report shows all instances when an agent was service observed. Click on **Find Results** to display results.

	Call_ID	ACD	Start Time	Duration	Malicious	Calling Party	II Digits	Call Observed	Last Observer	Audio Problem	Trunk Group
	1382869	1	16:27:35	0	N			Y		N	
			16:27:35	0	N			Y		N	
	1506312	1	17:22:09	0	N			Y		N	
			17:22:09	0	N			Y		N	
	1658236	1	16:54:27	0	N			Y		N	
			16:54:27	0	N			Y		N	
	1658485	1	17:01:04	0	N			Y		N	
			17:01:04	0	N			Y		N	
	1690286	1	10:28:26	0	N			Y		N	
			10:28:26	0	N			Y		N	
	1708477	1	13:29:11	0	N			Y		N	
			13:29:11	0	N			Y		N	
	1896569	1	5:30:01	0	N			Y		N	
			5:30:01	0	N			Y		N	

7 Rows returned

The following items are included in the Service Observed report:

- Call ID—The identifier of the call record as generated by the ECS/switch.
- ACD—The number of the ACD for the call.
- Start Time—The start time for the call segment.
- Duration—The length of the call.
- Malicious—Indicates if the agent initiated a malicious call trace from the agent's terminal.

- **Calling Party**—The originating number of the calling party. This number can be the ANI, the internal extension number, or the trunk equipment location.
- **ii Digits**—The information indicator (ii) digits received from the public network through ISDN communication.
- **Call Observed**—Indicates if the call was observed by an authorized Service Observing station.
- **Last Observer**—Indicates the name or ID of the observing party for the call.
- **Audio Problem**—Indicates if the agent indicated an audio problem for the call.
- **Trunk Group**—The incoming trunk group of the call as administered in the ECS/switch.

## Originating Reason Report

The Originating Reason report allows you to query events for a particular Originating Reason Code as entered by the agent. Click on **Find Results** to display results.

	Call ID	ACD	Start Time	Duration	Agent Talk Time	Originating Reason Code	After Call Work
C>G	1289925	1	10:04:02	224	196	1:Reason 1:ACD 1	9
			10:04:02	224	196		9
C>G	1295288	1	11:06:38	28	26	1:Reason 1:ACD 1	0
			11:06:38	28	26		0
C>G	1298987	1	11:50:20	155	151	1:Reason 1:ACD 1	0
			11:50:20	155	151		0
C>G	1307316	1	13:06:57	229	223	1:Reason 1:ACD 1	1059
			13:06:57	229	223		1059
C>G	1307773	1	13:07:41	1580	1573	1:Reason 1:ACD 1	0
			13:07:41	1580	1573		0
C>G	1315311	1	15:05:06	14	0	1:Reason 1:ACD 1	0
			15:05:06	14	0		0
C>G	1318310	1	15:47:35	39	29	1:Reason 1:ACD 1	41
			15:47:35	39	29		41
C>G	1340138	1	7:32:51	60	57	1:Reason 1:ACD 1	0
			7:32:51	60	57		0
C>G	1343179	1	7:18:52	248	357	1:Reason 1:ACD 1	3133
			7:18:52	515	357		3133

The following items are included in the Agent Reason Code report:

- Call ID—The identifier of the call record as generated by the ECS/switch.
- ACD—The number of the ACD for the call.
- Start Time—The start time for the call segment.
- Duration—The length of the call.
- Agent Talk Time—The talk time for the agent during the call.

**Agent in Focus Queries*****Agent in Focus Queries*****4-25**

- Original Reason Code—The Reason Code entered by the agent as the Originating Reason Code for the call.
- After Call Work—The time the agent is in the After Call Work state for the call.

## Agent-to-Agent Report

The Agent-to-Agent report provides details on calls placed from an originating agent to an answering agent. Click on **Find Results** to display results.

	Call ID	ACD	Start Time	Duration	Agent Talk Time	Transferred	Conference
C>G	781900	1	7:29:08	51	27	N	N
				51	27		
C>G	833172	1	8:29:05	57	43	N	N
			8:28:44	135	57	Y	N
C>G	835520	1	9:09:19	71	62	N	N
			9:09:03	158	71	Y	N
C>G	925321	1	7:18:04	35	20	N	N
			7:17:41	93	37	Y	N
C>G	1021915	1	14:00:19	106	15	N	Y
			13:59:47	497	163	Y	Y
C>G	1056640	1	8:18:21	89	29	N	N
			8:18:01	198	42	Y	N
C>G	1139821	1	12:12:11	701	89	N	N

The following items are included in the Agent to Agent report:

- Call ID—The identifier of the call record as generated by the ECS/switch.
- Universal Call ID—A unique number assigned to a call within the customer network.
- Segment Number—Identifies which part of the call the data describes.
- ACD—The number of the ACD for the call.
- Segment Start Time—Actual start time for the call segment.
- Duration—The length of the call.
- Agent Talk Time—The talk time for the agent during the call.

**Agent in Focus Queries*****Agent in Focus Queries*****4-27**

- Transferred—Indicates if the call was transferred by the answering agent to another measured or unmeasured location.
- Conferenced—Indicates if the call was conferenced by the answering agent to another measured or unmeasured location.

## Direct Agent Queued

The Direct Agent Queued report shows all calls that were placed as direct agent queued calls. Click on **Find Results** to display results.



Call_ID	ACD	Start Time	Duration	Agent Talk Time	After Call Work	In Queue Wait Time	Calling Party
781916	1	7:27:08	87	85	104	2	
		7:27:08	87	85	104	2	
781935	1	6:54:23	869	735	1322	5	80032
		6:54:05	1756	745	1322	10	
782067	1	7:30:47	159	90	0	8	80035
		7:30:31	399	98	0	13	
782138	1	7:32:19	149	147	14	2	
		7:32:19	149	147	14	2	
782225	1	7:34:56	46	43	69	3	80008
		7:34:24	124	67	69	8	
782235	1	7:27:20	264	251	318	13	80013
		7:27:02	546	262	318	17	
782393	1	7:28:21	53	50	653	3	
		7:28:21	53	50	653	3	
782401	1	7:07:44	1947	1947	0	0	
		6:59:32	4837	2403	375	7	
782495	1	6:55:34	261	257	2531	4	80034
		6:55:16	541	300	2531	4	

The following items are included in the Direct Agent Queued report:

- Call ID—The identifier of the call record as generated by the ECS/switch.
- ACD—The number of the ACD for the call.
- Start Time—The start time for the call segment.
- Duration—The length of the call.
- Agent Talk Time—The talk time for the agent during the call.
- After Call Work—The time the agent is in the After Call Work state for the call.

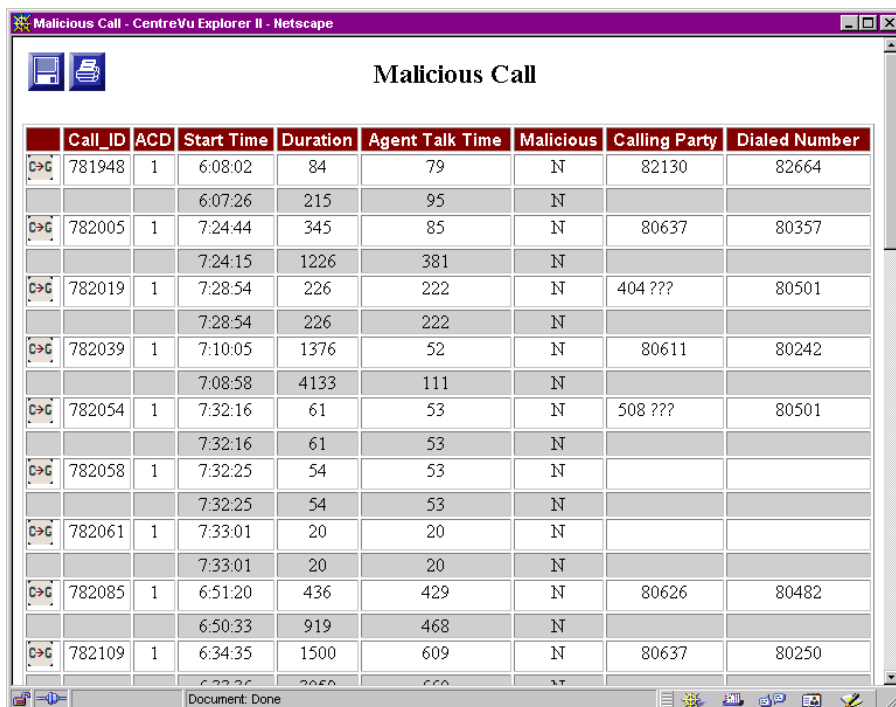


**Agent in Focus Queries*****Agent in Focus Queries***

- In Queue Wait Time—The time the caller waited in queue prior to the call being answered or the caller abandoned from queue.
- Calling Party—The originating number of the calling party. This number can be the ANI, the internal extension number, or the trunk equipment location.

## Malicious Call

The Malicious Call report identifies all calls for which the particular agent activated a malicious call trace through the agent terminal. Click on **Find Results** to display results.



	Call_ID	ACD	Start Time	Duration	Agent Talk Time	Malicious	Calling Party	Dialed Number
	781948	1	6:08:02	84	79	N	82130	82664
			6:07:26	215	95	N		
	782005	1	7:24:44	345	85	N	80637	80357
			7:24:15	1226	381	N		
	782019	1	7:28:54	226	222	N	404 ???	80501
			7:28:54	226	222	N		
	782039	1	7:10:05	1376	52	N	80611	80242
			7:08:58	4133	111	N		
	782054	1	7:32:16	61	53	N	508 ???	80501
			7:32:16	61	53	N		
	782058	1	7:32:25	54	53	N		
			7:32:25	54	53	N		
	782061	1	7:33:01	20	20	N		
			7:33:01	20	20	N		
	782085	1	6:51:20	436	429	N	80626	80482
			6:50:33	919	468	N		
	782109	1	6:34:35	1500	609	N	80637	80250
			6:33:26	2856	600	N		

The following items are included in the Malicious Call report:

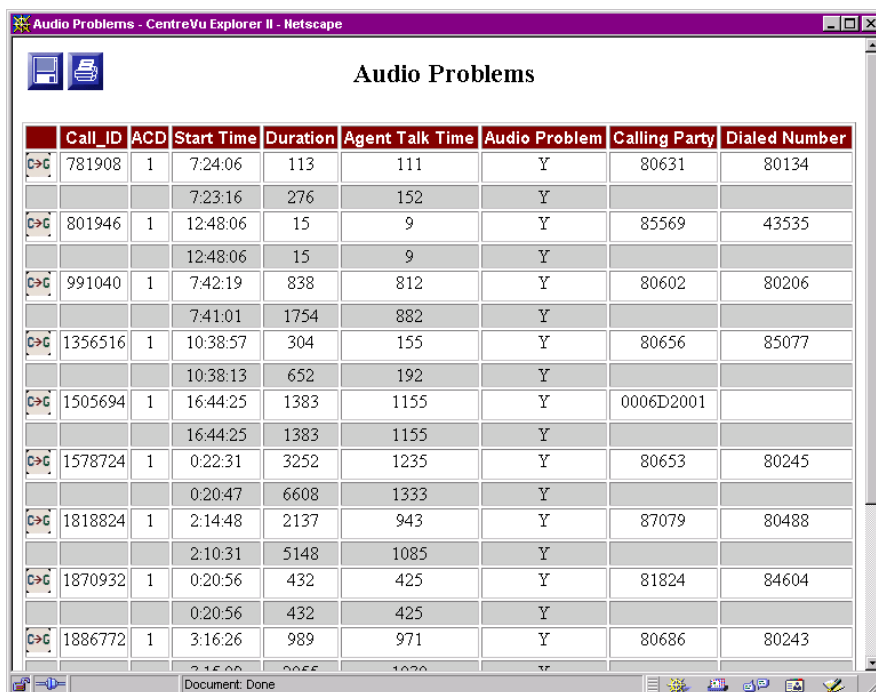
- Call ID—The identifier of the call record as generated by the ECS/switch.
- ACD—The number of the ACD for the call.
- Start Time—The start time for the call segment.
- Duration—The length of the call.
- Agent Talk Time—The talk time for the agent during the call.

**Agent in Focus Queries*****Agent in Focus Queries*****4-31**

- Malicious—Indicates if the agent initiated a malicious call trace from the agent's terminal.
- Calling Party—The originating number of the calling party. This number can be the ANI, the internal extension number, or the trunk equipment location.
- Dialed Number—The dialed digits received from the network or ECS/switch. These digits are often the VDN and/or DNIS for the call.

## Audio Problems

The Audio Problems report identifies all calls for which the particular agent identified as having an audio problem through the agent terminal. Click on **Find Results** to display results.



Call ID	ACD	Start Time	Duration	Agent Talk Time	Audio Problem	Calling Party	Dialed Number
781908	1	7:24:06	113	111	Y	80631	80134
		7:23:16	276	152	Y		
801946	1	12:48:06	15	9	Y	85569	43535
		12:48:06	15	9	Y		
991040	1	7:42:19	838	812	Y	80602	80206
		7:41:01	1754	882	Y		
1356516	1	10:38:57	304	155	Y	80656	85077
		10:38:13	652	192	Y		
1505694	1	16:44:25	1383	1155	Y	0006D2001	
		16:44:25	1383	1155	Y		
1578724	1	0:22:31	3252	1235	Y	80653	80245
		0:20:47	6608	1333	Y		
1818824	1	2:14:48	2137	943	Y	87079	80488
		2:10:31	5148	1085	Y		
1870932	1	0:20:56	432	425	Y	81824	84604
		0:20:56	432	425	Y		
1886772	1	3:16:26	989	971	Y	80686	80243
		3:16:00	2055	1022	Y		

The following items are included in the Audio Problems report:

- Call ID—The identifier of the call record as generated by the ECS/switch.
- ACD—The number of the ACD for the call.
- Start Time—The start time for the call segment.
- Duration—The length of the call.
- Agent Talk Time—The talk time for the agent during the call.

**Agent in Focus Queries*****Agent in Focus Queries***

- **Audio Problem**—Indicates if the agent indicated an audio problem for the call.
- **Calling Party**—The originating number of the calling party. This number can be the ANI, the internal extension number, or the trunk equipment location.
- **Dialed Number**—The dialed digits received from the network or ECS/switch. These digits are often the VDN and/or DNIS for the call.





*CentreVu  
Explorer*

# 5

# Custom Query Builder

## Overview

This chapter describes how call center managers can use Custom Query Builder as a tool to build queries to solve problems that can be re-used and modified for Agent-in-Focus Queries or for other existing queries. Query Builder provides the user with the ability to create and save queries for future use. Query Builder includes a full range of comparison operators, “and” grouping, plus “and/or” type conditions.

*CentreVu* Explorer II users are not limited by preconceived ideas about the type of analysis they may want to apply to their call data. Using the Custom Query Builder tool, virtually any conditional query imaginable by a call center manager can now be created and saved for future use. In previous versions of *CentreVu* Explorer, such customization could only be achieved through costly designed software solutions.

# Custom Query Builder Overview

The process for using Custom Query Builder is:

1. Loading *Java*<sup>™</sup> Plug-in, if needed
2. Accessing Custom Query Builder
3. Setting up User-Defined queries
4. Building queries
5. Saving queries
6. Running the query.



## Using Custom Query Builder

With *CentreVu* Explorer II's Custom Query Builder, call center managers can create new types of queries with a wide variety of conditions and then save these queries (for example, comparison operators, and groupings, and the and/or type conditions).

Under the User-Defined Queries option in the Navigation frame is a list of the user's custom queries. Any time a custom query is created and saved, it appears in this list for future use. Because the Navigation frame is always available on the User-Defined screen, users can access these custom reports immediately, no matter where they are in the *CentreVu* Explorer II application.

### Determining the Need for *Java* Plug-in

First determine if you need the *Java* Plug-in before you load it. The Query Builder applet can be run either with or without the *Java* Plug-In.

The *Java* Plug-In is a downloaded “helper” that allows *Java* Applets to be run in a non-conforming browser environment. You would want to select the **Use Java Plug-in** box on the main *CentreVu* Explorer II splash screen when you have a non-conforming browser.

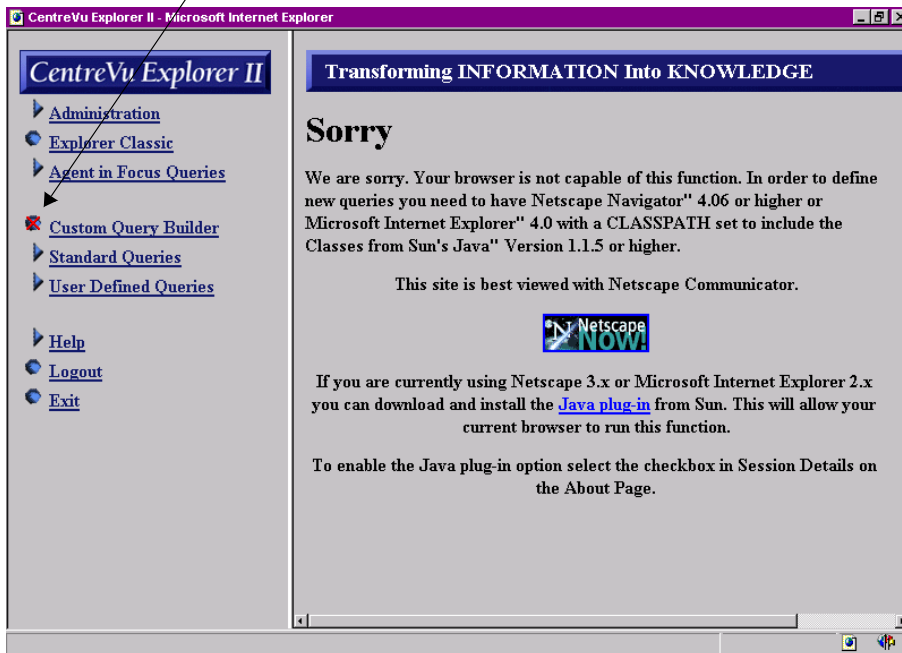
### Checking for a Non-Conforming Browser

To check if your browser is non-conforming, look at the icon next to Custom Query Builder in the Navigation frame. If the icon has a red “X”, then the browser is non-conforming. If you have a non-conforming browser, you must use the *Java* plug-in to:

- Take full advantage of JDK 1.1 functionality (such as, *JavaBeans*<sup>TM</sup>, *Jini*<sup>TM</sup>, and Remote Method Invocation [RMI] today).
- Develop and deploy *100% Pure Java*<sup>SM</sup> applets on Internet Explorer and *Netscape Navigator* browsers for reliability and consistently.
- Receive support for the latest releases of *Sun* Microsystems *Java* Developer Kit (JDK) in Internet Explorer and *Navigator* (for example, JDK 1.2 and the high-performance *Java*<sup>TM</sup> HotSpot virtual machine). This functionality is not available until *Sun* Microsystems releases them.

The following is an example of a non-conforming browser:

The red “X” indicates the browser is non-conforming.



If your browser is non-conforming, see the next section “Loading *Java* Plug-in (Optional).”

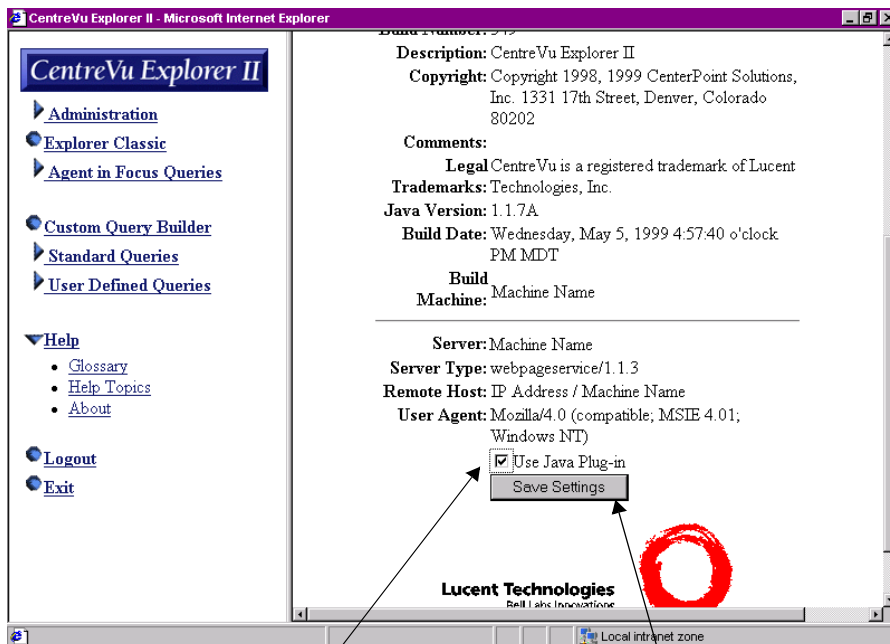
## Loading *Java* Plug-in (Optional)

If you have a non-conforming browser, it is necessary to load and start running the *Java* plug-in prior to using Custom Query Builder.

To load the *Java* plug-in, do the following:

1. From the Navigation frame, select **Help**. (See the “Help Topics” section in Chapter 1, “Introduction” for details.)
2. From the Help submenu, select **About**. (See the “Help Topics” section in Chapter 1, “Introduction” for details.)

- From the Splash Screen Frame, select the **Session and License Details** link. (See the “Setting Up *CentreVu Explorer II*” section in Chapter 1, “Introduction” for details.) The following information displays:



Select Use Java Plug-in

Press Save Settings

- Select the **Use Java Plug-in** check box.
- Press the **Save Settings** button.
- From the Navigation frame, select the **Custom Query Builder** option to launch the Custom Query Builder program. See the “Accessing Customer Query Builder” section for more details. One of two possible conditions occur:
  - If the *Java* plug-in is installed, the Custom Query Builder program displays. You can proceed to the “Accessing Customer Query Builder” section in this chapter.

- If your screen display is blank after you try to launch the Custom Query Builder program, then the *Java* plug-in needs to be installed on your computer. Go to the next section: “Installing the Java Plug-in On Your PC.”

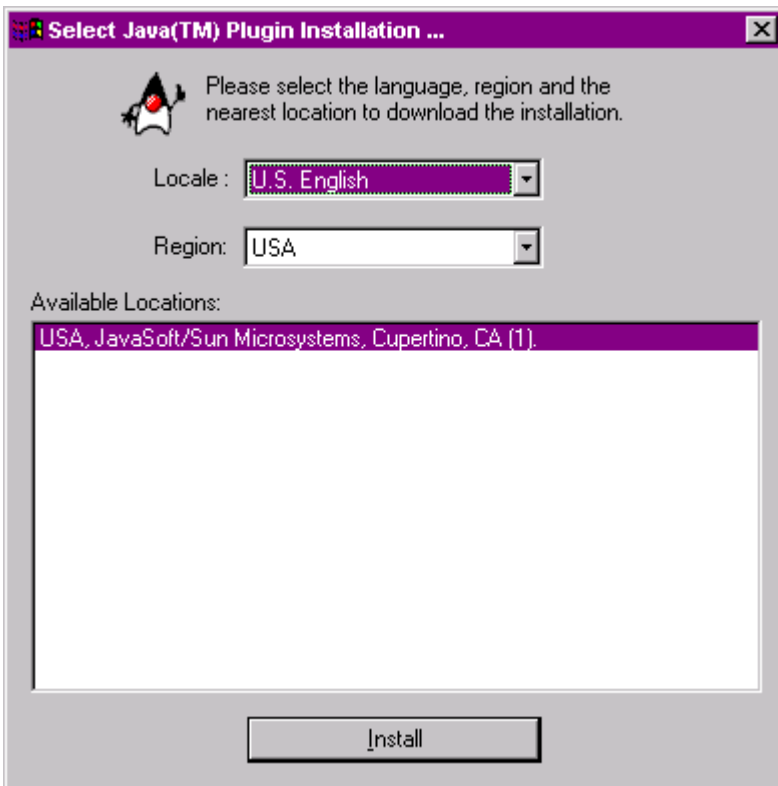
## Installing the *Java* Plug-in On Your PC

If your frame for Custom Query Builder comes up blank, you need to install the *Java* plug-in on your computer. The *Java* plug-in setup utility is loaded on the server when CentreVu Explorer II is installed. For more information, see your System Administrator. The following message automatically displays and prompts you to install *Java* Plug-in 1.1.1:



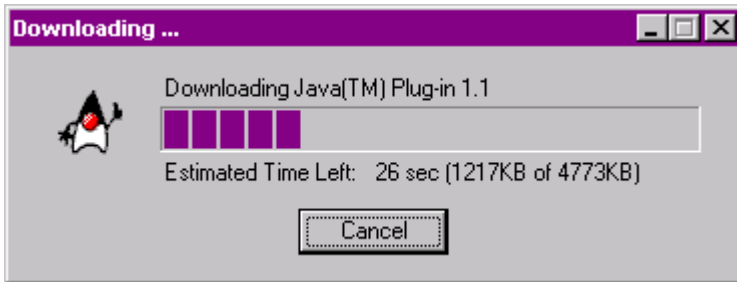
1. Press **Yes**.

The following information displays:

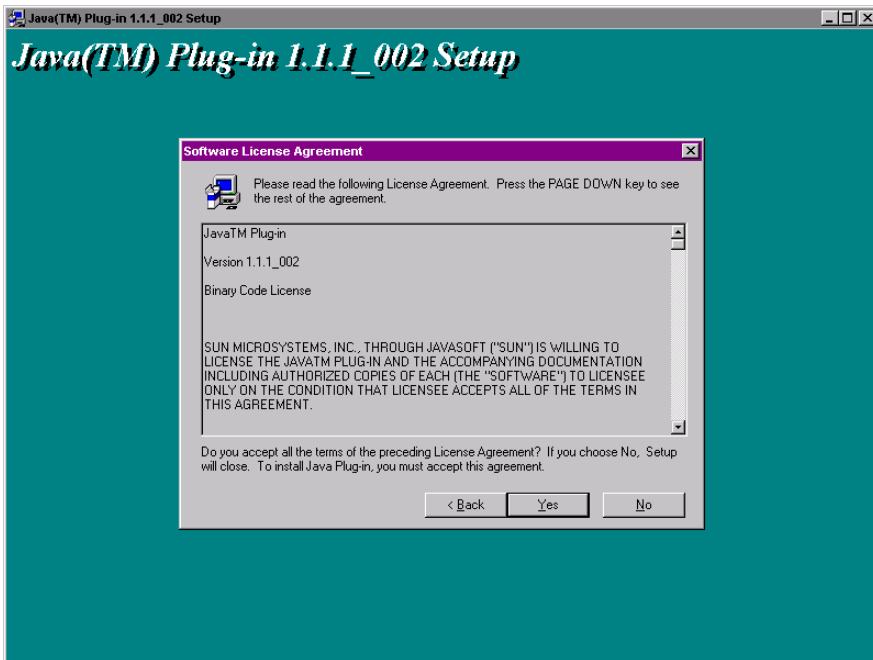


2. From the Locale drop-down box, select the language (for example, **U.S. English**).
3. From the Region drop-down box, select the region (for example, **USA**).
4. Select (by highlighting) the Available Locations site you want to download the *Java* Plug-in from.
5. Press the **Install** button.

The following information displays:

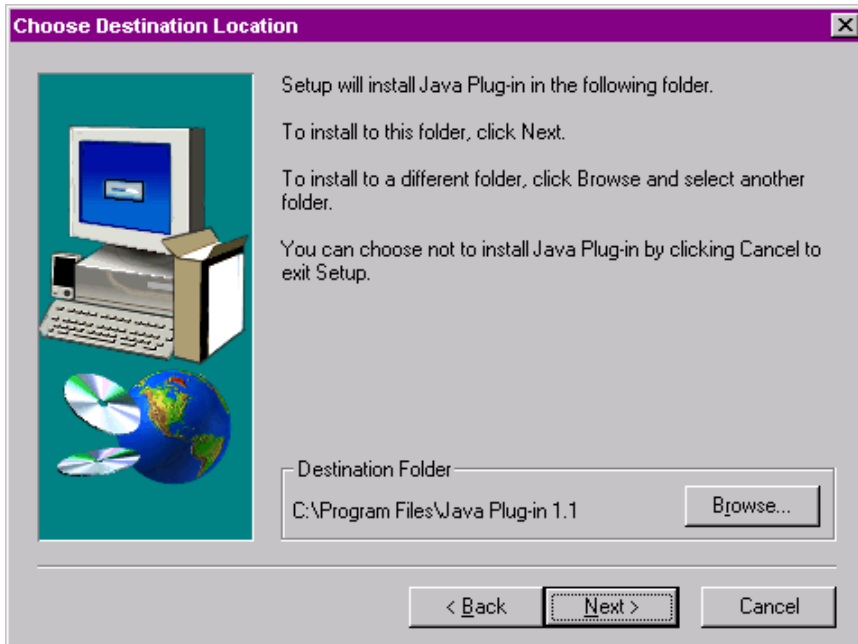


When the downloading is complete, the following information displays:



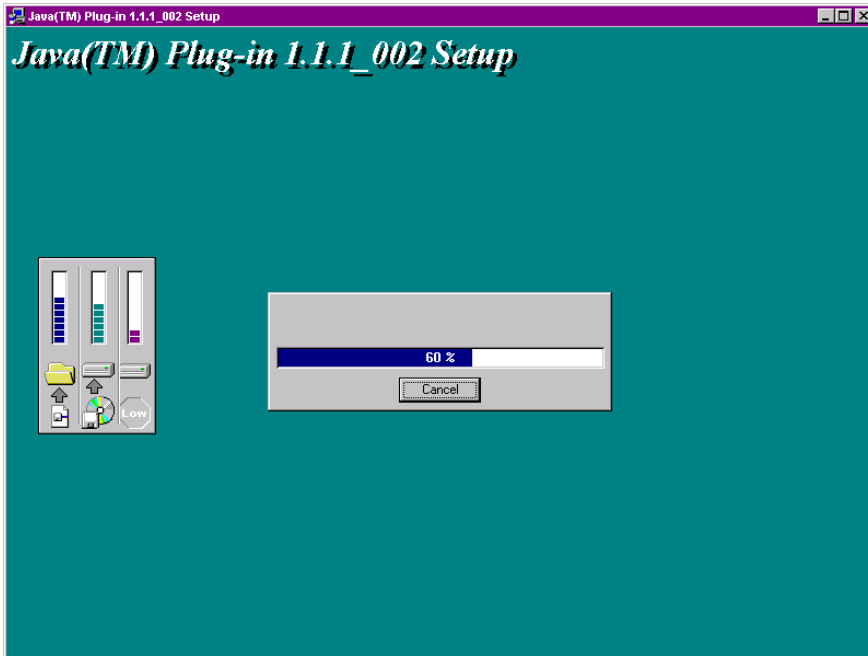
6. To accept the licensing agreement, press **Yes**.

The Choose Destination Location screen displays:



7. Use the **Browse** button to select the destination folder where you want to install the *Java Plug-in*. The default destination is recommended.
8. Press **Next** to continue.

The following screen displays:



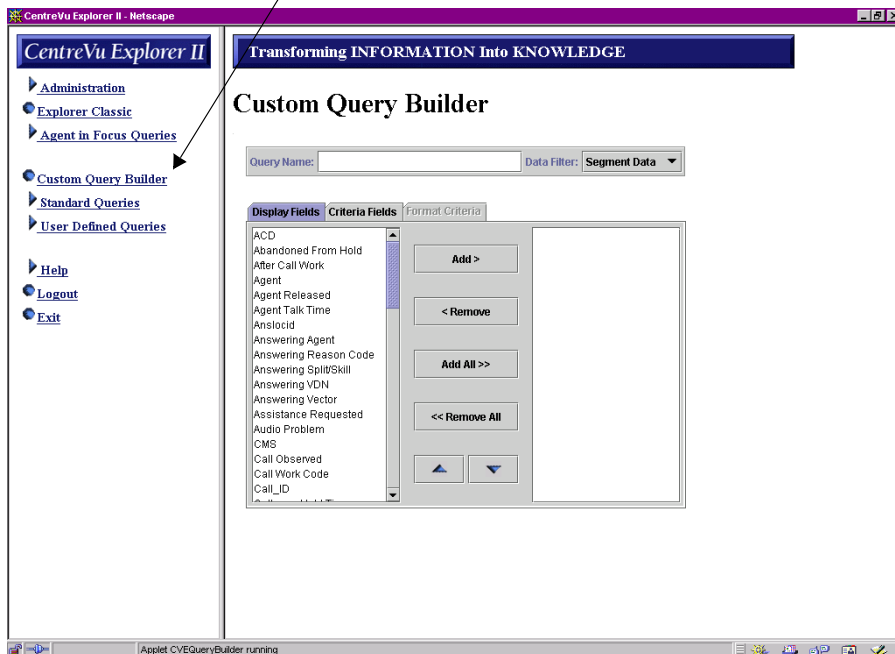
When the *Java* plug-in is setup, you can access Custom Query Builder application.



## Accessing Custom Query Builder

To access Custom Query Builder, select **Custom Query Builder** from the navigation frame. The following screen displays:

Select Custom Query Builder



The Query Builder applet does the following:

- Enables you to name/rename queries.
- Enables you to use standard *Windows* controls when selecting items. This includes using Shift and Control to select multiple items, and drag and drop.
- Enables you to order items in display.
- Enables you to “hard code” query criteria.

## Setting Up User-Defined Queries

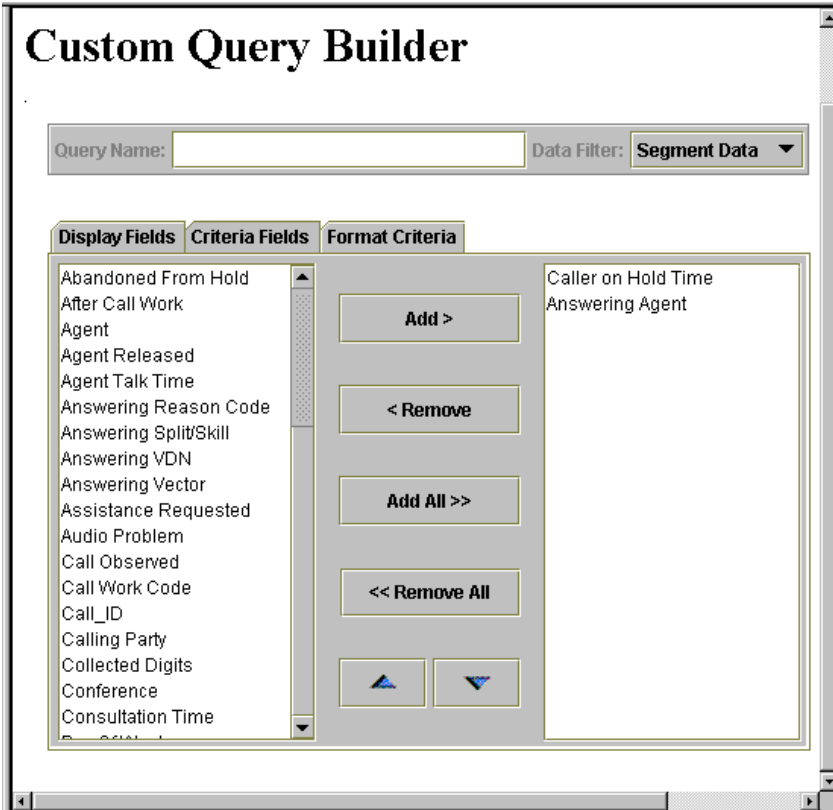
From the Navigation frame, select “User Defined Queries” to see a list of custom queries. Any time a custom query is created and saved, it appears in this list for future use. Because the Navigation frame is always available on the *CentreVu* Explorer II screen, users can access these custom reports immediately, no matter where they are in the application.

Once a User-Defined Query is selected in Custom Query Builder, its elements are defined in the Search Criteria frame on the right.

In the following example, the elements are defined in the Search Criteria frame on the right. The variables for the Caller On Hold query are Caller on Hold Time and

**Custom Query Builder**  
*Using Custom Query Builder*

Answering Agent. This query will return results where the on-hold time was greater than or equal to 222 seconds and the answering agent was 660 in ACD #1.

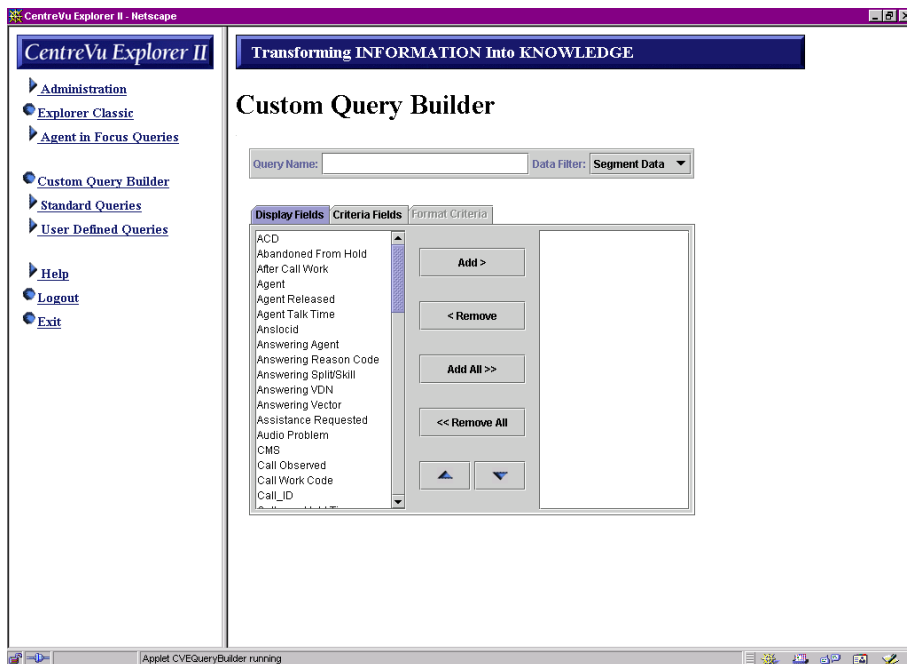


## Building Queries

The two-column format is familiar to most *Windows* users and lets users create custom queries using any or all of the available External Call History data elements in the *CentreVu Explorer II* database. Queries can be built for multiple ACDs or for individual sites.

To build a query and start using Query Builder, do the following:

1. Select **Custom Query Builder** from the Navigator frame, the Custom Query Builder frame displays:



2. In the Query Name text box, enter the name of the query you want to create.
3. In the Data Filter drop-down menu, select **Segment Data** or **Call Data**. See Chapter 3, “Explorer Classic,” for an explanation of Segment versus Call Data.

4. Select the tab you want to use:
  - Display Fields tab
  - Criteria Fields tab
  - Format Criteria tab.

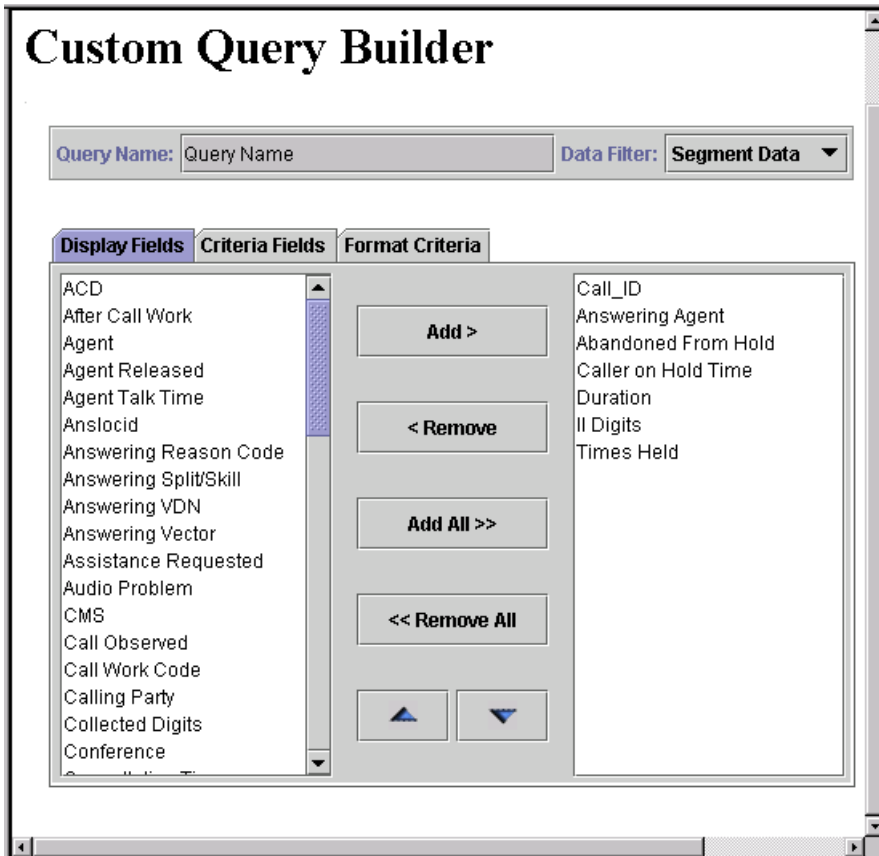
The next sections provide details about how to use each of these tabs to build a query.

## Display Fields Tab

The first step in building a Custom Query is to click on the **Display Fields** tab. The Display Fields tab provides a list of data elements on the left side of the screen. From this tab, a custom query can be created.

To begin building a custom query from the Display Fields tab, do the following:

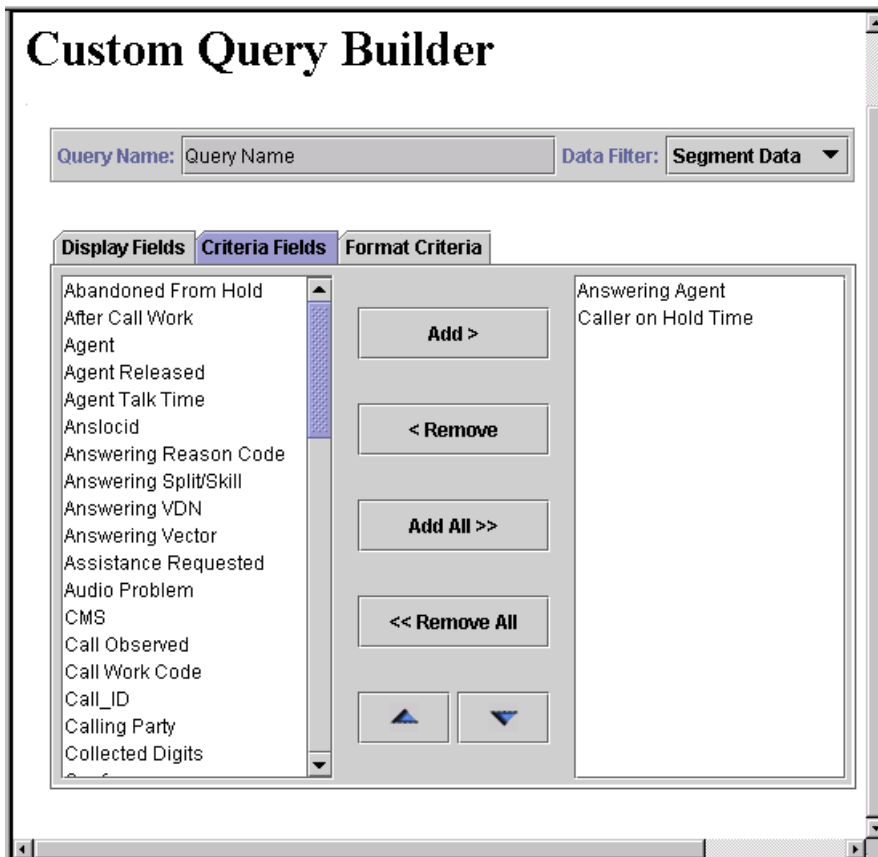
1. From the Custom Query Builder frame, select the **Display Fields** tab. The following screen displays:



2. Highlight the data elements in the left column list that you want to include in the right column list. These are the data elements that you want to gather information on for your query.
3. Choose the **Add**, **Remove**, **Add All**, or **Remove All** to add or remove the right column list:
  - **Add** button—allows you to add a new display field to the list in the right column list.
  - **Remove** button—allows you to remove fields displayed in the list on the right.
  - **Add All** button—allows you to add all of the fields displayed to the list on the right.
  - **Remove All** button—allows you to remove all of the fields displayed in the list on the right.
4. To reorder the elements selected in the list (on the right side), use the up arrow or down arrow buttons or use the drag and drop functionality.
5. To continue, click on the **Criteria Fields** tab.

## Criteria Fields Tab

The second step in building a Custom Query is to select the **Criteria Fields** tab. The Criteria Fields tab works similarly to the Display Fields tab. However, the information on the Criteria Fields tab is used to narrow your search of the data elements previously selected on the Display Fields tab.



To continue building a custom query from the Criteria Fields tab, do the following:

1. From the Custom Query Builder frame, click on the **Criteria Fields** tab.
2. Highlight the item(s) in the list (on the left) that you want to include.



The list (on the right side) establishes the columns (and column order) of the query results displayed. The items selected for the display are shown in the exact order selected.

3. Choose the **Add**, **Remove**, **Add All**, or **Remove All** from the list:
  - **Add** button—allows you to add a new display field to the list on the right.
  - **Remove** button—allows you to remove fields displayed in the list on the right.
  - **Add All** button—allows you to add all of the fields displayed to the list on the right.
  - **Remove All** button—allows you to remove all of the fields displayed in the list on the right.
4. To reorder the elements selected in the lists, use the up arrow or down arrow buttons or use the drag and drop functionality.
5. To continue, click on the **Format Criteria** tab.

## Format Criteria Tab

The final step in building a custom query is to define the parameters of the query criteria. As with all *CentreVu Explorer II* queries (Custom, Standard, and Explorer Classic) a wide range of conditional variables (And/Or, <, >, >=, <=, ≠, and Group by parenthesis) can be used to precisely define the desired results.

To finish building a custom query from the Format Criteria tab, do the following:

1. From the Custom Query Builder frame, click on the **Format Criteria** tab.

The **Format Criteria** tab displays each element selected on the Display Fields and Criteria Fields tabs:

The screenshot shows the 'Custom Query Builder' window with a dark blue header containing the text 'Transforming INFORMATION Into KNOWLEDGE'. Below the header, the title 'Custom Query Builder' is displayed. The interface includes a 'Query Name' field with the value 'Query Name' and a 'Data Filter' dropdown menu set to 'Segment Data'. Below these fields are three tabs: 'Display Fields', 'Criteria Fields', and 'Format Criteria', with the 'Format Criteria' tab selected. The main area of the window shows a single criterion: 'Answering Agent' (selected from a dropdown) followed by an equals sign (=) and 'User Input' (selected from another dropdown). Below this criterion are 'ADD' and 'DELETE' buttons. At the bottom of the window are 'OK' and 'RESET' buttons.

2. Select the **Query Fields** in the pull-down menu. To get to subsequent items on the form, click on the first item and then arrow down to select the second item. See the following example:

**Custom Query Builder**

Query Name:  Data Filter: **Segment Data** ▼

Display Fields Criteria Fields **Format Criteria**

▼ **Answering Agent** ▼ = ▼  ▼

**Answering Agent** ADD DELETE

Caller on Hold Time

OK RESET

3. In the text box(es), you can either:
  - Enter the appropriate values (for example, 180, 30, Y) you want to use to define the elements
  - Leave the settings as user input to let the criteria be set at run time.

4. Select the **Group by Parenthesis** displayed in the pull-down menu. Complex queries are easily created by using “groupings” with the parentheses functions ( ) or the combination of “AND” and “OR” functions. These fields can be used as many times as desired. See the following example:

**Transforming INFORMATION Into KNOWLEDGE**

## Custom Query Builder

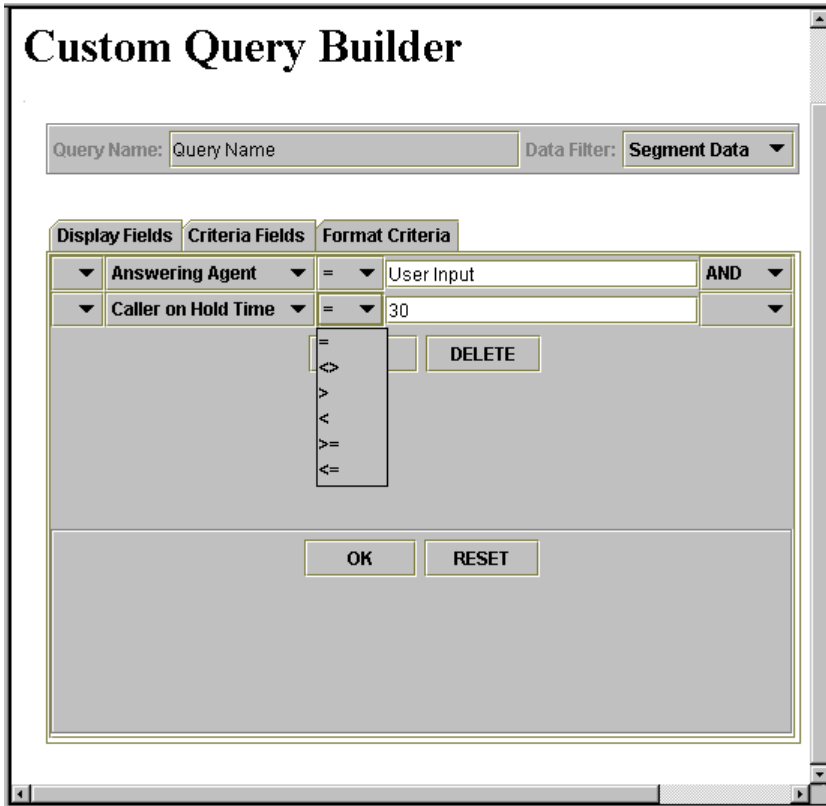
Query Name:  Data Filter:

**Display Fields** **Criteria Fields** **Format Criteria**

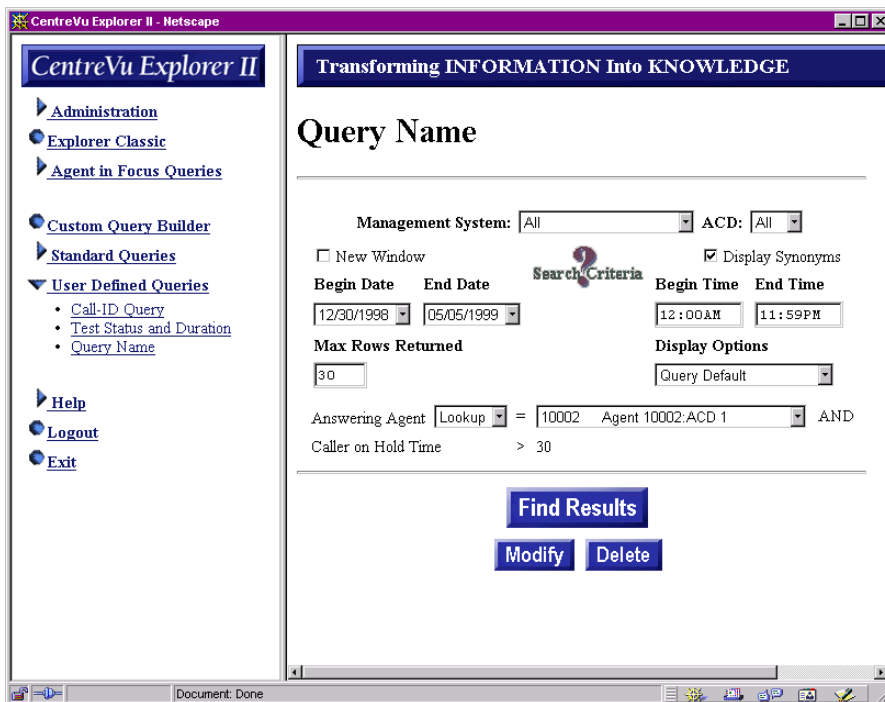
<input type="text" value="Answering Agent"/>	=	<input type="text" value="User Input"/>
--	---	---

5. Choose the **Add** or **Delete** button:
  - **Add** button—allows you to add rows.
  - **Delete** button—allows you to delete rows.

6. Select the **Conditional Operators** (=, ≠, >, <, >=, =<) displayed in the pull-down menu. You can choose any combination of the multiple criteria format options. By selecting these options, you are applying simple arithmetic logic to the queries. See the following example:



7. When you are finished, select either the **OK** or **Reset** button.
  - **OK** button—allows you to save the custom queries. The top of the Query Builder frame asks for a name under which to save the custom query. The Save Query feature is extremely useful for re-using complex queries tailored to a specific VDN, split/skill, or CMS. If you press the OK button, the following screen displays:



- **Reset** button—allows you to reset the Format Criteria. If you wish to delete all of the work completed in this tab, this button allows you to erase the entries and start over.



CentreVu  
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# 6

# Standard and User-Defined Queries

## Overview

This chapter describes how to create and use Standard and User-Defined queries. Standard Queries work similarly to User-Defined Queries. User-Defined queries are those queries that each user creates for their own use through Custom Query Builder. Standard queries are the queries that an administrator promotes from the User-Defined queries. These promoted (or Standard) queries are shared by all of the users. In other words, it is available to all users.

This chapter describes how to use standard and user-defined queries. This chapter also describes features that may be administered in *CentreVu*<sup>®</sup> Explorer II. Examples are provided for each administrable feature.

## Accessing Standard or User-Defined Queries

The first time you access Standard or User-Defined Queries, no queries are available to view. After you build queries in Custom Query Builder you can view the queries in User-Defined queries. When User-Defined queries are promoted by an administrator to share with other users of *CentreVu Explorer II*, then you can view the queries in the Standard queries.

To access User-Defined Queries, click on the **User-Defined Queries** from the navigation frame:

Select User Defined Queries

The screenshot shows the CentreVu Explorer II web application interface. The navigation frame on the left contains the following menu items:

- Administration
- Explorer Classic
- Agent in Focus Queries
- Custom Query Builder
- Standard Queries
- User Defined Queries** (selected)
- Call-ID Query
- Test Status and Duration
- Query Name
- Help
- Logout
- Exit

The main content area displays the following search form:

**Query Name**

Management System: All ACD: All

New Window  Display Synonyms

**Search Criteria**

Begin Date	End Date	Begin Time	End Time
12/30/1998	05/05/1999	12:00AM	11:59PM

Max Rows Returned: 30

Display Options: Query Default

Answering Agent: Lookup = 10002 Agent 10002:ACD 1 AND  
 Caller on Hold Time > 30

**Find Results**

**Modify** **Delete**



To access Standard Queries, click on the **Standard Queries** from the navigation frame:

Select **Standard Queries**

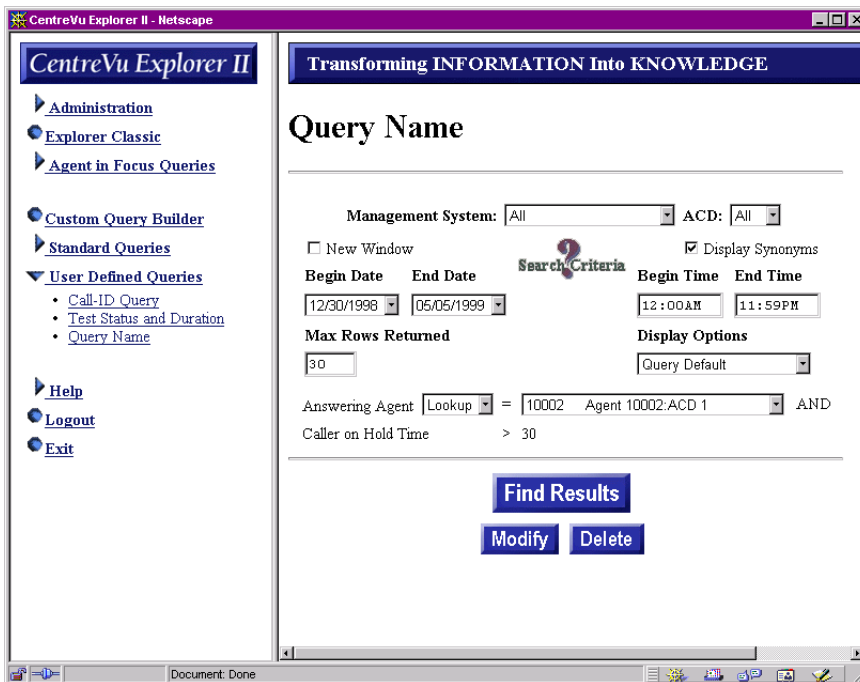
The screenshot shows the CentreVu Explorer II web application interface. The left navigation pane is titled "CentreVu Explorer II" and contains several menu items: Administration, Explorer Classic, Agent in Focus Queries, Custom Query Builder, Standard Queries (selected), User Defined Queries, Help, Logout, and Exit. The "Standard Queries" menu item is expanded, showing "Duration" and "Test" as sub-items. An arrow points from the text "Select Standard Queries" to the "Standard Queries" menu item. The main content area is titled "Transforming INFORMATION Into KNOWLEDGE" and displays the "Duration" query configuration page. The page includes the following fields and options:

- Management System: All (dropdown)
- ACD: All (dropdown)
- New Window
- Display Synonyms
- Search Criteria (icon)
- Begin Date: 12/30/1998 (dropdown)
- End Date: 05/05/1999 (dropdown)
- Begin Time: 12:00AM (dropdown)
- End Time: 11:59PM (dropdown)
- Max Rows Returned: 30 (input)
- Display Options: Query Default (dropdown)
- Duration >= [input] AND
- Duration < [input]

At the bottom of the page, there are three buttons: "Find Results", "Modify", and "Delete". The status bar at the bottom of the browser window shows "Document: Done".

## Using Standard or User-Defined Queries

All queries built in Custom Query Builder are displayed in the User-Defined main window.



Selecting a User-Defined Query displays the Query Criteria frame using the elements that were previously specified in Query Builder. In summary, you are running a previously defined query.

For more general information, see:

- Chapter 1, "Introduction"—for details about how to use and view queries. For example, selecting the type of query to use, and caller and agent information.
- Chapter 3, "Explorer Classic"—for details about displaying options, finding results, and modifying results.
- Chapter 5, "Custom Query Builder"—for details about how to build queries.

## Setting a User-Defined Query as a Standard Query

Standard Queries are available to all users. A user can select any query in the Standard Query main window. All pre-populated data appears in the search criteria frame. A user with administration rights may add or delete queries to the Standard Query window. The queries that are promoted to be made “Standard” by an administrator are available for all users.

For procedures on how to promote queries, see “Promoting Queries” section in Chapter 2, “Administration.”

## Providing Search Criteria

See Chapter 1, “Introduction,” and Chapter 3, “Explorer Classic,” for examples of:

- Displaying Options
- Finding Results
- Modifying Results.



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# 7

# Sample Queries

## Overview

This chapter provides you with some sample business-case scenarios for using *CentreVu Explorer II*. This chapter expands on the reasons mentioned in Chapter 1, “Introduction,” to provide you with ideas and working sample queries for your call center business.

The sample queries included in this chapter incorporate the following skills:

- Selecting External Call History Interface (ECHI) elements to query on
- Providing search criteria—See Chapter 3, “Explorer Classic,” for details about providing Search Criteria information.
- Controlling the results of the query—See Chapter 9, “Query Results,” for details about displaying the results of the query.
- Choosing different views of the query results—See Chapter 9, “Query Results,” for details about choosing different views of the query results.
- Viewing and understanding the cradle-to-grave view of a call. See Chapter 9, “Query Results,” for details.

# Sample Queries

The following examples shows the results of a query built using *CentreVu Explorer II*.

- Abandon Call Analysis Sample Query
- Efficient Automatic Number Identification (ANI) Analysis Query
- Special Call Treatment Query
- Cell Phone Analysis Query
- Cradle-to-Grave Reporting Query.

## Abandon Call Analysis Sample Query

One of the worst things that can happen to a call center, is to have a caller abandon from hold. They have already waited through the queue, talked to an agent, and then hang-up. The reasons for the abandon are varied, perhaps the agent put them on hold right away or perhaps they got tired of waiting; in any instance, the caller hung up and the call was abandoned. The reasons that the agent put them on hold are varied also. Perhaps the call should not have gone to this agent, and they put the caller on hold to decide an answer to a question (maybe the vector is wrong) or perhaps the agent is trying to get their metrics up, and is answering calls and placing the caller on hold to get them out of the queue.

To start with this sample, we will select the fields abandoned from hold, and caller on hold time, in the Element Selection frame. Then in the criteria frame, select the date range we are interested in, select Yes for Abandoned, and place a > 30 seconds for caller on hold time. This will give a list of the callers that abandoned the call. You could export this list to a spreadsheet and use it to call back the customers that abandoned (using the calling party field, if you have ANI).

Look through the list to see if there is a common theme, perhaps it is one agent, or one split, or one VDN that has the majority of the abandoned calls. If so, go back to the query selection frame, and check the answering agent/split/vdn. Run another query for that criteria. If the list is too big, change caller on hold time to 60 seconds, or even 120 seconds. You might begin to see a pattern with this.

Next try adding the field talk time. Set talk time to less than 10 seconds. This will be a query looking for agents that are answering the call, placing the caller on hold, and leaving them on hold without servicing the call. Again, look for a common agent/split/vdn.

In order to further narrow down the results, you can use time of day. Run a query for your busiest hour. You can see when things get busier and if performance gets affected.

## Efficient Automatic Number Identification (ANI) Analysis Query

*CentreVu Explorer II* uses wild cards to help you with your query. The use of wild cards can be made with calling party (ANI), to help you determine where your calls are coming from. For instance, you have run a promotion in Denver and wish to compare call volumes both before and after the promotion.

Set up a query in Custom Query Builder with (calling party = 303% or calling party = 719%). This will return all the callers from the Denver area. Run the query with the date range before the promotion, and after the promotion to determine the affect on the call volume. You can combine the Calling Party query with other query elements (for instance, ii digits = cell phone), to further refine your query. If desired, you can check the Help topics to see a list of ii Digits (for example, 61 null [Type 1 Cellular] and 20 null [AIOD-Listed DN of PBX set]).



## Special Call Treatment

Many call centers have rules concerning agent call handling procedures. For instance, agents are not supposed to release or transfer a call and agents should conference calls. Agents are not supposed to let their After Call Work Time exceed 1 minute. You can use the query capabilities of Explorer II to determine if the calls are being treated correctly.

For example run a query on Agent Released = Yes. You now have a list of all the calls where the agent released the call. Run a query where Transferred = Yes. Run a query where After Call Work Time > 60.

## Cell Phone Analysis

You can use Information Indicators (ii digits) to compare calls from a cell phone versus a non-cell phone. Perhaps you suspect that callers from a cell phone are abandoned at a higher rate. Set up a query (using abandoned from hold, or disposition = abandoned in queue). Pick a busy time. You will have a list of your abandoned calls for that time period. Now add the ii digits fields to your query. Run the same query with ii digits = cell phone, and another query with ii digits <> cell phone. Compare the two lists. When doing ii Digits search criteria, use the numbers 70 null (private Paystation) for the report.

## Cradle-To-Grave Reporting Query

A typical call center manager's job is to take calls from upset customers. Perhaps a call comes in, and the caller says something like, "I called your company yesterday, and got the rudest agent, the agent was rude, and put me on hold for a long time."

Using the query features of *CentreVu Explorer II* and Cradle-to-Grave, you can now "see" the customer's experience. Ask the customer what number they dialed from. Run a query with calling party = to that number.

If ANI is turned on, you can immediately see how many times this person has called and what happened in each of those calls. For more information about ANI, see the ANI help topics. Select the Cradle-to-Grave for that call. You now know and can tell the customer exactly what happened during the time that call was placed, how long they talked, how many times they were placed on hold, and other details about the call. With this type of information available, the agent can have a more informed discussion with the customer about their call and reassure the customer that with the information and their input you can assess the root cause of the problem. You should be able to quickly determine if this customer has a legitimate complaint, and can use a print-out of the Cradle-to-Grave in a training session with the agent.





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# 8

# Query Results

## Overview

This chapter describes the elements that display in the Query Results window and describes the elements that appear in a cradle-to-grave display from records returned from a query. The Cradle-to-Grave icon (for a Call ID or Universal Call ID [UCID]) allows you to view specific events for each segment of the call.

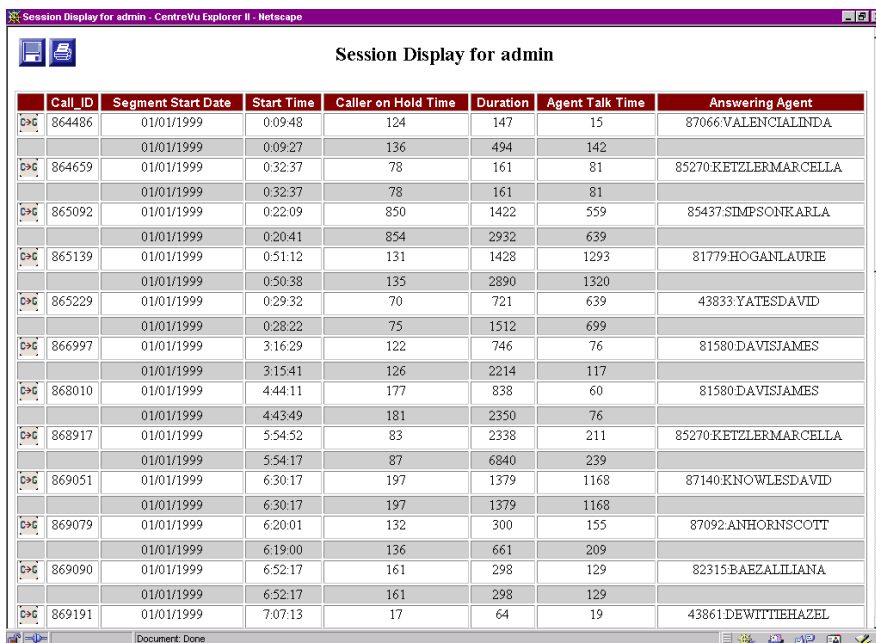
This chapter also describes how to use the export and print feature for the query results.

## Exporting to a File

Creating customized reports using *CentreVu* Explorer II data is as easy as checking a box labeled “Save to File.” This allows you to save the output of any *CentreVu* Explorer II query to a file and then import the data to a spreadsheet, database, or word processing program for reporting and formatting.

To export the grid results to a file, do the following:

1. Run Query Builder (also available through Explorer Classic, Agent In-Focus, or User-Defined Queries). See Chapter 5, “Customer Query Builder,” for details.



	Call ID	Segment Start Date	Start Time	Caller on Hold Time	Duration	Agent Talk Time	Answering Agent
☐	864486	01/01/1999	0:09:48	124	147	15	87066:VALENCIALINDA
		01/01/1999	0:09:27	136	494	142	
☐	864659	01/01/1999	0:32:37	78	161	81	85270:KETZLERMARCELLA
		01/01/1999	0:32:37	78	161	81	
☐	865092	01/01/1999	0:22:09	850	1422	559	85437:SIMPSONKARLA
		01/01/1999	0:20:41	854	2932	639	
☐	865139	01/01/1999	0:51:12	131	1428	1293	81779:HOGANLAURIE
		01/01/1999	0:50:38	135	2890	1320	
☐	865229	01/01/1999	0:29:32	70	721	639	43833:YATESDAVID
		01/01/1999	0:28:22	75	1512	699	
☐	866997	01/01/1999	3:16:29	122	746	76	81580:DAVISJAMES
		01/01/1999	3:15:41	126	2214	117	
☐	868010	01/01/1999	4:44:11	177	838	60	81580:DAVISJAMES
		01/01/1999	4:43:49	181	2350	76	
☐	868917	01/01/1999	5:54:52	83	2338	211	85270:KETZLERMARCELLA
		01/01/1999	5:54:17	87	6840	239	
☐	869051	01/01/1999	6:30:17	197	1379	1168	87140:KNOWLESDAVID
		01/01/1999	6:30:17	197	1379	1168	
☐	869079	01/01/1999	6:20:01	132	300	155	87092:ANHORNSCOTT
		01/01/1999	6:19:00	136	661	209	
☐	869090	01/01/1999	6:52:17	161	298	129	82315:BAEZALILIANA
		01/01/1999	6:52:17	161	298	129	
☐	869191	01/01/1999	7:07:13	17	64	19	43861:DEWITTEHAZEL

- From the “Session Display” window, save the grid results to a file by clicking the **Save to File** icon.



This is the **Save to File** icon.

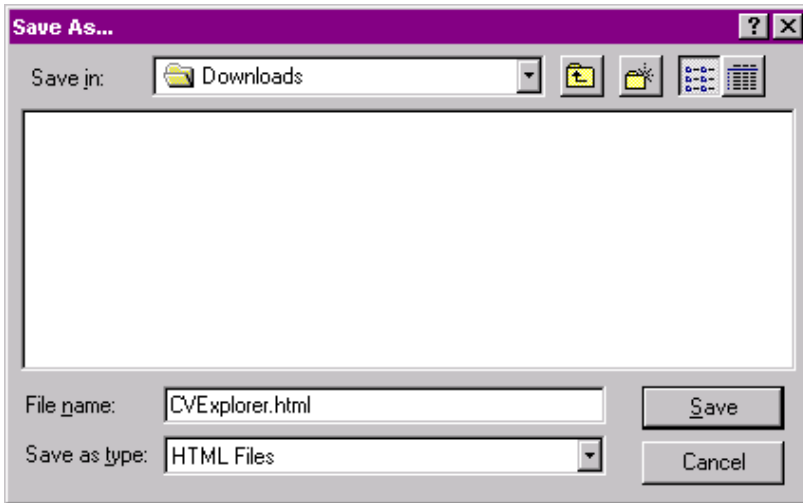
Session Display for admin - CentreVu Explorer II - Netscape

Session Display for admin

	Call ID	Segment Start Date	Start Time	Caller on Hold Time	Duration	Agent Talk Time	Answering Agent
☐	864486	01/01/1999	0:09:48	124	147	15	87066.VALENCIALINDA
		01/01/1999	0:09:27	136	494	142	
☐	864659	01/01/1999	0:32:37	78	161	81	85270.KETZLERMARCELLA
		01/01/1999	0:32:37	78	161	81	
☐	865092	01/01/1999	0:22:09	850	1422	559	85437.SIMPSONKARLA
		01/01/1999	0:20:41	854	2932	639	
☐	865139	01/01/1999	0:51:12	131	1428	1293	81779.HOGANLAURIE
		01/01/1999	0:50:38	135	2890	1320	
☐	865229	01/01/1999	0:29:32	70	721	639	43833.YATESDAVID
		01/01/1999	0:28:22	75	1512	699	
☐	866997	01/01/1999	3:16:29	122	746	76	81580.DAVISJAMES
		01/01/1999	3:15:41	126	2214	117	
☐	868010	01/01/1999	4:44:11	177	838	60	81580.DAVISJAMES
		01/01/1999	4:43:49	181	2350	76	
☐	868917	01/01/1999	5:54:52	83	2338	211	85270.KETZLERMARCELLA
		01/01/1999	5:54:17	87	6840	239	
☐	869051	01/01/1999	6:30:17	197	1379	1168	87140.KNOWLESDAVID
		01/01/1999	6:30:17	197	1379	1168	
☐	869079	01/01/1999	6:20:01	132	300	155	87092.ANHORNSCOTT
		01/01/1999	6:19:00	136	661	209	
☐	869090	01/01/1999	6:52:17	161	298	129	82315.BAEZALILIANA
		01/01/1999	6:52:17	161	298	129	
☐	869191	01/01/1999	7:07:13	17	64	19	43861.DEWITTIEHAZEL

Document: Done

The Save As dialogue box displays:



3. In the File name field, enter the name of the file.
4. Using the Save in drop down menu, select the directory where you want to save the file.
5. From the Save As... dialog box, select **Save**.
6. Open the file in an application (such as *Microsoft Excel*).
7. Use the application's wizard to step you through the process of converting the file to the appropriate format (for example, *Microsoft Excel*).

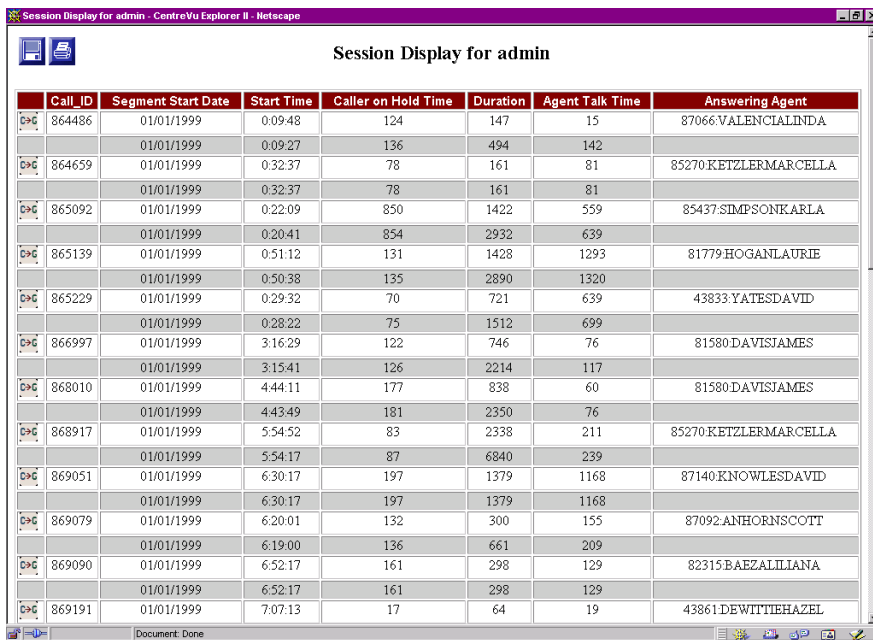


# Printing Query Results

You can print the query results to any printer that is set up for your computer.

To print query results, do the following:

1. Run Query Builder (also available through Explorer Classic, Agent in Focus Queries, or User-Defined Queries). See Chapter 5, “Customer Query Builder,” for details.



Session Display for admin - CentreVu Explorer II - Netscape

Session Display for admin

Call ID	Segment Start Date	Start Time	Caller on Hold Time	Duration	Agent Talk Time	Answering Agent
864486	01/01/1999	0:09:48	124	147	15	87066:VALENCIALINDA
	01/01/1999	0:09:27	136	494	142	
864659	01/01/1999	0:32:37	78	161	81	85270:KETZLERMARCELLA
	01/01/1999	0:32:37	78	161	81	
865092	01/01/1999	0:22:09	850	1422	559	85437:SIMPSONKARLA
	01/01/1999	0:20:41	854	2932	639	
865139	01/01/1999	0:51:12	131	1428	1293	81779:HOGANLAURIE
	01/01/1999	0:50:38	135	2890	1320	
865229	01/01/1999	0:29:32	70	721	639	43833:YATESDAVID
	01/01/1999	0:28:22	75	1512	699	
866997	01/01/1999	3:16:29	122	746	76	81580:DAVISJAMES
	01/01/1999	3:15:41	126	2214	117	
868010	01/01/1999	4:44:11	177	838	60	81580:DAVISJAMES
	01/01/1999	4:43:49	181	2350	76	
868917	01/01/1999	5:54:52	83	2338	211	85270:KETZLERMARCELLA
	01/01/1999	5:54:17	87	6840	239	
869051	01/01/1999	6:30:17	197	1379	1168	87140:KNOWLESDAVID
	01/01/1999	6:30:17	197	1379	1168	
869079	01/01/1999	6:20:01	132	300	155	87092:ANHORNSCOTT
	01/01/1999	6:19:00	136	661	209	
869090	01/01/1999	6:52:17	161	298	129	82315:BAEZALILIANA
	01/01/1999	6:52:17	161	298	129	
869191	01/01/1999	7:07:13	17	64	19	43861:DEWITTEHAZEL

Document Done

- From the “Session Display” window, click on the **Print** icon.



This is the **Print** icon.

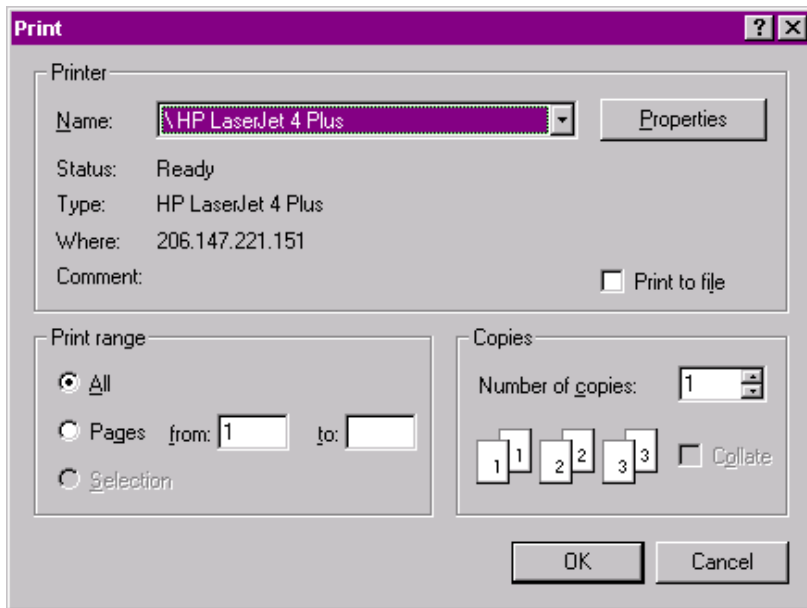
Session Display for admin - CentreVu Explorer II - Netscape

Session Display for admin

Call ID	Segment Start Date	Start Time	Caller on Hold Time	Duration	Agent Talk Time	Answering Agent
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	01/01/1999	0:09:27	136	494	142	
864659	01/01/1999	0:32:37	78	161	81	85270.KETZLERMARCELLA
	01/01/1999	0:32:37	78	161	81	
865092	01/01/1999	0:22:09	850	1422	559	85437.SIMPSONKARLA
	01/01/1999	0:20:41	854	2932	639	
865139	01/01/1999	0:51:12	131	1428	1293	81779.HOGANLAURIE
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865229	01/01/1999	0:29:32	70	721	639	43833.YATESDAVID
	01/01/1999	0:28:22	75	1512	699	
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	01/01/1999	3:15:41	126	2214	117	
868010	01/01/1999	4:44:11	177	838	60	81580.DAVISJAMES
	01/01/1999	4:43:49	181	2350	76	
868917	01/01/1999	5:54:52	83	2338	211	85270.KETZLERMARCELLA
	01/01/1999	5:54:17	87	6840	239	
869051	01/01/1999	6:30:17	197	1379	1168	87140.KNOWLESDAVID
	01/01/1999	6:30:17	197	1379	1168	
869079	01/01/1999	6:20:01	132	300	155	87092.ANHORNSCOTT
	01/01/1999	6:19:00	136	661	209	
869090	01/01/1999	6:52:17	161	298	129	82315.BAEZALILIANA
	01/01/1999	6:52:17	161	298	129	
869191	01/01/1999	7:07:13	17	64	19	43861.DEWITTIEHAZEL

Document Done

The Print window displays:



3. From the Name drop down menu, use the down arrow to select the printer.
4. Click on the **OK** button.

## Creating Cradle-to-Grave Reports

This section describes how to access and use *CentreVu Explorer II* Cradle-to-Grave reports.

### Accessing Cradle-to-Grave Reports

To access the Cradle-to-Grave reports, select the C>G icon from the grid results. See the following example:



This is the **Cradle-to-Grave** icon.

Session Display for admin - CentreVu Explorer II - Netscape

Session Display for admin

Call_ID	Segment Start Date	Start Time	Caller on Hold Time	Duration	Agent Talk Time	Answering Agent
C>G 864486	01/01/1999	0:09:48	124	147	15	87066:VALENCIALINDA
	01/01/1999	0:09:27	136	494	142	
C>G 864659	01/01/1999	0:32:37	78	161	81	85270:KETZLERMARCELLA
	01/01/1999	0:32:37	78	161	81	
C>G 865092	01/01/1999	0:22:09	850	1422	559	85437:SIMPSONKARLA
	01/01/1999	0:20:41	854	2932	639	
C>G 865139	01/01/1999	0:51:12	131	1428	1293	81779:HOGANLAURIE
	01/01/1999	0:50:38	135	2890	1320	
C>G 865229	01/01/1999	0:29:32	70	721	639	43833:YATESDAVID
	01/01/1999	0:28:22	75	1512	699	
C>G 866997	01/01/1999	3:16:29	122	746	76	81580:DAVISJAMES
	01/01/1999	3:15:41	126	2214	117	
C>G 868010	01/01/1999	4:44:11	177	838	60	81580:DAVISJAMES
	01/01/1999	4:43:49	181	2350	76	
C>G 868917	01/01/1999	5:54:52	83	2338	211	85270:KETZLERMARCELLA
	01/01/1999	5:54:17	87	6840	239	
C>G 869051	01/01/1999	6:30:17	197	1379	1168	87140:KNOWLESDAVID
	01/01/1999	6:30:17	197	1379	1168	
C>G 869079	01/01/1999	6:20:01	132	300	155	87092:ANHORNSCOTT
	01/01/1999	6:19:00	136	661	209	
C>G 869090	01/01/1999	6:52:17	161	298	129	82315:BAEZALILIANA
	01/01/1999	6:52:17	161	298	129	
C>G 869191	01/01/1999	7:07:13	17	64	19	43861:DEWITTIEHAZEL

Document Done

## Using Cradle-to-Grave Reports

You can use Cradle-to-Grave reports to view specific events for each segment of a call. Cradle-To-Grave reports support calls from:

- One ACD
- Multiple ACDs within a CMS
- Multiple CMSs.

**Note:** Cradle- To-Grave reports support calls from multiple CMSs only from call segments originating from *CentreVu* CMS Version R3V6. This version of CMS supports Universal Call Identification (UCID). UCID stays with a call segments together across multiple CMSs. For more UCID information, see the *CentreVu® Call Management System, Release 3 Version 8, External Call History Interface* (585-210-912) document for details.

Once records are returned from a query, you may click on the Cradle-to-Grave (C>G) icon for a Call ID or UCID to view specific events for all segments of the call.

# Cradle-to-Grave Report Analysis

The following sections describe the element results (for example, Call Information and Call Handling) that appear in this cradle-to-grave display:


**875259 - Cradle to Grave - CentreVu Explorer II - Netscape**

## Call Information

UNIVERSAL CALL ID:  
 CALL ID: 875259      DATE: 01/01/1999 17:02:02  
 CALLING PARTY:      3036835201  
 DIALED NUMBER:      80502  
 CALLING PARTY # DIGITS: 00  
 ACD:                    1 on TRUNK GROUP: 40:Trunk Group 40:ACD 1(location 0004D2005)  
 ANSWERING VDN:      80254:VDN 80254:ACD 1 which points to VECTOR 472:Vector 472:ACD 1  
 SEGMENT DURATION:    169 seconds

## Call Handling

Call entered at First VDN: 80502:VDN 80502:ACD 1  
 Call started with Vector: 438:Vector 438:ACD 1  
 Call Queued to Primary Split/Skill: 235:Split 235:ACD 1 at 5:Priority 5:ACD 1 priority.  
 Caller in queue for: 5 seconds.  
 Call was answered by VDN: 80254:VDN 80254:ACD 1 and by Vector 438:Vector 438:ACD 1

 Call Answered by: (login:80607:Agent 80607:ACD 1) on Split/Skill 235:Split 235:ACD 1  
 Call put on hold 1 time(s).  
 Caller held for 4 seconds.  
 Talk Time: 56 seconds.  
 Call Completed - Agent Released

## Call Transferred

CALLING PARTY:      80607 (Internal Call)  
 DIALED NUMBER:      80250  
 ACD:                    1 on TRUNK GROUP:  
 ANSWERING VDN:      80250:IPROB which points to VECTOR 156:Vector 156:ACD 1  
 SEGMENT DURATION:    48 seconds

Document: Done

## Call Information


The following screen displays an example of Call Information:

**Call Information**

UNIVERSAL CALL ID:  
 CALL ID: 875259      DATE: 01/01/1999 17:02:02  
 CALLING PARTY:      3036835201  
 DIALED NUMBER:      80502  
 CALLING PARTY # DIGITS: 00  
 ACD:                    1 on TRUNK GROUP: 40:Trunk Group 40:ACD 1(location 0004D2005)  
 ANSWERING VDN:      80254:VDN 80254:ACD 1 which points to VECTOR 472:Vector 472:ACD 1  
 SEGMENT DURATION:    169 seconds

**Call Handling**

Call entered at First VDN: 80502:VDN 80502:ACD 1  
 Call started with Vector: 438:Vector 438:ACD 1  
 Call Queued to Primary Split/Skill: 235:Split 235:ACD 1 at 5:Priority 5:ACD 1 priority.  
 Caller in queue for: 5 seconds.  
 Call was answered by VDN: 80254:VDN 80254:ACD 1 and by Vector 438:Vector 438:ACD 1

 Call Answered by: (login:80607:Agent 80607:ACD 1) on Split/Skill 235:Split 235:ACD 1  
 Call put on hold 1 time(s).  
 Caller held for 4 seconds.  
 Talk Time: 56 seconds.  
 Call Completed - Agent Released


**Call Transferred**

CALLING PARTY:      80607 (Internal Call)  
 DIALED NUMBER:      80250  
 ACD:                    1 on TRUNK GROUP:  
 ANSWERING VDN:      80250:IPROB which points to VECTOR 156:Vector 156:ACD 1  
 SEGMENT DURATION:    48 seconds

- **Universal Call ID**—The unique number assigned to a call within the customer's network.
- **Call ID**—The unique number assigned to this call and all its segments.
- **Date**—The date and time of the first segment of the call.
- **Calling Party**—The Automatic Number Identification (ANI)/Station Identification (SID), extension or trunk equipment location identifying the originator of the call.

- **Dialed Number**—The number the caller dialed (up to 24 digits).
- **Calling Party ii Digits**—The information indicator (ii) digits received from the public network through an integrated services digital network (ISDN).
- **ACD**—Automatic Call Distributor and/or trunk group for this segment.
- **Answering VDN**—The answering vector directory number.
- **Segment Duration**—Duration of the call segment in seconds.

**Note:** Other elements may be displayed depending upon the actual call treatment.

 Please refer to the Appendix in this guide for descriptions of these individual elements.



## Call Handling

The following screen displays an example of Call Handling information:


The screenshot shows a Netscape browser window titled "1036455 - Cradle to Grave - CentreVu Explorer II - Netscape". The main content area is divided into two sections: "Call Information" and "Call Handling".

**Call Information**

UNIVERSAL CALL ID:	
CALL ID: 1036455	DATE: 01/05/1999 18:02:22
CALLING PARTY:	7404744451
DIALED NUMBER:	80530
CALLING PARTY ii DIGITS:	00
ACD:	1 on TRUNK GROUP: 40:Trunk Group 40:ACD 1(location 0004A1913)
ANSWERING VDN:	80410:VDN 80410:ACD 1 which points to VECTOR 449:Vector 449:ACD 1
SEGMENT DURATION:	14 seconds

**Call Handling**

Call entered at First VDN: 80530:VDN 80530:ACD 1  
 Call started with Vector: 447:Vector 447:ACD 1  
 Call Queued to Primary Split/Skill: 254:Split 254:ACD 1 at 5:Priority 5:ACD 1 priority.  
 Caller in queue for: 2 seconds.  
 Call was answered by VDN: 80410:VDN 80410:ACD 1 and by Vector 447:Vector 447:ACD 1

 Call Answered by: (login:81614:Agent 81614:ACD 1) on Split/Skill 254:Split 254:ACD 1  
 Talk Time: 12 seconds.


**Call Completed**

The browser's status bar at the bottom shows "Document: Done" and various navigation icons.

- **Call entered at First VDN**—The number dialed for this segment.
- **Call started with Vector**—The first Vector number pointed to by the incoming VDN.
- **Call Queued to Primary Split/Skill**—The split/skill initially queued to a Split/Skill designated as primary for this vector.
- **Calling in queue for**—Disposition time in seconds of this call segment.

- **Call was answered by VDN**—Answering number called and answering Vector number.
- **Call answered by**—Answering Agent name and Answering Agent login ID.
- **On Split/Skill**—The split/skill queued to a Split/Skill as designated for this vector.
- **Call put on hold**—Answering Agent placed the call on hold.
- **Talk Time**—Talk time in seconds for this call segment.
- **Call Completed Agent Released**—Will indicate if the Agent Released upon completion.

**Note:** Other elements may be displayed depending upon the actual call treatment.

 Please refer to the Appendix in this guide for descriptions of these individual elements.

## Multi-Segment Cradle-to-Grave Analysis

The following analysis shows information about a call that was transferred and conferenced prior to completion.

**Call Information**

UNIVERSAL CALL ID:  
 CALL ID: 1017342                      DATE: 01/05/1999 12:14:54  
 ACD:                                      1 on TRUNK GROUP:  
 UNMEASURED DESTINATION  
 SEGMENT DURATION:                      3211 seconds

**Unmeasured Call - No call handling information**

**Conference Call**

**Call Transferred**

CALLING PARTY:                      43167 (Internal Call)  
 DIALED NUMBER:                      16153508000  
 ACD:                                      1 on TRUNK GROUP: 40:Trunk Group 40:ACD 1(location 0005B1906)  
 UNMEASURED DESTINATION  
 SEGMENT DURATION:                      38 seconds

**Unmeasured Call - No call handling information**

**Conference Call**

ACD:                                      1 on TRUNK GROUP:  
 UNMEASURED DESTINATION  
 SEGMENT DURATION:                      251 seconds

**Unmeasured Call - No call handling information**

**Call Transferred**

Document: Done

On this example, a Cradle-to-Grave is shown for a call that spanned multiple segments. Every time a call is transferred, conferenced, or interflowed a new segment is created. New segments are defined by different color banner bars across the bottom of the Cradle-to-Grave reports. A unique banner is provided in the event a segment is handled by a split/skill defined as a Voice Response Unit. Segments continue to build until the call completes, is abandoned, or is disconnected from the switch being measured by this *CentreVu* CMS.





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# Appendix

## Overview

This appendix provides details of the elements *CentreVu*<sup>®</sup> Explorer II uses to perform the query and display functions. Field descriptions and query options describe each element:

- **Field Description**—An overview of the contents of the element.
- **Query Options**—The options available in *CentreVu* Explorer for setting parameters.

**Note:** The list of elements are in alphabetical order and are based on the full textual name, not the variable name.



Example: Abandoned from Hold (HOLDABN)

## Abandoned from Hold (HOLDABN)

- **Field Description**

This field indicates whether the caller abandoned from hold during the segment. (YES=1/NO=0)

With System 85 R2V4 and Generic 2.1, HOLDABN is only used for automatic call distribution (ACD) calls. With Generic 2.2, Generic 3, and ECS this is for any call. All records that have HOLDABN=0 are returned as calls not abandoned from hold.

- **Query Options**

Select one of the following choices from the drop-down list box:

- Abandoned from hold
- Not abandoned from hold.

## Automatic Call Distribution (ACD)


- **Field Description**

This field contains the ACD number that handled this call.

The ACD field contains an integer value between 1 and 4 for R3V5 CMS and prior versions.

- **Query Options**

Select an ACD number from the drop-down list box containing all valid ACDs.

**Note:**  The drop-down list box contains the list of valid ACD numbers based on the CMS version. Any site with an R3V5 CMS shows ACD numbers 1 through 4 in the drop-down list box, regardless of whether each of those ACDs exist. If you choose a non-existent ACD number as part of the search criteria, no results are returned for that query.

## After Call Work Time (ACWTIME)

- **Field Description**

This field displays the elapsed time (in seconds) an agent spends in the After Call Work (ACW) state after a call segment.

An agent's terminal may be programmed to automatically be placed in ACW.

- **Query Options**

The query returns results with ACW times greater than or equal to the number of seconds entered in the text box.



## Agent Released (AGT\_RELEASED)

- **Field Description**

This field indicates whether an Automatic Call Distribution (ACD) or a Direct Agent ACD (DACD) call was released first by the agent or by the caller.

- **Query Options**

Select one of the following choices from the drop-down list box:

- Agent Released
- Agent NOT Released.

## Agent Talk Time (TALKTIME)

- **Field Description**

This field is the total talk time (in seconds) for the answering agent in the segment.

- **Query Options**

The query returns results with agent talk time greater than the number of seconds entered in the text box.

## Answering Agent (AGENT\_NAME)

- **Field Description**

This field is the name and Login ID of the agent who answered the call in the segment. Names must be administered with a corresponding Login ID (ANSLOGIN) to be listed in this field. This field is blank for unmeasured extensions when Expert Agent Selection (EAS) is not active.

- **Query Options**

Select an agent name from a drop-down list box containing all agent names.

## Answering Disposition (DISPOSITION)

- **Field Description**

This field indicates the disposition of the call.

1. **Connected**—A non-ACD call connected to a measured agent.
2. **Answered**—A split/skill or direct agent ACD call that *CentreVu* CMS indicates was answered by an agent.
3. **Abandoned**—A call that *CentreVu* CMS indicates was abandoned by the caller.
4. **Interflowed**—A call that was redirected to an off-switch destination.
5. **Forced busy**—A call that *CentreVu* CMS records as a busy call for the trunk group that carried it. For switches with vectoring, forced busy calls are vector directory number (VDN) calls that received a forced busy from the busy vector command. For the ECS and G3 switches, calls that receive a busy indication because the split queue was full (or there was no queue) are recorded here.
6. **Forced disconnect**—VDN calls that are disconnected by the switch due to the execution of a disconnect vector command (Generic 2.2, Generic 3 Version 2, later Generic 3 switches, and the *DEFINITY*<sup>®</sup> ECS). For Generic 2.1, and Generic 3 Version 1 switches, forced disconnect calls are calls that were given a forced disconnect announcement and then were disconnected by the switch after listening to the entire announcement. For Enterprise Communications System, Generic 3 Version 2 and later Generic 3 releases, because of a forced disconnect vector timer or because they reached the end of vector processing without being queued.
7. **Other calls**—Calls not previously defined, which includes unmeasured destination.

- **Query Options**

Select one of the above call dispositions from the drop-down list box.

## Answering Reason Code (ANSREASON)

- **Field Description**

This field is the reason code for the Auxiliary (AUX) state of the agent who answered the call.

- **Query Options**

Select a reason code from a drop-down list box that displays all distinct reason codes in the database.

## Answering Split (DISPSPLIT)

- **Field Description**

This field is the number of the split or skill associated with the call at its disposition in the segment. Calls that were not queued to a split or skill at the time of disposition are set to -1. Calls that were queued to an unmeasured split or skill are set to 0.

- **Query Options**

Select a split/skill from the drop-down list box.

## Answering VDN (DISPVDN)

- **Field Description**

This field displays the number of the VDN associated with the call at its disposition for the call segment. DISPVDN is blank for calls not associated with a VDN at their disposition.

- **Query Options**

Select a VDN from the drop-down list box. The query results will display a 0 for calls not associated with a VDN.

## Answering Vector (DISPIVECTOR)

- **Field Description**

This field is the number of the first vector associated with the disposition VDN (DISPVDN). The number is 0 if no vector is involved.

- **Query Options**

The query returns results associated with the vector number entered in the text box.



## Assistance Requested (ASSIST)

- **Field Description**

This field is when a call is supervisor assisted if the answering agent in this segment requested supervisor assistance on this call.

- **Query Options**

Select one of the following choices from the drop-down list box:

- Assistance requested
- Assistance not requested.

## Audio Problem (AUDIO)

- **Field Description**

This field is 1 if the answering agent reported an audio problem in the segment.

- **Query Options**


Select one of the following choices from the drop-down list box:

- Audio problems reported
- No audio problems reported.

## Call ID (CALLID)

- **Field Description**

A number assigned to this call and all its segments.

**Note:**  Note that in the case of a conference or transfer, when the data for the conference/transfer is recorded, the same call ID will be recorded for all call segments of the conference/transfer. Note that in the case of “meet-me” conferences, this may result in higher-numbered segments of the call starting before the first segment on the call. Call IDs are not necessarily strictly sequential.

- **Query Options**

The query returns results associated with the call ID number entered in the text box.

## Caller Abandoned (DISPOSITION=3)

- **Field Description**

This field indicates if a caller abandoned from queue or any other state prior to being answered by an agent. This is equivalent to the Answering Disposition equal to a value of 3.

- **Query Options**

Select one of the following choices from the drop-down list box:

- Calls Abandoned
- Calls NOT Abandoned.

## Caller-on-Hold Time (ANSHOLDTIME)

- **Field Description**

The total time (in seconds) the call was put on hold by the answering agent in this call segment.

**Note:** Note that in agent-to-agent calls, ANSHOLDTIME is accrued for the answering agent if the agent puts the call on hold, but not for the other agent (who continues to accrue talk time).



- **Query Options**

The query returns results associated with caller-on-hold times greater than the number of seconds entered in the text box. Enter 0 (zero) to get all calls that were placed on hold.

## Calling Party (CALLING\_PTY)

- **Field Description**

The Automatic Number Identification (ANI)/Station Identification (SID) (Generic 2.2 or Generic 3 Version 4 switches or the ECS with ANI delivery), extension or trunk equipment location identifying the originator of the call. This field is blank if the trunk is not measured or, for internal calls, if the originating extension is not measured. (Up to 12 digits in this field.)

- **Query Options**

The query returns results associated with the numeric string that identifies the calling party, and which was entered in the text box. You may enter partial number matches by including a wild card (\*) in the numeric query.

## Call Work Code (LASTCWC)

- **Field Description**

This field is the last call work code entered by the answering agent in this segment. This item applies to Generic 2.2, Generic 3, and ECS only.

- **Query Options**

The query returns results associated with the call work code entered in the text box.

## Customer Info (LASTDIGITS)

- **Field Description**

This field contains the data placed in the uui field of an ISDN PRI message. The data may be customer entered digits passed through an ISDN call such as a customer account number or network menu choice.

- **Query Options**

The query returns results associated with the numeric string that identifies the CINFO, and which was entered in the text box. You may enter partial number matches by including a wild card (\*) in the numeric query.



## Collected Digits (LASTDIGITS)

- **Field Description**

This field contains the last set of collected digits sent to *CentreVu* CMS for this call. These digits are collected during call vectoring during the call prompting steps.

- **Query Options**

The query returns results associated with the numeric string that identifies the collected digits, and which was entered in the text box. You may enter partial number matches by including a wild card (%) in the numeric string.

## Conference Call (CONFERENCE)

- **Field Description**

This field indicates if the agent initiated a conference in the segment. The CONFERENCE field is 1 if the answering agent initiated a conference in the segment.

- **Query Options**

Select one of the following choices from the drop-down list box:

- Conference calls
- Non-conference calls.

## Dialed Number (DIALED\_NUM)

- **Field Description**

This field contains the number that the caller dialed. For inbound calls with vectoring, this number is the VDN associated with the call. For inbound calls without vectoring, this number is 0. For outbound calls, this number is the dialed digits.

- **Query Options**

The query returns results associated with the VDN or dialed digits entered in the text box.

## Direct Agent Queued (DA\_QUEUED)

- **Field Description**

This field indicates whether the call was queued as a direct agent call. The DA\_QUEUED field is 1 if the call was queued as a direct agent call. This database item applies to Generic 3 with EAS only.

- **Query Options**

Select one of the following choices from the drop-down list box:

- Direct Agent Queued
- NOT Direct Agent Queued.

## Duration (DURATION)

- **Field Description**

This field contains the duration of a segment of the total time the trunk is in use. This is the overall trunk holding time from the beginning of the segment until the caller is disconnected. For the first segment of a call, this will be the trunk holding time for the caller for the entire call. With a transfer, the original trunk remains associated with both segments until the call ends; thus the duration for the first segment is the time from the seized to idle state for the trunk.

- **Query Options**

The query returns results associated with a duration in seconds greater than the number entered in the text box.

## Equipment Location (EQLOC)

- **Field Description**

This field is the equipment location of the trunk that carried the call. This field is 0 if the trunk is not measured.

- **Query Options**

The query returns results associated with the equipment location code entered in the text box.

## First VDN (FIRSTVDN)

- **Field Description**

This field is the first VDN associated with the call segment. This will be 0 for calls not associated with a VDN.

- **Query Options**

Select a VDN from a drop-down list box containing all distinct VDNs.

## First Vector (FIRSTVECTOR)

- **Field Description**

This field is the number of the first vector associated with the first VDN for the call segments. This number will be 0 if no vector is involved.

- **Query Options**

The query returns results associated with the vector number entered in the text box.



## Forced Busy Calls (DISPOSITION=5)

- **Field Description**

This field indicates whether Call Vectoring provided a Forced Busy to the caller prior to being answered by an agent. This is equivalent to the Answering Disposition equal to a value of 5.

- **Query Options**

Select one of the following choices from the drop-down list box:

- True
- False.

## Forced Disconnect Calls (DISPOSITION=6)

- **Field Description**

This field indicates whether Call Vectoring provided a Forced Busy to the caller prior to being answered by an agent. This is equivalent to the Answering Disposition equal to a value of 6.

- **Query Options**

Select one of the following choices from the drop-down list box:

- True or
- False.

## ii Digits (CALLING\_II)

- **Field Description**

The Information Indicator (ii) digits associated with this call. Currently defined values:

00—Identified line - no special treatment

01—Multi-party - ANI cannot be provided

02—ANI failure

06—Hotel/Motel - Dialed Number (DN) not accompanied by automatic room identification (ID)

07—Special operator handling required

20—AIOD - Listed DN of PBX sent

23—Coin or non-Coin - line status unknown

24—800 Service

27—Coin Call

29—Prison/Inmate Service

30-32—Intercept

34—Telco Operator Handled Call

40-49—Locally determined by carrier

52—OutWATS60 - Telecommunication Relay Service (TRS) - Station Paid

61—Type 1 Cellular

62—Type 2 Cellular

63—Romer Cellular

66—TRS from Hotel/Motel

67—TRS from restricted line

70—Private paystation

93—Private Virtual Network call

- **Query Options**

Select an Information Indicator number from a drop-down list box containing all Information Indicator numbers from the database.

## Interflowed (DISPOSITION=4)

- **Field Description**

This field indicates if the call was redirected to an off-switch destination.

- **Query Options**

Select one of the following choices from the drop-down list box:

- True
- False.

## In-Queue Wait Time (DISPTIME)

- **Field Description**

This field is the wait time (in the vector, in queue, or ringing). For extension calls made directly to agents (not through a VDN), this field is always 0.

- **Query Options**

The query returns results with an “in-queue wait time” in seconds greater than the number entered in the text box.

## Last Observer (LASTOBSERVER)

- **Field Description**

This field is the login ID of the last agent who service-observed or bridged on to this call.

- **Query Options**

Select an agent ID from a drop-down list box containing the login IDs of all last observers in the database.

## Malicious Call (MALICIOUS)

- **Field Description**

This field is 1 if malicious call trace was activated in the call segment. This applies to Generic 2 and Generic 3 but not to Generic 3i Version 1.

- **Query Options**

Select one of the following choices from the drop-down list box:

- Malicious calls
- Not Malicious calls.



## Net in Time (NETINTIME)

- **Field Description**

The time the call spent in a VDN processing at another switch located elsewhere in the network.

- **Query Options**

The query returns results with a “net in time” greater than the number of seconds entered in the text box.

## Observed Call (OBSERVINGCALL)

- **Field Description**

This field is 1 if the call represents an agent observing or bridging on to an existing call.

- **Query Options**

Select one of the following choices from the drop-down list box:

- Observing calls
- Not Observing calls.

## Originating Hold Time (ORIGHOLDTIME)

- **Field Description**

The total time the originating agent put the call on hold.

- **Query Options**

The query returns results with an “originating hold time” greater than the number of seconds entered in the text box.

## Originating Login Name (ORIGLOGIN)

- **Field Description**

This field is the login ID of the agent originating the call. This is used for calls an agent originates to another agent, to an on-switch extension, or to an external destination (includes calls made as part of a transfer or conference).

- **Query Options**

Select an agent ID from a drop-down list box containing all distinct IDs from the database.

## Originating Reason Code (ORIGREASON)

- **Field Description**

This field contains the Reason Code for the AUX state in which the agent originated the call.

- **Query Options**

Select a Reason Code from a pull-down list box that displays all distinct Reason Codes in the database.

## Priority Answered (DISPPRIORITY)

- **Field Description**

This field represents the priority the call had at its disposition. If the call never queued to a split/skill, the priority will be null.

- **Query Options**

Select a disposition priority from a drop-down list box containing the following possible priorities:

- null
- no (no vectoring)
- yes (no vectoring)
- low (vectoring)
- medium (vectoring)
- high (vectoring)
- top (vectoring).

## Segment Number (SEGMENT)

- **Field Description**

This field is the number for identifying the segment. Segment numbers range from 1 to the number of segments in the call.

- **Query Options**

The query returns results associated with the segment number entered in the text box.

## Stroke Tally (EVENT1-9)

- **Field Description**

This field contains the number of times each event (stroke count) button was pressed during this call segment.

- **Query Options**

Select a stroke number from the drop-down list box. The valid range is 1 through 9.



## Times Held (HELD)

- **Field Description**

This field is the total number of times this call was placed on hold by the answering agent in the segment. With agent-to-agent calls, this count is incremented for the agent who puts the call on hold, regardless of whether that agent answered or originated the call, but it is not incremented for the other agent who is continuing to accrue talk time. (For Generic 2.1 switches, this includes only split ACD calls held. With the ECS, Generic 2.2, and Generic 3 switches, this includes all calls the agent put on hold.)

- **Query Options**

The query returns results associated with calls that were put on hold more times than the number entered.

## Transferred Call (TRANSFERRED)

- **Field Description**

This field indicates whether or not the agent initiated a transfer on this call segment. Valid values for TRANSFERRED are 0=NO, 1=YES.

For the ECS, Generic 2.2, and Generic 3 switches, TRANSFERRED is set for any call transferred.

For Generic 2.1 switches, TRANSFERRED is set for transfers to a measured VDN or split.

- **Query Options**

Select one of the following choices from the drop-down list:

- Transferred calls
- Not Transferred Calls.

## Trunk Group Used (TKGRP)

- **Field Description**

This field contains the trunk group that carried the call. This will be 0 if the trunk group carrying the call is not measured.

- **Query Options**

The query returns results associated with the trunk group entered in the text box.

## Universal Call ID (UCID)

- **Field Description**

The Universal Call ID is a unique number assigned to a call within the customer network.

- **Query Options**

The query returns results associated with the Universal Call ID entered in the text box.

## 1st Split/Skill Queued to (SPLIT1)

- **Field Description**

This field contains the first split/skill the call queued to in the first VDN with which it was associated.

- **Query Options**

Select a split/skill from a drop-down list box that displays all first splits.

## 2nd Split/Skill Queued to (SPLIT2)

- **Field Description**

This field contains the second split/skill the call queued in the first VDN that it was associated within the call segment. This only applies to Generic 2.2 with Expert Agent Selection (EAS), the ECS, and Generic 3 switches with vectoring.

- **Query Options**

Select a split/skill from a list box that displays all second splits.

## 3rd Split/Skill Queued to (SPLIT3)

- **Field Description**

This field contains the third split/skill to which the call was also queued to in the first VDN that it was associated with in the call segment. This applies only to Generic 2.2 with EAS, the ECS, and Generic 3 switches with vectoring.

- **Query Options**

Select a split/skill from a list box that displays all third splits.







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# Glossary

Abandoned Call	A call in which a caller hangs up before receiving an answer from an agent. The call could be queued to a split/skill, in a vector/VDN, or ringing at an agent before it is abandoned.
Access Permissions	Permissions assigned to a <i>CentreVu</i> Explorer II user in order to administer specific elements (splits/skills, trunks, vectors, and others) of the ACD. Access permissions are specified as <b>read</b> or <b>write</b> permission. Read permission means the <i>CentreVu</i> Explorer II user can access and view Administrative data. Write permission means the <i>CentreVu</i> Explorer II user can add, modify, or delete Administrative data.
ACD	See <i>Automatic Call Distribution</i> .

ACD Call	A call that queued to a split/skill and was answered by an agent in that split/skill, or a call that queued as a direct agent call and was answered by the agent for whom it was queued.
Action List	A menu in the upper-right corner of most user windows. The menu lists the actions available for that particular user window (for example, add, modify, delete, and others). You select an action after entering necessary data in the user window.
ACW	See <i>After Call Work</i> .
Add	A <i>CentreVu Explorer II</i> action that adds the data entered in the given window to the Administration database.
Adjunct/Switch Applications Interface (ASAI)	An open application interface through which processors and switches can jointly provide services that require applications to initiate, receive, and control calls or make use of switch features. (See <i>Open Application Interface</i> .)
After Call Work (ACW)	An agent state generally representing work related to the preceding ACD call. Going on-hook after an ACD call during MANUAL-IN operation places the agent in ACW. With Generic 3, ACW is also accessible by a button on the agent's set and may not be related to an ACD call.

Agent	A person or Voice Response Unit (VRU) port that answers calls to an ACD split/skill. The agent is known to <i>CentreVu</i> CMS by a login identification keyed into a voice terminal.
Agent Login ID	A 1- to 4-digit number (Generic 2) or a 1- to 9-digit number (Generic 3) entered by an ACD agent from a voice terminal to activate the agent's position. Agent logins are required for all <i>CentreVu</i> CMS-measured ACD agents.
Agent Position (EAS)	The combination of agent login ID and the skills the agent is assigned. Data are collected for the agent by skill, so the total work for the agent must be summed over all skills in which the agent worked.
Agent Position (Non-EAS)	The combination of agent login ID and split the agent logged into. Agents logged into multiple splits have multiple positions associated with them. Call data are collected separately for each agent/split combination.
Agent Skill	An attribute that is associated with an ACD agent. Agent Skills can be thought of as the ability for an agent with a particular set of skills to handle a call that requires one of a set of skills. An agent can be assigned up to 20 skills. The meaning of each Agent Skill is defined by the customer. Examples of what could be considered skills are: the ability to speak a particular language or the expertise to handle a certain product. See <i>Primary Skill</i> , <i>Secondary Skill</i> , and <i>Skill Level</i> .

Agent State	<p>A feature of agent call handling. Agent states are the different call work modes and call states an agent can be in (ACD, ACW, AVAIL, AUX, UNSTAFF, DACD, DACW, OTHER, UNKNOWN, RING). Data about these states is displayed in real-time and historical reports.</p> <p>See the definition of each state for additional information.</p>
Agent Terminal	<p>The voice terminal used by a call center agent.</p>
AI	<p>See <i>Auto-In</i>.</p>
Algorithm	<p>A prescribed set of well-defined rules or instructions for the solution of a problem; for example, the performance of a calculation, in a finite number of steps. Expressing an algorithm in a formal notation is one of the main parts of a software program.</p>
ANI	<p>See <i>Automatic Number Identification</i>.</p>
Applet	<p>An applet is a program written in the <i>Java</i><sup>™</sup> programming language that can be included in an HTML page. When you use a <i>Java</i> technology-enabled browser to view a page that contains an applet, the applet's code is transferred to your system and executed by the browser.</p>
ASA	<p>See <i>Average Speed of Answer</i>.</p>
ASAI	<p>See <i>Adjunct/Switch Applications Interface</i>.</p>

Auto-In (AI)	An ACD work mode that makes the agent available to receive calls and allows the agent to receive a new ACD call immediately after disconnecting from the previous call.
Automatic Call Distribution (ACD)	A switch feature using software that channels high-volume incoming and outgoing call traffic to agent groups (splits or skills).  Also an agent state where the extension is engaged on an ACD call.  <i>See Redirect On No Answer and Auto-Available Split.</i>
Automatic Number Identification (ANI)	A general industry term referring to knowledge of the calling party number (CPN). When the calling party is behind a switch, the number provided can be either a billing number for the switch or the station identification (SID) number.
AUX	<i>See Auxiliary Work.</i>
AUX Reason Codes	AUX reason codes enable a call center to track an agent's time more precisely when the agent is in the AUX state. The agent can specify exactly why the AUX state is used, such as lunch or meetings.

Auxiliary Work (AUX)	An agent work mode. For example, the agent is engaged in non-ACD work, is on break, in a meeting, or at lunch. An agent can reach this state by pressing the AUX WORK button or dialing the proper access code from the voice terminal. The agent can also reach the state by going off-hook to make or answer an extension call while in AVAIL or with a call on hold while in AI/MI mode.
AVAIL	See <i>Available</i> .
Available (AVAIL)	An agent state in which the extension is able to accept an ACD call. The agent enters this state by selecting the AI or MI work mode.
Average Speed of Answer (ASA)	<p>The average amount of time a caller waits before connecting to an agent. ASA is usually an objective set by your call center's management.</p> <p>The actual ASA for a split/skill includes the time spent in queue and the time ringing an agent. ASA for a VDN includes the time spent in vector processing, in queue, and the time ringing an agent.</p> <p>Interval ASA is used for BCMS and <i>CentreVu</i> CMS reporting where the ASA is calculated on reporting interval boundaries and the ASA is cleared to zero at the start of each reporting interval.</p> <p>See also <i>Rolling ASA</i>.</p>

Backup	The process of protecting data by writing the contents of the disk to an archive (or tape) that can be removed from the computer environment and stored safely.
Calculation	The abbreviated name (calculation name) for the formula calculation that generates the data for a field in a report.
Call-Based Items	The category of database items in <i>CentreVu</i> CMS that are committed to the database after the call completes. If a call starts and ends in different intrahour intervals, all of the call-based data is recorded in the interval in which the call completed. Most database items are call-based.
Call ID	The Identifying number for a call.
<i>CentreVu</i> Call Management System (CMS)	A software product used by business customers that have Lucent Technologies telecommunications switches/ECS and receive a large volume of telephone calls that are processed through the Automatic Call Distribution (ACD) feature of the switch/ECS. The <i>CentreVu</i> CMS collects call-traffic data, formats management reports, and provides an administrative interface to the ACD feature in the switch/ECS.

Call Vectoring	<p>A switch feature that provides a highly flexible method for processing ACD calls.</p> <p>A call vector is a set of instructions that controls the routing of incoming and outgoing calls based on current conditions. Examples of call vector conditions include time of day and the number of calls in queue.</p>
Call Work Code (CWC)	<p>An ACD capability that allows the agent to enter a string of digits during or after the call and send them to the <i>CentreVu</i> Call Management System for management reporting.</p>
<i>CentreVu</i> CMS	<p>See <i>CentreVu Call Management System</i>.</p>
Configuration	<p>The way that the computer is set up to allow for particular uses or situations.</p>
CONN	<p>See <i>Connected</i>.</p>
Connected (CONN)	<p>A trunk state in which a caller and an agent are connected on an ACD call.</p>
Connected Call	<p>A non-ACD call (that is connected to an agent through a VDN) for which <i>CentreVu</i> CMS receives an indication that the call rang or was answered.</p>
<i>CONVERSANT</i>	<p><i>CONVERSANT</i> is a powerful voice response system which interacts with the caller. This system may include: automated call routing, announcement storage, message retrieval, and callback.</p>



Cradle-to-Grave	A detailed analysis which shows all of a call's activities that occurred from inception to termination of the call.
Current Window	The user window in which you are actively working.
CWC	See <i>Call Work Code</i> .
DABN	See <i>Dequeued and Abandoned</i> .
DACD	See <i>Direct Agent ACD</i> .
DACW	See <i>Direct Agent ACW</i> .
Data Collection Off	<i>CentreVu</i> CMS is not collecting ACD data. Data already collected will not be lost when turning data collection off.
Data Collection On	<i>CentreVu</i> CMS is collecting ACD data.
Data Discard Task	An automated database administration task which will allow for the removal of historical data from the <i>CentreVu Explorer II</i> database. Data which is older than a specified interval will be discarded. The interval is set by an administrator using the Data Discard Wizard.
Data Discard Utility	A graphical tool which allows a user to design and implement a database sizing and data archival plan for <i>CentreVu Explorer II</i> .
Data Import Service	A <i>Windows NT</i> Service responsible for populating the <i>CentreVu Explorer II</i> Database with data deposited on the <i>CentreVu Explorer II</i> Server by the CMS.

Database	A group of files that store ACD data according to a specific time frame: current and previous intrahour real-time data and intrahour, daily, weekly, and monthly historical data.
Database Item	A name for a specific type of data stored in one of the CMS databases. A database item may store ACD identifiers (split numbers or names, login IDs, VDNs, and others) or statistical data on ACD performance (number of ACD calls, wait time for calls in queue, current states of individual agents, and others).
Database Tables	<i>CentreVu</i> CMS uses these tables to collect, store, and retrieve ACD data. Standard CMS items (database items) are names of columns in the CMS database tables.
Date Format	The standard format for entering dates on <i>CentreVu</i> Explorer II reports and queries. Acceptable format is:  Month/day/year (for example, 3/21/93)
DDC	See <i>Direct Department Calling</i> .
Default Skill (Generic 2.2 with EAS)	Every skill that ends with a "0" is called a default skill, since every staffed agent in the skill group is logged into this skill by default. The default skill is the first skill for each skill group.
Delete	A <i>CentreVu</i> Explorer II action that removes the entry on the window from the Administration database.

Dequeued and Abandoned (DABN)	A trunk state in which the trunk quickly goes to idle after the caller abandons the call.
Dialed Number Identification Service (DNIS)	A network capability that identifies, for each call, the number dialed or the area from which the call originated (for example, a specific 800 number set up for a promotion).
DID	See <i>Direct Inward Dialing</i> .
Direct Agent ACD (DACD)	An agent state in which the agent is on a direct agent ACD call.
Direct Agent ACW (DACW)	An agent state in which the agent is in the after call work state for a direct agent ACD call.
Direct Agent Calling	An EAS capability that makes it possible for a caller to reach the same agent every time and still include the call as an ACD call in the management tracking of the call center. This is ideal for claims processing where a client needs to speak with the agent handling the claim. This flexibility ensures a high level of customer service without reducing management control.
Direct Department Calling (DDC)	A process of selecting an agent when more than an agent is available. With DDC, the call will go to the agent closest to the top of an ordered list. (This is a non-EAS option only.)
Direct Inward Dialing (DID)	An incoming trunk used for dialing directly from the public network into a communications system without help from the attendant.
DNIS	See <i>Dialed Number Identification Service</i> .

EAD	See <i>Expert Agent Distribution</i> .
EAS	See <i>Expert Agent Selection</i> .
Entity	A generic term that refers to one of the following: Agent, Split/Skill, Trunk, Trunk Group, VDN, or Vector.
Error Message	A response from a program indicating that a problem has arisen or something unexpected has happened, requiring your attention.
EWT	See <i>Expected Wait Time</i> .
Expected Delay	See <i>Expected Wait Time</i> .
Expected Wait Time (EWT)	An estimate of how long a caller will have to wait in queue to be served by a call center considering the current and past traffic, handling time, and staffing conditions. (Also referred to as <i>expected delay</i> .) The time spent in vector processing before being queued and the time spent ringing an agent with manual answering operation are not included in the EWT prediction. EWT is a switch-based calculation that can be used in vector processing decisions and can be viewed from CMS (release R3V4 and later). The EWT feature is available on the <i>DEFINITY</i> G3V4 switch, and the Enterprise Communications Server (ECS) Release 5.

Expert Agent Distribution (EAD)	An EAS process that selects an agent when more than one agent is available. With EAS, a call will go to the most idle agent with the skill as primary (skill level one). If none are available, the call goes to an agent who is idle and has the skill as secondary. If none are available, the selection process continues with progressively lower skill levels until an idle agent is found.
Expert Agent Selection (EAS)	Expert Agent Selection (EAS) is an optional switch feature that builds on the power of the Call Vectoring and ACD features of the switch to match the skills required to handle a particular call to an agent who has at least one of the skills that a caller requires. Agents are assigned a single set of work mode buttons, rather than one set per skill. This simplifies the agent's interface to the work mode buttons. When the "MI" (Manual In) or "AI" (Auto In) button is lighted, the agent is available to take a call in any assigned skills or, in the case of Multiple Call Handling (MCH), in any MCH skills. The ACD queuing and the vector commands <i>Queue-to-Main</i> and <i>Check-Backup</i> are used to route a call to an agent with the appropriate skill to handle that call.

*CentreVu* CMS collects data on skills in the same manner as it collects data on splits. Real-time Agent reports generally indicate the skill in which agents are currently working. Skill reports show the performance of the skill overall, displaying such items as the ASA, the number of calls, and the percentage of calls answered within the target service level for the skill.

*CentreVu* CMS also reports VDN data by VDN skill preference, so that customers can assess the call center performance relative to calls requiring particular skills. *CentreVu* CMS reports how many calls were handled, how long these calls waited for service, and the average talk time for calls queued to a particular skill preference in a particular VDN.

#### Extension Call

Extension calls are any calls originated by agents and non-ACD calls received by agents. For the Generic 2.2 and Generic 3 switches and the ECS, these include calls an agent makes to set up a conference or transfer.

#### External Call History Interface (ECHI)

An optional *CentreVu* Call Center Management System (CMS) feature which allows for the transfer of R3V4, R3V5, R3V6, or R3V8 call record file to another computer for processing.

#### FBUSY

See *Forced Busy*.

#### FDISC

See *Forced Disconnect*.

First Threshold	A graph term for the lower limit for a particular condition in a graph report. The bar(s) change color/intensity when the defined limit is met, notifying you that a Caution condition could exist.
Forced Busy (FBUSY)	A trunk state in which the switch sends a busy signal to a caller when the call center is too busy to handle the incoming call.
Forced Disconnect (FDISC)	A trunk state in which the switch disconnects the caller.
Forced Multiple Call Handling (FMCH)	A feature available with the G3V4 switch, and the ECS, that, when activated for a split/skill, allows calls to be automatically delivered to an idle line appearance if the agent is in the Auto-In/Manual-In work mode and an unrestricted line appearance is available on the voice terminal, even if the agent is talking on an ACD call.
Historical Reports	Reports that display past ACD data for various agent, split/skill, trunk, trunk group, vector, or VDN activities.
HOLD	A trunk state in which the agent has put the call on hold.
ICM	See <i>Inbound Call Management</i> .
IDLE	A trunk state indicating that the trunk is not in use.
II	See <i>Information Indicator</i> .

Inbound Call Management (ICM)	A set of switch and adjunct features using ASAI to enable the adjunct to provide automatic screen delivery and call routing.
Information Indicator (II)	A 2-digit code that identifies the type of originating line (for example: hotel or pay phone) for incoming ISDN PRI calls.
<i>INFORMIX</i>	A relational database management system used to organize <i>CentreVu</i> CMS historical data when <i>CentreVu</i> Explorer II is used in a <i>Solaris</i> operating system environment.
Input Field	An input field is an area on a user window into which a <i>CentreVu</i> Explorer II user enters one or more valid field values. For example, the valid values for the input field <code>Max Rows Returned</code> is 30, but can be modified.
Integrated Services Digital Network (ISDN)	A digital standard for telephony that enables, among other things, telephone, television, and computer signals on the same lines.
Interval-Based Items	A category of database items. These items generally represent the amount of time during a collection interval spent doing a particular activity. Interval-based items are updated throughout the collection interval and timing is restarted at the end of the interval. Interval-based items should only be used to show the amount of time in an interval for an activity or to calculate percentages of time spent in an interval. Interval-based items should not be used to calculate averages (such as average hold time).



Intrahour Interval	A 15-, 30-, or 60-minute segment of time starting on the hour. An intrahour interval is the basic unit of CMS report time.
ISDN	See <i>Integrated Services Digital Network</i> .
JRE	<i>Java</i> Run Time Environment.
<i>Java</i> Plug-In	<i>Java</i> is a programming language for World Wide Web applications from Sun Microsystems. <i>Java</i> was modeled after C++, and <i>Java</i> programs are embedded into HTML documents. The first Web browsers to run <i>Java</i> applications are Sun's <i>HotJava</i> and <i>Netscape's Navigator</i> 4.5. The "plug in" enables other browser applications to use <i>Java</i> capabilities.
LAN	See <i>Local Area Network</i> .
Local Area Network	A private interactive communication network that allows computers to communicate over short distances, usually less than one mile, at high data transfer rates from 1 Mbps to as high as 100 Mbps.
Logical Agent	An EAS feature that associates the agent's login ID with the physical extension when the agent logs in. Properties such as the assigned skills, class of restriction, and coverage path are associated with the login ID rather than the physical extension. This allows agents to log in at any available set.

The Logical Agent capability allows agents to be called by dialing their login IDs. Calls to login IDs may be treated as direct agent ACD calls, given the proper class of restriction, or may be treated as extension (personal) calls. Treating the calls as direct agent calls can be used to help distinguish business-related from personal calls.

LOGOFF	An agent work mode indicating that an agent has logged out and is not available to take ACD calls.
LOGON	An agent work mode indicating that an agent logged in or is staffed.
Logout Reason Codes	Logout reason codes enable an agent to specify the reason for logging out, such as the end of a shift or training.
Manual In (MI)	An ACD work mode. The Manual In (MI) mode makes the agent available to receive an ACD call and automatically places the agent into the ACW state upon release from the call.
MCH	See <i>Multiple Call Handling</i> .
Measured	A term that means an ACD element (agent, split/skill, trunk, trunk group, vector, VDN) has been identified to the switch of interest to the <i>CentreVu</i> CMS. The switch sends messages to <i>CentreVu</i> CMS only for ACD elements that are measured. If the ACD element is not measured on the switch, no data is collected.

Messages	Temporary windows used only for displaying information like “field help” and syntactical field errors. Message windows cannot be moved, sized, or scrolled and do not count in the user window count. Message windows are automatically removed when you correct the error or move to the next field.
MI	See <i>Manual In</i> .
MIA	See <i>Most Idle Agent</i> .
Most Idle Agent (MIA)	This is an ACD distribution method that maintains a queue of idle agents and distributes a call to the split/skill to the agent closest to the head of the queue who is not marked as “busy.” (“Busy” is defined as being in ACW, on an AUXIN/OUT call, or on an ACD call for another split/skill.) Agents in multiple splits/skills are in multiple “eligible agent” lists. There is one list for each skill. If MIA across splits/skills is enabled, agents are put at the bottom of all agent lists after completing an ACD call for any split/skill. If MIA across skills is <i>not</i> enabled, an agent who is on an AUXIN/OUT extension call from the AVAIL wait or on an ACD call for another split/skill continues to move up the list of eligible agents for other splits/skills. Agents in ACW may or may not be in the eligible agent lists, depending upon the setting of an option (ECS R5 and later).

Multiple Call Handling (MCH)	Allows an agent to receive an ACD call while other calls are active on the agent's station. Unless forced MCH is in operation, the agent must put the current call on hold and press AI/MI in order to receive another ACD call.
Multiple Split/Skill Queuing	With Call Vectoring, a call can be queued to up to three splits/skills at the same time. The first agent who becomes free in any of the splits/skills gets the call.
Multi-user Mode	This is the normal <i>CentreVu Explorer II</i> operating mode, in which any valid user can log into <i>CentreVu Explorer II</i> .
Net in Time	The time the call spent in a VDN processing at another switch located elsewhere in the network.
Nonprimary Split/Skill	When a call is queued to multiple splits/skills, the second and third splits/skills to which the call queues in a VDN are called nonprimary splits/skills. They are also referred to as secondary and tertiary splits/skills, respectively.
Nonzero (0) Skill (Generic 2.2 with EAS)	Any skill that does not end in "0" is called a nonzero skill.
OCM	See <i>Outbound Call Management</i> .
Originating Hold Time	The total time the originating agent put the call on hold.

OTHER	An agent state in which the agent is working on a call for another split or skill, or has put a call on hold and has not chosen another work mode. When the link to the switch first comes up or when the agent has just logged in, the agent state is OTHER until the switch notifies <i>CentreVu</i> CMS of the agent's state.
Outbound Call Management (OCM)	A set of switch and adjunct features using ASAI, that distributes outbound calls initiated by an adjunct to internal extensions (usually ACD agents).
PEC	See <i>Price Element Code</i> .
Price Element Code (PEC)	The set of numbers that Lucent Technologies has assigned to each part that may be ordered.
Primary Skill	The skills assigned to an agent. Primary skills are the areas in which the agent has the most expertise. (This is used in G3V4 and later switch releases with EAS.) See <i>Agent Skill</i> , <i>Skill Level</i> .
Pseudo-ACD	An area you create on your CMS to place previously backed-up ACD data. A pseudo-ACD is not a <i>live</i> (real) ACD and does not communicate with any switch.
Queue	A holding area for calls waiting to be answered in the order in which they were received. Calls in a queue may have different priority levels, in which case, calls with a higher priority are answered first.

QUEUED	A trunk state in which an ACD call has seized the trunk and is queued to a split/skill waiting for an agent to answer.
R3V4	See <i>Release 3 Version 4</i> .
R3V5	See <i>Release 3 Version 5</i> .
R3V6	See <i>Release 3 Version 6</i> .
R3V8	See <i>Release 3 Version 8</i> .
RAID	Redundant Array of Inexpensive Disks.
Recorded Announcements	Prerecorded greetings and information played to callers as they wait for service.
Redirect On No Answer (RONA)	An ACD capability that removes an unanswered call from the voice terminal at which it is ringing, busies out the port or makes the agent unavailable, and re-queues the call at top priority or sends it to a VDN.
Release 3 Version 4 (R3V4)	R3V4 can refer to a software version of <i>CentreVu CMS</i> or <i>CentreVu Supervisor</i> .
Release 3 Version 5 (R3V5)	R3V5 can refer to a software version of <i>CentreVu CMS</i> or <i>CentreVu Supervisor</i> .
Release 3 Version 6 (R3V6)	R3V6 can refer to a software version of <i>CentreVu CMS</i> or <i>CentreVu Supervisor</i> .
Release 3 Version 8 (R3V8)	R3V8 can refer to a software version of <i>CentreVu CMS</i> or <i>CentreVu Supervisor</i> .

RING	<p>An agent state in which a call rings at an agent's voice terminal after leaving the queue and before the agent answers the call. (This agent state is available only with Generic 2.2, and with Generic 3 and ECS.)</p> <p>A trunk state in which a call is ringing at the agent's voice terminal.</p>
Rolling ASA	<p>Rolling ASA is a running weighted average calculation without regard to any interval boundaries. A rolling ASA calculated by the switch or ECS can be used, beginning with <i>CentreVu</i> CMS R3V4, for vector routing. Rolling ASA is calculated on the G3V4 switch, and the ECS, and sent to <i>CentreVu</i> R3V4 and later <i>CentreVu</i> CMS releases.</p> <p>An additional Rolling ASA calculated by the switch is also available as a real time database item for G3V4 and later G3 switches.</p>
RONA	<p>See <i>Redirect On No Answer</i>.</p>
Secondary Skill	<p>Skills assigned to an agent. Secondary skills are the areas in which the agent does not have extensive expertise, or is not the agent's preference. (Used in G3V4 and later switch releases with EAS.)</p> <p>See <i>Agent Skill, Skill Level</i>.</p>
Segment	<p>A segment is defined by the ECS/Switch as a logical grouping of call information.</p>
SEIZED	<p>A trunk state in which the trunk is being used for either an incoming or an outgoing call.</p>

Service Observing— Remote	A feature that allows a user to dial into the switch and monitor a call.
Service Observing— VDNs	A feature available with the G3V4 switch and the ECS that gives a voice terminal user the ability to monitor the treatment a call receives as it is processed by a VDN, routes to another VDN or agent, or transfers to another VDN or agent.
Servlet	<i>Java</i> <sup>™</sup> servlets are small, platform-independent <i>Java</i> programs that can be used to extend the functionality of a Web server in a variety of ways. Servlets are to the server what applets are to the client—small <i>Java</i> programs compiled to bytecode that can be loaded dynamically and extend the capabilities of the host.
Session Display	The default mode used to display query results. The Session Display option allows the user to pick a customized set of ECHI data elements.
Skill	An attribute that is assigned to an ACD Agent when EAS is enabled. An agent skill is a particular expertise or speciality enabling an agent to handle a call which requires someone with that particular area of expertise. You define skills based on specific customer needs and call center requirements.



Skill Hunt Group	When EAS is enabled, calls route to specific skill hunt groups. These skill hunt groups are usually based on the needs of your customers. Agents are not assigned to a skill group (like split hunt groups), but agents are assigned specific skills that become active when they log in.
Skill Level	A priority level from 1 (highest) to 16 (lowest) indicating an agent's level of expertise or ability to handle calls to the given skill. (ECS Version 5 and later.)
Skill, Primary	See <i>Primary Skill</i> .
Skill, Secondary	See <i>Secondary Skill</i> .
SLK	See <i>Screen-Labeled Key</i> .
<i>SPARCserver</i> <sup>*</sup> 5	See <i>Sun</i> <sup>†</sup> <i>SPARCserver</i> Computers.
<i>SPARCserver</i> 10	See <i>Sun SPARCserver</i> Computers.
<i>SPARCserver</i> 20	See <i>Sun SPARCserver</i> Computers.
<i>SPARCstation</i> <sup>‡</sup>	A workstation client for the <i>SPARCserver</i> .
Split	A group of extensions (referred to as agents) that receives special-purpose calls in an efficient, cost-effective manner. Calls automatically go to a split and can queue if no agents are available.

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\*SPARCserver is a trademark of Sun Microsystems Inc.

†Sun is a registered trademark of Sun Microsystems Inc.

‡SPARCstation is a trademark of Sun Microsystems Inc.

Split/Skill ACD Call	A split/skill ACD call is a call that routed to a split/skill and was answered by an agent in that split/skill.
SQL Server	Database engine that <i>CentreVu Explorer II</i> uses on a <i>Windows NT</i> platform.
Staffed Agent	An agent who is currently logged in to the switch.
Standard Reports	The set of reports that are delivered with the CMS or <i>CentreVu Supervisor</i> software.
Station	An unmeasured voice terminal extension. An extension that is not currently staffed by an agent or that is a member of an unmeasured split/skill or hunt group.
String Values	The descriptive words that appear on reports dealing with agents, splits/skills, and trunks. A <i>word</i> is used to describe the value of the data (for example, HOLD, AVAIL, YES).
Stroke Counts	A method used by Automatic Call Distribution (ACD) agents to record up to nine customer-defined events per call when the CALL Management System is active.
Structured Query Language (SQL)	A language used to interrogate and process data in a relational database (such as <i>INFORMIX</i> ).
<i>Sun Microsystems</i>	Manufactures the <i>Sun SPARCserver 5, 10, and 20</i> , the host computer for the <i>CentreVu CMS R3V5</i> .

<i>Sun SPARCserver</i> Computers	A host computer that is attached to a network and provides services other than simply acting as a store-and-forward processor or communication switch. The <i>Sun SPARCserver</i> 5, 10, and 20 computers are capable of hosting the <i>CentreVu</i> CMS application software.
<i>Sun UltraSPARC</i> Computers	A host computer that is attached to a network and provides services other than simply acting as a store-and-forward processor or communication switch. The <i>Sun SPARC</i> 5, 20, Ultra 5, E3000, and E3500 are capable of hosting the <i>CentreVu</i> CMS application software.
Switch	A private switching system providing voice-only or voice and data communications services (including access to public and private networks) for a group of terminals within a customer's premises.
System	A general term for a computer and its software and data.
Technical Service Center	Provisioning, maintenance, and helpline support for Lucent Technologies call center customers.
Terminal	A combination of monitor (video display) and keyboard used to communicate with a computer to enter and display information.  <i>See Agent Terminal.</i>

Tertiary Split/Skill	Generic 3 and ECS with vectoring, Generic 2.2 with EAS only. When a call is queued to multiple splits/skills, the third split/skill the call queued to in a VDN is called the tertiary split/skill.
Trunk	A telephone line that carries calls between two switches, between a Central Office (CO) and a switch, or between a CO and a phone.
Trunk Group	A group of trunks that are assigned the same dialing digits — either a phone number or a Direct Inward Dialed (DID) prefix.
TSC	See <i>Technical Service Center</i> .
UCD	See <i>Uniform Call Distribution</i> .
Uniform Call Distribution (UCD)	<p>A process that selects an agent when more than one agent is available. With UCD, the most idle agent for the skill/split receives the call.</p> <p>See <i>Direct Department Calling</i> and <i>Expert Agent Distribution</i>.</p>
Universal Call ID	The Universal Call ID is a unique number assigned to a call within the customer network.
<i>UNIX</i> * System/ Solaris System	A multi-user computer operating system that supports CMS. A user can access the <i>UNIX</i> system from the <b>Commands</b> SLK.

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\*UNIX is a registered trademark in the United States and other countries, licensed exclusively through X/Open Company Limited.

UNKNOWN	<p>An agent state in which CMS does not recognize the current state.</p> <p>A trunk state in which CMS does not recognize the state of the trunk.</p>
Update	<p>A process used to modify a customer's existing software release in order to give the customer additional functionality or to fix a problem. The update process involves downloading <i>CentreVu Explorer II</i> through the modem on the <i>CentreVu Explorer II Server</i>, or through the internet, and installing the new files.</p>
Upgrade	<p>A process used to move an existing <i>CentreVu Explorer</i> customer from one release/load to another, giving the customer the additional functionality provided in the new release. When an upgrade involves a major release, then data migration may be a necessary part of the upgrade procedure.</p>
User ID	<p>The login ID for a CMS user.</p>
User Window	<p>A window you can move, size, or scroll. It may contain input fields, reports, or help information.</p>
VDN	<p>See <i>Vector Directory Number</i>.</p>

VDN Counted-Calls	Also known as counted-calls to VDN and active VDN calls. A Call Vectoring capability available with the G3V4 switch and the ECS. Counted-calls to VDN is a parameter of the “go to step” and “go to vector” commands that provides conditional branching (to a different step in the same vector or to a different vector) based on the number of incoming trunk calls currently in a VDN (in vector processing or at an agent).
VDN of Origin Announcement (VOA)	A short announcement that is assigned to a VDN through switch administration. The VOA identifies the origin or purpose of a call for the call center agent who answers the call.
VDN Skill Preference	A prioritized list of agent skills assigned to a VDN. Up to three skills can be assigned. VDN skill preferences are referred to in the vector as “1st,” “2nd,” and “3rd.” Vectors use VDN skills to queue calls based on your preference. CMS tracks calls by VDN skill preference.
Vector	A list of steps that process calls in a user-defined manner. The steps in a vector can send calls to splits/skills, play announcements and music, disconnect calls, give calls a busy signal, or route calls to other destinations. Calls enter vector processing through VDNs, which may have received calls from assigned trunk groups, from other vectors, or from extensions connected to the switch.

Vector Command	A vector step that describes the action to be executed for a call (for example, “Queue to main”, “check backup”, “disconnect”).
Vector Directory Number (VDN)	An extension number that enables calls to connect to a vector for processing. A VDN is not assigned an equipment location. It is assigned to a vector. A VDN can connect calls to a vector when the calls arrive over an assigned automatic-in trunk group, dial-repeating (DID) trunk group, or ISDN trunk group. The VDN by itself may be dialed to access the vector from any extension connected to the switch.
Vector Step	One processing step in a vector. A vector step consists of a command and one or more conditions or parameters.
Vector Step Condition	A condition accompanying a vector command that defines the circumstances in which the command will be applied to a call.
VOA	See <i>VDN of Origin Announcement</i> .
Voice Response Unit (VRU)	A switch that routes calls to a VRU adjunct computer that provides interactive voice related services to inbound callers.
Voice Terminal	A telephone set, usually with buttons, that gives an agent some control over the way calls are handled.
VRU	See <i>Voice Response Unit</i> .

Window	Any rectangle on your <i>CentreVu</i> Explorer II screen that encloses a menu, data entry fields, reports, or messages. See also <i>Frame</i> .
Zero (0) Skill (Generic 2.2 with EAS)	Every skill that ends with a “0” is called a zero skill. The zero skill is the first skill for each skill group. This is the same as the default skill.





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