



**Insight CIX**

**Sample Report Guide**

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# Introduction

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This guide describes the reports generated by the Insight Reporter program.

## Organization

This guide is divided as follows:

- **Insight CIX Reporting Package** provides samples of the Insight reports.
- **Glossary** provides definitions for common terms used in the sample report descriptions.

## Conventions

Conventions	Description
<b>Note</b>	Elaborates specific items or references other information. Within some tables, general notes apply to the entire table and numbered notes apply to specific items.
<b>Important!</b>	<i>Calls attention to important instructions or information.</i>

## Introduction

### Conventions

Conventions	Description
Extension Number	<p>Press to answer a call to the Extension Number. Each station can have multiple extension buttons. Incoming calls ring the extension button(s) from the top down. For example, station 10's extensions ring 10-1 first, then 10-2, 10-3, and 10-4. A station is considered busy when all extensions are being used.</p> <p><b>Note</b> The naming convention for DKT assignments within Toshiba is Directory Numbers. For clarity and ease of understanding, the terms Extension Number and Phantom Extension Number will be used in this document in lieu of PDN and PhDN.</p>
Arial bold	Represents telephone buttons.
<b>Courier</b>	Shows a computer keyboard entry or screen display.
“Type”	Indicates entry of a string of text.
“Press”	Indicates entry of a single key. For example: Type <b>prog</b> then press <b>Enter</b> .
Plus (+)	Shows a multiple PC keyboard or phone button entry. Entries without spaces between them show a simultaneous entry. Example: <b>Esc+Enter</b> . Entries with spaces between them show a sequential entry. Example: # + 5.
Tilde (~)	Means “through.” Example: 350~640 Hz frequency range.
➤	Denotes the step in a one-step procedure.
➤	Denotes a procedure.
See Figure 10	Grey words within the printed text denote cross-references. In the electronic version of this document (Library CD-ROM), cross-references appear in blue hypertext.

## Related Documents/Media

Some documents listed here may appear in different versions on the CD-ROM or in print. To find the most current version, check the version/date in the Publication Information on the back of the document's title page.

- Strata CIX Call Center Solutions General Description
- Insight CIX Installation Manual
- Insight CIX Supervisor Guide
- Insight CIX inView Quick Reference Guide

### CD-ROMs

- Strata CIX Call Center Solutions Application Software and Documentation Library for Strata ACD, Insight, OAISYS Net Server, and OAISYS Voice Assistant
- OAISYS includes software and documentation for OAISYS Chat, Call Router, and Net Phone

For *authorized users*, Internet site FYI (<http://fyi.tsd.toshiba.com>) contains all current Strata CIX documentation and enables you to view, print and download current publications.

## **Introduction**

*Related Documents/Media*

# Insight CIX Reporting Package

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Here is a list of the available report items that can be included in a report template.

- Account Code Report
- Agent Based Reports
  - Agent Event Report
  - Agent Group Traffic Profile Report
  - Agent Group Traffic Report
  - Agent Traffic Profile Report
  - Agent Traffic Report
  - Agent Utilization Profile Report
  - Agent Utilization Report
- Distribution Reports
  - Call Time Distribution Report
  - Wait Time Distribution Report
  - Wrapup Time Distribution Report
- Contention Reports
  - Contention Profile Report
  - Contention Report

- DID-based Reports
  - DID Group Traffic Profile Report
  - DID Group Traffic Report
  - DID Traffic Profile Report
  - DID Traffic Report
- Extension-based Reports
  - Extension Event Report
  - Extension Group Traffic Profile Report
  - Extension Group Traffic Report
  - Extension Traffic Profile Report
  - Extension Traffic Report
  - Extension Utilization Profile Report
  - Extension Utilization Report
- Forecasting Reports
  - Forecasting Profile Report
  - Forecasting Report
- Line-based Reports
  - Line Group Event Report
  - Line Group Traffic Profile Report
  - Line Group Traffic Report
  - Line Traffic Report
- Queue-based Reports
  - Queue Group Traffic Profile Report
  - Queue Group Traffic Report
  - Queue Super Group Traffic Report
  - Queue Traffic Profile Report
  - Queue Traffic Report

# Account Code Report

An account code traffic report provides historical call statistics data for each account code within a selected account code group. The report displays the combined total of ACD calls and Non ACD calls.

24 Hour		<b>Demonstration</b>						Page 1 of 40				
START: Tuesday 04/06/04 16:31		<b>Insight CTX+ Samples</b>						on				
STOP: Tuesday 04/06/04 16:59								04/07/04				
Account Code Usage for Financial Products												
Account	ACD Total		ACD Answered		ACD Answered Transfer			ACD Intercom		Part 1 of 1 ACD Outgoing		
	Calls	Avg. Time	Calls	Avg. Time	Transfer In	Transfer Out	Inquiry	Avg. Held	Calls	Avg. Time	Total Time	Calls
Insurance policies	54	01:19	54	01:19	0	0	0	00:00	0	00:00	0	00:00
Pensions	10	01:26	10	01:26	0	0	3	00:29	0	00:00	0	00:00
<b>Total</b>	<b>64</b>	<b>01:20</b>	<b>64</b>	<b>01:20</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>00:29</b>	<b>0</b>	<b>00:00</b>	<b>0</b>	<b>00:00</b>

The call statistics parameters available are as follows:

- Total number of calls for each account code (this is a summation of the selected call categories within the report).
- Average or Total handling time of these calls.
- Number of incoming calls that were answered for each account code.
- Average call time of these answered calls (this includes wrap up time).
- Average or Total real talk time (this excludes hold and wrapping up time) of these answered calls.
- Number of incoming calls that were transferred from another extension/agent for each account code.

## **Insight CIX Reporting Package**

### *Account Code Report*

- Number of incoming calls that were transferred to another extension/agent for each account code.
- Number of incoming calls that were placed on inquiry hold for each account code.
- Average or Total holding time of these held calls.
- Number of internal/intercom calls for each account code.
- Average or Total call time of these intercom calls.
- Number of outgoing calls for each account code.
- Average or Total call time of these outgoing calls.
- Average or Total real talk time (this excludes hold and wrapping up time) of these outgoing calls.

The report is presented in an account code per row format with a totals entry for the whole group being presented at the bottom of the report. Pagination of the report will occur if either there are too many account codes to fit in the height of a page or there are too many statistics parameters to fit in the width of a page.

# Agent Based Reports

## Agent Event Report

An agent event report provides an event/call trace for a selected agent. The report can display ACD calls only, Non ACD calls only or both ACD and Non ACD calls.

24 Hour		<b>Demonstration</b>					Page 2 of 40	
START: Tuesday	04/06/04 16:31	<b>Insight CTX+ Samples</b>					on	
STOP: Tuesday	04/06/04 16:59						04/07/04	

  

Agent Events for Andrew Parker								Part 1 of 1	
Event Type	Event Start	Duration mm:ss	Wait Time	Call Time	Talk Time	Hold Time	Queue	Dialed Digits	Account Codes
LOGOFF	16:31:36						Sales		
LOGON	16:31:41						Sales		
ACD INCOMING	16:31:54	00:47	00:07	00:40	00:40	00:00	Sales	12126918251	1000
WRAPUP	16:32:38	00:08					Sales		
AVAILABLE	16:32:46						Sales		
ACD INCOMING	16:34:14	01:39	00:13	01:26	00:57	00:29	Sales	12153552987	1001
ACD INCOMING	16:36:34	02:31	00:18	02:13	02:13	00:00	Sales	17706717799	1000
WRAPUP	16:39:02	00:13					Sales		
AVAILABLE	16:39:15						Sales		
LOGOFF	16:41:36						Sales		
LOGON	16:41:41						Sales		
ACD INCOMING	16:41:54	00:47	00:07	00:40	00:40	00:00	Sales	12126918251	1000
WRAPUP	16:42:38	00:08					Sales		
AVAILABLE	16:42:46						Sales		
ACD INCOMING	16:44:14	01:39	00:13	01:26	00:57	00:29	Sales	12153552987	1001
ACD INCOMING	16:46:34	02:31	00:18	02:13	02:13	00:00	Sales	17706717799	1000
WRAPUP	16:49:02	00:13					Sales		
AVAILABLE	16:49:15						Sales		
LOGOFF	16:51:36						Sales		
LOGON	16:51:41						Sales		
ACD INCOMING	16:51:54	00:47	00:07	00:40	00:40	00:00	Sales	12126918251	1000
WRAPUP	16:52:38	00:08					Sales		
AVAILABLE	16:52:46						Sales		
ACD INCOMING	16:54:14	01:39	00:13	01:26	00:57	00:29	Sales	12153552987	1001

The following type of agent events and call types are supported.

- Agent logs on
- Agent logs off.
- Agent has gone into wrapup.
- Agent is unavailable to take calls.
- Agent is available to take calls again.
- Agent has received an incoming call.
- Agent has received a Ring No Answer call (a call which rang at the agent but was not answered at the agent).

- Agent has made an outgoing call.
- Agent has made/received an internal/intercom call.

The following call statistics information is provided for each call event.

- The number/name of the extension the agent is logged on at.
- The start time and date of the call.
- The total duration of the call.
- The amount of time the call rang at the agent (only applicable to incoming calls).
- The amount of real talk time (excludes hold and wrapping up time).
- The amount of call handling time (includes talk, held and wrap up time).
- The amount of time the call was held at the agent.
- The amount of wrap up time the call required.
- The device number, name and group name of the device that the agent was connected to.
- The device number, name and group name of the queue that the call came in on.
- The device number and name of the extension/agent the call was transferred from.
- The transfer position number indicating whether this extension was the first/second/third etc. to receive the transferred call.
- The device number and name of the extension/agent the call was transferred to.
- The dialed digits for the call. In the case of incoming calls the CLI for call will be displayed here.
- The account codes entered against the call.

The report is presented in a call event per row format. Pagination of the report will occur if either there are too many call events to fit in the height of a page or there are too many statistics parameters to fit in the width of a page.

## Agent Group Traffic Profile Report

An agent group traffic profile report provides historical call statistics data for a selected agent group presented in a series of uniform time bands. The interval time governing the time bands can be any number of minutes, hours, days, or weeks up to 250.

The report can display ACD calls only, Non ACD calls only or both ACD and Non ACD calls.

24 Hour START: Tuesday 04/06/04 16:31 STOP: Tuesday 04/06/04 16:59	<b>Demonstration</b> <b>Insight CTX+ Samples</b>	Page 3 of 40 on 04/07/04				
<b>Agent Group Traffic Profile for Sales</b>						
Period	16:31:00	16:36:00	16:41:00	16:46:00	16:51:00	16:56:00
ACD Calls answered	4	4	6	4	6	1
ACD Calls intercom	0	0	0	0	0	0
ACD Calls outgoing	0	0	0	0	0	0
ACD Average answered call time	01:13	01:33	01:19	01:33	01:19	01:23
ACD Average intercom call time	00:00	00:00	00:00	00:00	00:00	00:00
ACD Average outgoing call time	00:00	00:00	00:00	00:00	00:00	00:00
ACD Calls transferred in	0	0	0	0	0	0
ACD Calls transferred out	0	0	0	0	0	0
ACD Calls inquired	1	0	1	0	1	0
ACD Average hold on time	00:29	00:00	00:29	00:00	00:29	00:00
ACD Longest hold on time	00:29	00:00	00:29	00:00	00:29	00:00
ACD RNA calls	0	0	0	0	0	0
ACD Average RNA wait time	00:00	00:00	00:00	00:00	00:00	00:00
ACD Longest RNA wait time	00:00	00:00	00:00	00:00	00:00	00:00
ACD Longest answered call time	01:32	02:13	01:48	02:13	01:48	01:23
ACD Longest intercom call time	00:00	00:00	00:00	00:00	00:00	00:00
ACD Longest outgoing call time	00:00	00:00	00:00	00:00	00:00	00:00
Minimum agents logged on	0	3	1	3	1	3
Maximum agents logged on	3	3	3	3	3	3
ACD Number of short calls	1	0	1	0	1	0
ACD Number of long calls	0	1	0	1	0	0
ACD G.O.S. (%)	75.0	75.0	83.3	75.0	83.3	100.0

The call statistics parameters available are as follows:

- Number of incoming calls that were answered.
- Number of internal/intercom calls made/received by agents.
- Number of outgoing calls.
- Average or Total call time of the answered calls (includes wrap up time).
- Average or Total real talk time (this excludes hold and wrapping up time) of the answered calls.
- Average or Total wrap up time of the answered calls.

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### *Agent Based Reports*

- Average or Total call time of the internal/intercom calls.
- Average or Total call time of the outgoing calls.
- Average or Total real talk time (this excludes hold and wrapping up time) of the outgoing calls.
- Number of answered calls that were transferred from another extension/agent.
- Number of answered calls that were transferred to another extension/agent.
- Number of answered calls that were placed on inquiry hold.
- Average or Total holding time of these held calls.
- Longest holding time of these held calls.
- Number of calls that rang at an agent but was not answered at the agent.
- Average or Total ringing time of these Ring No Answer calls.
- Longest ringing time of these Ring No Answer calls.
- Longest call time of the answered calls (includes wrap up time).
- Longest real talk time (this excludes hold and wrapping up time) of the answered calls.
- Longest wrap up time of the answered calls.
- Longest call time of the internal/intercom calls.
- Longest call time of the outgoing calls.
- Longest real talk time (this excludes hold and wrapping up time) of the outgoing calls.
- Number of incoming and outgoing calls whose call time was below a short call analysis threshold.
- Number of incoming and outgoing calls whose call time was above a long call analysis threshold.
- The GOS for the agent group.

The report is presented in a time band per column format. Pagination of the report will occur if either there are too many time bands to fit in the width of a page or there are too many statistics parameters to fit in the height of a page.

## Agent Group Traffic Report

An agent group traffic report provides historical call statistics data for each agent group within a selected agent super group.

The report can display ACD calls only, Non ACD calls only or both ACD and Non ACD calls.

24 Hour START: Tuesday 04/06/04 16:31 STOP: Tuesday 04/06/04 16:59	<b>Demonstration</b> Insight CTX+ Samples	Page 4 of 40 on 04/07/04		
<b>Agent Group Traffic for All Agent Groups</b>				
Agent Group	Sales	Support	Admin	Tele Sales
ACD Calls answered	25	23	24	0
ACD Calls intercom	0	0	0	0
ACD Calls outgoing	0	0	0	0
ACD Average answered call time	01:23	01:16	01:29	00:00
ACD Average intercom call time	00:00	00:00	00:00	00:00
ACD Average outgoing call time	00:00	00:00	00:00	00:00
ACD Calls transferred in	0	0	0	0
ACD Calls transferred out	0	0	0	0
ACD Calls inquired	3	2	3	0
ACD Average held on time	00:29	01:08	01:08	00:00
ACD Longest held on time	00:29	01:08	01:08	00:00
ACD RNA calls	0	0	0	0
ACD Average RNA wait time	00:00	00:00	00:00	00:00
ACD Longest RNA wait time	00:00	00:00	00:00	00:00
ACD Longest answered call time	02:13	02:02	01:55	00:00
ACD Longest intercom call time	00:00	00:00	00:00	00:00
ACD Longest outgoing call time	00:00	00:00	00:00	00:00
Minimum agents logged on	0	0	0	0
Maximum agents logged on	3	3	3	0
ACD Number of short calls	3	8	0	0
ACD Number of long calls	2	3	0	0
ACD G.O.S. (%)	80.0	52.2	100.0	100.0

The call statistics parameters available are as follows:

- Number of incoming calls that were answered.
- Number of internal/intercom calls made/received by agents.
- Number of outgoing calls.
- Average or Total call time of the answered calls (includes wrap up time).
- Average or Total real talk time (this excludes hold and wrapping up time) of the answered calls.
- Average or Total wrap up time of the answered calls.
- Average or Total call time of the internal/intercom calls.

## Insight CIX Reporting Package

### *Agent Based Reports*

- Average or Total call time of the outgoing calls.
- Average or Total real talk time (this excludes hold and wrapping up time) of the outgoing calls.
- Number of answered calls that were transferred from another extension/agent.
- Number of answered calls that were transferred to another extension/agent.
- Number of answered calls that were placed on inquiry hold.
- Average or Total holding time of these held calls.
- Longest holding time of these held calls.
- Number of calls that rang at an agent but was not answered at the agent.
- Average or Total ringing time of these Ring No Answer calls.
- Longest ringing time of these Ring No Answer calls.
- Longest call time of the answered calls (includes wrap up time).
- Longest real talk time (this excludes hold and wrapping up time) of the answered calls.
- Longest wrap up time of the answered calls.
- Longest call time of the internal/intercom calls.
- Longest call time of the outgoing calls.
- Longest real talk time (this excludes hold and wrapping up time) of the outgoing calls.
- Number of incoming and outgoing calls whose call time was below a short call analysis threshold.
- Number of incoming and outgoing calls whose call time was above a long call analysis threshold.
- The GOS for the agent group.

The report is presented in an agent group per column format. Pagination of the report will occur if either there are too many agent groups to fit in the width of a page or there are too many statistics parameters to fit in the height of a page.

# Agent Traffic Profile Report

An agent traffic profile report provides historical call statistics data for a selected agent presented in a series of uniform time bands. The interval time governing the time bands can be any number of minutes, hours, days, or weeks up to 250.

The report can display ACD calls only, Non ACD calls only or both ACD and Non ACD calls.

24 Hour		Demonstration				Page 5 of 40	
START: Tuesday 04/06/04 16:31		Insight CTX+ Samples				on	
STOP: Tuesday 04/06/04 16:59						04/07/04	

  

Agent Traffic Profile for Andrew Parker										Part 1 of 1	
Period	ACD Total		ACD Answered		ACD Answered Transfer			ACD Performance			
	Calls	Avg. Time	Calls	Avg. Time	Transfer In	Transfer Out	Inquiry	Avg. Hold	Short Calls	Long Calls	GOS
16:31:00	2	01:03	2	01:03	0	0	1	00:29	1	0	50.0
16:36:00	1	02:13	1	02:13	0	0	0	00:00	0	1	0.0
16:41:00	2	01:03	2	01:03	0	0	1	00:29	1	0	50.0
16:46:00	1	02:13	1	02:13	0	0	0	00:00	0	1	0.0
16:51:00	2	01:03	2	01:03	0	0	1	00:29	1	0	50.0
16:56:00	0	00:00	0	00:00	0	0	0	00:00	0	0	100.0

The call statistics parameters available are as follows:

- Total number of calls (this is a summation of the selected call categories within the report).
- Average or Total handling time of these calls.
- Percentage of time the agent was busy on these calls during each time band.
- Number of incoming calls that were answered.
- Average or Total call time of these answered calls (this includes wrap up time).
- Average or Total real talk time (this excludes hold and wrapping up time) of these answered calls.

- Average or Total wrap up time of these answered calls.
- Number of incoming calls that were transferred from another extension/agent.
- Number of incoming calls that were transferred to another extension/agent.
- Number of incoming calls that were placed on inquiry hold.
- Average or Total holding time of these held calls.
- Number of calls that rang at the extension but were not answered at the extension.
- Average or Total ringing time of these Ring No Answer calls.
- Number of internal/intercom calls made/received by the agent.
- Average or Total call time of these intercom calls.
- Number of outgoing calls made by the extension.
- Average or Total call time of these outgoing calls.
- Average or Total real talk time (this excludes hold and wrapping up time) of these outgoing calls.
- Number of incoming and outgoing calls whose call time was below the short call analysis threshold.
- Number of incoming and outgoing calls whose call time was above the long call analysis threshold.
- The GOS for the agent.
- Number of times the agent logged on during each time band.
- The percentage of time the agent was logged on during each time band.
- Number of times the agent went into each of the 12 unavailable states during each time band.
- The percentage of time the agent was unavailable during each time band.
- The report is presented in a time band per row format. Pagination of the report will occur if either there are too many time bands to fit in the height of a page or there are too many statistics parameters to fit in the width of a page.

# Agent Traffic Report

An agent traffic report provides historical call statistics data for each agent within a selected agent group.

The report can display ACD calls only, Non ACD calls only or both ACD and Non ACD calls.

24 Hour START: Tuesday 04/06/04 16:31 STOP: Tuesday 04/06/04 16:59		<b>Demonstration Insight CTX+ Samples</b>						Page 6 of 40 on 04/07/04				
Agent Traffic for All Agents											Part 1 of 2	
Agent	ACD Total			ACD Answered			ACD Answered Transfer				ACD RNA	
	Calls	Avg. Time	Call Rate	Calls	Avg. Call	Call Rate	Transfer In	Transfer Out	Inquiry	Avg. Held	Calls	Avg. Wait
Andrew Parker	8	01:21	17.7	8	01:21	17.7	0	0	3	00:29	0	00:00
David Stinger	7	01:19	16.7	7	01:19	16.7	0	0	0	00:00	0	00:00
Dale Whitaker	10	01:27	23.8	10	01:27	23.8	0	0	0	00:00	0	00:00
Beverly Cordner	8	01:06	18.2	8	01:06	18.2	0	0	2	01:08	0	00:00
Phil Okell	8	01:23	18.7	8	01:23	18.7	0	0	0	00:00	0	00:00
Jane Yearsley	7	01:20	19.6	7	01:20	19.6	0	0	0	00:00	0	00:00
Jenny Harris	8	01:24	18.3	8	01:24	18.3	0	0	3	01:08	0	00:00
Alan Hobson	11	01:25	24.6	11	01:25	24.6	0	0	0	00:00	0	00:00
Garth Wear	5	01:42	17.8	5	01:42	17.8	0	0	0	00:00	0	00:00
Tracey Oldman	0	00:00	0.0	0	00:00	0.0	0	0	0	00:00	0	00:00
Allison Hatton	0	00:00	0.0	0	00:00	0.0	0	0	0	00:00	0	00:00
Helen Youd	0	00:00	0.0	0	00:00	0.0	0	0	0	00:00	0	00:00
<b>Total</b>	<b>72</b>	<b>01:22</b>	<b>19.6</b>	<b>72</b>	<b>01:22</b>	<b>19.6</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>00:53</b>	<b>0</b>	<b>00:00</b>

24 Hour START: Tuesday 04/06/04 16:31 STOP: Tuesday 04/06/04 16:59		<b>Demonstration Insight CTX+ Samples</b>						Page 7 of 40 on 04/07/04	
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Agent Traffic for All Agents											Part 2 of 2		
Agent	ACD Performance												
	Short Calls	Long Calls	GOS										
Andrew Parker	3	2	37.5										
David Stinger	0	0	100.0										
Dale Whitaker	0	0	100.0										
Beverly Cordner	6	0	25.0										
Phil Okell	2	3	37.5										
Jane Yearsley	0	0	100.0										
Jenny Harris	0	0	100.0										
Alan Hobson	0	0	100.0										
Garth Wear	0	0	100.0										
Tracey Oldman	0	0	100.0										
Allison Hatton	0	0	100.0										
Helen Youd	0	0	100.0										

The call statistics parameters available are as follows:

- Total number of calls (this is a summation of the selected call categories within the report).
- Average or Total handling time of these calls.
- Percentage of time the agent was busy on these calls. Note that this percentage is normalized to the shift that you collated the report with.
- Number of incoming calls that were answered.
- Average or Total call time of these answered calls (this includes wrap up time).
- Average or Total real talk time (this excludes hold and wrapping up time) of these answered calls.
- Average or Total wrap up time of these answered calls.
- Number of incoming calls that were transferred from another extension/agent.
- Number of incoming calls that were transferred to another extension/agent.
- Number of incoming calls that were placed on inquiry hold.
- Average or Total holding time of these held calls.
- Number of calls that rang at the extension but were not answered at the extension.
- Average or Total ringing time of these Ring No Answer calls.
- Number of internal/intercom calls made/received by the agent.
- Average or Total call time of these intercom calls.
- Number of outgoing calls made by the extension.
- Average or Total call time of these outgoing calls.
- Average or Total real talk time (this excludes hold and wrapping up time) of these outgoing calls.
- Number of incoming and outgoing calls whose call time was below the short call analysis threshold.
- Number of incoming and outgoing calls whose call time was above the long call analysis threshold.
- The GOS for the agent.
- Number of times the agent logged on during the period of analysis.
- The percentage of time the agent was logged on during the period of analysis.

- Number of times the agent went into each of the 12 unavailable states during the period of analysis.
- The percentage of time the agent was unavailable during the period of analysis.
- Call rates per hour logged on for the call categories answered, intercom and outgoing.

The report is presented in an agent per row format with a totals entry for the whole group being presented at the bottom of the report. Pagination of the report will occur if either there are too many agents to fit in the height of a page or there are too many statistics parameters to fit in the width of a page.

## Agent Utilization Profile Report

An agent utilization profile report provides historical time utilization data for a selected agent presented in a series of uniform time bands. The interval time governing the time bands can be any number of minutes, hours, days, or weeks up to 250.

Note that the times are either shown as a percentage normalized to the shift that you collated the report with or as a total time.

The report can display ACD calls only, Non ACD calls only or both ACD and Non ACD calls.

24 Hour		<b>Demonstration</b>						Page 9 of 40	
START: Tuesday 04/06/04 16:31		<b>Insight CTX+ Samples</b>						on	
STOP: Tuesday 04/06/04 16:59								04/07/04	

  

Agent Utilization Profile for Andrew Parker											Part 1 of 1	
Period	% ACD Call Time			% ACD Hold Time			% Availability			% ACD RNA		
	Inc	Out	Int	Inc	Out	Int	Wrap	UnAv	Busy	Idle	Inc	Int
16:31:00	37.8	0.0	0.0	0.4	0.0	0.0	1.0	0.0	11.6	19.3	7.7	0.0
16:36:00	44.3	0.0	0.0	0.0	0.0	0.0	3.3	0.0	1.3	7.3	6.0	0.0
16:41:00	33.2	0.0	0.0	0.3	0.0	0.0	1.7	0.0	10.2	26.8	6.8	0.0
16:46:00	44.3	0.0	0.0	0.0	0.0	0.0	3.3	0.0	1.3	7.3	6.0	0.0
16:51:00	33.2	0.0	0.0	0.3	0.0	0.0	1.7	0.0	10.2	26.8	6.8	0.0
16:56:00	71.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.1	9.4	10.0	0.0

The parameters available are as follows:

- The time spent handling incoming calls. This time includes the talk time plus any time spent on hold. This time does not include the amount of time calls were ringing at the agent before being answered.
- The time spent handling outgoing calls. This time includes the talk time plus any time spent on hold.

- The time spent handling internal/intercom calls. This time includes the talk time plus any time spent on hold. This time does not include the amount of time calls were ringing at the agent before being answered.
- The time spent with incoming calls on hold.
- The time spent with outgoing calls on hold.
- The time spent with internal/intercom calls on hold.
- The time spent in wrap up.
- The time spent in each of the 12 unavailable states.
- The time spent being busy, i.e. unavailable for some reason to take calls. This is usually due to setting up an outgoing call or leaving the handset off hook.
- The time spent idle.
- The time spent with external calls ringing at the agent (Inc RNA).
- The time spent with internal calls ringing at the agent (Int RNA).
- The time spent logged on.
- The time spent logged off.

The report is presented in a time band per column format. Pagination of the report will occur if either there are too many time bands to fit in the height of a page or there are too many statistics parameters to fit in the width of a page.

Utilization percentages can be calculated with respect to either each profile interval or the amount of time each agent had spent logged on in each profile interval.

## Agent Utilization Report

An agent utilization report provides historical time utilization data for each agent within a selected agent group. Note that the times are either shown as a percentage normalized to the shift that you collated the report with or as a total time.

The report can display ACD calls only, Non ACD calls only or both ACD and Non ACD calls.

24 Hour		Demonstration						Page 10 of 40	
START: Tuesday 04/06/04 16:31		Insight CTX+ Samples						on	
STOP: Tuesday 04/06/04 16:59								04/07/04	
Agent	% ACD Call Time			% Availability				Part 1 of 1 % ACD RNA	
	Inc	Out	Int	Wrap	UnAv	Busy	Idle	Inc	Int
Andrew Parker	42.2	0.0	0.0	2.1	0.0	6.1	16.5	7.0	0.0
David Stringer	39.7	0.0	0.0	2.7	0.0	1.6	12.8	3.7	0.0
Dale Whitaker	60.2	0.0	0.0	5.9	0.0	0.9	5.3	8.5	0.0
Total	47.3	0.0	0.0	3.5	0.0	3.0	11.7	6.4	0.0

The parameters available are as follows:

- The time spent handling incoming calls. This time includes the talk time plus any time spent on hold. This time does not include the amount of time calls were ringing at the agent before being answered.
- The time spent handling outgoing calls. This time includes the talk time plus any time spent on hold.
- The time spent handling internal/intercom calls. This time includes the talk time plus any time spent on hold. This time does not include the amount of time calls were ringing at the agent before being answered.
- The time spent with incoming calls on hold.

- The time spent with outgoing calls on hold.
- The time spent with internal/intercom calls on hold.
- The time spent in wrap up.
- The time spent in each of the 12 unavailable states.
- The time spent being busy, i.e. unavailable for some reason to take calls. This is usually due to setting up an outgoing call or leaving the handset off hook.
- The time spent idle.
- The time spent with external calls ringing at the agent (Inc RNA).
- The time spent with internal calls ringing at the agent (Int RNA).
- The time spent logged on.
- The time spent logged off.

The report is presented in an agent per row format with a totals entry for the whole group being presented at the bottom of the report. Note that the totals entry for each column is the average for all the agents in the group. Pagination of the report will occur if either there are too many agents to fit in the height of a page or there are too many statistics parameters to fit in the width of a page.

Utilization percentages can be calculated with respect to either the total reporting period or the amount of time each agent had spent logged on.

# Distribution Reports

## Call Time Distribution Report

A call time distribution report provides the number of calls and percentage of calls whose call time (defined as actual talk time and held time) fell within a series of user configurable time bands. The report can analyze the call time distribution of incoming calls and/or outgoing calls. Additionally, if agents, extensions, agent groups or extension groups are being reported on, intercom calls are also available. A series of either line groups, lines, DID groups, DID numbers, agent groups, agents, extension groups or extensions, can be analyzed within a single report.

The report can display ACD calls only, Non ACD calls only or both ACD and Non ACD calls.

The report is presented in a call time band per row format. Pagination of the report will occur if either there are too many time bands to fit in the height of a page or there are too many groups/members to fit in the width of a page.

24 Hour START: Tuesday 04/06/04 16:31 STOP: Tuesday 04/06/04 16:59		<b>Demonstration</b> Insight CTX+ Samples			Page 11 of 40 on 04/07/04
Call Time Distribution for All Line Groups				Part 1 of 1	
Line Group	Service Provider B		Service Provider A		
	ACD Calls	%	ACD Calls	%	
00:00	0	0.0	11	20.8	
01:00	19	100.0	37	66.8	
02:00	0	0.0	5	9.4	
03:00	0	0.0	0	0.0	
04:00	0	0.0	0	0.0	
05:00	0	0.0	0	0.0	

# Wait Time Distribution Report

A wait time distribution report provides the number of calls and percentage of calls whose wait time fell within a series of user configurable time bands. The report can analyze the waiting time distribution of answered calls and/or abandoned calls. A series of either line groups, DID numbers or DID groups can be analyzed within a single report. The report can display ACD calls only, Non ACD calls only or both ACD and Non ACD calls.

The report is presented in a wait time band per row format. Pagination of the report will occur if either there are too many time bands to fit in the height of a page or there are too many groups/DID numbers to fit in the width of a page.

24 Hour START: Tuesday 04/06/04 16:31 STOP: Tuesday 04/06/04 16:59		<b>Demonstration</b> Insight CTX+ Samples			Page 12 of 40 on 04/07/04	
<b>Wait Time Distribution for All Line Groups (Answered)</b>				Part 1 of 1		
Line Group	Service Provider B		Service Provider A			
	ACD Calls	%	ACD Calls	%		
00:00	6	31.6	20	37.7		
00:10	11	57.9	29	54.7		
00:20	2	10.5	4	7.5		
00:30	0	0.0	0	0.0		
00:40	0	0.0	0	0.0		
00:50	0	0.0	0	0.0		
01:00	0	0.0	0	0.0		
01:10	0	0.0	0	0.0		
01:20	0	0.0	0	0.0		
01:30	0	0.0	0	0.0		

## Wrapup Time Distribution Report

This is one of the types of report item that can form part of a report template. A wrapup time distribution report provides the number of calls and percentage of calls whose wrapup time fell within a series of user configurable time bands. A series of either agent groups or agents can be analyzed within a single report.

The report can display ACD calls only, Non ACD calls only or both ACD and Non ACD calls.

The report is presented in a wrapup time band per row format. Pagination of the report will occur if either there are too many time bands to fit in the height of a page or there are too many groups/agents to fit in the width of a page.

24 Hour		<b>Demonstration</b>				Page 13 of 40	
START: Tuesday 04/06/04 16:31		<b>Insight CTX+ Samples</b>				on	
STOP: Tuesday 04/06/04 16:59						04/07/04	

  

Wrapup Time Distribution for All Agent Groups							Part 1 of 1	
Agent Group	Sales		Support		Admin		Tele Sales	
	ACD Calls	%	ACD Calls	%	ACD Calls	%	ACD Calls	%
00:00	25	100.0	23	100.0	24	100.0	0	0.0
00:10	0	0.0	0	0.0	0	0.0	0	0.0
00:20	0	0.0	0	0.0	0	0.0	0	0.0
00:30	0	0.0	0	0.0	0	0.0	0	0.0
00:40	0	0.0	0	0.0	0	0.0	0	0.0
00:50	0	0.0	0	0.0	0	0.0	0	0.0

# Contention Reports

## Contention Profile Report

A contention profile report provides historical time data for the percentage of time a variable number of members in a group were simultaneously idle/busy. The statistics are presented either as non-cumulative or cumulative.

Non-cumulative is defined as: Each line of the report gives the percentage of time that exactly that number of members were idle.

Cumulative is defined as: The first line of the report gives the percentage of time zero members were idle. The second line gives the percentage that up to one member was idle. The third line gives the percentage that up to two members were idle and so on until the number of members in the group or Max Items has been reached.

One of either a line group, an extension group, or an agent group can be analyzed within a single report.

The report is based on the combined total of ACD calls and Non ACD calls. The report is presented in a time band per column format. Pagination of the report will occur if either there are too many time bands to fit in the height of a page or there are too many statistics parameters to fit in the width of a page.

24 Hour START: Tuesday 04/06/04 16:31 STOP: Tuesday 04/06/04 16:59	<b>Demonstration</b> Insight CTX+ Samples	Page 14 of 40 on 04/07/04				
<b>Contention Profile for Sales</b>		Part 1 of 1				
Agents Idle	16:31:00	16:36:00	16:41:00	16:46:00	16:51:00	16:56:00
0	67.7	74.7	82.3	74.7	82.3	75.6
<= 1	95.7	99.3	99.3	99.3	99.3	98.9
<= 2	100.0	100.0	100.0	100.0	100.0	100.0
<= 3	100.0	100.0	100.0	100.0	100.0	100.0
<= 4						
<= 5						
<= 6						
<= 7						
<= 8						
<= 9						
<= 10						

## Contention Report

A contention report provides the percentage of time a variable number of members in a group were simultaneously idle/busy. The statistics are presented either as non-cumulative or cumulative.

Non-cumulative is defined as: Each line of the report gives the percentage of time that exactly that number of members were idle.

Cumulative is defined as: The first line of the report gives the percentage of time zero members were idle. The second line gives the percentage that up to one member was idle. The third line gives the percentage that up to two members were idle and so on until the number of members in the group or Max Items has been reached.

A series of either line groups, extension groups, or agent groups can be analyzed within a single report.

The report is based on the combined total of ACD calls and Non ACD calls. The report is presented in a group member per row format. Pagination of the report will occur if either there are too many group members to fit in the height of a page or there are too many groups to fit in the width of a page.

24 Hour		<b>Demonstration</b> Insight CTX+ Samples			Page 15 of 40	
START: Tuesday	04/06/04 16:31				on	
STOP: Tuesday	04/06/04 16:59				04/07/04	
Contention for All Agent Groups					Part 1 of 1	
Agents Idle	Sales	Support	Admin	Tele Sales		
	%	%	%	%		
0	69.1	43.6	39.9	99.5		
<= 1	98.6	81.4	79.3	100.0		
<= 2	100.0	98.5	91.4	100.0		
<= 3	100.0	100.0	100.0	100.0		
<= 4						
<= 5						
<= 6						
<= 7						
<= 8						
<= 9						
<= 10						

# DID Based Reports

## DID Group Traffic Profile Report

A DID group traffic profile report provides historical call statistics data for a selected DID group presented in a series of uniform time bands. The interval time governing the time bands can be any number of minutes, hours, days, or weeks up to 250.

The report can display ACD calls only, Non ACD calls only or both ACD and Non ACD calls.

24 Hour START: Tuesday 04/06/04 16:31 STOP: Tuesday 04/06/04 16:59	<b>Demonstration</b> Insight CTX+ Samples					Page 17 of 40 on 04/07/04
<b>DID Group Traffic Profile for All DIDs</b>						Part 1 of 1
Period	16:31:00	16:36:00	16:41:00	16:46:00	16:51:00	16:56:00
ACD Calls offered	9	16	12	16	12	7
ACD Calls answered	9	16	12	16	12	7
ACD Calls abandoned	0	0	0	0	0	0
ACD Calls abandoned (%)	0.0	0.0	0.0	0.0	0.0	0.0
ACD Average answered call time	01:21	01:22	01:20	01:22	01:20	01:16
ACD Average answered wait time	00:09	00:13	00:10	00:13	00:10	00:11
ACD Average abandoned wait time	00:00	00:00	00:00	00:00	00:00	00:00
ACD Calls transferred	0	0	0	0	0	0
ACD Calls inquired	2	1	2	1	2	0
ACD Average held time	00:49	01:08	00:49	01:08	00:49	00:00
ACD Longest held time	01:08	01:09	01:08	01:08	01:08	00:00
ACD Average transfer count	0.0	0.0	0.0	0.0	0.0	0.0
ACD Maximum transfer count	0	0	0	0	0	0
ACD Longest answered call time	02:01	02:11	02:01	02:11	02:01	01:53
ACD Longest answered wait time	00:16	00:21	00:16	00:21	00:16	00:18
ACD Longest abandoned wait time	00:00	00:00	00:00	00:00	00:00	00:00
Target answer time	20	20	20	20	20	20
ACD Long waits including abandoned	0	2	0	2	0	0
ACD Long waits excluding abandoned	0	2	0	2	0	0
ACD G.O.S. (inc. abandoned) (%)	100.0	87.5	100.0	87.5	100.0	100.0
ACD G.O.S. (excl. abandoned) (%)	100.0	87.5	100.0	87.5	100.0	100.0
ACD Erlangs	2.7	5.1	3.6	5.1	3.6	3.4

The call statistics parameters available are as follows:

- Number of calls offered.
- Number of incoming calls that were answered.
- Number of incoming calls that abandoned before being answered.
- Percentage of incoming calls abandoned.
- Average or Total call time of the answered calls.

- Average or Total real talk time (this excludes ring and hold time) of the answered calls.
- Average or Total waiting time of the answered calls.
- Average or Total waiting time of the abandoned calls.
- Number of incoming calls that overflowed to a non ACD group before being answered or abandoned.
- Average or Total waiting time of these overflowed calls.
- Number of answered calls that were transferred to other extensions/agents.
- Number of answered calls that were placed on inquiry hold.
- Average or Total holding time of these held calls.
- Longest holding time of these held calls.
- Of those calls that were transferred, the average number of times the calls were transferred.
- Of those calls that were transferred, the maximum number of times a call was transferred.
- Longest call time of the answered calls.
- Longest real talk time (this excludes ring and hold time) of the answered calls.
- Longest waiting time of the answered calls.
- Longest waiting time of the abandoned calls.
- Number of calls whose waiting time exceeded the long wait analysis threshold including those calls that were abandoned.
- Number of calls whose waiting time exceeded the long wait analysis threshold excluding those calls that were abandoned.
- The GOS for the DID group (abandoned calls included).
- The GOS for the DID group (abandoned calls excluded).
- Number of erlangs of traffic on the DID group.

The report is presented in a time band per column format. Pagination of the report will occur if either there are too many time bands to fit in the width of a page or there are too many statistics parameters to fit in the height of a page.

## DID Group Traffic Report

A DID group traffic report provides historical call statistics data for each DID group within a selected DID super group.

The report can display ACD calls only, Non ACD calls only or both ACD and Non ACD calls.

24 Hour START: Tuesday 04/06/04 16:31 STOP: Tuesday 04/06/04 16:59	<b>Demonstration</b> Insight CTX+ Samples	Page 16 of 40 on 04/07/04	
<b>DID Group Traffic for All DID Groups</b>			
	Part 1 of 1		
DID Group	Sales DIDs	Support DIDs	Admin DIDs
ACD Calls offered	25	23	24
ACD Calls answered	25	23	24
ACD Calls abandoned	0	0	0
ACD Calls abandoned (%)	0.0	0.0	0.0
ACD Average answered call time	01:21	01:15	01:27
ACD Average answered wait time	00:13	00:11	00:10
ACD Average abandoned wait time	00:00	00:00	00:00
ACD Calls overflowed	0	0	0
ACD Average overflow wait time	00:00	00:00	00:00
ACD Calls transferred	0	0	0
ACD Calls required	3	2	3
ACD Average held time	00:29	01:08	01:08
ACD Longest held time	00:29	01:08	01:08
ACD Average transfer count	0.0	0.0	0.0
ACD Maximum transfer count	0	0	0
ACD Longest answered call time	02:11	02:01	01:53
ACD Longest answered wait time	00:21	00:16	00:20
ACD Longest abandoned wait time	00:00	00:00	00:00
Target answer time	0	0	0
ACD Long waits including abandoned	4	0	0
ACD Long waits excluding abandoned	4	0	0
ACD G.O.S. (inc. abandoned) (%)	84.0	100.0	100.0
ACD G.O.S. (excl. abandoned) (%)	84.0	100.0	100.0
ACD Erlangs	1.4	1.2	1.4

The call statistics parameters available are as follows:

- Number of calls offered.
- Number of incoming calls that were answered.
- Number of incoming calls that abandoned before being answered.
- Percentage of incoming calls abandoned.
- Average or Total call time of the answered calls.
- Average or Total real talk time (this excludes ring and hold time) of the answered calls.
- Average or Total waiting time of the answered calls.

- Average or Total waiting time of the abandoned calls.
- Number of incoming calls that overflowed to a non ACD group before being answered or abandoned.
- Average or Total waiting time of these overflowed calls.
- Number of answered calls that were transferred to other extensions/agents.
- Number of answered calls that were placed on inquiry hold.
- Average or Total holding time of these held calls.
- Longest holding time of these held calls.
- Of those calls that were transferred, the average number of times the calls were transferred.
- Of those calls that were transferred, the maximum number of times a call was transferred.
- Longest call time of the answered calls.
- Longest real talk time (this excludes ring and hold time) of the answered calls.
- Longest waiting time of the answered calls.
- Longest waiting time of the abandoned calls.
- Number of calls whose waiting time exceeded the long wait analysis threshold including those calls that were abandoned.
- Number of calls whose waiting time exceeded the long wait analysis threshold excluding those calls that were abandoned.
- The GOS for each DID group (abandoned calls included).
- The GOS for each DID group (abandoned calls excluded).
- Number of erlangs of traffic on each DID group.

The report is presented in a DID group per column format. Pagination of the report will occur if either there are too many line groups to fit in the width of a page or there are too many statistics parameters to fit in the height of a page.

## DID Traffic Profile Report

A DID traffic profile report provides historical call statistics data for a selected DID number presented in a series of uniform time bands. The interval time governing the time bands can be any number of minutes, hours, days, or weeks up to 250.

The report can display ACD calls only, Non ACD calls only or both ACD and Non ACD calls.

24 Hour		<b>Demonstration</b>				Page 19 of 40
START: Tuesday	04/06/04 16:31	Insight CTX+ Samples				on
STOP: Tuesday	04/06/04 16:59					04/07/04

  

DID Traffic Profile for Sales						Part 1 of 1
Period	16:31:00	16:36:00	16:41:00	16:46:00	16:51:00	16:56:00
ACD Calls offered	4	4	6	4	6	1
ACD Calls answered	4	4	6	4	6	1
ACD Calls abandoned	0	0	0	0	0	0
ACD Calls abandoned (%)	0.0	0.0	0.0	0.0	0.0	0.0
ACD Average answered call time	01:12	01:31	01:17	01:31	01:17	01:21
ACD Average answered wait time	00:10	00:18	00:10	00:18	00:10	00:18
ACD Average abandoned wait time	00:00	00:00	00:00	00:00	00:00	00:00
ACD Calls overflowed	0	0	0	0	0	0
ACD Average overflow wait time	00:00	00:00	00:00	00:00	00:00	00:00
ACD Calls transferred	0	0	0	0	0	0
ACD Calls inquired	1	0	1	0	1	0
ACD Average held time	00:29	00:00	00:29	00:00	00:29	00:00
ACD Longest held time	00:29	00:00	00:29	00:00	00:29	00:00
ACD Average transfer count	0.0	0.0	0.0	0.0	0.0	0.0
ACD Maximum transfer count	0	0	0	0	0	0
ACD Longest answered call time	01:30	02:11	01:46	02:11	01:46	01:21
ACD Longest answered wait time	00:16	00:21	00:16	00:21	00:16	00:19
ACD Longest abandoned wait time	00:00	00:00	00:00	00:00	00:00	00:00
Target answer time	20	20	20	20	20	20
ACD Long waits including abandoned	0	2	0	2	0	0
ACD Long waits excluding abandoned	0	2	0	2	0	0
ACD G.O.S. (inc. abandoned) (%)	100.0	50.0	100.0	50.0	100.0	100.0
ACD G.O.S. (excl. abandoned) (%)	100.0	50.0	100.0	50.0	100.0	100.0
ACD Erlangs	1.1	1.5	1.7	1.5	1.7	0.8

The call statistics parameters available are as follows:

- Number of calls offered.
- Number of incoming calls that were answered.
- Number of incoming calls that abandoned before being answered.
- Percentage of incoming calls abandoned.
- Average or Total call time of the answered calls.
- Average or Total real talk time (this excludes ring and hold time) of the answered calls.
- Average or Total waiting time of the answered calls.

- Average or Total waiting time of the abandoned calls.
- Number of incoming calls that overflowed to a non ACD group before being answered or abandoned.
- Average or Total waiting time of these overflowed calls.
- Number of answered calls that were transferred to other extensions/agents.
- Number of answered calls that were placed on inquiry hold.
- Average or Total holding time of these held calls.
- Longest holding time of these held calls.
- Of those calls that were transferred, the average number of times the calls were transferred.
- Of those calls that were transferred, the maximum number of times a call was transferred.
- Longest call time of the answered calls.
- Longest real talk time (this excludes ring and hold time) of the answered calls.
- Longest waiting time of the answered calls.
- Longest waiting time of the abandoned calls.
- Number of calls whose waiting time exceeded the long wait analysis threshold including those calls that were abandoned.
- Number of calls whose waiting time exceeded the long wait analysis threshold excluding those calls that were abandoned.
- The GOS for the DID number (abandoned calls included).
- The GOS for the DID number (abandoned calls excluded).
- Number of erlangs of traffic on the DID number.

The report is presented in a time band per column format. Pagination of the report will occur if either there are too many time bands to fit in the width of a page or there are too many statistics parameters to fit in the height of a page.

## DID Traffic Report

A DID traffic report provides historical call statistics data for each DID number within a selected DID group.

The report can display ACD calls only, Non ACD calls only or both ACD and Non ACD calls.

24 Hour START: Tuesday 04/06/04 16:31 STOP: Tuesday 04/06/04 16:59	<b>Demonstration</b> Insight CTX+ Samples			Page 18 of 40 on 04/07/04
DID Traffic for All DIDs				Part 1 of 1
DID	Total	Sales	Support	Admin
ACD Calls offered	72	25	23	24
ACD Calls answered	72	25	23	24
ACD Calls abandoned	0	0	0	0
ACD Calls abandoned (%)	0.0	0.0	0.0	0.0
ACD Average answered call time	01:21	01:21	01:15	01:27
ACD Average answered wait time	00:11	00:13	00:11	00:10
ACD Average abandoned wait time	00:00	00:00	00:00	00:00
ACD Calls overflowed	0	0	0	0
ACD Average overflow wait time	00:00	00:00	00:00	00:00
ACD Calls transferred	0	0	0	0
ACD Calls inquired	8	3	2	3
ACD Average held time	00:53	00:29	01:08	01:08
ACD Longest held time	01:08	00:29	01:08	01:08
ACD Average transfer count	0.0	0.0	0.0	0.0
ACD Maximum transfer count	0	0	0	0
ACD Longest answered call time	02:11	02:11	02:01	01:53
ACD Longest answered wait time	00:21	00:21	00:16	00:20
ACD Longest abandoned wait time	00:00	00:00	00:00	00:00
Target answer time		20	30	60
ACD Long waits including abandoned	4	4	0	0
ACD Long waits excluding abandoned	4	4	0	0
ACD G.O.S. (inc. abandoned) (%)	94.4	94.0	100.0	100.0
ACD G.O.S. (excl. abandoned) (%)	94.4	94.0	100.0	100.0
ACD Erlang	4.0	1.4	1.2	1.4

The call statistics parameters available are as follows:

- Number of calls offered.
- Number of incoming calls that were answered.
- Number of incoming calls that abandoned before being answered.
- Percentage of incoming calls abandoned.
- Average or Total call time of the answered calls.
- Average or Total real talk time (this excludes ring and hold time) of the answered calls.
- Average or Total waiting time of the answered calls.

- Average or Total waiting time of the abandoned calls.
- Number of incoming calls that overflowed to a non ACD group before being answered or abandoned.
- Average or Total waiting time of these overflowed calls.
- Number of answered calls that were transferred to other extensions/agents.
- Number of answered calls that were placed on inquiry hold.
- Average or Total holding time of these held calls.
- Longest holding time of these held calls.
- Of those calls that were transferred, the average number of times the calls were transferred.
- Of those calls that were transferred, the maximum number of times a call was transferred.
- Longest call time of the answered calls.
- Longest real talk time (this excludes ring and hold time) of the answered calls.
- Longest waiting time of the answered calls.
- Longest waiting time of the abandoned calls.
- Number of calls whose waiting time exceeded the long wait analysis threshold including those calls that were abandoned.
- Number of calls whose waiting time exceeded the long wait analysis threshold excluding those calls that were abandoned.
- The GOS for each DID number (abandoned calls included).
- The GOS for each DID number (abandoned calls excluded).
- Number of erlangs of traffic on each DID number.

The report is presented in a DID number per column format with a totals column for the whole group being presented as the first column. Pagination of the report will occur if either there are too many DID numbers to fit in the width of a page or there are too many statistics parameters to fit in the height of a page.

# Extension Based Reports

## Extension Event Report

An extension event report provides a event/call trace for a selected extension.

The report can display ACD calls only, Non ACD calls only or both ACD and Non ACD calls.

24 Hour							Page 20 of 40		
START: Tuesday	04/06/04 16:31	<b>Demonstration</b>					on		
STOP: Tuesday	04/06/04 16:59	<b>Insight CTX+ Samples</b>					04/07/04		
Extension Events for Extn No. 1								Part 1 of 1	
Agnt.	Event Type	Event Start	Duration min:ss	Wait Time	Call Time	Held Time	Connect Device	Queue	Dialed Digits
David Stringer	ACD INCOMING	16:33:43	01:40	00:08	01:32	00:00	D3200	Sales	919135394890
David Stringer	Non ACD OUTGOING	16:35:34	01:51	00:00	01:51	00:00	L9001		912126914300
David Stringer	Non ACD OUTGOING	16:37:41	00:14	00:00	00:14	00:00	L9010		912126914300
David Stringer	ACD INCOMING	16:37:59	01:11	00:08	01:03	00:00	D3200	Sales	191398945000
David Stringer	Non ACD OUTGOING	16:39:22	01:15	00:00	01:15	00:00	L9006		919197278000
David Stringer	ACD INCOMING	16:40:54	01:16	00:04	01:12	00:00	D3200	Sales	19135391354
David Stringer	Non ACD OUTGOING	16:42:22	00:22	00:00	00:22	00:00	L9004		916122554398
David Stringer	Non ACD OUTGOING	16:42:48	00:46	00:00	00:46	00:00	L9001		916138393574
David Stringer	ACD INCOMING	16:43:43	01:40	00:08	01:32	00:00	D3200	Sales	919135394890
David Stringer	Non ACD OUTGOING	16:45:34	01:51	00:00	01:51	00:00	L9001		912126914300
David Stringer	Non ACD OUTGOING	16:47:41	00:14	00:00	00:14	00:00	L9010		912126914300
David Stringer	ACD INCOMING	16:47:59	01:11	00:08	01:03	00:00	D3200	Sales	191398945000
David Stringer	Non ACD OUTGOING	16:48:22	01:15	00:00	01:15	00:00	L9006		919197278000
David Stringer	ACD INCOMING	16:50:54	01:16	00:04	01:12	00:00	D3200	Sales	19135391354
David Stringer	Non ACD OUTGOING	16:52:22	00:22	00:00	00:22	00:00	L9004		916122554398
David Stringer	Non ACD OUTGOING	16:52:48	00:46	00:00	00:46	00:00	L9001		916138393574
David Stringer	ACD INCOMING	16:53:43	01:40	00:08	01:32	00:00	D3200	Sales	919135394890
David Stringer	Non ACD OUTGOING	16:55:34	01:51	00:00	01:51	00:00	L9001		912126914300
David Stringer	Non ACD OUTGOING	16:57:41	00:14	00:00	00:14	00:00	L9010		912126914300

The following type of extension events and call types are supported.

- Extension logs on as an agent.
- Extension logs off.
- Extension has gone into wrapup.
- Extension is unavailable to take calls.
- Extension is available to take calls again.
- Extension has received an incoming call.

- Extension has received a Ring No Answer call (a call which rang at the extension but was not answered at the extension).
- Extension has made an outgoing call.
- Extension has made/received an internal/intercom call.
- The following call statistics information is provided for each call event.
- The agent number/name if the extension is logged on.
- The start time and date of the call.
- The total duration of the call.
- The amount of time the call rang at the extension (only applicable to incoming calls).
- The amount of call handling time (includes talk, held and wrap up time).
- The amount of time the call was held at the extension.
- The amount of wrap up time the call required.
- The device number, name and group name of the device that the extension was connected to.
- The device number, name and group name of the queue that the call came in on.
- The device number and name of the extension/agent the call was transferred from.
- The transfer position number indicating whether this extension was the first/second/third etc. to receive the transferred call.
- The device number and name of the extension/agent the call was transferred to.
- The dialed digits for the call. In the case of incoming calls the CLI for call will be displayed here.
- The account codes entered against the call.

The report is presented in a call event per row format. Pagination of the report will occur if either there are too many call events to fit in the height of a page or there are too many statistics parameters to fit in the width of a page.

## Extension Group Traffic Profile Report

An extension group traffic profile report provides historical call statistics data for a selected extension group presented in a series of uniform time bands. The interval time governing the time bands can be any number of minutes, hours, days, or weeks up to 250.

The report can display ACD calls only, Non ACD calls only or both ACD and Non ACD calls.

24 Hour	<b>Demonstration</b>				Page 21 of 40	
START: Tuesday 04/06/04 16:31	Insight CTX+ Samples				on	
STOP: Tuesday 04/06/04 16:59					04/07/04	

  

Extension Group Traffic Profile for Sales						Part 1 of 1
Extension Group	04/06/04 16:31:00	04/06/04 16:36:00	04/06/04 16:41:00	04/06/04 16:46:00	04/06/04 16:51:00	04/06/04 16:56:00
ACD Calls answered	4	4	6	4	6	1
ACD Calls intercom	0	0	0	0	0	0
ACD Calls outgoing	0	0	0	0	0	0
ACD Average answered call time	01:13	01:33	01:19	01:23	01:19	01:23
ACD Average intercom call time	00:00	00:00	00:00	00:00	00:00	00:00
ACD Average outgoing call time	00:00	00:00	00:00	00:00	00:00	00:00
ACD Calls transferred in	0	0	0	0	0	0
ACD Calls transferred out	0	0	0	0	0	0
ACD Calls inquired	1	0	1	0	1	0
ACD Average held on time	00:29	00:00	00:29	00:00	00:29	00:00
ACD Longest held on time	00:29	00:00	00:29	00:00	00:29	00:00
ACD RNA calls	0	0	0	0	0	0
ACD Average RNA wait time	00:00	00:00	00:00	00:00	00:00	00:00
ACD Longest RNA wait time	00:00	00:00	00:00	00:00	00:00	00:00
ACD Longest answered call time	01:22	02:13	01:48	02:13	01:48	01:23
ACD Longest intercom call time	00:00	00:00	00:00	00:00	00:00	00:00
ACD Longest outgoing call time	00:00	00:00	00:00	00:00	00:00	00:00
ACD Number of short calls	1	0	1	0	1	0
ACD Number of long calls	0	1	0	1	0	0
ACD G.O.S. (%)	75.0	75.0	83.3	75.0	83.3	100.0

The call statistics parameters available are as follows:

- Number of incoming calls that were answered.
- Number of internal/intercom calls made/received by extensions.
- Number of outgoing calls.
- Average or Total call time of the answered calls (includes wrap up time).
- Average or Total real talk time (this excludes hold and wrapping up time) of the answered calls.
- Average or Total wrap up time of the answered calls.

- Average or Total call time of the internal/intercom calls.
- Average or Total call time of the outgoing calls.
- Average or Total real talk time (this excludes hold and wrapping up time) of the outgoing calls.
- Number of answered calls that were transferred from another extension/agent.
- Number of answered calls that were transferred to another extension/agent.
- Number of answered calls that were placed on inquiry hold.
- Average or Total holding time of these held calls.
- Longest holding time of these held calls.
- Number of calls that rang at an extension but was not answered at the extension.
- Average or Total ringing time of these Ring No Answer calls.
- Longest ringing time of these Ring No Answer calls.
- Longest call time of the answered calls (includes wrap up time).
- Longest real talk time (this excludes hold and wrapping up time) of the answered calls.
- Longest wrap up time of the answered calls.
- Longest call time of the internal/intercom calls.
- Longest call time of the outgoing calls.
- Longest real talk time (this excludes hold and wrapping up time) of the outgoing calls.
- Number of incoming and outgoing calls whose call time was below a short call analysis threshold.
- Number of incoming and outgoing calls whose call time was above a long call analysis threshold.
- The GOS for the extension group.

The report is presented in a time band per column format. Pagination of the report will occur if either there are too many time bands to fit in the width of a page or there are too many statistics parameters to fit in the height of a page.

## Extension Group Traffic Report

An extension group traffic report provides historical call statistics data for each extension group within a selected extension super group.

The report can display ACD calls only, Non ACD calls only or both ACD and Non ACD calls.

24 Hour		<b>Demonstration</b>	
START: Tuesday 04/06/04 16:31		Insight CTX+ Samples	
STOP: Tuesday 04/06/04 16:59			Page 22 of 40 on 04/07/04

  

Extension Group Traffic for All Extensions	Part 1 of 1
Extension Group	All Extensions
ACD Calls answered	72
ACD Calls intercom	0
ACD Calls outgoing	0
ACD Average answered call time	01:22
ACD Average intercom call time	00:00
ACD Average outgoing call time	00:00
ACD Calls transferred in	0
ACD Calls transferred out	0
ACD Calls inquired	9
ACD Average held on time	00:53
ACD Longest held on time	01:08
ACD RNA calls	0
ACD Average RNA wait time	00:00
ACD Longest RNA wait time	00:00
ACD Longest answered call time	02:13
ACD Longest intercom call time	00:00
ACD Longest outgoing call time	00:00
ACD Number of short calls	11
ACD Number of long calls	2
ACD G.O.S. (%)	81.9

The call statistics parameters available are as follows:

- Number of incoming calls that were answered.
- Number of internal/intercom calls made/received by extensions.
- Number of outgoing calls.
- Average or Total call time of the answered calls (includes wrap up time).
- Average or Total real talk time (this excludes hold and wrapping up time) of the answered calls.
- Average or Total wrap up time of the answered calls.
- Average or Total call time of the internal/intercom calls.

- Average or Total call time of the outgoing calls.
- Average or Total real talk time (this excludes hold and wrapping up time) of the outgoing calls.
- Number of answered calls that were transferred from another extension/agent.
- Number of answered calls that were transferred to another extension/agent.
- Number of answered calls that were placed on inquiry hold.
- Average or Total holding time of these held calls.
- Longest holding time of these held calls.
- Number of calls that rang at an extension but was not answered at the extension.
- Average or Total ringing time of these Ring No Answer calls.
- Longest ringing time of these Ring No Answer calls.
- Longest call time of the answered calls (includes wrap up time).
- Longest real talk time (this excludes hold and wrapping up time) of the answered calls.
- Longest wrap up time of the answered calls.
- Longest call time of the internal/intercom calls.
- Longest call time of the outgoing calls.
- Longest real talk time (this excludes hold and wrapping up time) of the outgoing calls.
- Number of incoming and outgoing calls whose call time was below a short call analysis threshold.
- Number of incoming and outgoing calls whose call time was above a long call analysis threshold.
- The GOS for the extension group.

The report is presented in an extension group per column format. Pagination of the report will occur if either there are too many extension groups to fit in the width of a page or there are too many statistics parameters to fit in the height of a page.

## Extension Traffic Profile Report

An extension traffic profile report provides historical call statistics data for a selected extension presented in a series of uniform time bands. The interval time governing the time bands can be any number of minutes, hours, days, or weeks up to 250.

The report can display ACD calls only, Non ACD calls only or both ACD and Non ACD calls.

24 Hour		<b>Demonstration</b>				Page 23 of 40						
START: Tuesday 04/06/04 16:31		Insight CTX+ Samples				on 04/07/04						
STOP: Tuesday 04/06/04 16:59												
Extension Traffic Profile for Extn No. 1										Part 1 of 1		
Period	ACD Total			ACD Answered		ACD Answered Transfer			ACD Performance			
	Calls	Avg. Time	% Use	Calls	Avg. Time	Transfer In	Transfer Out	Inquiry	Avg. Hold	Short Calls	Long Calls	GOS
16:31:00	1	01:32	30.7	1	01:32	0	0	0	00:00	0	0	100.0
16:36:00	1	01:03	21.0	1	01:03	0	0	0	00:00	0	0	100.0
16:41:00	2	01:22	54.7	2	01:22	0	0	0	00:00	0	0	100.0
16:46:00	1	01:03	21.0	1	01:03	0	0	0	00:00	0	0	100.0
16:51:00	2	01:22	54.7	2	01:22	0	0	0	00:00	0	0	100.0
16:56:00	0	00:00	0.0	0	00:00	0	0	0	00:00	0	0	100.0

The call statistics parameters available are as follows:

- Total number of calls (this is a summation of the selected call categories within the report).
- Average or Total handling time of these calls.
- Percentage of time the extension was busy on these calls during each time band.
- Number of incoming calls that were answered.
- Average or Total call time of these answered calls (this includes wrap up time).
- Average or Total real talk time (this excludes hold and wrapping up time) of these answered calls.

- Average or Total wrap up time of these answered calls.
- Number of incoming calls that were transferred from another extension/agent.
- Number of incoming calls that were transferred to another extension/agent.
- Number of incoming calls that were placed on inquiry hold.
- Average or Total holding time of these held calls.
- Number of calls that rang at the extension but were not answered at the extension.
- Average or Total ringing time of these Ring No Answer calls.
- Number of internal/intercom calls made/received by the extension.
- Average or Total call time of these intercom calls.
- Number of outgoing calls made by the extension.
- Average or Total call time of these outgoing calls.
- Average or Total real talk time (this excludes hold and wrapping up time) of these outgoing calls.
- Number of incoming and outgoing calls whose call time was below the short call analysis threshold.
- Number of incoming and outgoing calls whose call time was above the long call analysis threshold.
- The GOS for the extension.
- Number of times the extension logged on as an agent during each time band.
- The percentage of time the extension was logged on as an agent during each time band.
- Number of times the extension went into each of the 12 unavailable states during each time band.
- The percentage of time the extension was unavailable during each time band.

The report is presented in a time band per row format. Pagination of the report will occur if either there are too many time bands to fit in the height of a page or there are too many statistics parameters to fit in the width of a page.

## Extension Traffic Report

An extension traffic report provides historical call statistics data for each extension within a selected extension group. The report can display ACD calls only, Non ACD calls only or both ACD and Non ACD calls.

24 Hour START: Tuesday 04/06/04 16:31 STOP: Tuesday 04/06/04 16:59		<b>Demonstration</b> Insight CTX+ Samples						Page 24 of 40 on 04/07/04				
Extension Traffic for Sales										Part 1 of 1		
Extn.	ACD Total			ACD Answered		ACD Answered Transfer			ACD Performance			
	Calls	Avg. Time	% Use	Calls	Avg. Call	Transfer In	Transfer Out	Inquiry	Avg. Hold	Short Calls	Long Calls	GOS
E3200: Extn No. 0	8	01:21	38.3	8	01:21	0	0	3	00:29	3	2	37.5
E3201: Extn No. 1	7	01:18	32.5	7	01:18	0	0	0	00:00	0	0	100.0
E3202: Extn No. 2	10	01:27	52.0	10	01:27	0	0	0	00:00	0	0	100.0
Total												
	25	01:23	41.0	25	01:23	0	0	3	00:29	3	2	80.0

The call statistics parameters available are as follows:

- Total number of calls (this is a summation of the selected call categories within the report).
- Average or Total handling time of these calls.
- Percentage of time the extension was busy on these calls. Note that this percentage is normalized to the shift that you collated the report with.
- Number of incoming calls that were answered.
- Average or Total call time of these answered calls (this includes wrap up time).
- Average or Total real talk time (this excludes hold and wrapping up time) of these answered calls.
- Average or Total wrap up time of these answered calls.

## Insight CIX Reporting Package

### *Extension Based Reports*

- Number of incoming calls that were transferred from another extension/agent.
- Number of incoming calls that were transferred to another extension/agent.
- Number of incoming calls that were placed on inquiry hold.
- Average or Total holding time of these held calls.
- Number of calls that rang at the extension but were not answered at the extension.
- Average or Total ringing time of these Ring No Answer calls.
- Number of internal/intercom calls made/received by the extension.
- Average or Total call time of these intercom calls.
- Number of outgoing calls made by the extension.
- Average or Total call time of these outgoing calls.
- Average or Total real talk time (excludes hold and wrap time) of these outgoing calls.
- Number of incoming and outgoing calls whose call time was below the short call analysis threshold.
- Number of incoming and outgoing calls whose call time was above the long call analysis threshold.
- The GOS for the extension.
- Number of times the extension logged on as an agent during the period of analysis.
- The percentage of time the extension was logged on as an agent during the period of analysis.
- Number of times the extension went into each of the 12 unavailable states during the period of analysis.
- The percentage of time the extension was unavailable during the period of analysis.

The report is presented in an extension per row format with a totals entry for the whole group being presented at the bottom of the report.

## Extension Utilization Profile Report

An extension utilization profile report provides historical time utilization data for a selected extension presented in a series of uniform time bands. The interval time governing the time bands can be any number of minutes, hours, days, or weeks up to 250.

Note that the times are either shown as a percentage normalized to the shift that you collated the report with or as a total time. The report can display ACD calls only, Non ACD calls only or both ACD and Non ACD calls.

24 Hour		<b>Demonstration</b>						Page 25 of 40	
START: Tuesday 04/06/04 16:31		Insight CTX+ Samples						on	
STOP: Tuesday 04/06/04 16:59								04/07/04	
Extension Utilization Profile for Extn No. 1								Part 1 of 1	
Period	%ACD Call Time			% Availability				%ACD RNA	
	Inc	Out	Int	Wrap	UnAv	Busy	Idle	Inc	Int
16:31:00	30.7	0.0	0.0	4.3	0.0	0.7	53.7	2.7	0.0
16:36:00	21.7	0.0	0.0	3.3	0.0	1.3	13.0	4.0	0.0
16:41:00	54.0	0.0	0.0	3.3	0.0	2.0	9.7	2.7	0.0
16:46:00	21.7	0.0	0.0	3.3	0.0	1.3	13.0	4.0	0.0
16:51:00	54.0	0.0	0.0	3.3	0.0	2.0	9.7	2.7	0.0
16:56:00	29.4	0.0	0.0	0.0	0.0	1.1	11.1	4.4	0.0

The parameters available are as follows:

- The time spent handling incoming calls. This time includes the talk time plus any time spent on hold. This time does not include the amount of time calls were ringing at the extension before being answered.
- The time spent handling outgoing calls. This time includes the talk time plus any time spent on hold.

- The time spent handling internal/intercom calls. This time includes the talk time plus any time spent on hold. This time does not include the amount of time calls were ringing at the extension before being answered.
- The time spent with incoming calls on hold.
- The time spent with outgoing calls on hold.
- The time spent with internal/intercom calls on hold.
- The time spent in wrap up.
- The time spent in each of the 12 unavailable states.
- The time spent being busy, i.e. unavailable for some reason to take calls. This is usually due to setting up an outgoing call or leaving the handset off hook.
- The time spent idle.
- The time spent with external calls ringing at the extension (Inc RNA).
- The time spent with internal calls ringing at the extension (Int RNA).
- The time spent logged on.
- The time spent logged off.

The report is presented in a time band per column format. Pagination of the report will occur if either there are too many time bands to fit in the height of a page or there are too many statistics parameters to fit in the width of a page.

## Extension Utilization Report

An extension utilization report provides historical time utilization data for each extension within a selected extension group. Note that the times are shown either as a percentage normalized to the shift that you collated the report with or as the total time.

The report can display ACD calls only, Non ACD calls only or both ACD and Non ACD calls.

24 Hour		<b>Demonstration</b>					Page 26 of 40		
START: Tuesday 04/06/04 16:31		<b>Insight CTX+ Samples</b>					on		
STOP: Tuesday 04/06/04 16:59							04/07/04		
Extn.	Extension Utilization for Sales							Part 1 of 1	
	% ACD Call Time			% Availability				% ACD FNA	
	Inc	Out	Int	Wrap	UnAv	Busy	Idle	Inc	Int
E3200: Extn No. 0	41.0	0.0	0.0	2.1	0.0	6.0	19.0	6.8	0.0
E3201: Extn No. 1	35.7	0.0	0.0	3.2	0.0	1.4	18.5	3.3	0.0
E3202: Extn No. 2	54.3	0.0	0.0	6.1	0.0	0.8	12.1	7.6	0.0
Total	43.6	0.0	0.0	3.8	0.0	2.7	16.5	5.9	0.0

The parameters available are as follows:

- The time spent handling incoming calls. This time includes the talk time plus any time spent on hold. This time does not include the amount of time calls were ringing at the extension before being answered.
- The time spent handling outgoing calls. This time includes the talk time plus any time spent on hold.
- The time spent handling internal/intercom calls. This time includes the talk time plus any time spent on hold. This time does not include the amount of time calls were ringing at the extension before being answered.
- The time spent with incoming calls on hold.

## Insight CIX Reporting Package

### *Extension Based Reports*

- The time spent with outgoing calls on hold.
- The time spent with internal/intercom calls on hold
- The time spent in wrap up.
- The time spent in each of the 12 unavailable states.
- The time spent being busy, i.e. unavailable for some reason to take calls. This is usually due to setting up an outgoing call or leaving the handset off hook.
- The time spent idle.
- The time spent with external calls ringing at the extension (Inc RNA).
- The time spent with internal calls ringing at the extension (Int RNA)
- The time spent logged on.
- The time spent logged off.

The report is presented in an extension per row format with a totals entry for the whole group being presented at the bottom of the report. Note that the totals entry for each column is the average of all the extensions in the group. Pagination of the report will occur if either there are too many extensions to fit in the height of a page or there are too many statistics parameters to fit in the width of a page.

# Forecasting Reports

## Forecasting Profile Report

A forecasting report calculates the actual number of calls, average call time, average wait time and number of available agents over a series of uniform time bands using specified line and agent groups. It then provides an estimate of how one of these parameters would vary depending on specific modifications made to the other three. The specified modifications can be applied individually - resulting in a series of estimates per time band, or they can be applied collectively - resulting in a single estimate per time band. The interval time governing the time bands can be any number of minutes, hours, days, or weeks up to 250.

The report is presented in a time band per column format. Pagination of the report will occur if either there are too many time bands to fit in the width of a page or there are too many modifications to fit in the height of a page.

24 Hour START: Tuesday 04/06/04 16:31 STOP: Tuesday 04/06/04 16:59	<b>Demonstration</b> Insight CTX+ Samples	Page 27 of 40 on 04/07/04
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Forecasting Profile Report							Part 1 of 1
	04/06/04 16:31:00	04/06/04 16:36:00	04/06/04 16:41:00	04/06/04 16:46:00	04/06/04 16:51:00	04/06/04 16:56:00	
As Originally Calculated	12.0	12.0	12.0	12.0	12.0	12.0	
Calls +10%	10.9	12.5	12.6	12.5	12.6	10.9	
Average Call Time -20 second(s)	9.9	9.5	9.8	9.5	9.8	9.5	

  

Using Parameters derived from:  
 Line Group (All Lines (CO and ISDN)), Agent Group (All Agents)

Modifications applied Individually:  
 Calls +10%  
 Average Call Time -20 second(s)

Calculating:  
 Available Agents

Note: If n/a appears in a field in the report above, that parameter could not be calculated.

## Forecasting Report

A forecasting report calculates the actual number of calls, average call time, average wait time and number of available agents over a specified time period using specified line and agent groups. It then provides an estimate of how one of these parameters would vary depending on specific modifications made to the other three. The specified modifications can be applied individually - resulting in a series of estimates, or they can be applied collectively - resulting in a single estimate.

The report is presented in a modification per row format. Pagination of the report will occur if there are too many modifications to fit in the height of a page.

24 Hour		<b>Demonstration</b>				Page 28 of 40	
START: Tuesday 04/06/04 16:31		<b>Insight CTX+ Samples</b>				on	
STOP: Tuesday 04/06/04 16:59						04/07/04	
Forecasting Report							Part 1 of 1
	Calls	Avg. Call Time (hh:mm:ss)	Avg. Wait Time (hh:mm:ss)	Available Agents	Avg. Wrapup (hh:mm:ss)	Avg. Unavail (hh:mm:ss)	
As Originally Calculated	72	01:21	00:11	12.0	00:00	08:29	
Calls +10%	79	01:21	00:11	12.8	00:00	08:29	
Average Call Time -20 second(s)	72	01:01	00:11	9.8	00:00	08:29	
<p><b>Using Parameters derived from:</b>                  Line Group (All Lines (CO and ISDN)), Agent Group (All Agents)</p> <p><b>Modifications applied individually:</b>                  Calls +10%                  Average Call Time -20 second(s)</p> <p><b>Calculating:</b>                  Available Agents</p> <p>Note: if n/a appears in a field in the report above, that parameter could not be calculated.</p>							

# Line Based Reports

## Line Group Event Report

A line group event report provides an event/call trace for a selected line group. The report can display ACD calls only, Non ACD calls only or both ACD and Non ACD calls.

24 Hour START: Tuesday 04/06/04 16:31 STOP: Tuesday 04/06/04 16:59		<b>Demonstration</b> Insight CTX+ Samples				Page 29 of 40 on 04/07/04		
Line Group Events for All Lines (CO and ISDN)							Part 1 of 1	
Line	Event Type	Event Start	Duration mm:ss	Wait Time	Call Time	Connect Device	Queue	Dialed Digits
L9016	ACD ABANDONED	18:31:58	00:37	00:37	00:00		Accounts	
L9002	ACD ABANDONED	18:32:21	01:30	01:30	00:00		Accounts	
L9015	ACD ABANDONED	18:32:50	00:35	00:35	00:00		Accounts	
L9005	ACD ABANDONED	18:35:21	00:40	00:40	00:00		Accounts	
L9016	ACD ABANDONED	18:41:58	00:37	00:37	00:00		Accounts	
L9002	ACD ABANDONED	18:42:21	01:30	01:30	00:00		Accounts	
L9015	ACD ABANDONED	18:42:33	00:35	00:35	00:00		Accounts	
L9005	ACD ABANDONED	18:45:21	00:40	00:40	00:00		Accounts	
L9016	ACD ABANDONED	18:51:58	00:37	00:37	00:00		Accounts	
L9002	ACD ABANDONED	18:52:21	01:30	01:30	00:00		Accounts	
L9015	ACD ABANDONED	18:52:33	00:35	00:35	00:00		Accounts	
L9005	ACD ABANDONED	18:55:21	00:40	00:40	00:00		Accounts	

The following type of line events and call types are supported:

- Line went busy on an incoming call.
- Line went busy on an abandoned call.
- Line went busy on a call which then overflowed to a non-ACD group.
- Line went busy on an outgoing call.
- The following call statistics information is provided for each call event.
- The number/name of the Line that call appeared on.
- The number/name of the DID that was associated with the line.

## Insight CIX Reporting Package

### *Line Based Reports*

- The start time and date of the call.
- The total duration of the call.
- The amount of time the line was ringing.
- The amount of call handling time (includes ring, talk, and hold time).
- The amount of real talk time (excludes ring and hold time).
- The amount of time the line was put on hold.
- The device number, name and group name of the device that the line was connected to.
- The device number, name and group name of the queue that the call came in on.
- The transfer count, i.e. how many times this call was transferred between agents/ extensions.
- The dialed digits for the call. In the case of incoming calls the CLI for call will be displayed here.

The report is presented in a call event per row format. Pagination of the report will occur if either there are too many call events to fit in the height of a page or there are too many statistics parameters to fit in the width of a page.

# Line Group Traffic Profile Report

A line group traffic profile report provides historical call statistics data for a selected line group presented in a series of uniform time bands. The interval time governing the time bands can be any number of minutes, hours, days, or weeks up to 250.

The report can display ACD calls only, Non ACD calls only or both.

24 Hour		<b>Demonstration</b>				Page 30 of 40	
START: Tuesday 04/06/04 16:31		Insight CTX+ Samples				on	
STOP: Tuesday 04/06/04 16:59						04/07/04	

  

Line Group Traffic Profile for Service Provider A							Part 1 of 2
Period	16:31:00	16:36:00	16:41:00	16:46:00	16:51:00	16:56:00	
ACD Calls offered	7	13	10	13	10	6	
ACD Calls answered	6	12	9	12	9	5	
ACD Calls abandoned	1	1	1	1	1	1	
ACD Calls abandoned (%)	14.3	7.7	10.0	7.7	10.0	16.7	
ACD Calls outgoing	0	0	0	0	0	0	
ACD Average answered call time	01:21	01:21	01:21	01:21	01:21	01:13	
ACD Average answered wait time	00:11	00:12	00:11	00:12	00:11	00:09	
ACD Average abandoned wait time	01:30	00:40	01:30	00:40	01:30	00:40	
ACD Average outgoing call time	00:00	00:00	00:00	00:00	00:00	00:00	
ACD Calls overflowed	0	0	0	0	0	0	
ACD Average overflow wait time	00:00	00:00	00:00	00:00	00:00	00:00	
ACD Calls transferred	0	0	0	0	0	0	
ACD Calls inquired	2	1	2	1	2	0	
ACD Average held time	00:49	01:08	00:49	01:08	00:49	00:00	
ACD Longest held time	01:08	01:08	01:08	01:08	01:08	00:00	
ACD Average transfer count	0.0	0.0	0.0	0.0	0.0	0.0	
ACD Maximum transfer count	0	0	0	0	0	0	
ACD Longest answered call time	02:01	02:11	02:01	02:11	02:01	01:53	
ACD Longest answered wait time	00:16	00:21	00:16	00:21	00:16	00:13	
ACD Longest abandoned wait time	01:30	00:40	01:30	00:40	01:30	00:40	
ACD Longest outgoing call time	00:00	00:00	00:00	00:00	00:00	00:00	

The call statistics parameters available are as follows:

- Number of calls offered.
- Number of incoming calls that were answered.
- Number of incoming calls that abandoned before being answered.
- Percentage of incoming calls abandoned.
- Number of outgoing calls.
- Average or Total call time of the answered calls.
- Average or Total real talk time (excludes ring and hold time) of answered calls.
- Average or Total waiting time of the answered calls.

- Average or Total waiting time of the abandoned calls.
- Average or Total call time of the outgoing calls.
- Average or Total real talk time (excludes ring and hold time) of outgoing calls.
- Number of incoming calls that overflowed to a non ACD group before being answered or abandoned.
- Average or Total waiting time of these overflowed calls.
- Number of answered calls that were transferred to other extensions/agents.
- Number of answered calls that were placed on inquiry hold.
- Average or Total holding time of these held calls.
- Longest holding time of these held calls.
- Of those calls that were transferred, the average number of times the calls were transferred.
- Of transferred calls, the maximum number of times a call was transferred.
- Longest call time of the answered calls.
- Longest real talk time (this excludes ring and hold time) of the answered calls.
- Longest waiting time of the answered calls.
- Longest waiting time of the abandoned calls.
- Longest call time of the outgoing calls.
- Longest real talk time (this excludes ring and hold time) of the outgoing calls.
- Number of calls whose waiting time exceeded the long wait analysis threshold including those calls that were abandoned.
- Number of calls whose waiting time exceeded the long wait analysis threshold excluding those calls that were abandoned.
- The GOS for the line group (abandoned calls included).
- The GOS for the line group (abandoned calls excluded).
- Number of erlangs of traffic on the line group.

The report is presented in a time band per column format. Pagination of the report will occur if either there are too many time bands to fit in the width of a page or there are too many statistics parameters to fit in the height of a page.

## Line Group Traffic Report

A line group traffic report provides historical call statistics data for each line group within a selected line super group.

The report can display ACD calls only, Non ACD calls only or both ACD and Non ACD calls.

24 Hour START: Tuesday 04/06/04 16:31 STOP: Tuesday 04/06/04 16:59	<b>Demonstration</b> Insight CTX+ Samples	Page 33 of 40 on 04/07/04
<b>Line Group Traffic for All Line Groups</b>		Part 2 of 2
Line Group	Service Provider B	Service Provider A
Target answer time	20	20
ACD Long waits including abandoned	8	10
ACD Long waits excluding abandoned	2	4
ACD G.O.S. (inc. abandoned) (%)	68.0	83.1
ACD G.O.S. (excl. abandoned) (%)	89.5	92.5
ACD Erlangs	1.2	3.1

The call statistics parameters available are as follows:

- Number of calls offered.
- Number of incoming calls that were answered.
- Number of incoming calls that abandoned before being answered.
- Percentage of incoming calls abandoned.
- Number of outgoing calls.
- Average or Total call time of the answered calls.
- Average or Total real talk time (this excludes ring and hold time) of the answered calls.

- Average or Total waiting time of the answered calls.
- Average or Total waiting time of the abandoned calls.
- Average or Total call time of the outgoing calls.
- Average or Total real talk time (excludes ring and hold time) of outgoing calls.
- Number of incoming calls that overflowed to a non ACD group before being answered or abandoned.
- Average or Total waiting time of these overflowed calls.
- Number of answered calls that were transferred to other extensions/agents.
- Number of answered calls that were placed on inquiry hold.
- Average or Total holding time of these held calls.
- Longest holding time of these held calls.
- Of transferred calls, the average number of times the calls were transferred.
- Of those calls that were transferred, the maximum number of times a call was transferred.
- Longest call time of the answered calls.
- Longest real talk time (this excludes ring and hold time) of the answered calls.
- Longest waiting time of the answered calls.
- Longest waiting time of the abandoned calls.
- Longest call time of the outgoing calls.
- Longest real talk time (this excludes ring and hold time) of the outgoing calls.
- Number of calls whose waiting time exceeded the long wait analysis threshold including those calls that were abandoned.
- Number of calls whose waiting time exceeded the long wait analysis threshold excluding those calls that were abandoned.
- The GOS for each line group (abandoned calls included).
- The GOS for each line group (abandoned calls excluded).
- Number of erlangs of traffic on each line group.

The report is presented in a line group per column format. Pagination of the report will occur if either there are too many line groups to fit in the width of a page or there are too many statistics parameters to fit in the height of a page.

# Line Traffic Report

A line traffic report provides historical call statistics data for each line within a selected line group. The report can display ACD calls only, Non ACD calls only or both ACD and Non ACD calls.

24 Hour		<b>Demonstration</b> Insight CTX+ Samples				Page 35 of 40		
START: Tuesday	04/06/04 16:31					on		
STOP: Tuesday	04/06/04 16:59					04/07/04		
Line Traffic for Service Provider B							Part 2 of 2	
Line	ACD Abandoned		Non ACD Abandoned		ACD Outgoing		Non ACD Outgoing	
	Calls	Avg. Wait	Calls	Avg. Wait	Calls	Avg. Time	Calls	Avg. Time
L9010	0	00:00	0	00:00	0	00:00	6	00:25
L9011	0	00:00	0	00:00	0	00:00	0	00:00
L9012	0	00:00	0	00:00	0	00:00	2	01:24
L9013	0	00:00	0	00:00	0	00:00	0	00:00
L9014	0	00:00	0	00:00	0	00:00	0	00:00
L9015	3	00:35	0	00:00	0	00:00	5	00:44
L9016	3	00:37	0	00:00	0	00:00	0	00:00
L9017	0	00:00	0	00:00	0	00:00	0	00:00
L9018	0	00:00	0	00:00	0	00:00	0	00:00
L9019	0	00:00	0	00:00	0	00:00	2	02:12
L9020	0	00:00	0	00:00	0	00:00	5	01:59
L9021	0	00:00	0	00:00	0	00:00	2	01:38
L9022	0	00:00	0	00:00	0	00:00	6	00:59
L9023	0	00:00	0	00:00	0	00:00	8	01:55
<b>Total</b>	<b>6</b>	<b>00:36</b>	<b>0</b>	<b>00:00</b>	<b>0</b>	<b>00:00</b>	<b>36</b>	<b>01:20</b>

The call statistics parameters available are as follows:

- Total number of calls (this is a summation of the selected call categories within the report).
- Average or Total handling time of these calls.
- Percentage of time the line was allocated to these calls. Note that this percentage is normalized to the shift that you collated the report with.
- Number of incoming calls that were answered.
- Average or Total waiting time of these answered calls.
- Average or Total call time of these answered calls.
- Average or Total real talk time (this excludes ring and hold time) of these answered calls.

## Insight CIX Reporting Package

### *Line Based Reports*

- Number of answered calls that were put on hold.
- Average or Total holding time of these held calls.
- Number of incoming calls that abandoned before being answered.
- Average or Total waiting time of these abandoned calls.
- Number of incoming calls that overflowed to a non ACD group before being answered or abandoned.
- Average or Total waiting time of these overflowed calls.
- Number of outgoing calls.
- Average or Total call time of these outgoing calls.
- Average or Total real talk time (this excludes ring and hold time) of these outgoing calls.

The report is presented in a line per row format with a totals entry for the whole group being presented at the bottom of the report. Pagination of the report will occur if either there are too many lines to fit in the height of a page or there are too many statistics parameters to fit in the width of a page.

# Queue Based Reports

## Queue Group Traffic Profile Report

A queue group traffic profile report provides historical call statistics data for a selected queue group presented in a series of uniform time bands. The interval time governing the time bands can be any number of minutes, hours, days, or weeks up to 250. The report displays ACD calls only.

24 Hour		<b>Demonstration</b>				Page 36 of 40
START: Tuesday	04/06/04 16:31	Insight CTX+ Samples				on
STOP: Tuesday	04/06/04 16:59					04/07/04

  

Queue Group Traffic Profile for All Queues							Part 1 of 1
Period	16:31:00	16:36:00	16:41:00	16:46:00	16:51:00	16:56:00	
ACD Calls offered	17	14	18	14	18	11	
ACD Calls answered	14	13	15	13	15	10	
ACD Calls abandoned	3	1	3	1	3	1	
ACD Calls Overflowed In	0	0	0	0	0	0	
ACD Overflowed Out	0	0	0	0	0	0	
ACD Average answered wait time	00:09	00:12	00:09	00:12	00:09	00:12	
ACD Average abandoned wait time	00:53	00:39	00:53	00:39	00:53	00:39	
ACD Longest answered wait time	00:16	00:19	00:16	00:19	00:16	00:19	
ACD Longest abandoned wait time	01:29	00:39	01:29	00:39	01:29	00:39	
Target answer time	0	0	0	0	0	0	
ACD Long waits including abandoned	0	0	0	0	0	0	
ACD Long waits excluding abandoned	0	0	0	0	0	0	
ACD G.O.S. (inc. abandoned) (%)	100.0	100.0	100.0	100.0	100.0	100.0	
ACD G.O.S. (excl. abandoned) (%)	100.0	100.0	100.0	100.0	100.0	100.0	

The call statistics parameters available are as follows:

- Number of calls offered.
- Number of incoming calls that were answered.
- Number of incoming calls that abandoned before being answered.
- Number of incoming calls that overflowed into the queue.
- Number of calls that overflowed out of the queue.
- Average or Total waiting time of the answered calls.

- Average or Total waiting time of the abandoned calls.
- Longest waiting time of the answered calls.
- Longest waiting time of the abandoned calls.
- Number of calls whose waiting time exceeded the long wait analysis threshold including those calls that were abandoned.
- Number of calls whose waiting time exceeded the long wait analysis threshold excluding those calls that were abandoned.
- The GOS (abandoned calls included).
- The GOS (abandoned calls excluded).

The report is presented in a time band per column format. Pagination of the report will occur if either there are too many time bands to fit in the width of a page or there are too many statistics parameters to fit in the height of a page.

## Queue Group Traffic Report

A queue group traffic report provides historical call statistics data for each queue within a selected queue group. The report displays ACD calls only.

24 Hour START: Tuesday 04/06/04 16:31 STOP: Tuesday 04/06/04 16:59	<b>Demonstration</b> Insight CTX+ Samples			Page 37 of 40 on 04/07/04
Queue Group Traffic for All Queues				Part 1 of 1
Queue	Sales	Support	Admin	Accounts
ACD Calls offered	28	26	26	12
ACD Calls answered	28	26	26	0
ACD Calls abandoned	0	0	0	12
ACD Calls Overflowed In	0	0	0	0
ACD Overflowed Out	0	0	0	0
ACD Average answered wait time	00:12	00:09	00:09	00:00
ACD Average abandoned wait time	00:00	00:00	00:00	00:50
ACD Longest answered wait time	00:19	00:14	00:19	00:00
ACD Longest abandoned wait time	00:00	00:00	00:00	01:29
Target answer time	0	0	0	0
ACD Long waits including abandoned	0	0	0	0
ACD Long waits excluding abandoned	0	0	0	0
ACD G.O.S. (inc. abandoned) (%)	100.0	100.0	100.0	100.0
ACD G.O.S. (excl. abandoned) (%)	100.0	100.0	100.0	100.0

The call statistics parameters available are as follows:

- Number of calls offered.
- Number of incoming calls that were answered.
- Number of incoming calls that abandoned before being answered.
- Number of incoming calls that overflowed into the queue.
- Number of calls that overflowed out of the queue.
- Average or Total waiting time of the answered calls.
- Average or Total waiting time of the abandoned calls.
- Longest waiting time of the answered calls.
- Longest waiting time of the abandoned calls.

## Insight CIX Reporting Package

### *Queue Based Reports*

- Number of calls whose waiting time exceeded the long wait analysis threshold including those calls that were abandoned.
- Number of calls whose waiting time exceeded the long wait analysis threshold excluding those calls that were abandoned.
- The GOS (abandoned calls included).
- The GOS (abandoned calls excluded).

The report is presented in a queue number per column format. Pagination of the report will occur if either there are too many queues to fit in the width of a page or there are too many statistics parameters to fit in the height of a page.

## Queue Super Group Traffic Report

A queue super group traffic report provides historical call statistics data for each queue group within a selected queue super group. The report displays ACD calls only.

24 Hour START: Tuesday 04/06/04 16:31 STOP: Tuesday 04/06/04 16:59	<b>Demonstration</b> Insight CTX+ Samples	Page 38 of 40 on 04/07/04
<b>Queue Super Group Traffic for All Queue Groups</b>		Part 1 of 1
Queue	All Queues	
ACD Calls offered	92	
ACD Calls answered	80	
ACD Calls abandoned	12	
ACD Calls Overflowed In	0	
ACD Overflowed Out	0	
ACD Average answered wait time	00:10	
ACD Average abandoned wait time	00:50	
ACD Longest answered wait time	00:19	
ACD Longest abandoned wait time	01:29	
Target answer time	0	
ACD Long waits including abandoned	0	
ACD Long waits excluding abandoned	0	
ACD G.O.S. (inc. abandoned) (%)	100.0	
ACD G.O.S. (excl. abandoned) (%)	100.0	

The call statistics parameters available are as follows:

- Number of calls offered.
- Number of incoming calls that were answered.
- Number of incoming calls that abandoned before being answered.
- Number of incoming calls that overflowed into the queue.
- Number of calls that overflowed out of the queue.
- Average or Total waiting time of the answered calls.
- Average or Total waiting time of the abandoned calls.
- Longest waiting time of the answered calls.
- Longest waiting time of the abandoned calls.

## Insight CIX Reporting Package

### *Queue Based Reports*

- Number of calls whose waiting time exceeded the long wait analysis threshold including those calls that were abandoned.
- Number of calls whose waiting time exceeded the long wait analysis threshold excluding those calls that were abandoned.
- The GOS (abandoned calls included).
- The GOS (abandoned calls excluded).

The report is presented in a queue group number per column format. Pagination of the report will occur if either there are too many queue groups to fit in the width of a page or there are too many statistics parameters to fit in the height of a page.

# Queue Traffic Profile Report

A queue traffic profile report provides historical call statistics data for a selected queue presented in a series of uniform time bands. The interval time governing the time bands can be any number of minutes, hours, days, or weeks up to 250. The report displays ACD calls only.

24 Hour	<b>Demonstration</b>				Page 39 of 40	
START: Tuesday 04/06/04 16:31	<b>Insight CTX+ Samples</b>				on 04/07/04	
<b>Queue Traffic Profile for Sales</b>					Part 1 of 1	
Period	04/06/04 16:31:00	04/06/04 16:36:00	04/06/04 16:41:00	04/06/04 16:46:00	04/06/04 16:51:00	04/06/04 16:56:00
ACD Calls offered	5	5	5	5	5	3
ACD Calls answered	5	5	5	5	5	3
ACD Calls abandoned	0	0	0	0	0	0
ACD Calls Overflowed In	0	0	0	0	0	0
ACD Overflowed Out	0	0	0	0	0	0
ACD Average answered wait time	00:10 00:00	00:13 00:00	00:10 00:00	00:13 00:00	00:10 00:00	00:16 00:00
ACD Longest answered wait time	00:16 00:00	00:19 00:00	00:16 00:00	00:19 00:00	00:16 00:00	00:19 00:00
ACD Average abandoned wait time	00:00	00:00	00:00	00:00	00:00	00:00
ACD Longest abandoned wait time	00:00	00:00	00:00	00:00	00:00	00:00
Target answer time	0	0	0	0	0	0
ACD Long waits including abandoned	0	0	0	0	0	0
ACD Long waits excluding abandoned	0	0	0	0	0	0
ACD G.O.S. (inc. abandoned) (%)	100.0	100.0	100.0	100.0	100.0	100.0
ACD G.O.S. (excl. abandoned) (%)	100.0	100.0	100.0	100.0	100.0	100.0

The call statistics parameters available are as follows:

- Number of calls offered.
- Number of incoming calls that were answered.
- Number of incoming calls that abandoned before being answered.
- Number of incoming calls that overflowed into the queue.
- Number of calls that overflowed out of the queue.
- Average or Total waiting time of the answered calls.
- Average or Total waiting time of the abandoned calls.
- Longest waiting time of the answered calls.

## Insight CIX Reporting Package

### *Queue Based Reports*

- Longest waiting time of the abandoned calls.
- Number of calls whose waiting time exceeded the long wait analysis threshold including those calls that were abandoned.
- Number of calls whose waiting time exceeded the long wait analysis threshold excluding those calls that were abandoned.
- The GOS (abandoned calls included).
- The GOS (abandoned calls excluded).

The report is presented in a time band per column format. Pagination of the report will occur if either there are too many time bands to fit in the width of a page or there are too many statistics parameters to fit in the height of a page.

## Queue Traffic Report

A queue traffic report provides historical call statistics data for a single queue. The report displays ACD calls only.

24 Hour START: Tuesday 04/06/04 16:31 STOP: Tuesday 04/06/04 16:59	<b>Demonstration</b> Insight CTX+ Samples	Page 40 of 40 on 04/07/04
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Queue Traffic for Sales	Part 1 of 1
Queue	Sales
ACD Calls offered	28
ACD Calls answered	28
ACD Calls abandoned	0
ACD Calls Overflowed In	0
ACD Overflowed Out	0
ACD Average answered wait time	00:12
ACD Average abandoned wait time	00:00
ACD Longest answered wait time	00:19
ACD Longest abandoned wait time	00:00
Target answer time	0
ACD Long waits including abandoned	0
ACD Long waits excluding abandoned	0
ACD G.O.S. (inc. abandoned) (%)	100.0
ACD G.O.S. (excl. abandoned) (%)	100.0

The call statistics parameters available are as follows:

- Number of calls offered.
- Number of incoming calls that were answered.
- Number of incoming calls that abandoned before being answered.
- Number of incoming calls that overflowed into the queue.
- Number of calls that overflowed out of the queue.
- Average or Total waiting time of the answered calls.
- Average or Total waiting time of the abandoned calls.
- Longest waiting time of the answered calls.
- Longest waiting time of the abandoned calls.

## Insight CIX Reporting Package

### *Queue Based Reports*

- Number of calls whose waiting time exceeded the long wait analysis threshold including those calls that were abandoned.
- Number of calls whose waiting time exceeded the long wait analysis threshold excluding those calls that were abandoned.
- The GOS (abandoned calls included).
- The GOS (abandoned calls excluded).

Pagination of the report will occur if there are too many statistics parameters to fit in the height of a page.

# Glossary

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This glossary defines terms frequently-used in the reports.

<b>Term</b>	<b>Definition</b>
ACD Calls	An ACD Call is a call that has been routed through a queue in it's lifetime.
Account Code	While handling a telephone call it is possible for an extension/agent to enter account codes to describe the nature of the call. Up to nine digits can be entered per account code and 20 account codes can be entered per call.  An analysis of account code usage is provided by the Insight Reporter.
Agent	An agent is the telephone operative who handles calls at an extension. Each Agent is identified by a PIN they use at the extension. The PIN should uniquely identify the agent if Insight is to give meaningful statistics concerning the activity of agents.
Agent Logged in Time	The amount or percentage time that an Agent has been logged in.
Average answered call time	The average time taken during the call time.
Average transfer count	Of those calls that were transferred, the average number of times the calls were transferred.

## Glossary

### Call Rate ~ Grade of Service (GOS) Agents/Extensions

Term	Definition
Call Rate	<p>The Call Rate is the number of calls taken/made per hour by an agent. However, the time that the agent is logged on is taken into account to give a more accurate figure.</p> <p>The Call Rate is then worked out by dividing the number of calls by the time logged on.</p>
Calls Inquired	An Inquiry Call is a call that has been held and retrieved by the same agent or extension.
Call time (for agents)	The time from the moment the call was answered until the call ended, including the wrap-up and held time.
Call time (for lines)	The time from the moment the call was answered until the line was freed.
Connect device	Displays the device at the other end of the speech path. For example, a line or DID display would show agent or extension and an extension or agent display would show line or DID for an incoming or outgoing.
Connect group	Displays the name of the group assigned to the destination device to which the source is connected.
Dialed digits	Displays phone numbers of incoming and outgoing calls. Inbound caller ID requires the source to be provided by the CO.
DID	A DID is a dynamic numerical attribute associated with an incoming call. It can be used to route calls and to identify call volumes.
Erlangs	One erlang of call traffic means that on average one line was in use all the time over the period of analysis. One erlang of traffic could be reinterpreted as two lines in use for 50% of the time, or four lines in use for 25% of the time, etc.
Extension	An extension is the physical telephone handset at which an agent can receive incoming calls, make outgoing calls or handle other forms of internal telephony traffic.
Grade of Service (GOS) Agents/Extensions	Percentage of calls whose handling time was between a short call threshold and a long call threshold. The concept is also applicable to extension groups and agent groups.

Term	Definition
<p>GOS, Grade of Service (for Line Groups and DIDs)including abandoned calls</p>	<p>Percentage of calls answered within the target answer time. This is related to the time set in the statistical analysis threshold for that device. For example, if three minutes was set in the alarm, three minutes = the Target Answer Time. This is set using the Configurator.</p> $\text{GOS} = \frac{\text{Long Waits including abandoned}}{\text{Calls Offered}} \times 100\%$
<p>GOS, Grade of Service (for Extensions and Agents)</p>	<p>Percentage of calls whose handling time was between a short call threshold and a long call threshold. The concept is also applicable to extension groups and agent groups.</p> $\text{GOS} = \frac{\text{Total Handled Calls} - (\text{Long Calls} + \text{Short Calls})}{\text{Total Handled Calls}} \times 100\%$
<p>Held time</p>	<p>The time for which a call was on hold.</p>
<p>Intercom call</p>	<p>A telephone call internal to the telephone system.</p>
<p>Line/DID/Queue Grade of Service excluding abandoned calls</p>	<p>The number of long waits is defined as the number of times the wait time threshold has been exceeded (set in the configurator). Where the threshold time has been disabled (by entering 0), the GOS will always be 100%. Both the long waits and number of calls must be in the same time frame, i.e., within the interval time or daily.</p> $\text{GOS} = \frac{\text{Total Calls} - \text{Long Waits Calls}}{\text{Calls Offered} - \text{Abandoned Calls}} \times 100\%$
<p>Line</p>	<p>In the context of Insight MIS, a line represents either one of your external trunks connected to the switch being monitored or one of your network tie lines connecting the monitored switch to some other external switch. Each line can handle only one telephone call at any one time. These calls are denoted as incoming or outgoing calls depending on whether the call originated outside or inside the monitored switch.</p>

## Glossary

*Long call ~ Transfer from*

Term	Definition
Long call	A long call is one that lasts for more time than the long call threshold.
Long waits	Number of calls whose waiting time exceeded the long wait analysis threshold. Options are available to include or exclude abandoned calls.
Maximum agents logged on	Maximum number of agents logged on during the report or profile period.
Maximum transfer count	Of those calls that were transferred, the maximum number of times the call was transferred.
Minimum agents logged on	Minimum number of agents logged on during the report or profile period.
No. logon	Number of times the agent logged on during the period.
No. unavailable	Number of times the device became unavailable during the period.
Non ACD Calls	A Non ACD call is a call that has never been routed through a queue in it's lifetime
Queue	A queue is a virtual device within the telephone system used to route calls to the appropriate destination
Ring No Answer (RNA)	Ring on call or Ring No Answer is a call which rings on a device and then stops ringing before it is answered. There is a timer controlling this which is programmable within the telephone system
Shift	Shifts are used both in Insight MIS and Insight Reporter to control the calculation of real time daily call statistics, wallboard display management and historical report generation.
Short call	A short call is one that lasts for less time than the short call threshold.
Talk time	The time the agent was actually speaking to the caller. Total call time minus held or wrap-up.
Target answer time	A reminder of the answer time the agents are looking to achieve.
Transfer from	Displays the agents name and number (or extension, if preferred) from whom a call has been transferred.

Term	Definition
Transfer Pos	Transfer position is the number of times a call has been transferred before it reached this agent.
Transfer to	Displays the agents name and number (or extension, if preferred) to whom a call has been transferred.
Transfer Count	The number of times a call has been transferred during it's life.
Unavailable	When an agent is logged on but needs to stop taking incoming calls temporarily, they can go into the unavailable (out of group) state. When the agent is ready to take calls again they can go available (in group) again.
Wait time	Shows the time a call was waiting to be answered.
Wrap time	The length of time the agent was in wrap-up.
Wrap Up	<p>When an agent is about to finish a call, they can choose to go into wrap-up before the call is terminated. This will leave the agent in the wrap-up state thereby stopping further incoming calls being targeted at the agent. While in wrap-up the agent can do any clerical work associated with the call just taken. Once finished the agent can leave the wrap up state so that they are ready to take further incoming calls.</p> <p>Insight MIS tracks wrap up in real time and also provides historical analysis of how much wrap up time each call required on a per agent basis.</p>
% logon	Percentage of time for which the agent was logged on.
% use (of activity)	Percentage of time each device was allocated to a particular activity, such as answering incoming calls or making outgoing calls.
% unavailable	Percentage of time the device was unavailable.

## Glossary

*% unavailable ~ % unavailable*