



Nortel Networks

Symposium Express Call Center Feature Guide

Customer relationships start here



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Introduction

What is a contact center?

Call centers have changed dramatically over the last few years. Once an environment designed to process telephone calls, call centers have evolved to become customer contact centers, processing all types of media transactions. The contact center is now seen as the core of a business due to its critical role in maximizing customer retention by enabling companies to deliver a definitive customer experience.

Its integral parts consist of:

- Representatives who handle customer transactions (also called agents)
- Management personnel
- Technology to handle customer transactions, including the routing, treatment, and fulfillment of the transaction

A contact center may be found within a department in a company or it may be the sole business unit that comprises the company. Regardless of the size and complexity of the contact center, its objectives and goals remain consistent:

- To deliver customer satisfaction through prompt, consistent, professional transaction handling
- To help staff work more productively
- To increase profitability and enhance customer loyalty
- To control costs by using resources and technology more efficiently

Whether your customers are purchasing products, requesting services, or seeking information, your contact center must be equipped with technology that delivers the timely and quality service your customers expect.

Contact center technology

Contact centers require technology that is high performance, integrated, open standards-based, and client-server oriented to facilitate the increasingly important role they play in business. Frequently the contact center is the primary point of communication a company has with its customers; therefore, technology to enhance customer relationships is of utmost importance to contact center management.

The challenge of management is to find an ideal balance between staffing priorities and budget controls to deliver superior customer service. Implementing technology such as computer telephony integration and client-server computing and applying emphasis on call routing applications and agent empowerment are key components to ensuring each caller is served quickly and effectively.

Integrating the routing and processing of incoming calls and accompanying data creates the ability to satisfy as many of a caller's needs as possible during the initial contact with the contact center. This combination of technology and business procedures to enhance customer satisfaction and retention is a driving factor in the competitive world of contact centers.

Key to this integration is client-server computing, which empowers contact centers to leverage their technology investments. This architecture spreads computing tasks among available processors to make the best use of all the resources within a contact center. With client-server computing, information is immediately available.

Additionally, contact center representatives (agents) require tools to increase their proficiency in managing the volume of calls they take each day. The goal of agent empowerment is to provide solutions to enhance customer service and increase

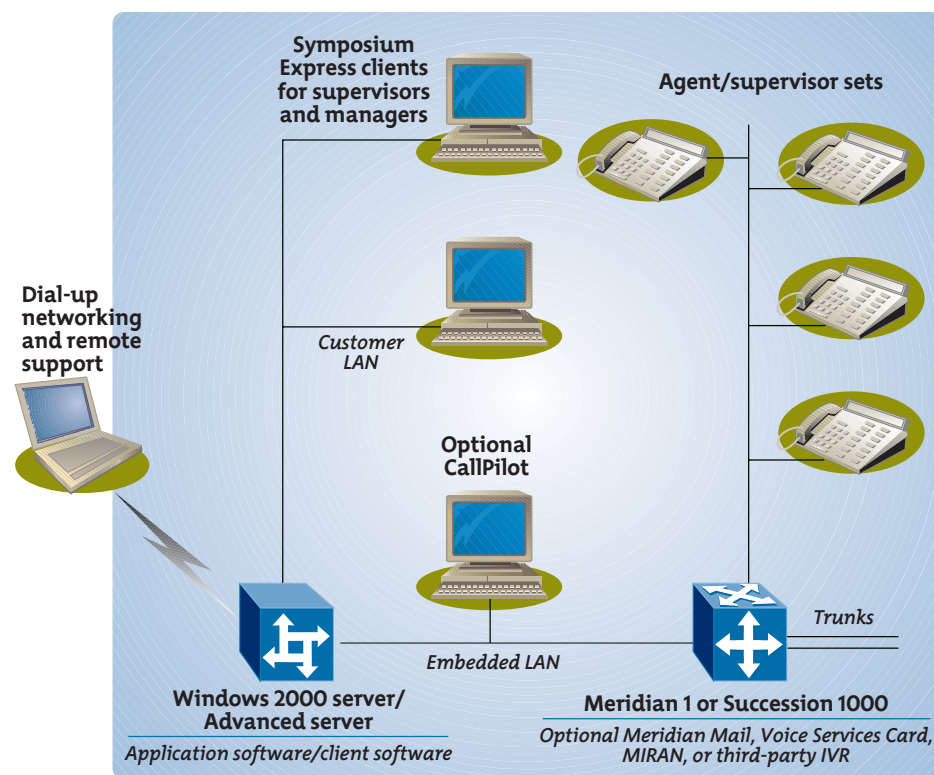


productivity while providing a distinct advantage within the highly competitive contact center environment. With caller information available to an agent when a call arrives, a more meaningful transaction can take place. The result is better communication, and a better relationship, between the customer and the representative.

Nortel Networks—A leader in customer contact

Nortel Networks is a world leader in customer contact solutions for more than 30 years. Today contact centers are located in more than 100 countries with more than 3.5 million agent positions worldwide handling over 150 million calls per day and more than 7,000 customer automated interactions using Nortel Networks self-service and speech applications. The foundation of this success lies in the ability to understand the needs of the contact center environment, helping companies create lasting relationships with customers and developing solutions to address ever-changing business needs. Nortel Networks Symposium Express Call Center is a vital component of this solution portfolio, offering exceptional call processing and agent handling capabilities for smaller contact centers that require an intuitive, yet comprehensive, set of management tools.

Figure 1. Symposium Express Call Center architecture



Nortel Networks Symposium Express Call Center 4.2

Nortel Networks Symposium* Express Call Center 4.2 uses a state-of-the-art architecture based upon a client-server configuration that distributes call routing and management capabilities among processors to make the best use of system resources.

The Symposium Express Call Center integrates three key components: telephony, server, and client. The telephony component includes the Nortel Networks Meridian 1*, a robust PBX which provides agents with an interface into the voice network, or the Succession* 1000, a server-based fully-featured IP PBX providing the benefits of a converged network plus advanced applications and over 450 world-class telephony features. The server component is comprised of industry-standard processors and software, along with Nortel Networks-developed

applications software, which communicates to the Meridian 1 or Succession 1000 through a dedicated Local Area Network (LAN) connection. The client component(s) include Nortel Networks developed software, which runs on industry-standard hardware, as well as an array of Nortel Networks and third-party developed applications which utilize Symposium Express Call Center's open interfaces.

As shown in the above diagram, Symposium Express Call Center operates in a client/server environment, although the server shares a PC with the client. Optional additional client PCs connect to an existing customer LAN. The LAN operates in either Ethernet architecture or Token Ring architecture, using the TCP/IP protocol.

The figure above depicts the architecture of the Symposium Express Call Center. The figure shows that LANs will be used to send information between the server and the clients in the contact center. The

LAN shown as a Nortel Networks embedded LAN is a standard Ethernet LAN that is dedicated for the Symposium Express Call Center server and the Meridian 1 PBX operation, administration, and maintenance workstation. The customer LAN—a TCP/IP Ethernet or Token Ring—is where supervisor workstations are connected. This customer LAN also provides connections to third-party applications via interfaces such as Meridian Link Services.

Contact center management

The server component, operating with Microsoft's Windows 2000 operating system, is responsible for functions such as the logic for call processing, call treatment, and supervisor access real-time screens, such as the "Agent Skillset Matrix" used to view and make necessary changes to the skillset assignments of their agents, with a point-and-click interface.

Reporting

Symposium Express Call Center provides a set of standard reports detailing various statistics such as call handling performance and agent productivity. This wealth of information offers contact center managers the expertise to enhance contact center efficiency. Customized contact center reports may also be generated by any standard report writer that conforms to the industry standards of Open Database Connectivity (ODBC) and Standard Query Language (SQL). This allows flexibility for contact center management to create reports with information imperative to the success of their business.

Symposium Express Call Center 4.2

Nortel Networks Symposium Express Call Center 4.2 offers contact center managers comprehensive skill-based routing and intuitive management and reporting capabilities required to support a dynamic smaller contact center environment.

The management capabilities of the Symposium Express Call Center are particularly easy to use because the interface is comprised of a user client based on Microsoft's Windows 2000 Professional, Windows XP Professional, or Window 2000 server. Contact center supervisors move through flexible screens with a point-and-click mouse interface from their workstations. Help screens and on-line tutorials are always available to assist with completing supervisory tasks.

The system supports superior levels of customer service by allowing flexibility in defining call routing and agent call handling selections through easy-to-use administration screens.

Managers and supervisors seeking current information about contact center performance can monitor all areas of the contact center via real-time displays and reconfigure parameters as business requirements change.

For long-term planning, managers and supervisors can generate comprehensive and meaningful management reports with the abundant management statistics available.

Symposium Express Call Center client main window

The Symposium Express Call Center 4.2 client provides a new main window for users and when launched from a shortcut on the desktop, the user is prompted to enter his/her PC User ID and Password. The icons displayed in the main window

Figure 2. Symposium Express Call Center Wizard—main window

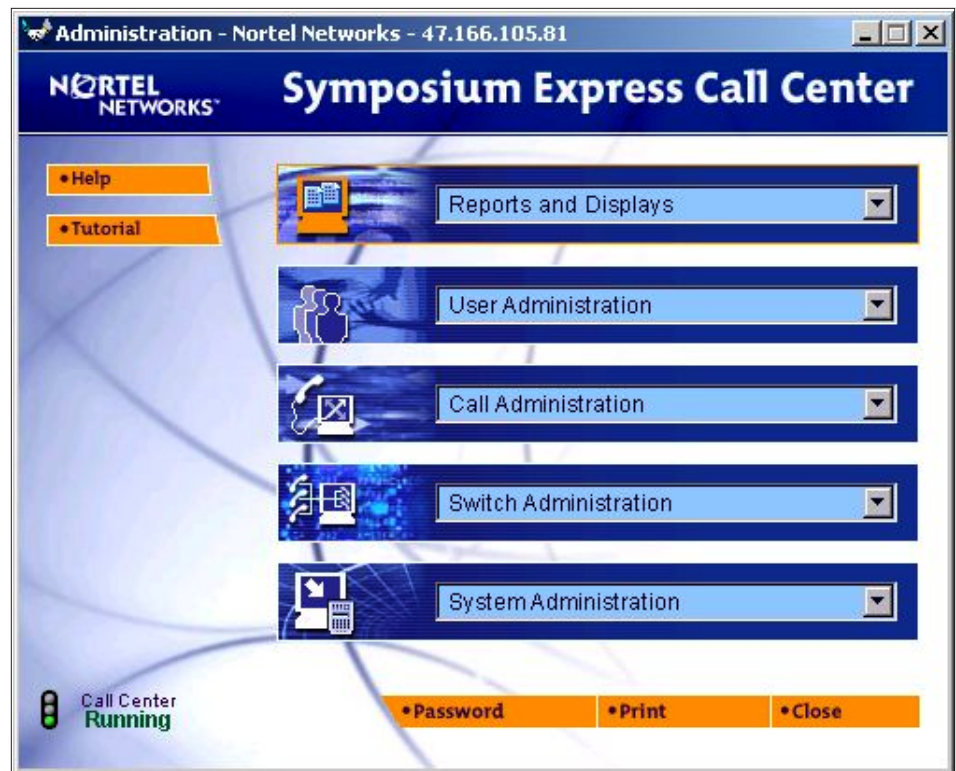
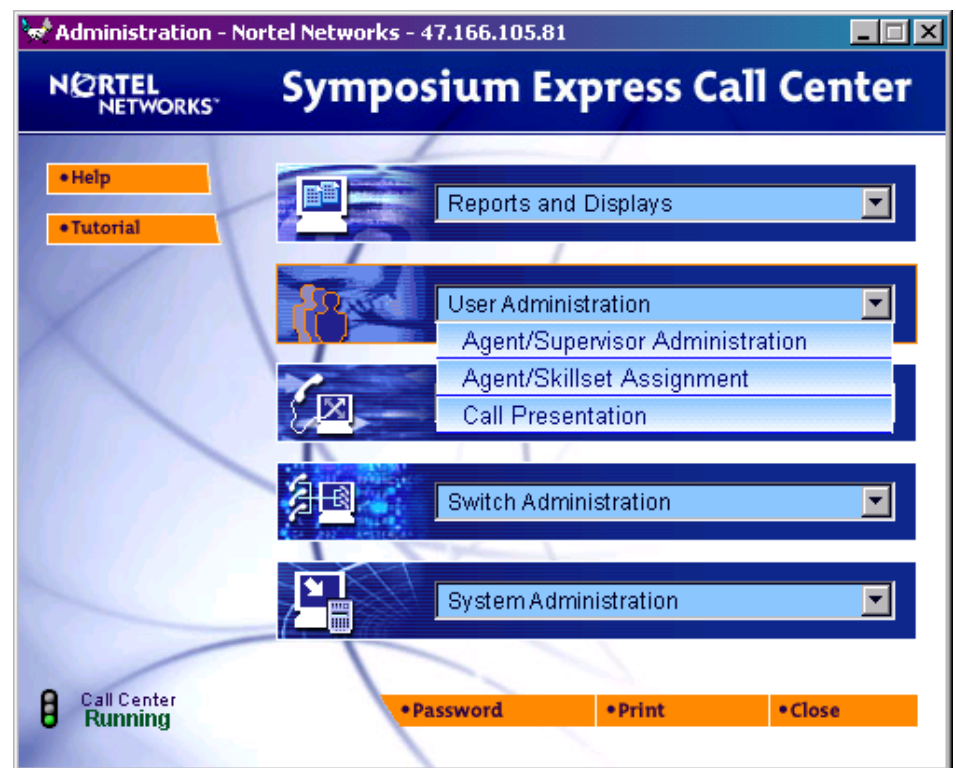


Figure 3. Symposium Express Call Center Wizard—drop-down menu on main window



depend on the type of user that has logged in. There are three options:

1. For the supervisor, reports and displays, agent/skillset assignments, agent supervisor administration, and tutorials are available.
2. For the customer administrator (custadmin), all icons except the Import and Advanced functions are presented.
3. For distributors and Nortel Networks personnel (SysAdmin) users, all icons as shown above are available.

In the main window, users gain access to Symposium Express Call Center capabilities by selecting one of five areas:

- Reports and Displays
- User Administration
- Call Administration
- Switch Administration
- System Administration

Each of these top level tasks provides a drop-down menu of the more detailed level tasks where all the properties associated with that task can be configured and managed. Within a window, users can choose to navigate to other tasks or return to the main window.

Help and a tutorial are also available directly from the main window of Symposium Express Call Center.

Multiple call treatment classes

Different activities within a contact center are likely to require different configurations for call handling and treatment. For example, the sales desk may operate normal business hours whereas the customer service group would operate extended business hours. Symposium Express Call Center allows 32 unique treatment classes to be configured, supporting the following:

- Days of business
- Hours of business

- Announcements
- After-hours treatments
- Holidays
- Call interflow—denoted in the system software as ‘Second Overflow’
- Voice processing capabilities

A treatment class is a definition of holidays, opening hours, announcements, and after-hours treatment. There is a maximum limit of 32 treatments, which consist of 32 sets of opening times/holidays/announcements. The treatment classes are configured first before continuing to the Call Routing Matrix screen. At least one treatment needs to be configured before you go to the Call Routing screen.

To illustrate the advantages of the multiple treatment classes, let’s look at a simple call flow for a contact center with a sales department and a customer service department. In this example, Sales is open to take calls from 9:00 am to 6:00 pm Monday through Friday and the Customer Service department takes calls from 8:00 am to 8:00 pm Monday through Saturday. Customer Service deals with general queries (delivery tracking, product availability, etc.) and technical support. The example demonstrates three treatments.

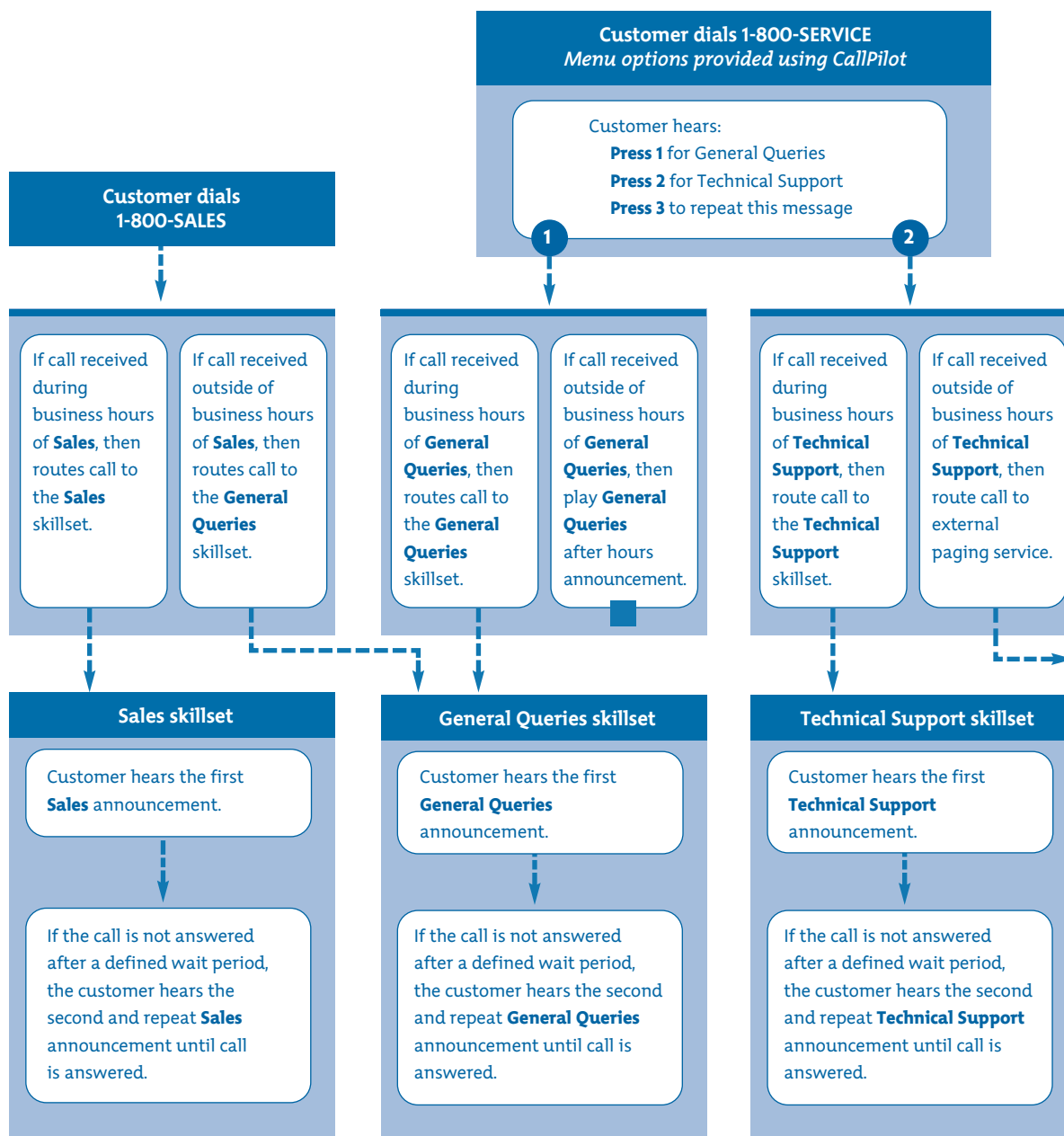
Treatment 1 (Sales Department)—When a caller dials the toll-free number for Sales—1-800-SALES—during business hours, the call will be routed directly to the Sales skillset. The caller will hear the first wait announcement such as “Welcome to ABC company sales...”, and if an agent is free the call will be answered immediately. Depending upon the wait time, a second announcement may be played and repeated at defined intervals until the call is answered. These announcements are specific to this treatment class. If calls arrive for Sales outside of business hours, these calls are routed to the General Queries agents.

Treatment 2 (General Queries)—When the caller dials the toll-free number for Customer Service—1-800-SERVICE—during business hours, the caller will be presented with an options menu. This options menu is provided by using CallPilot*, Meridian Mail*, the Symposium Express Call Center Voice Services Card, or other third-party IVR like Nortel Networks MPS 100. The caller is asked to press ‘1’ for General Queries (Treatment 2), press ‘2’ for Technical Support (Treatment 3), or press ‘3’ to repeat the menu.

On pressing key #1 (General Queries) during open hours for General Queries, the call will be routed directly to the General Queries skillset. The caller will hear the first wait announcement, “Welcome to ABC company general queries ...”, and if an agent is free the call will be answered immediately. Depending on the wait time, a second announcement may be played and repeated at defined intervals until the call is answered. These announcements are specific to this treatment class. When a call is presented to General Queries outside of business hours, then an out-of-hours announcement is played.

Treatment 3 (Technical Support)—On pressing key #2 (Technical Support) during business hours, the call will be routed directly to the Technical Support skillset. The caller will hear the first wait announcement, i.e. “Welcome to ABC company Technical Support...”, and if an agent is free the call will be answered immediately. Depending on the wait time, a second announcement may be played and repeated at user-defined intervals until the call is answered. These announcements are specific to this treatment class. If a call is presented to Technical Support outside of business hours, then this call will be routed to an external paging service. This is referred to as Call Interflow and the call is routed to a DN which can be either internal or external to the contact center. The DN selected is unique to this treatment class.

Figure 4. Multiple treatment class example



Emergency Treatment—Additionally, a system-wide emergency mode of operation can be defined where all incoming calls will be directed to an emergency announcement. This facility is available to Sysadmin and to Custadmin only. The Emergency Treatment is useful for any situation where agents must evacuate the contact center such as during a fire drill. The Contact Center Manager is required to click on the traffic light in the bottom left hand-side of the screen to put the contact center into emergency mode. Clicking the traffic light allows the user to activate/de-activate emergency mode.

Management and call handling features

Agent and supervisor management

Contact center managers maintain a database of agent and supervisor profiles within the client component of the Symposium Express Call Center. The profiles contain general information (name, agent identification code, supervisor association, personal directory number, etc.) and call handling characteristics (skillsets and priorities assigned, return call to queue timer and treatments, etc.). As an agent's

ability changes, the manager alerts the Symposium Express Call Center by updating the profile database.

Agent telephone set features

All digital agent telephone sets are predefined in the Meridian 1 PBX or Succession 1000 with an InCalls key that is programmed to receive incoming skillset calls. Agents are required to log into the system by pressing their InCalls key and entering their specific agent identification—or Agent ID—of up to 16 digits. This indicates availability to take contact center calls. Attributes such as skillsets and priorities and call handling

information are assigned automatically to the agent, which allows call processing to begin. Agents using single-line telephones login by dialing a series of codes.

Agent queuing

Upon logging into the Symposium Express Call Center, agents are placed into idle agent queues for the skillsets that are marked as active in their agent profiles. This action makes them available to answer calls that require those skillsets.

Agent priorities

When agents are assigned to skillsets, they are also assigned a call answering priority within those skillsets. The priorities range from 1 (highest priority) to 4 (lowest priority). This allows agents that are more skilled in a certain area to take calls for that skillset before a less-skilled agent. A zero indicates that the agent is not assigned to the skillset and is the default assignment when new skillsets are added.

For example, a contact center that takes IT support calls may have agents that are skilled in different areas. If an agent is expertly skilled in answering software-related questions, he or she would be assigned to the “software” skillset with a

priority of 1. However, that same agent can answer hardware-related questions, but not with the same expertise as “software.” In this case, he or she may be assigned to the “hardware” skillset with lower priority, perhaps level 3.

Agent priorities give a contact center the advantage of offering the best call coverage to customers. Priorities also offer agents an opportunity to learn a new skill without being besieged with calls.

Breaktime

In some situations, agents may require a specified time between calls to complete post-call processing. The after-call break feature is a timer that can be used to provide agents with a delay before the next call is presented. The timer is applied to every call delivered to the agent’s phone set.

During the delay period, agents can complete necessary paperwork without being presented with another call. Offering agents a delay between calls ensures that the agent can complete the previous call’s information before receiving the next call.

Alternate Call Answer

The Alternate Call Answer feature allows agents to quickly switch from personal directory number calls to skillset calls by placing the personal line on hold. This feature is activated by checking the box for “Answer call by placing DN call on hold” within call presentation properties.

Call handling features

The following contact center features help agents answer calls effectively:

InCalls

Incoming contact center calls are presented to agent telephone sets via an InCalls key. This predefined key enables agents to quickly identify the call as a skillset call and provide the high level of service expected by the caller.

Agent Personal Directory Number

Sometimes agents are required to call customers to confirm orders or relay important information. For this reason, each agent is optionally configured with a personal directory number to make or receive non-skillset related calls.

Not Ready

The Not Ready feature ensures that agents only answer calls when they are fully prepared. By pressing the Not Ready key, agents can leave the idle agent queues to which they are assigned. This allows agents to process post-call information without interruption or to take breaks while continuing to track the agent’s time.

Pressing the Not Ready key will disconnect any active call that the agent is on. If the Not Ready key is pressed while a call is ringing at the telephone set, the call will be returned to the queue. Any time spent in Not Ready or post-call processing will be identified in management reports or displays, enabling supervisors to keep track of the amount of time undertaken by agents that is not related to answering calls.

Make Busy

Activation of the Make Busy key prevents an agent from receiving any calls—whether skillset or personal directory number. It is utilized by agents to log out for breaks, lunch, or end of shift or day.

The Make Busy key can be activated while a call is in progress and, as soon as the call is completed, the agent is logged out.

Activity Codes

In some contact centers it is important to understand where agents are spending call processing time. Agents can enter activity codes related to the different functions they perform. Functions might include taking orders, dispensing information, or answering product questions. Managers



can then access reports related to these activities. The reports contain information such as the total number of calls in which the specified activity was recorded.

To record an activity code during an active incoming skillset call, agents simply press a specified Activity Code key and enter a 1- to 32-digit code related to the function they are performing. Multiple activity codes can be entered during a single call, so if the call changes from a “product inquiry” to an “order,” the time spent related to each function is recorded.

A default activity code can be defined for each skillset. If the agent does not enter an activity code during a call, then the call will be recorded to the system default activity code. If the agent hits the activity code key twice, then the call will be recorded to the default activity code defined for that skillset.

Display Waiting Calls

Agents can work more effectively if they are aware of how many calls are waiting to be processed. The Display Waiting Calls key informs an agent of call traffic by displaying the total number of calls waiting in the skillsets to which the agent belongs, the number of logged-in agents in those same skillsets, and the wait time for the oldest call in those skillsets.

Supervisor key

At certain times agents need the assistance of a supervisor. By pressing the Supervisor key, an agent can contact his or her supervisor instantly for consultation. If the agent is on an established contact center call, pressing this key will place the caller on hold and initiate a call to the supervisor. After the supervisor answers, a three-way conference can be established with the agent, supervisor, and caller.

The Supervisor key is also used to answer a call that is initiated from the supervisor to an agent. When the telephone set is

ringing and the Supervisor key is illuminated, the agent knows that the call is from the supervisor and can respond appropriately.

Emergency key

An agent who is confronted with an emergency or threatening call can get assistance from his or her supervisor immediately by pressing the Emergency key. Activating this key does not place the caller on hold.

Information about the call is automatically printed on a maintenance terminal and the supervisor is alerted by a corresponding Answer Emergency key on his or her telephone. If the contact center is equipped with a recording device, the call can also be recorded for follow-up investigation.

Automatic Answer

Automatic Answer, also called call forcing, maximizes the amount of time agents spend addressing customers' needs by minimizing the time between calls.

When an agent has completed a call, the next call requiring the agent's skillset can be automatically connected without the agent pressing any keys. A delay timer (from 0 seconds to 5 minutes) can be established to allow the agent to prepare for the next call and to allow third-party applications to deliver the necessary information on the agent's desktop before the agent is connected to the call.

Automatic answering of calls delivers better service to customers as their inquiries are answered without unnecessary delay and increases the overall efficiency of the contact center by processing calls without inconsistent delays.

Return To Queue On No Answer

If an agent walks away from the telephone, the Return To Queue On No Answer feature offers a way to send a call that is sent to the agent's telephone back to the incoming calls queue after a predefined amount of time. This safeguard ensures that calls will always be answered with optimum efficiency. When a call is returned to the incoming calls queue, the agent's telephone is placed into either the Not Ready or Make Set Busy state (as defined by the system administrator) to prevent additional calls from being sent to the telephone.

Supervisor telephone set features

In addition to having access to the many agent telephone set features such as answering incoming skillset calls on an InCalls key, supervisor telephone set features offer contact center supervisors the ability to provide agents assistance in treating callers to exceptional service. Following are contact center telephone set features available to supervisors:

Individual Agent keys

Individual Agent keys can provide supervisors with a close-up view of agent performance that may not be apparent from overall traffic patterns. By noting variations in the way individual agent keys illuminate and flash, a supervisor can tell whether an agent is busy with a skillset call, waiting for a call, occupied with post-call work, on a personal directory number call, or not logged in.

Call Agent

The Call Agent key allows a supervisor to quickly call an agent. After pressing the Call Agent key, a supervisor presses the associated agent key or dials the agent's position ID. The agent is alerted that the call is from a supervisor because the Supervisor key is illuminated.

Answer Agent

When an agent activates the Supervisor key, the call rings on the supervisor's telephone at the Answer Agent key. With a quick glance, the supervisor knows that the call is from an agent.

Answer Emergency

When an agent presses the Emergency key, the supervisor's telephone emits a continuous tone and the Answer Emergency key flashes. The supervisor can then connect directly to the agent and the call by pressing the Answer Emergency key.

Display Waiting Calls

Because supervisors can be assigned to answer skillset calls, they can derive real-time information about their active skillsets by pressing the Display Waiting Calls key. The supervisor's telephone set will display the number of calls currently waiting in all the active skillset queues defined for that supervisor, the number of agent positions manned for the active skillset queues that the supervisor is associated with, and the wait time of the oldest call in the supervisor's active skillset queues. If the skillset queues are backlogged, the supervisor can encourage agents to revise operating procedures so all callers will be served more promptly.

Display Agents

A supervisor can monitor agents' performance in real-time from the telephone set by using the Display Agents key. Activation of this key shows the number of agents who are currently busy, waiting for calls, or engaged in personal directory number calls and the number of spare agent positions.

Agent Observe

While a supervisor has several methods of monitoring how quickly each agent works, one of the best ways to evaluate and improve agent-caller relations is to listen to calls in progress.

The Agent Observe feature enables a supervisor to listen to an agent's conversation with or without being heard by the parties on the call. An optional tone is available to alert the agent and, if desired, the caller that the call is being monitored. The observing supervisor can also enter the call and form a conference.

Note: Governing laws may require notice to the parties on a call that the call is being monitored. These laws may also require giving callers the right to disallow monitoring. You should review the applicable laws to determine the manner in which you use this feature.

Agent/Supervisor Administration

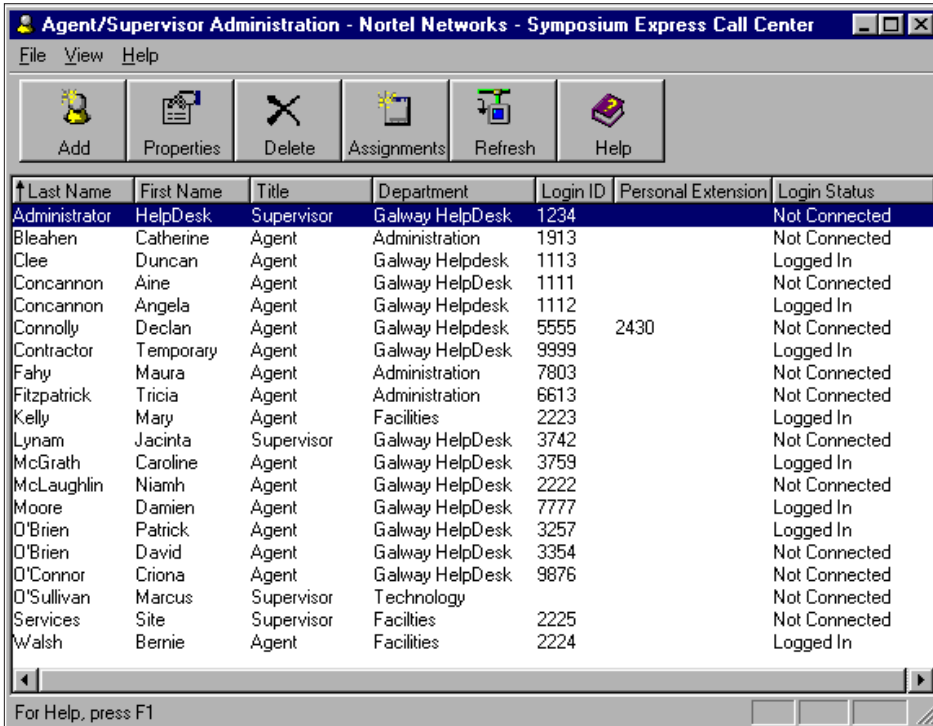
When choosing the **Agent /Supervisor Administration** option in the Symposium Express Call Center client main window, the following window is displayed:

This **User Administration** window provides a view of user properties and the status of the agents and supervisors in the Symposium Express Call Center system. The list of users presented does not include SysAdmin or the Administrator as these users are neither agents nor supervisors.

The Add button allows administrators to add a new user (a new agent or a new supervisor). The Symposium Express Call Center administrator can also modify current agents or supervisors by choosing the Properties button. This will display the User Property sheet where various fields can be edited.

The Assignments button allows navigation to the Agent/Skillset Assignments window where you can assign agents to skillsets.

Figure 5. Symposium Express Call Center Wizard—Agent/Supervisor Administration



Last Name	First Name	Title	Department	Login ID	Personal Extension	Login Status
Administrator	HelpDesk	Supervisor	Galway HelpDesk	1234		Not Connected
Bleahen	Catherine	Agent	Administration	1913		Not Connected
Clee	Duncan	Agent	Galway Helpdesk	1113		Logged In
Concannon	Aine	Agent	Galway HelpDesk	1111		Not Connected
Concannon	Angela	Agent	Galway Helpdesk	1112		Logged In
Connolly	Declan	Agent	Galway Helpdesk	5555	2430	Not Connected
Contractor	Temporary	Agent	Galway HelpDesk	9999		Logged In
Fahy	Maura	Agent	Administration	7803		Not Connected
Fitzpatrick	Tricia	Agent	Administration	6613		Not Connected
Kelly	Mary	Agent	Facilities	2223		Logged In
Lynam	Jacinta	Supervisor	Galway HelpDesk	3742		Not Connected
McGrath	Caroline	Agent	Galway HelpDesk	3759		Logged In
McLaughlin	Niamh	Agent	Galway HelpDesk	2222		Not Connected
Moore	Damien	Agent	Galway HelpDesk	7777		Logged In
O'Brien	Patrick	Agent	Galway HelpDesk	3257		Logged In
O'Brien	David	Agent	Galway HelpDesk	3354		Not Connected
O'Connor	Criona	Agent	Galway HelpDesk	9876		Not Connected
O'Sullivan	Marcus	Supervisor	Technology			Not Connected
Services	Site	Supervisor	Facilities	2225		Not Connected
Walsh	Bernie	Agent	Facilities	2224		Logged In

Figure 6. Symposium Express Call Center—User Property Sheet

Within the User Administration window, you can add and modify users by choosing the appropriate option in the File menu or from the toolbar. The User Property sheet is then displayed, allowing modification of particular fields.

The User Property Sheet is divided into three main areas: General, Phone Set, and User capabilities.

General

The Name fields must be entered when a new agent or supervisor is added.

The Title, Department, and Comment fields are optional. The Language field allows the end user to choose from a list of available languages for displaying messages on the telephone set.

Telephone Set

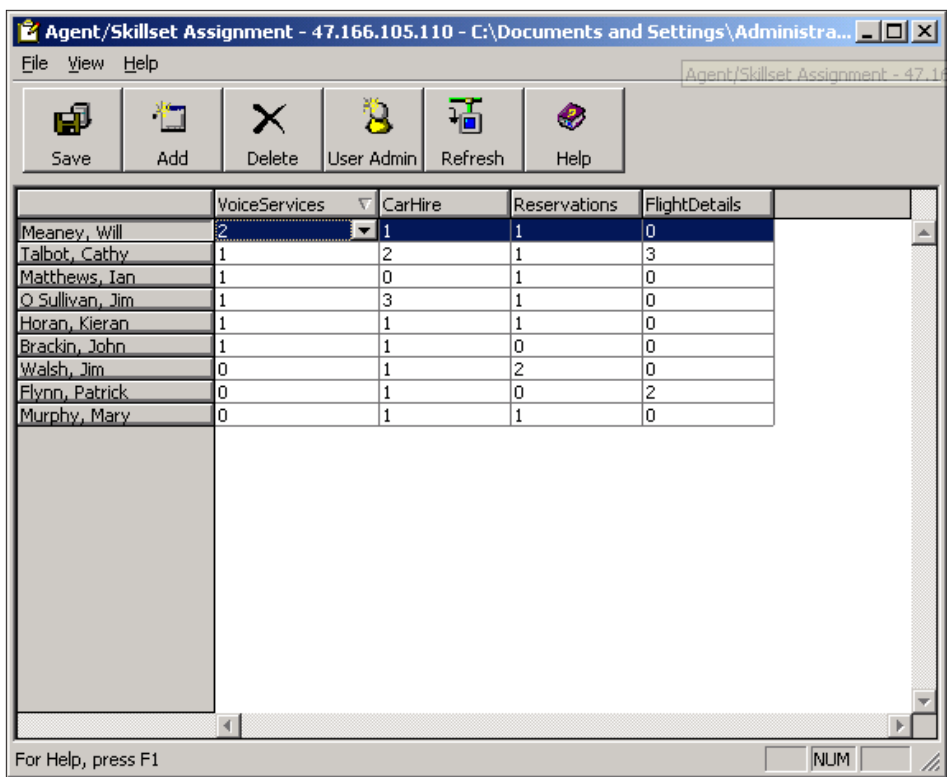
The telephone set Login ID is used by agents to log into their telephone sets. When an agent logs in, Symposium Express Call Center passes the Login ID from the agent profile to the Meridian 1. This is a mandatory field.

The personal DN (Extension) is the extension for the agent to receive non-contact center calls. This information must first be configured on the Meridian 1 or Succession 1000. The personal DN is not tied to a particular telephone set. Instead, a call is routed to the telephone set the agent is currently using. This is an optional field.

User capabilities

When the Symposium Express Call Center Administrator adds a new supervisor by clicking the Supervisor check box, the Position ID field is enabled. If the check box is not clicked, the Position ID field is not enabled (is greyed out). Entry of a Position ID for a supervisor is optional. The PC User ID field is mandatory for supervisors. This field is the user ID used when a supervisor logs on to Symposium Express Call Center client to view real-time displays and print reports.

Figure 7. Symposium Express Call Center Wizard—Agent/Skillset Assignment



routes calls to agents in a skillset according to the priority in the matrix.

Once the Save button is pressed, the assignment is applied immediately.

New skillsets can be created, within the **Agent/Skillset Assignment** window, by choosing the Add Skillset button—the following property sheet is presented:

A skillset name can only be composed of characters a-z, A-Z, 0-9, and underscores. Skillset names must be unique (comparisons are case insensitive). Once the user has entered a valid skillset name and pressed the OK button, the matrix will be updated by adding a column associated with the new skillset. If a new skillset is added with the same name as an existing skillset, then an error is generated.

Skill-based routing

Skillsets

Skillsets are the basic unit used by skill-based routing (SBR) in all call routing commands and in assignment to agents. The skillset name identifies a skillset and is used in agent and script configuration. The skillset name is unique across all skillset names.

When the Symposium Express Call Center user selects the **Agent/Skillsets Assignment** icon in the main window, the following matrix is displayed:

Agents can be assigned to skillsets using this matrix. As agents are created, the Symposium Express Call Center enters the names in the left-hand column; similarly skillset names are entered automatically along the top column. The Symposium Express Call Center user can assign skillsets to agents by entering in a priority level in the corresponding field where the Skillset column and Agent row intersect.

Note: The Symposium Express Call Center user can now use the TAB key to move to the next field to enter in the priority level. Symposium Express Call Center then

Figure 8. New Skillset Property Sheet

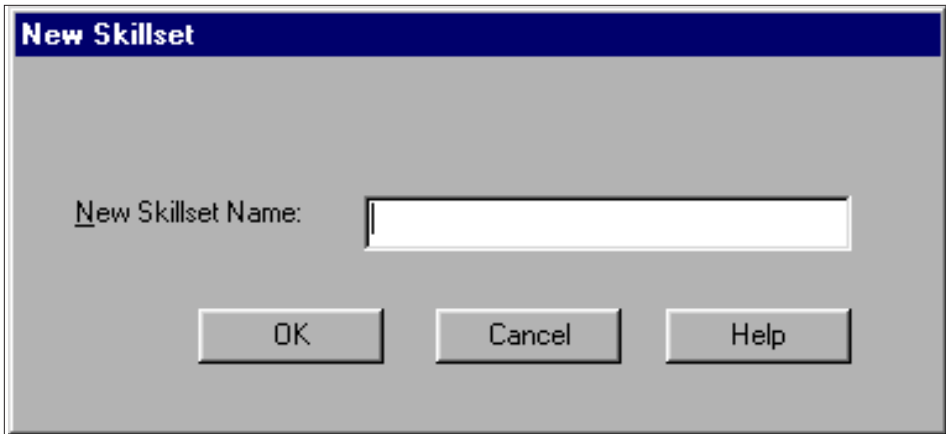


Figure 9. Delete Skillset Administration

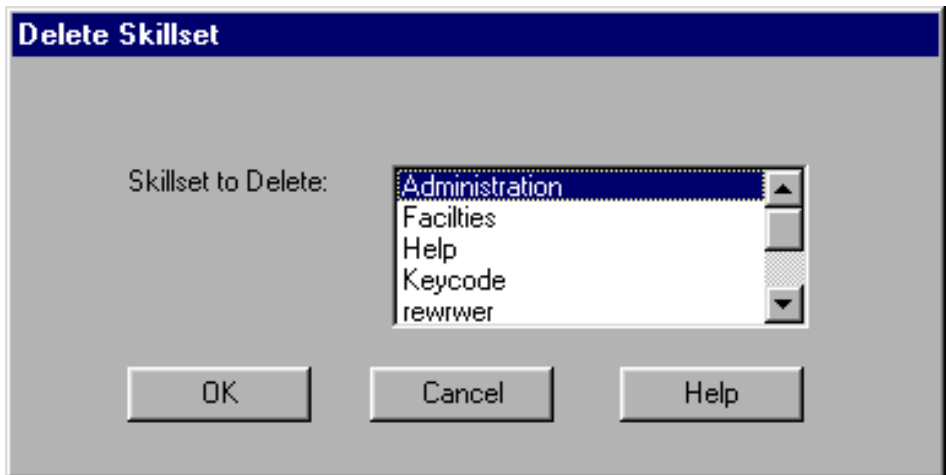
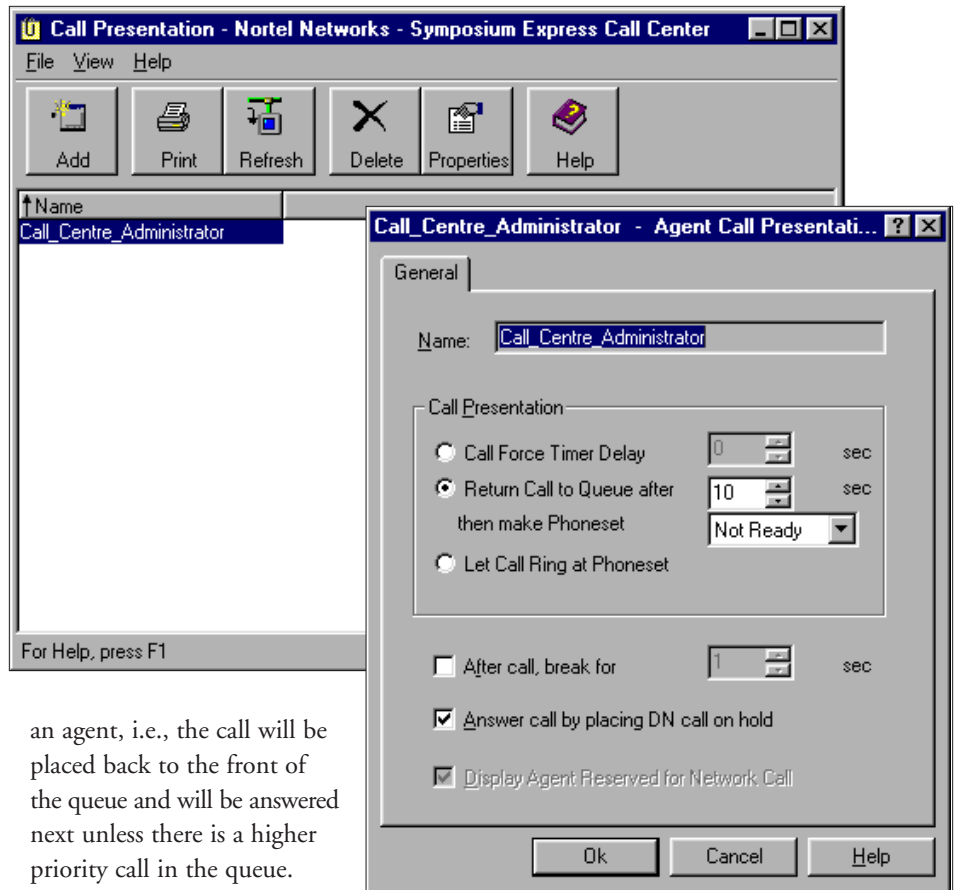


Figure 10. Symposium Express Call Center Wizard—Call Presentation

Skillssets can also be deleted in the **Agent/Skillset Assignment** window, by choosing the Delete Skillset button—the above property sheet is presented:

When the user selects a skillset from the list and presses the OK softkey, the skillset will be deleted. (But only if no agents are assigned to it. If agents are assigned, an appropriate message box is presented and the skillset is not deleted.) Upon skillset deletion, the matrix is updated to remove the column associated with the skillset in question.

If the Symposium Express Call Center user needs to create more users within the **Agent/Skillset Assignment** window, the User Admin button provides a way of navigating to the **User Administration** window, where users can be created, modified, or deleted.



an agent, i.e., the call will be placed back to the front of the queue and will be answered next unless there is a higher priority call in the queue.

Call presentation

The Call Presentation icon in the Symposium Express Call Center main window presents the user with the following dialog boxes:

In this window, users can configure how calls are presented to agents.

- Call Force presents the call to an agent without the agent having to hit the In-calls key on the telephone set. The “Call Force Delay Timer” sets a delay between the presentation of the call to the agent’s set and the call being force answered on the headset.
- The Return to Queue on No Answer flag can be used to return calls to their queues when the calls are not answered within a defined time limit. Symposium Express Call Center can request that the Meridian 1 or Succession 1000 remove the call from the agent’s set and return it to a CDN. Symposium Express Call Center will restore the call to the skillset queue position that it was at before an attempt was made to present the call to

- The Return to Queue on No Answer wait interval determines how long the call is presented at the agent set before being pulled back into the queue. The return to queue mode places the agent in either the Make Set Busy or Not Ready state after a call has been returned. This is to ensure that no other calls will be sent to that telephone set until the agent returns.
- Call Force and Return to Queue on No Answer are mutually exclusive. If neither the Call Force nor the Return to Queue on No Answer are selected, then the call will keep ringing at the telephone set.
- Break Time sets a timer that is allowed to elapse from the moment an agent hangs up on a call and the moment she/he qualifies to receive another call.
- The “Answer call by placing DN call on hold” option allows an agent who is busy with a DN call to put the DN call on hold and receive a contact center call. Note the agent must put the DN call on hold before the call is presented.

Contact center data import

This feature reduces the technician time on-site. It allows users to utilize the Symposium Express Call Center client in an off-line manner so that they can enter configuration data off-site and then bring this data on site and import it into the system. It must be noted however that this feature is primarily a “run-once” feature used at configuration time but may however be used for future reconfigurations.

Off-line data entry

The Symposium Express Call Center client will allow the user to enter and save the Configuration data to a text file rather than writing the data to the database.

The data will be written to the file at the user’s request.

The user will be able to save the data periodically by using the Save, OK, or Apply button—which are provided on each of the data entry screens.

Figure 11. Symposium Express Call Center off-line data entry

The filename and file location to which the data is saved will be the same for each invocation of this utility.

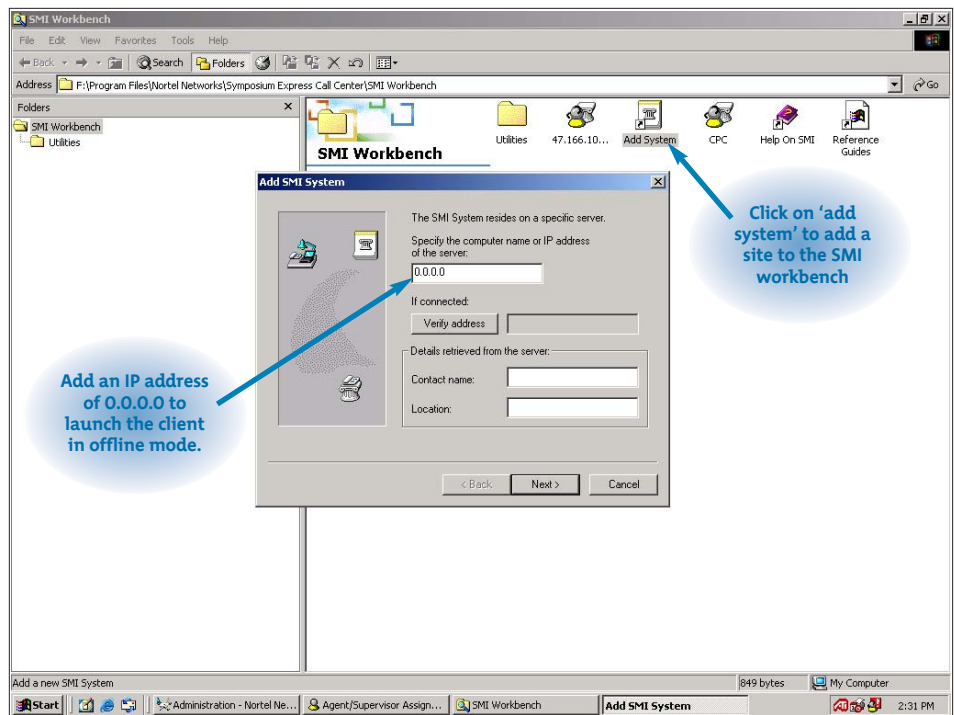
The Symposium Express Call Center distributor will be able to create his own shortcut for this feature, on the desktop; the client installation process will not automatically do so.

After the client is installed, the user will go into the SMI workbench and add a system with the IP address 0.0.0.0—when you click on this site, the client will launch in offline mode.

Online data import

When the user has the data file on the Symposium Express Call Center Server machine, she must import this data up into the system. The functionality of this process is detailed below:

- Click on 'Import Utility' under the System Administration button on the Symposium Express Call Center main window.
- If she wishes to continue, then a standard Microsoft file browser dialog is presented to the user in order for her to locate the configuration file to be imported.
- The input file is then parsed and any new records are added to the database.
- If there are records that have the same primary key but have been modified, then the user is prompted to confirm that these records will be updated.
- If there are records not in the data file but exist in the Symposium Express Call Center server, the records in the server remain as they are.
- A progress bar indicates to the Symposium Express Call Center user the duration of time needed for this process.
- Each operation is logged to a log file on the client. These log files will be localizable by the use of resource files. When the import operation completes itself, then notepad will be launched automatically and the log file is displayed. The



report file is used for the most current operation only. It will not be automatically deleted. Instead, it will be overwritten if the configuration process is executed more than once.

Call processing

Nortel Networks Symposium Express Call Center offers flexible call routing to define how calls are handled and treated on an individual call basis. When a contact center call is presented to the Meridian 1 or Succession 1000, the treatment that is given to the caller is determined by instructions contained in call scripts.

Call scripts are automatically defined and modified by the Call Routing Wizards.

The process of call routing

When the Meridian 1 or Succession 1000 receives an incoming contact center call, the Symposium Express Call Center screens the call based on network information such as Dialed Number Identification Service (DNIS), Calling Line Identification (CLID), or Controlled Directory Number (CDN) to determine the specific call routing. Additionally, items such as time of day, day of week, day of year, or call

center activity might determine how the call is handled. For example, a group of high-profile customers may be given a specific telephone number for customer service (a specified DNIS). These callers can be routed with high priority to agents with the skills necessary to service them. However, if the specially trained agents are busy, a secondary group of agents would serve as backup answering positions for these callers. Following are some methods of call routing:

- Queuing callers to specific or multiple skillsets
- Queuing callers to specific agents

Skill-based agent selection

Symposium Express Call Center's skill-based routing provides efficient call handling and greater utilization of contact center resources by presenting calls to appropriately skilled agents and by allowing agents to handle multiple call types. With skill-based routing, calls are presented to available agents equipped with the necessary "skillset" to service the callers' requests. Calls can be simultaneously queued to multiple skillsets in the same Symposium Express Call Center.

Skillsets and agents

A skillset is a label applied to a collection of abilities or the knowledge of something—such as a product, language, or department—which may be required of an agent to process a given call. Agents are assigned to skillsets.

- Each agent can be assigned up to 50 skillsets.
- Agents are given a priority for each skillset to which he or she is assigned. Skillset priorities range from 1 to 4, with 1 being the highest priority assignment.
- A call that requires a certain skillset is given to the available agent with the highest priority for that skillset.

Skillsets and call requirements

The requirements of callers are determined by call scripts that decide the most appropriate skillset(s) to which the call should be directed. Callers' requirements can be based on the following criteria:

- Who the caller is: calling party information (CLID, ANI)
- What the caller dialed: called party information (DNIS)
- When the caller calls: date or time of the call
- Contact center conditions: system information (agent status or skillset status)

A call script may be set up in such a way that all calls that have dialed DNIS 2300 are queued to agents assigned to skillset "Customer Service," while calls that have dialed DNIS 2400 are queued to agents assigned to skillset "Sales."

Call queuing versatility

The Symposium Express Call Center provides queuing functionality to manage agents and facilitate the presentation of incoming calls to agents for different contact center applications.

For contact centers that have agents who are capable of supporting multiple call types, skill-based routing offers the ability

to request agents based on ability (skillset) and availability. Agents can be assigned many skillsets according to their abilities and can thus service many different types of calls. For contact centers with agents that handle only one call type at a time, the Symposium Express Call Center always offers the ability for agents to be assigned to a single skillset.

A call can be queued to up to 20 skillsets simultaneously, providing flexibility to look at many skillsets for the correctly skilled agent.

When the need arises for a caller to speak with a specific contact center representative, the Symposium Express Call Center provides the ability to queue a call to an individual agent—if that agent is assigned to his own skillset. For example, this functionality would allow a caller to be routed to the same agent the caller had talked to previously, perhaps reducing frustration on the part of the caller.

Agent queuing versatility—most idle agent or longest idle agent

The Symposium Express Call Center's selection of an agent to receive a call is based on agent availability and the amount of time agents have been available (idle). When agents become available to take calls, upon logging in or completing a call, they are placed into idle agent queues according to their skillset assignments. The order in which agents are placed into the idle agent queues is based on agent priority assignment in a skillset, from levels 1 to 4, and agent idle time. Symposium Express Call Center queues the call to the agent that has been idle the longest.

Call presentation matches callers with agents

Call presentation is the matching of available agents with incoming calls. Presentation is performed based on the requirements of a call and the service abilities of agents as defined by skillsets (qualifications).

Priority assignments for calls and agents

There are two sets of priorities that will affect queuing and call presentation. They are the priority with which an agent is assigned to a skillset and the priority with which a call is queued to a skillset. For both types of priorities, the lower value of the number indicates a greater priority in presentation.

Agent priority within skillset

Each agent will have a priority per skillset. This priority represents the agent's skill level within the skillset. These priorities allow agents with greater priority in a skillset to be presented with calls before agents with a lesser priority. Agent priority per skillset has a range of 1 to 4, with 1 having the greatest priority.

For example, an agent assigned a priority of 1 in skillset A is considered to be highly proficient in servicing callers to that skillset, while an agent assigned a priority of 4 in skillset A may be a new employee learning how to service callers to that skillset.

Call priority

Priorities can be assigned to provide specialized treatment for different call types. This option allows calls with greater priority to be presented to agents before calls of lesser priority. Call priority can be set to either 1 or 2, with 1 having the greatest priority.

For example, a contact center may have service agreements with several customer groups and want to provide a different level of customer service based on those agreements. The contact center could designate call priorities based on each agreement type.

Call treatment and routing

Choosing the **Call Treatment** icon in the Symposium Express Call Center main window presents the user with the following wizard which requests the user to enter the name of the treatment. As many as 32 different treatments may be defined.

Figure 12. Call Treatments Scripting Wizard

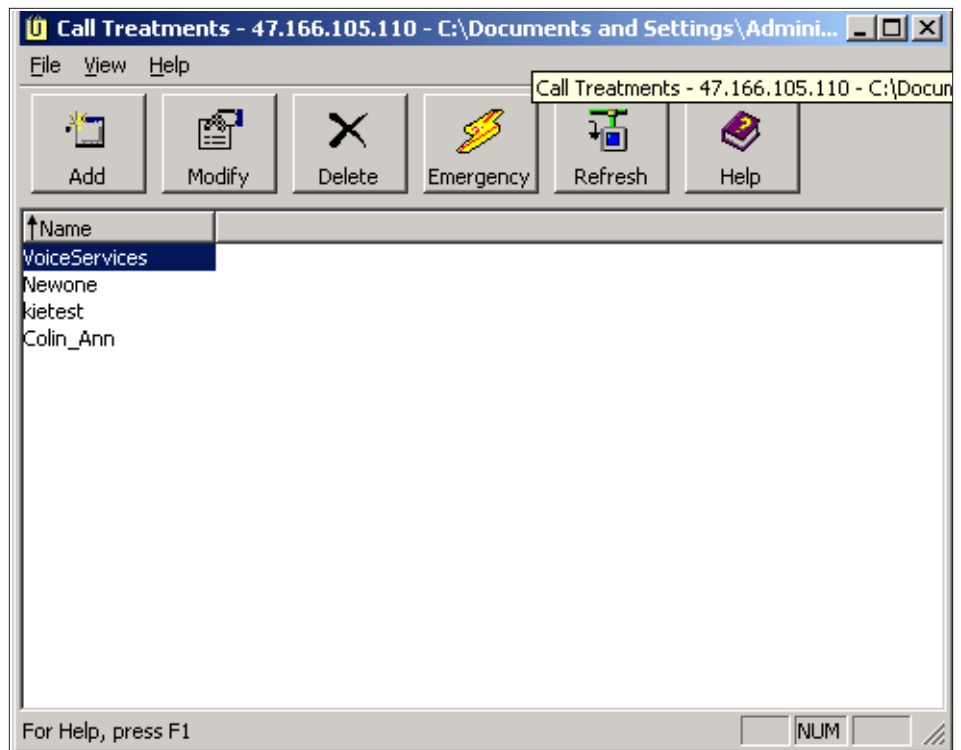
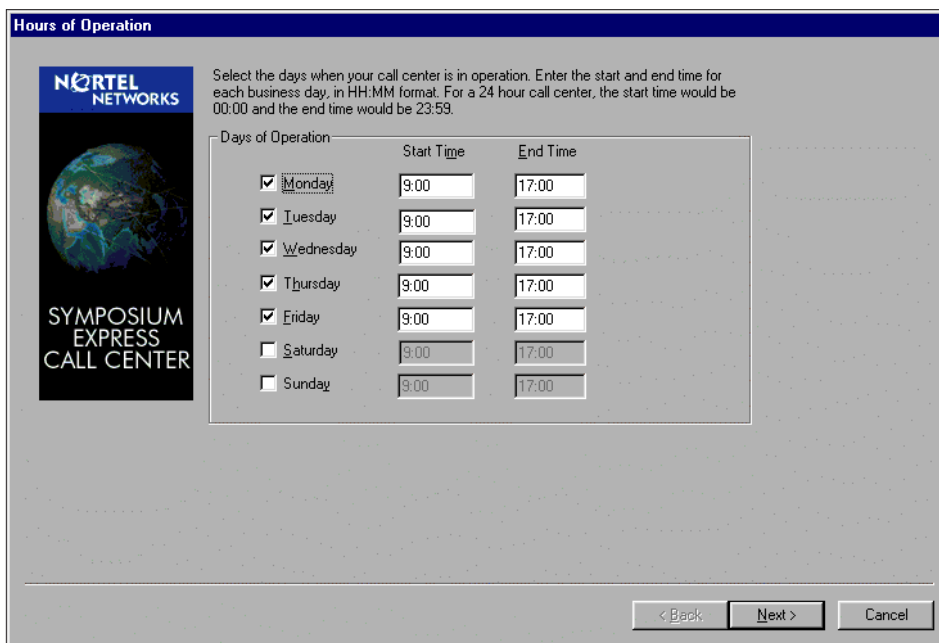


Figure 13. Symposium Express Call Center Wizard Scripting: Hours of Operation



On selecting the treatment, the user is then presented with the **Hours of Operation** dialog. The user enters in the days of the week and the hours during the day that the contact center is operational for the particular treatment.

When the Next button is clicked, the **Treatment Overflow** dialog is displayed. Users have the option to set overflow intervals, as well as the option to route calls out of their contact center to an external number, or play an announcement.

Figure 14. Symposium Express Call Center Wizard Scripting: Overflow Configuration

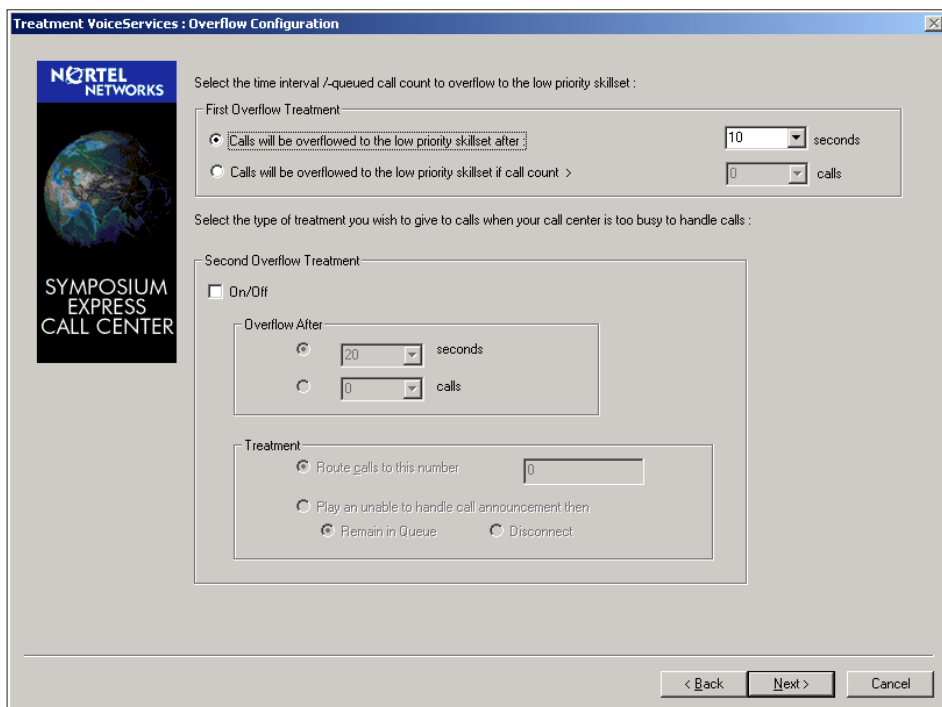
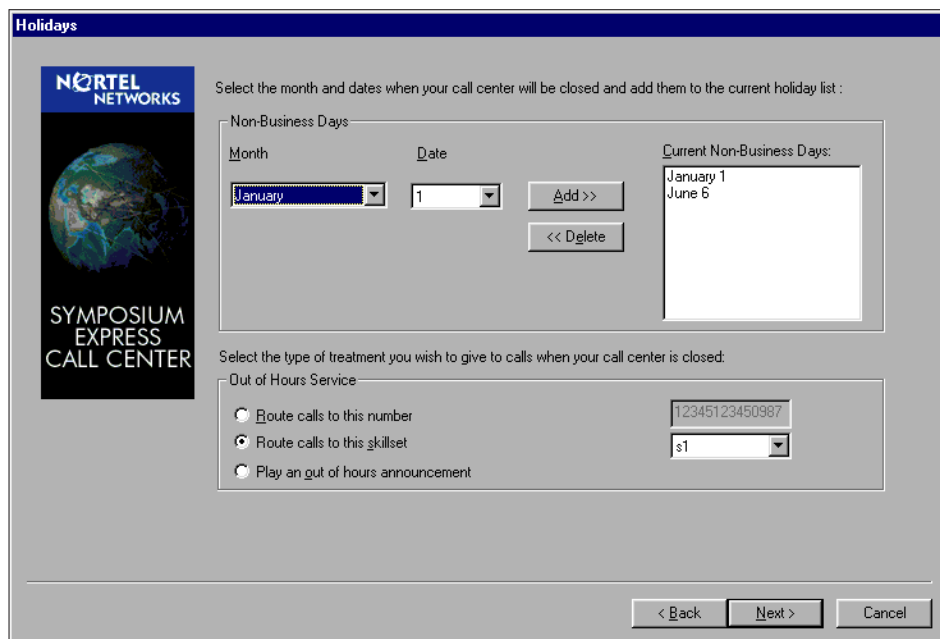


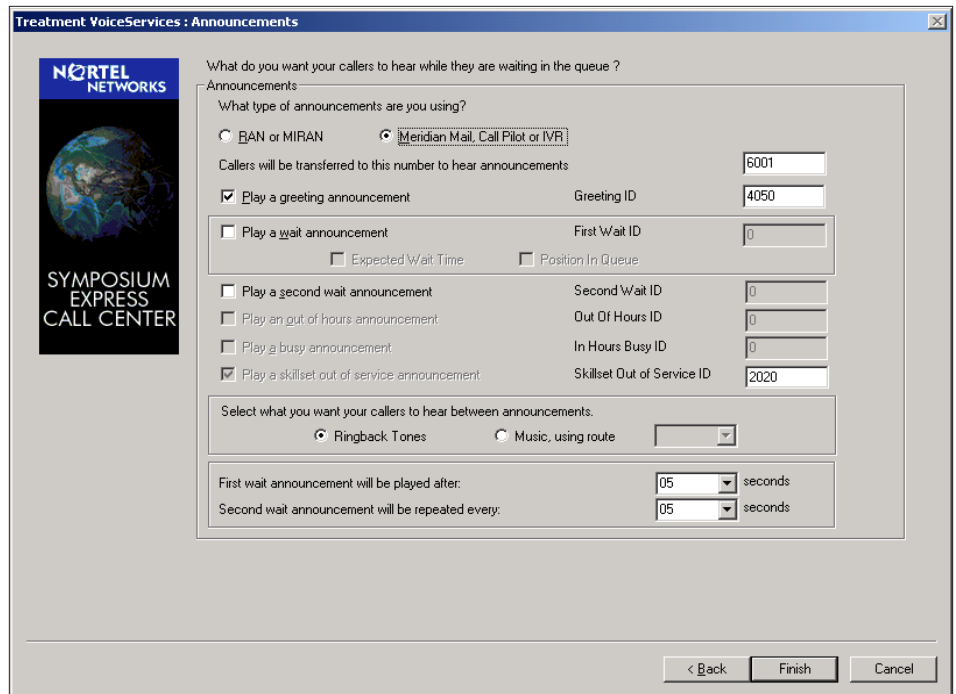
Figure 15. Symposium Express Call Center Wizard Scripting—Holidays



When then Next button is clicked, the **Holidays** dialog is displayed.

After hours treatment and holiday treatment are configured by selecting the date of the holiday and choosing the skillset or mailbox to which the user wants to route.

Figure 16. Symposium Express Call Center Wizard Scripting—Announcements



Clicking on Next brings up the **Announcements** treatment dialog:

The user can record up to five different announcements for callers to hear per treatment.

The Ringback and Music treatments can be played to callers at the start of the call, while in queue or between announcements. Either Ringback or Music can be played at any one time. If the user selects to play Ringback, the corresponding checkbox for playing music will be automatically disabled. Silence is the default treatment if Ringback or Music is not chosen.

If the user chooses to record a CallPilot or Meridian Mail announcement, then he must specify the ACD DN from the corresponding list box and specify the Announcement (or voice menu) IDs in the Greeting ID, Wait ID, and ID fields. This will identify to the Symposium Express Call Center system and to CallPilot or Meridian Mail the exact announcement the caller is to hear. If the user specifies a RAN or MIRAN announcement, then he must specify the associated Route numbers in the ID fields. Callers will then be queued to this route to hear the announcement or the music. The Voice Services Card provides functionality

similar to CallPilot and Meridian Mail—it plays announcements and voice menus to collect customer-entered data.

The time period between announcements is defaulted to 15 seconds but can be changed.

After the Symposium Express Call Center user has selected the days that the contact center is operational and selected days for holiday treatment, these values are mapped to the appropriate variables in the Script template for each of the treatments. The user then runs the **Call Routing Wizard**.

The Call Routing screen in the Wizard allows users to route calls based on:

- CLID, routed to skillset(s)
- Incoming DNIS routed to skillset(s)
- Incoming CDN(S) routed to skillset(s)

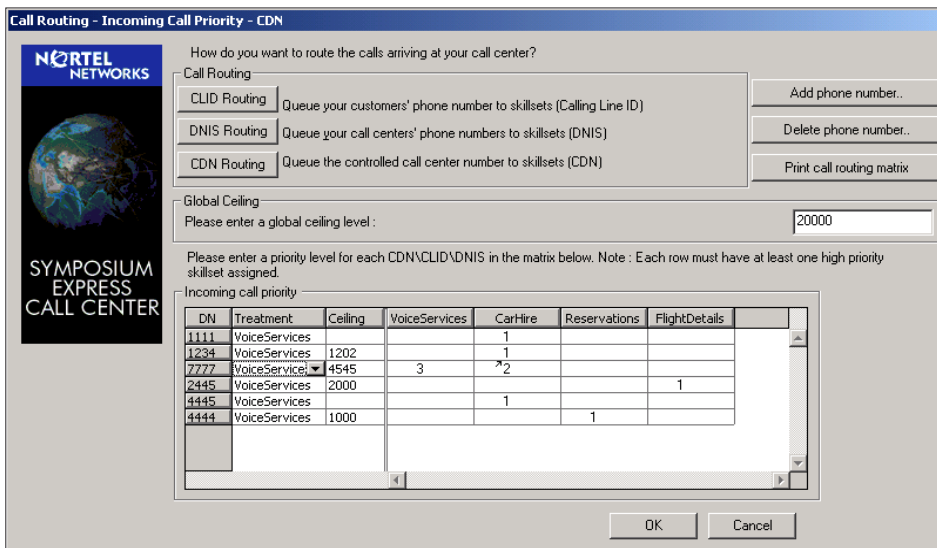
Note: A call will be routed on the basis of the CLID, if it is available; if not, then the call will be routed based on DNIS. Finally if neither CLID nor DNIS are available, the call will be routed by CDN.

If the user selects the option “Queue your call center’s phone numbers to skillsets (DNIS)”, a dialog is presented, prompting the user to enter in their DNIS numbers. These numbers are displayed along the left-hand column, as shown in Figure 17. “Symposium Express Call Center Wizard Scripting—Call Routing”.

If the user selects the option “Queue the controlled call center numbers to skillsets (CDN)”, any CDNs set up on the Meridian 1 or Succession 1000 (and acquired for use with Symposium Express Call Center) will be entered along the left-hand column.

If the user selects the option “Queue your customer’s phone numbers to skillsets (Calling Line ID)”, a dialog is presented, prompting the user to enter in the CLID numbers. These numbers are displayed along the left-hand column, as shown in Figure 17.

Figure 17. Symposium Express Call Center Wizard Scripting—Call Routing



“Symposium Express Call Center Wizard Scripting—Call Routing”. The CLID values input represent the prefix for the CLID to be matched. For example, an input value of 416 will match any actual CLID that begins with 416.

All skillsets entered by the user will be listed along the top and all DN values will be entered along the side. The user can then enter the priority with which they want a call to be queued to the corresponding skillset.

Routing calls to multiple skillsets provides an overflow mechanism in Symposium Express Call Center. If calls are not answered within a certain amount of time, then they are overflowed to the next skillset in the list with the next highest priority. Therefore, “priority” is used in two ways—it orders the skillsets that the call will be sent to and it indicates the priority of the call once it is queuing in the skillset.

Voice Services treatments

Four different types of Voice Services treatments can be used for incoming calls:

- Transfer to a DN
- Comfort message
- Prompt/collect digits
- Voice menu

The transfer to a DN treatment transfers the call to a pre-selected DN. The comfort message treatments are the announcements played to callers while they are waiting for agents. These announcements assure callers they are still in queue and that their calls will be attended to as soon as possible.

You can use the prompt/collect digits treatments to collect single or multiple sets of digits from callers. An example is, “Thank you for calling XYZ Bank. Please enter your account number.” The prompt/collect digits treatment can continue to prompt the caller for further sets of digits. “Thank you for entering your account number. Please enter your PIN number.”

You can use the prompt/collect digits treatment to:

- Collect multiple digits from the caller and send this information to a TAPI server to enable a screen pop of information on the agent’s desktop (for example, using Symposium Agent software)
- Enable verification of entered digits through playback of collected digits and caller can re-enter digits if necessary
- Integrate prompt/collect digits into existing voice services treatments (for example, within a voice menu)
- Use prompt/collect digits treatments as greeting announcements as part of a call treatment

The prompt/collect digits treatment is a Symposium Express Call Center keycode-enabled feature and requires you have Symposium TAPI Service Provider and Symposium Agent, or other similar agent software, installed.

A voice menu offers callers choices. When a call arrives at a voice menu, a courteous

greeting is played, followed by a list of options and the corresponding key that a caller must press to make a selection. An example is, “Thank you for calling ABC University. To learn about class registration, press 1. For our part-time programs, press 2. To speak with the student registrar, press 3, or press # to repeat this message.” Callers make a choice by pressing the appropriate number on their telephone keypads.

Symposium Express Call Center Voice Services treatments are extremely flexible. You can decide to have only a single treatment or a multi-layered combination of several treatments.

Expected wait time and position in queue

Caller satisfaction is extremely important. Callers waiting in queue want to know what is happening to their calls. If a caller begins to doubt what is happening to her call, she is likely to hang up. To ensure maximum customer satisfaction, you can play appropriate messages based upon

Figure 18. Symposium Express Call Center Wizard Scripting—Expected Wait Time and Position in Queue

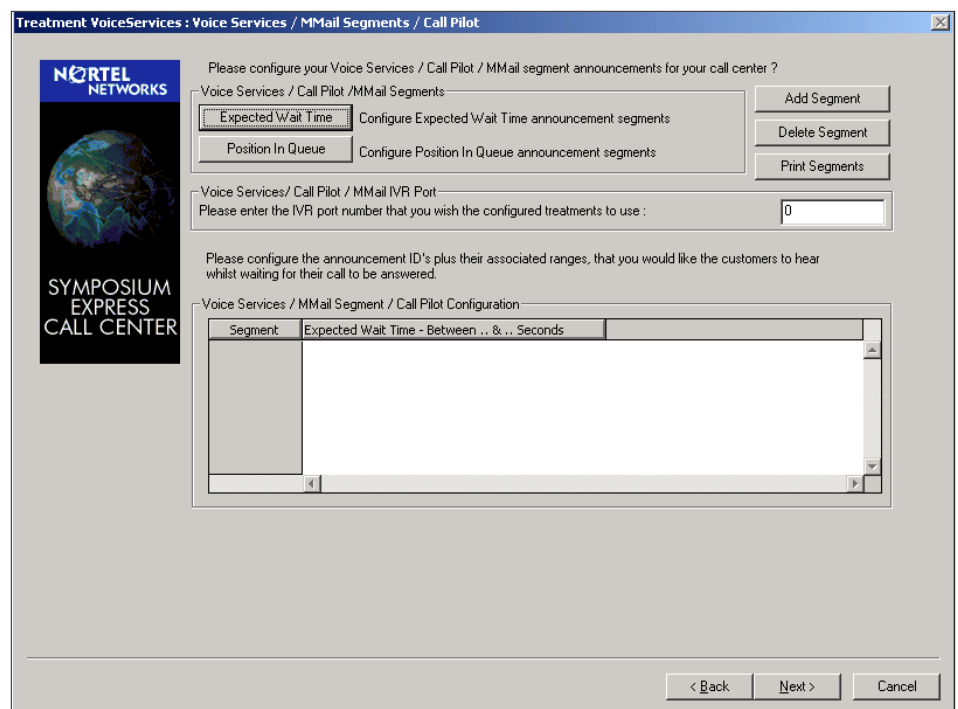


Figure 19. Symposium Express Call Center Wizard—Real-time Display Configuration

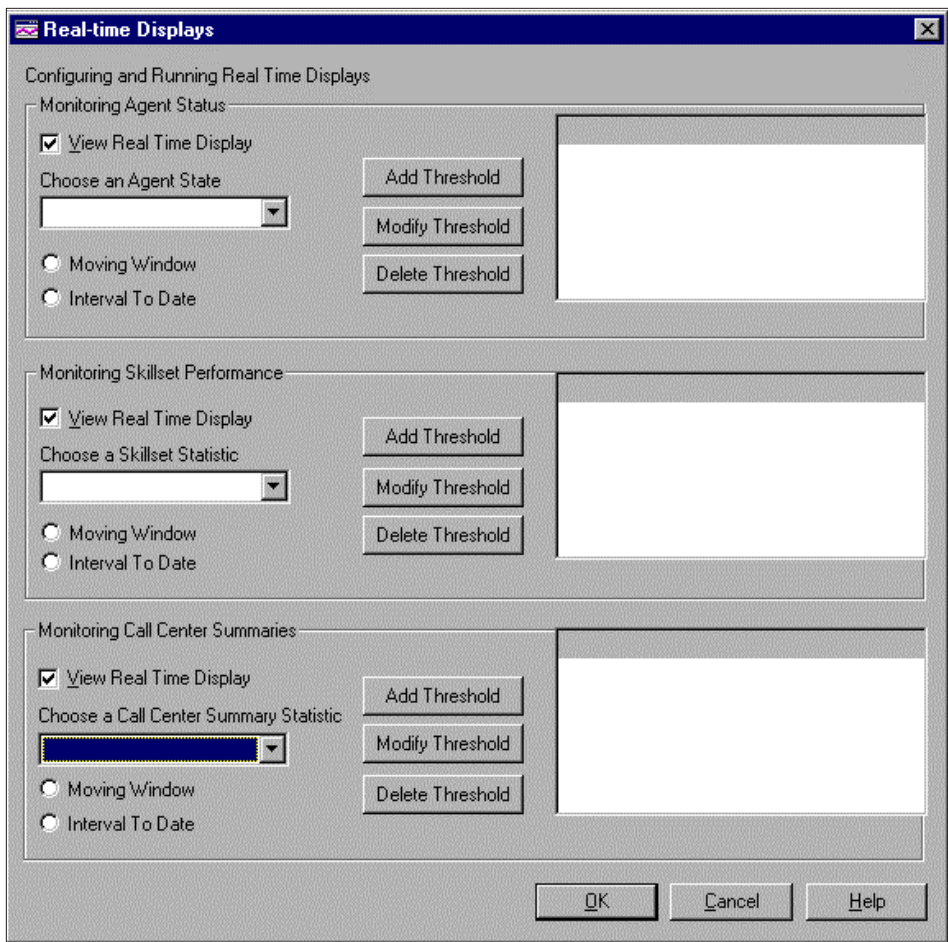
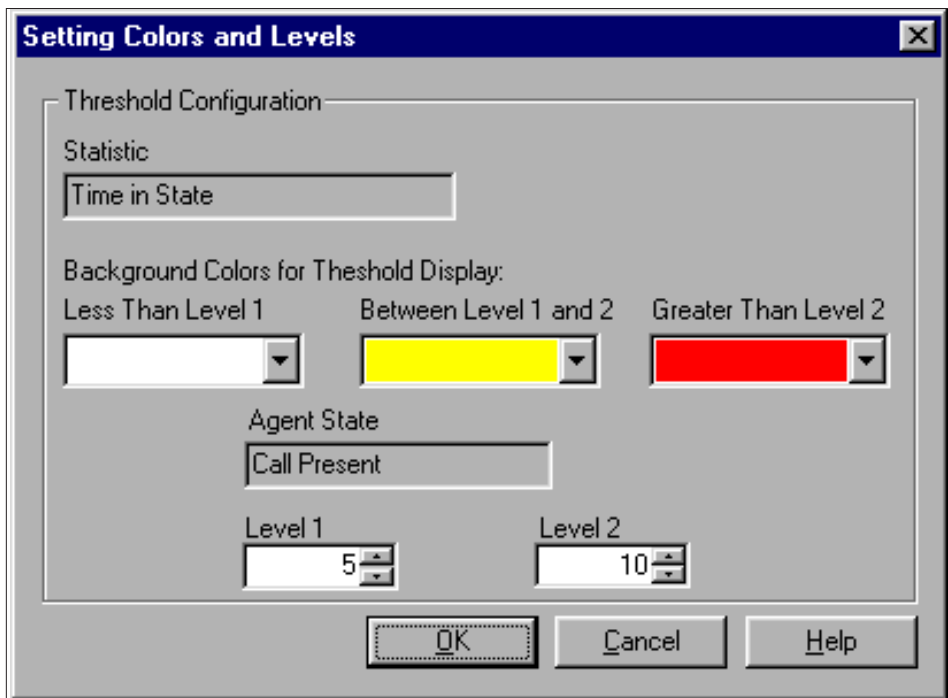


Figure 20. Threshold configuration



expected wait time or position in queue or you can tell callers what their expected wait time is.

This is a keycoded feature available only if you have purchased the Position in Queue option.

Real-time displays

Symposium Express Call Center users can administer the layout of the real-time displays. The Real-time Display choice from the main window presents the user with the following:

Within the Real-time Display configuration window, users can peg agent activities, skillset statistics, and call center summary statistics.

Note: The refresh period for real-time displays is five seconds. Each real-time display format can be either a 10-minute moving window or interval to date. The interval will be set at 24 hours with a start time at midnight. The user may change this setting only through the advanced functions of Symposium Express Call Center via the system tree.

The Symposium Express Call Center user can define a threshold level for an agent, skillset, or call center property, by selecting the property in the drop-down list box and by pressing the Add button. A dialog is displayed, presenting the user with default threshold levels and colors:

The threshold levels can be increased or decreased by the user. The colors can also be changed for the different threshold levels. When the threshold levels have been configured for a particular property, that property and the corresponding threshold values are displayed in the list boxes and will be used in the corresponding real-time displays. When the user clicks OK, all three real-time displays will be opened. Each of these real-time displays can be closed individually, if necessary.

Figure 21. Symposium Express Call Center real-time agent display

Agent First Name	Last Name	Agent ID	Position ID	Supvr 1st Name	Supvr Last Name	Ans Skillset	In Calls Status	%Walkaway	DN In	DN Out	Time In State	Time In State (bar)
Tricia	Fitzpatrick	6613		Marcus	O'Sullivan		Logout					
Maura	Fahy	7803		Marcus	O'Sullivan		Logout					
Catherine	Bleahen	1913		Marcus	O'Sullivan		Logout					
Jacinta	Lynam	3742		HelpDesk	Administrator		Logout					
Aine	Concann...	1111		HelpDesk	Administrator		Logout					
Niamh	McLoug...	2222		HelpDesk	Administrator		Logout					
Patrick	O'Brien	3257	8691	HelpDesk	Administrator		Idle				00:10:00	[Red bar]
David	O'Brien	3354		HelpDesk	Administrator		Logout					
Caroline	McGrath	3759	8694	HelpDesk	Administrator		Idle				00:00:09	[Yellow bar]
Ciona	O'Connor	3676		HelpDesk	Administrator		Logout					
Temporary	Contractor	9999	8693	HelpDesk	Administrator		Not Ready				00:03:29	[Red bar]
Angela	Concann...	1112	8697	HelpDesk	Administrator		Idle				00:10:00	[Red bar]
Duncan	Clee	1113	8787	HelpDesk	Administrator		Idle				00:07:25	[Red bar]
Declan	Connolly	5555		HelpDesk	Administrator		Logout					
Damen	Moore	7777	8208	Jacinta	Lynam		Idle				00:05:45	[Red bar]
May	Kelly	2223	8695	Site	Services		Idle				00:10:00	[Red bar]
Bernie	Walsh	2224	8696	Site	Services		Idle				00:10:00	[Red bar]

The following screens shots are the agent, skillset, and call center summary real-time displays that are available on Symposium Express Call Center 4.2.

Graphical real-time displays

You can also use the Symposium graphical real-time display software application to show real-time statistics in a graphical format—for example, pie charts, graphs, and billboards. Contact center managers, supervisors, and administrators use this information to more effectively manage contact center activities.

The graphical real-time display (GRTD) shows Symposium Express Call Center statistics in the format you configure. You select a set of data elements and a presentation format. Together these make up what is called a data window. The data in the data window is updated as contact center conditions change. You can choose to display several different data windows at the same time in a collection. Data is displayed in three different formats—billboard, chart, and map.

Figure 22. Symposium Express Call Center real-time skillset display

Skillset	Avg Ans Dly	% Srv Lvl	Calls Ans	Calls Waiting	Agents In Service	Agent Nrdy	Agent Avail	Expected Wait	Longest Wait since Last Call	Longest Wait
Default_Skillset	0	0	0	0	6	1	5	00:00:00	02:38:05	02:00:20
Help	8	100	1	0	6	1	5	00:00:00	00:30:37	02:00:20
Keycode	0	0	0	0	6	1	5	00:00:00	02:38:05	02:00:20
Facilities	0	0	0	0	2	0	2	00:00:00	05:37:28	03:47:28
SiteServices	0	0	0	0	2	0	2	00:00:00	00:36:33	03:47:28
Administration										
TechnologyQu...										

Figure 23. Symposium Express Call Center real-time summary display

Call Center	Calls Offered	Calls Ans	Calls Wait
GCCTHOR	4	1	539

Figure 24. Real-time graphical display collection

GRTD: CPC_SCCS_42

Agents on Skillset Calls: 4 (Node1 : AgentsOnSkillsetCalls)

Calls Abandoned: 1414 (Node1 : CallsAbandoned)

Calls Answered: 7623 (Node1 : CallsAnswered)

Calls Waiting: 8 (Node1 : CallsWaiting)

Agent Map:

- Bane, Ann: 2102 00:00:02
- Barry, Maeve: 2105 00:00:32
- Barrett, Brian: 2103 00:00:26

Call prioritization

The purpose of this section is to describe how calls are handled in the Symposium Express Call Center using call priority and skillset priorities. As an example, a Multilingual Contact Center is used; however, the example will apply to any contact center that takes different type of calls.

Example: Multilingual Contact Center

Call types

The call types received into this contact center are one of three call types—French, German, or English. They are all general questions which can be answered by agents who have the language skills.

Contact center set-up

There are four skillset set-ups:

- French—To answer French calls
- German—To answer German calls
- English—To answer English calls
- Multilingual—To answer calls in any language

The proportion of calls received into the contact center is as follows:

- 30% calls are French
- 20% calls are German
- 50% calls are English

The telephone numbers used by customers to call the contact center are:

- 123French
- 123German
- 123English

Call priority is set up as follows:

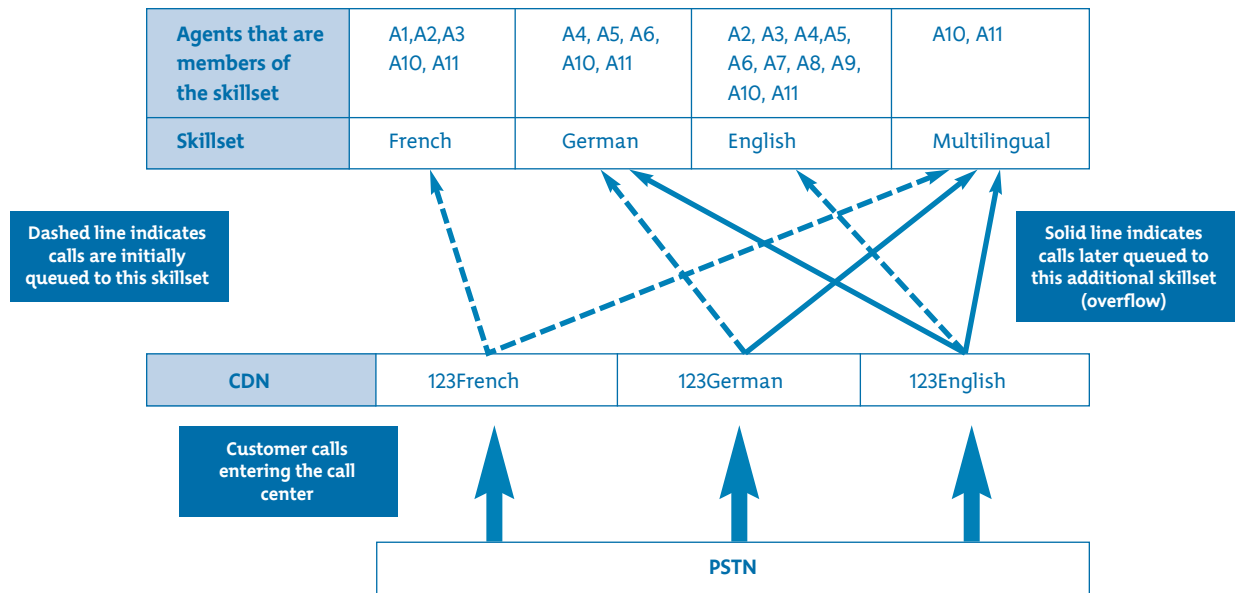
DN	Skillsets			
	French	German	English	Multilingual
123French	1		2	1
123German		1		2
123English	2	2	1	2

The French skillset will queue calls from the telephone number 123French at priority 1. Calls overflowing from the telephone number 123English into the skillset French will be queued at call priority 2. New calls entering the queue from 123French will always jump ahead of 123English queued calls.

Contact center skillset—Agent assignment chart

Skillset Priorities							
Agent	Comment	French	German	English	Multilingual	CDNs	Call Priorities
A1	FR Only	1	0	0	0	123French	1
A2	FR & ENG	1	0	2	0	123French 123English	1 2
A3	FR & ENG	1	0	2	0	123French 123English	1 2
A4	GER & ENG	0	1	2	0	123German 123English	1 2
A5	GER & ENG	0	2	1	0	123German 123English	1 2
A6	GER & ENG	0	1	2	0	123German 123English	1 2
A7	ENG Only	0	0	1	0	123English	1
A8	ENG Only	0	0	1	0	123English	1
A9	ENG Only	0	0	1	0	123English	1
A10	FR, GER & ENG	1	2	3	4	123French 23German 123English	1 2 2
A11	FR, GER & ENG	2	1	3	4	123French 123German 123English	1 2 2

Call Flow



Scenarios

1. Agents Idle—Call enters contact center on DN 123German, call is presented to agents in skillset German. Either agent A4 or A6 will get the call because they have the highest skillset priority. The longer idle of these two will receive the call.
2. All Agents Busy—Call enters contact center on DN 123German, call is queued to skillset German (as before), call then overflows, and is now queued to skillsets German and Multilingual. The call will now be answered by first available agent in either of these two skillsets. The call priority is 1 in the German skillset and 2 in the Multilingual skillset.
3. If call is waiting in queue per condition 2 above and a call is received on DN 123French, it is queued to both French and Multilingual skillsets at call priority 1. This call jumps ahead of all priority 2 calls in the Multilingual queue.
4. If a call enters on DN 123French, it will be answered by agents in the French or Multilingual skillsets. No other agents will receive a French originating call.
5. If there are no agents logged in skillset German, then calls will be answered by agents logged into the Multilingual skillset. If there are no agents logged into the German or Multilingual skillset, then calls originating from 123German will not be answered until an agent logs into either skillset.

Report generation and configuration

Symposium Express Call Center users can schedule and define reports. Choosing Reports from the drop-down menu in the Symposium Express Call Center main window presents the following list of reports to the supervisor or manager that can be modified, printed, or scheduled to run at a particular time.

Note: Because the generation of reports uses the Crystal Reports runtime engine installed on the PC client, it is necessary to have the PC that scheduled the report powered on at the time the report is supposed to be printed.

The following reports are provided for supervisors:

- Application by Activity Code
- Application Call Treatment
- Application Delay Before Abandon
- Application Delay Before Answer
- Application Performance
- Activity Code by Application
- Agent by Application Performance
- Skillset Performance
- Agent Performance
- Agent By Skillset Performance
- Agent Performance By Supervisor
- Agent DN Performance
- Agent Short Calls
- Agent Average Calls per Hour
- Agent First Login/Last Logout
- Estimated Revenue by Agent
- Activity Code by Agent
- Trunk Performance
- Route Performance
- DNIS Statistics
- CDN Statistics
- Database View Definitions
- Music/RAN Route Statistics
- Agent NACD Activity
- Agent Transferred/Conferenced Activity

Backup

When the user invokes the Backup from the drop-down menu on the Symposium Express Call Center main window, the following dialog box is displayed.

If the user presses the Start button and a backup is not already in progress, then Symposium Express Call Center will start the online backup process as it exists in Release 4.2. If a backup is already in progress, the Start button is disabled (greyed out).

Server specifications

- For server and operating system requirements, refer to the current version of the Nortel Networks Customer Contact and Self-Service Solutions Symposium Portfolio Server and Operating System Requirements.

Meridian 1 and Succession 1000 Switch Configuration parser

Symposium Express Call Center will provide the functionality to automatically configure the system from data downloaded from the switch. This feature automates the process by parsing the Meridian 1 or Succession 1000 configuration data, extracting and interpreting the relevant data, and then inputting this into the Symposium Express Call Center database.

The Switch Configuration parser is executed, by the Symposium Express Call Center user or distributor, after the switch has been configured. It will therefore run independently of any tools which are in place to configure the switch. The switch will still need to be installed and configured in the same way by a switch technician.

After the switch has been configured, Symposium Express Call Center needs a way to download and interpret this configuration data. The download overlay programs are already in place in the form

of LD 81, LD 21, and LD 23. These three overlay programs will download all the relevant switch configuration data to a text file which is copied onto a floppy diskette. The user needs to copy this information from the disk onto the Symposium Express Call Center server.

Symposium Express Call Center configuration process

There are two steps in the configuration process:

Download process

The data is downloaded from the switch using the overlay programs into a text file which will be transferred to Symposium Express Call Center's server. A terminal emulation program capable of saving display output to a file will be required to capture the text output from working with the overlay programs. A PC is expected to connect to the M1's administration overlays via terminal emulation or MAT.

Upload process

This section is subdivided into two parts:

• Switch Parser User Interface

The Symposium Express Call Center client will take the user through the steps involved in uploading the configuration data. The user will therefore be able to go back through the configuration and ensure it is correct before finalizing it.

- In the main window, the user presses the 'Import' button to begin the upload process.
- The user is presented with a standard Microsoft file browser dialog box in order to locate the file containing the configuration data downloaded from the switch.
- The configuration file is opened and the data is read in.
- The user will be shown screens similar to the following in order to allow him/her to choose which TNs, for example, she wishes to acquire. Throughout the

Figure 25. Symposium Express Call Center Database Backup

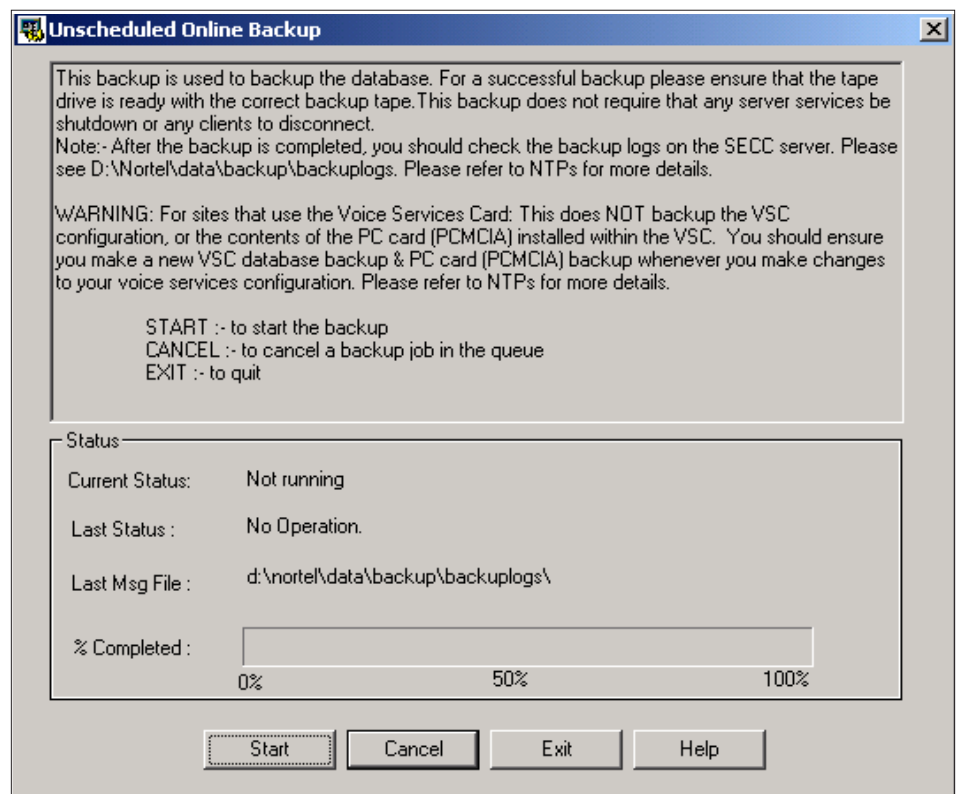
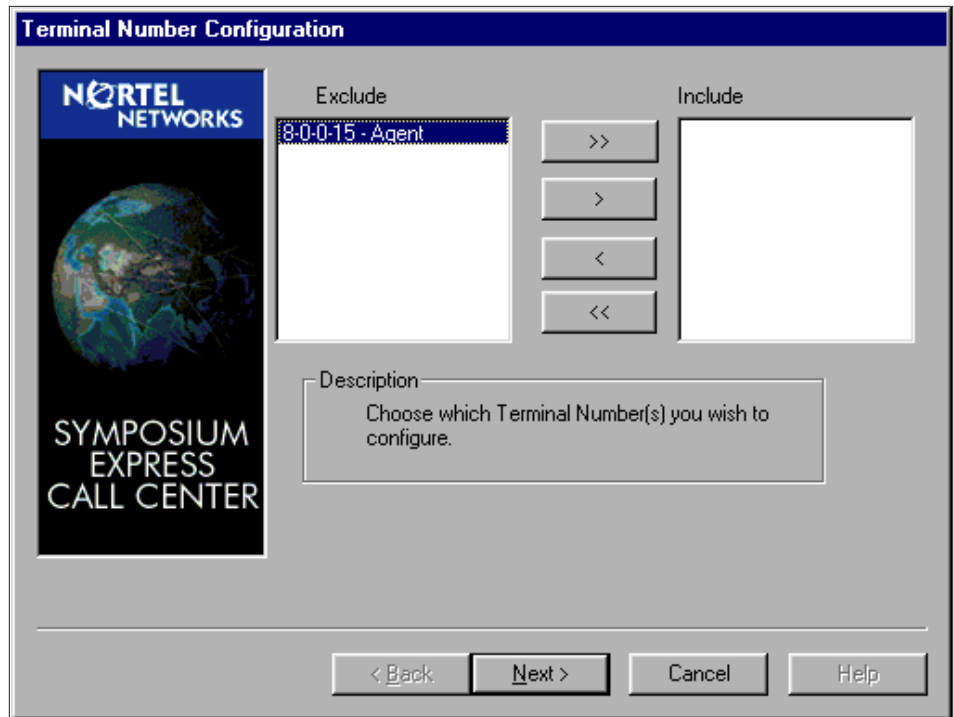


Figure 26. Symposium Express Call Center—Meridian Configuration Wizard



Symposium Express Call Center client the lists will by default appear in the Exclude list and it is up to the user to add her choices to the Include list.

- The user is taken through the various screens and when the final screen is reached on hitting ‘Finish’, the system is configured. Each operation in the configuration is logged with details of the operation performed along with indicators of either success or failure. While this configuration is taking place, the user will be shown a progress bar to indicate how the process is running.
- When the process finishes, the Symposium Express Call Center client will automatically launch ‘Notepad’ and open the log file for the user. The log file is used for the most current configuration only.

• **Switch configuration defaults**

In the process of configuring the Symposium Express Call Center server with the Meridian 1 or Succession 1000 resources, defaults are assigned to various resource attributes as follows:

- *Terminal Number (Telephone sets)*
The Terminal name associated with the TN by the Symposium Express Call Center server is set to the terminal number followed by “-TN”. For example, if the TN is 1-2-1-2, then the corresponding terminal name used by the Symposium Express Call Center server is set to 1-2-1-2-TN.
- *CDN (Controlled Directory Number)*
The CDN name associated with the CDN by the Symposium Express Call Center server is set to the CDN followed by “-CDN”. For example, if the CDN is 2345, then the corresponding CDN name used by the Symposium Express Call Center server is set to 2345-CDN.
- *IVR ACD DN*
The IVR ACD DN name associated with the IVR ACD DN by the Symposium Express Call Center server is set to the DN followed by “-ACDDN”.

For example, if the DN is 2345, then the corresponding name used by the Symposium Express Call Center server is set to 2345-ACDDN.

- *Routes*
The route name associated with the route by the Symposium Express Call Center server is set to the route number followed by “-ROUTE”. For example, if the route is 700, then the corresponding route name used by the SECC server is set to 700-ROUTE.

Log file reporting

Symposium Express Call Center reports the workings of each parse and import to the user. This will be done by writing each operation during the upload to a flat file. The report will contain the success or failure of each operation along with information about what happened during the operation, i.e., the semantics of the operation.

The parsing process may need to be performed a number of times during the customer lifetime of Symposium Express Call Center. Symposium Express Call Center must deal with any discrepancies which may have arisen over time between the configuration of the switch and the data which is in the Symposium Express Call Center database. An example of this

could be if a user deleted a CDN from the switch. Now the switch and Symposium Express Call Center do not match anymore.

There are three main issues here:

- If configuration data is added to the switch
- Configuration data is deleted from the switch
- The configuration data on the switch has been amended

Numbers 1 and 3 do not present a problem as the configuration data can be downloaded from the switch and then uploaded to the server again. Symposium Express Call Center will then check for new data (CDNs, TNs etc.) and add it to the database or check the new data against the data in the database to see if it has been changed.

If data has been deleted on the switch, then Symposium Express Call Center assumes that the data on the switch is correct; for example, if a CDN is deleted from the switch then Symposium Express Call Center assumes that this CDN is not being used anymore and therefore prompts the user for confirmation that it can be deleted from the Symposium Express Call Center database—likewise for TNs and IVR ACD DNs.

Report samples

Activity Code by Agent

Activity code statistics provide accounting information based on a combination of activity code, agent, and application call information. This report provides a means to monitor agents' work time and activity distribution during their working hours. While on a call, agents can identify the call type by entering one or more activity codes. For example, your contact center can use activity codes to identify calls as sales, service, or support.

Activity Code By Agent					
BestAir Airlines		Report Interval: 15:00:00 09 April, 1999 - 15:15:00 09 April, 1999			
Site Name: TORONTO					
Table Names: iActivityCodeStat					
<u>Activity Code Name</u>	<u>Application Name</u>	<u>Activity Time</u>	<u>Average Activity Time</u>	<u>Activity Occurrences</u>	
GRAND TOTAL					
		01:19:46	00:02:34	145	
Agent Name & ID: Rose Stefanopolis - 6602					
		Summary:	00:13:59	00:01:24	10
4/9/99					
15:15	System_Default_Activity_Code	Master_Script	00:01:50	00:01:50	1
	Schedule_Inquiry	Booking_Script	00:01:48	00:01:48	1
	Schedule_Inquiry	Master_Script	00:02:00	00:02:00	1
	System_Default_Activity_Code	Booking_Script	00:07:12	00:01:26	5
	Booking	Booking_Script	00:01:09	00:00:35	2
		Daily 4/9/99	00:13:59	00:01:24	10
		Agent:	00:13:59	00:01:24	10
Agent Name & ID: James Jones - 6708					
		Summary:	00:13:31	00:00:37	22
4/9/99					
15:15	Vacation_Sales	Vacations_Script	00:02:29	00:00:50	3
	Booking	Booking_Script	00:01:02	00:00:31	2
	System_Default_Activity_Code	Master_Script	00:00:15	00:00:15	1
	Schedule_Inquiry	Booking_Script	00:00:41	00:00:41	1
	Vacation_Inquiry	Vacations_Script	00:02:09	00:01:05	2
	System_Default_Activity_Code	Booking_Script	00:00:45	00:00:23	2
	Vacation_Inquiry	Master_Script	00:03:37	00:00:36	6
	Schedule_Inquiry	Master_Script	00:02:33	00:00:31	5
		Daily 4/9/99	00:13:31	00:00:37	22
		Agent:	00:13:31	00:00:37	22
Agent Name & ID: Tom Wilson - 6761					
		Summary:	00:02:55	00:00:35	5
4/9/99					
15:15	System_Default_Activity_Code	Master_Script	00:00:10	00:00:10	1
	System_Default_Activity_Code	Booking_Script	00:02:45	00:00:41	4
		Daily 4/9/99	00:02:55	00:00:35	5
		Agent:	00:02:55	00:00:35	5
Agent Name & ID: Lori Vandenberg - 6763					
		Summary:	00:05:47	00:00:50	7
4/9/99					
15:15	System_Default_Activity_Code	Booking_Script	00:05:17	00:00:53	6

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Activity Code by Application

Symposium Express Call Center automatically creates and names an application for each CDN configured on your system. This report allows you to monitor activity time for each application on your system. The Activity Code by Application report includes all activity time and occurrences for an application.

Activity Code By Application						
BestAir Airlines			Report Interval: 15:00:00 09 April, 1999 - 15:15:00 09 April, 1999			
Site Name: TORONTO						
Table Names: iActivityCodeStat						
Agent Login	Agent Name	Activity Time	Average Activity Time	Activity Occurrences		
GRAND TOTAL						
			01:32:51	00:00:35	161	
Application: Booking_Script						
Summary:			00:54:44	00:00:42	78	
Activity Name & ID: System_Default_Activity_Code - 0						
Summary:			00:36:59	00:00:40	55	
4/9/99	15:15	6708 James Jones	00:00:45	00:00:23	2	
		6761 Tom Wilson	00:02:45	00:00:41	4	
		6763 Lori Vandenberg	00:05:17	00:00:53	6	
		6912 Ronnie Heintz	00:02:32	00:00:38	4	
		6840 Donna Royce	00:08:01	00:01:00	6	
		6913 Tajinder Singh	00:09:15	00:00:23	24	
		6841 Brandon Woo	00:03:12	00:00:48	4	
		6602 Rose Stefanopolis	00:07:12	00:01:26	5	
Daily 4/9/99			00:36:59	00:00:40	55	
Activity			00:36:59	00:00:40	55	
Activity Name & ID: Schedule_Inquiry - 430						
Summary:			00:10:45	00:00:46	14	
4/9/99	15:15	6840 Donna Royce	00:00:14	00:00:14	1	
		6841 Brandon Woo	00:01:01	00:01:01	1	
		6763 Lori Vandenberg	00:06:53	00:00:46	9	
		6913 Tajinder Singh	00:00:08	00:00:08	1	
		6708 James Jones	00:00:41	00:00:41	1	
		6602 Rose Stefanopolis	00:01:48	00:01:48	1	
Daily 4/9/99			00:10:45	00:00:46	14	
Activity			00:10:45	00:00:46	14	
Activity Name & ID: Booking - 431						
Summary:			00:07:00	00:00:47	9	
4/9/99	15:15	6602 Rose Stefanopolis	00:01:09	00:00:35	2	
		6912 Ronnie Heintz	00:00:29	00:00:29	1	
		6708 James Jones	00:01:02	00:00:31	2	
		6840 Donna Royce	00:00:13	00:00:13	1	
		6841 Brandon Woo	00:02:29	00:01:15	2	
		6761 Tom Wilson	00:01:38	00:01:38	1	
Daily 4/9/99			00:07:00	00:00:47	9	
Activity			00:07:00	00:00:47	9	
Application			00:54:44	00:00:42	78	

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Not Ready Reason Code by Agent

This report allows you to monitor why agents went in the Not Ready state. You can define Not Ready reason codes which agents then enter when going into Not Ready state.

Not Ready Reason Codes By Agent			
BestAir Airlines		Report Interval: 15:00:00 09 April, 1999 - 15:15:00 09 April, 1999	
Site Name: TORONTO			
Table Names: iActivityCodeStat			
Not Ready Reason Codes			
<u>Not Ready Reason Code</u>	<u>Total Time</u>	<u>Average Time</u>	<u>Number of Occurrences</u>
GRAND TOTAL			
	00:05:51	00:00:59	6
Agent Name & ID: Rose Stefanopolis - 6602			
Summary:		00:00:52	00:00:26 2
4/9/99			
15:15 Sick		00:00:52	00:00:26 2
Daily 4/9/99		00:00:52	00:00:26 2
Agent:		00:00:52	00:00:26 2
Agent Name & ID: Donna Royce - 6840			
Summary:		00:02:55	00:01:28 2
4/9/99			
15:15 Sick		00:02:14	00:02:14 1
Rest		00:00:41	00:00:41 1
Daily 4/9/99		00:02:55	00:01:28 2
Agent:		00:02:55	00:01:28 2
Agent Name & ID: Brandon Woo - 6841			
Summary:		00:00:59	00:00:59 1
4/9/99			
15:15 Admin		00:00:59	00:00:59 1
Daily 4/9/99		00:00:59	00:00:59 1
Agent:		00:00:59	00:00:59 1
Agent Name & ID: Tajinder Singh - 6913			
Summary:		00:01:05	00:01:05 1
4/9/99			
15:15 Rest		00:01:05	00:01:05 1
Daily 4/9/99		00:01:05	00:01:05 1
Agent:		00:01:05	00:01:05 1
GRAND TOTAL			
	00:05:51	00:00:59	6
C:\REPORTS\stat\m-ag\120.rpt			
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Agent Average Calls Per Hour

This report shows summarized performance information on the calls each agent answered per hour logged on. The report provides three hourly averages for the time logged on: the average calls answered, the average time spent with callers, and the average time spent in Not Ready state. This allows managers to detect peculiarities in agent activities like an abnormal amount of not ready time on a specific day and to investigate the cause.

Agent Average Calls per Hour - Daily			
BestAir Airlines		Report Interval: 00:00:00 07 May 1999 - 23:45:00 07 May 1999	
Site Name: TORONTO			
Table Name: dAgentPerformanceStat			
Average Answered	Average Talk Time	Average Not Ready Time	
GRAND TOTAL			
24	00:50:01	00:00:04	
Agent Name & ID: James Jones - 6708			
Summary:	29	00:56:44	00:00:07
5/7/99	29	00:56:44	00:00:07
Agent	29	00:56:44	00:00:07
Agent Name & ID: Tom Wilson - 6761			
Summary:	40	01:00:52	00:00:04
5/7/99	40	01:00:52	00:00:04
Agent	40	01:00:52	00:00:04
Agent Name & ID: Lori Vandenberg - 6763			
Summary:	29	00:59:10	00:00:00
5/7/99	29	00:59:10	00:00:00
Agent	29	00:59:10	00:00:00
Agent Name & ID: Brandon Woo - 6841			
Summary:	22	00:47:53	00:00:27
5/7/99	22	00:47:53	00:00:27
Agent	22	00:47:53	00:00:27
Agent Name & ID: Dylan Marcus - 6844			
Summary:	25	00:50:14	00:00:00
5/7/99	25	00:50:14	00:00:00
Agent	25	00:50:14	00:00:00
Agent Name & ID: Ronnie Heintz - 6912			
Summary:	24	00:47:51	00:00:00
5/7/99	24	00:47:51	00:00:00
Agent	24	00:47:51	00:00:00
Agent Name & ID: Tajinder Singh - 6913			
Summary:	22	00:50:09	00:00:00
5/7/99	22	00:50:09	00:00:00
Agent	22	00:50:09	00:00:00
Agent Name & ID: Bill Macintosh - 6920			
Summary:	16	00:39:37	00:00:00
5/7/99	16	00:39:37	00:00:00
Agent	16	00:39:37	00:00:00
Agent Name & ID: Randall O'Rourke - 6924			
Summary:	24	00:47:43	00:00:00
5/7/99	24	00:47:43	00:00:00
Agent	24	00:47:43	00:00:00
GRAND TOTAL			
24	00:50:01	00:00:04	

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Agent by Activity Code Report

This report allows you to monitor each agent's time and work distribution by the types of calls answered. During calls, agents can identify the call type by entering one or more activity codes. These codes can identify calls such as sales, service, or different products.

Agent By Activity Code					
BestAir Airlines			Report Interval: 15:00:00 09 April, 1999 - 15:14:49 09 April, 1999		
Site Name: TORONTO					
Table Names: iActivityCodeStat					
<u>Agent Name and ID</u>	<u>Application</u>	<u>Activity Time</u>	<u>Average Activity Time</u>	<u>Occurrences</u>	
			GRAND TOTAL		
			01:32:51	00:00:35	161
Activity Name & Code: System_Default_Activity_Code - 0					
Summary:		01:02:18	00:00:31	121	
4/9/99					
15:15	Tom Wilson - 6761	Master_Script	00:00:10	00:00:10	1
15:15	James Jones - 6708	Booking_Script	00:00:45	00:00:23	2
15:15	Ronnie Heintz - 6912	Booking_Script	00:02:32	00:00:38	4
15:15	Lori Vandenberg - 6763	Booking_Script	00:05:17	00:00:53	6
15:15	Tom Wilson - 6761	Booking_Script	00:02:45	00:00:41	4
15:15	Brandon Woo - 6841	Booking_Script	00:03:12	00:00:48	4
15:15	Ronnie Heintz - 6912	Master_Script	00:09:51	00:00:28	21
15:15	Donna Royce - 6840	Master_Script	00:08:52	00:00:14	29
15:15	Tajinder Singh - 6913	Master_Script	00:05:31	00:00:30	11
15:15	James Jones - 6708	Master_Script	00:00:15	00:00:15	1
15:15	Lori Vandenberg - 6763	Master_Script	00:00:30	00:00:30	1
15:15	Brandon Woo - 6841	Master_Script	00:00:20	00:00:20	1
15:15	Donna Royce - 6840	Booking_Script	00:06:01	00:01:00	6
15:15	Rose Stefanopolis - 6602	Booking_Script	00:07:12	00:01:26	5
15:15	Tajinder Singh - 6913	Booking_Script	00:09:15	00:00:23	24
15:15	Rose Stefanopolis - 6602	Booking_Script	00:01:12	00:01:26	5
15:15	Tajinder Singh - 6913	Booking_Script	00:09:15	00:00:23	24
15:15	Rose Stefanopolis - 6602	Master_Script	00:01:50	00:01:50	1
Daily 4/9/99			01:02:18	00:00:31	121
Activity			01:02:18	00:00:31	121
Activity Name & Code: Schedule_Inquiry - 430					
Summary:		00:15:18	00:00:46	20	
4/9/99					
15:15	Tajinder Singh - 6913	Booking_Script	00:00:08	00:00:08	1
15:15	James Jones - 6708	Master_Script	00:02:33	00:00:31	5
15:15	Rose Stefanopolis - 6602	Master_Script	00:02:00	00:02:00	1
15:15	Rose Stefanopolis - 6602	Booking_Script	00:01:48	00:01:48	1
15:15	Donna Royce - 6840	Booking_Script	00:00:14	00:00:14	1
15:15	Brandon Woo - 6841	Booking_Script	00:01:01	00:01:01	1
15:15	Lori Vandenberg - 6763	Booking_Script	00:06:53	00:00:46	9
15:15	James Jones - 6708	Booking_Script	00:00:41	00:00:41	1
Daily 4/9/99			00:15:18	00:00:46	20
Activity			00:15:18	00:00:46	20
Activity Name & Code: Booking - 431					
Summary:		00:07:00	00:00:47	9	
4/9/99					
15:15	Tom Wilson - 6761	Booking_Script	00:01:38	00:01:38	1
15:15	James Jones - 6708	Booking_Script	00:01:02	00:00:31	2
15:15	Donna Royce - 6840	Booking_Script	00:00:13	00:00:13	1
15:15	Rose Stefanopolis - 6602	Booking_Script	00:01:09	00:00:35	2
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Printed By: sysadmin 4/10/99 5:12:23 PM			Page 1 of 2		

Agent by Skillset Performance Report

This report shows summarized agent performance data for each skillset under review. The report details performance statistics such as total number of calls answered, total amount of time spent servicing contact center callers, and average call length. This report is an indicator of agent performance within a skillset. It helps managers identify agents who are having difficulty with a specific skill and may need additional training or coaching.

Agent By Skillset Performance						
BestAir Airlines		Report Interval: 14:15:00 08 April, 1999 - 14:30:00 08 April, 1999				
Site Name: TORONTO						
Table Name: iAgentBySkillsetStat						
Agent Name and ID	Answered	Short Calls Answered	Post Call Process Time	Talk Time	Average Talk Time	Skillset Work Time
GRAND TOTAL			00:05:16	01:36:55	00:00:58	01:42:11
Skillset: Bookings						
Summary:		70	11	00:02:41	01:00:18	00:00:52
4/6/99						
14:30	Brandon Woo - 6841	6	2	00:00:12	00:04:16	00:00:43
	Tom Wilson - 6761	10	4	00:00:22	00:07:28	00:00:45
	Lori Vandenberg - 6763	15	2	00:00:49	00:11:01	00:00:44
	Rose Stefanopolis - 6602	4	0	00:00:08	00:03:29	00:00:52
	Tajinder Singh - 6913	7	1	00:00:14	00:08:11	00:01:10
	Donna Royce - 6840	12	0	00:00:32	00:11:42	00:00:59
	Ronnie Heinzl - 6912	14	1	00:00:19	00:13:17	00:00:57
	James Jones - 6708	2	1	00:00:05	00:00:54	00:00:27
Daily 4/6/99		70	11	00:02:41	01:00:18	00:00:52
Skillset		70	11	00:02:41	01:00:18	00:00:52
Skillset: Vacations						
Summary:		8	4	00:00:41	00:06:40	00:00:50
4/6/99						
14:30	Toni Marelli - 6710	1	1	00:00:05	00:00:34	00:00:39
	Jan Carlos - 6709	2	1	00:00:11	00:01:01	00:00:31
	James Jones - 6708	5	2	00:00:25	00:05:05	00:01:01
Daily 4/6/99		8	4	00:00:41	00:06:40	00:00:50
Skillset		8	4	00:00:41	00:06:40	00:00:50
Skillset: European_Vacations						
Summary:		23	3	00:01:54	00:29:57	00:01:18
4/6/99						
14:30	Jan Carlos - 6709	4	0	00:00:21	00:09:03	00:02:16
	Toni Marelli - 6710	11	2	00:00:45	00:12:33	00:01:08
	James Jones - 6708	8	1	00:00:48	00:08:21	00:01:03
Daily 4/6/99		23	3	00:01:54	00:29:57	00:01:18
Skillset		23	3	00:01:54	00:29:57	00:01:18
GRAND TOTAL			00:05:16	01:36:55	00:00:58	01:42:11

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Agent DN Performance Report

This report shows the amount of time agents spend on their personal directory numbers. The report records incoming and outgoing information, including the total number of DN calls and the average amount of time spent on DN calls. The report also compares internal and external DN activity.

Agent DN Performance												
BestAir Airlines						Report Interval: 13:15:00 08 April, 1999 - 13:00:00 08 April, 1999						
Site Name: TORONTO												
Table Name: wAgentPerformanceSat												
DN Calls Conferenced	DN Calls Transferred	Incoming DN Calls				Outgoing DN Calls						
		Total	Internal	Avg Int Talk Time	External	Avg Ext Talk Time	Total	Internal	External	Avg Ext Talk Time		
GRAND TOTAL												
3	2	12	4	00:00:18	8	00:01:17	7	3	00:00:29	4	00:00:50	
Agent Name & ID: Jon Carlos - 6709 Supervisor Name & ID: Chris Konings - 7870 Summary:												
0	0	8	2	00:00:35	6	00:01:42	3	1	00:01:27	2	00:01:39	
4/8/99												
13:30	0	0	8	2	00:00:35	6	00:01:42	3	1	00:01:27	2	00:01:39
Daily 4/8/99	0	0	8	2	00:00:35	6	00:01:42	3	1	00:01:27	2	00:01:39
Agent	0	0	8	2	00:00:35	6	00:01:42	3	1	00:01:27	2	00:01:39
Agent Name & ID: Tom Wilson - 6761 Supervisor Name & ID: Pat Wilson - 7871 Summary:												
0	0	1	0	00:00:00	1	00:00:00	2	1	00:00:00	1	00:00:00	
4/8/99												
13:30	0	0	1	0	00:00:00	1	00:00:00	2	1	00:00:00	1	00:00:00
Daily 4/8/99	0	0	1	0	00:00:00	1	00:00:00	2	1	00:00:00	1	00:00:00
Agent	0	0	1	0	00:00:00	1	00:00:00	2	1	00:00:00	1	00:00:00
Agent Name & ID: Lori Vandenberg - 6763 Supervisor Name & ID: Pat Wilson - 7871 Summary:												
2	0	1	1	00:00:01	0	00:00:00	0	0	00:00:00	0	00:00:00	
4/8/99												
13:30	2	0	1	1	00:00:01	0	00:00:00	0	0	00:00:00	0	00:00:00
Daily 4/8/99	2	0	1	1	00:00:01	0	00:00:00	0	0	00:00:00	0	00:00:00
Agent	2	0	1	1	00:00:01	0	00:00:00	0	0	00:00:00	0	00:00:00

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Agent Login/Logout Report

This report shows login, logout, walkaway, and return from walkaway occurrences for each agent. The report also shows the times at which these events occur. This report shows how much time agents spent at their stations each day, perhaps to help payroll determine hours worked.

Agent Login / Logout			
BestAir Airlines		Report Interval: 00:00:00 14 April, 1999 - 23:59:59 16 April, 1999	
Site Name: TORONTO			
Table Name: eAgentLoginStat			
Date	Time	Event Type	Logged In Time
Agent Login & Name: 1 - James Jones			
04/14/99	12:31:21	Login	00:00:00
	13:23:01	Logout	00:51:40
	13:55:22	Login	00:00:00
	15:50:47	Logout	01:55:25
	17:05:22	Login	00:00:00
04/15/99	11:33:34	Logout	18:28:12
	11:49:30	Login	00:00:00
04/16/99	15:30:12	Logout	27:40:42
	16:31:51	Login	00:00:00
	16:36:16	Logout	00:04:25
	16:42:26	Login	00:00:00
	17:02:23	Logout	00:19:57
	17:02:33	Login	00:00:00
	17:03:45	Logout	00:01:12
	17:03:51	Login	00:00:00
	17:23:23	Logout	00:19:32
Shift Duration:	52:52:02	Total Login:	49:41:05 % Login: 94.00%
Agent Login & Name: 10 - Toni Morelli			
04/14/99	12:31:30	Login	00:00:00
	13:23:19	Logout	00:51:49
	13:55:32	Login	00:00:00
	15:50:47	Logout	01:55:15
	15:50:51	Login	00:00:00
	15:53:41	Logout	00:02:50
	17:05:31	Login	00:00:00
04/15/99	11:33:39	Logout	18:28:08
	11:49:40	Login	00:00:00
04/16/99	15:30:30	Logout	27:40:50
	16:32:00	Login	00:00:00
	16:36:34	Logout	00:04:34
	16:42:35	Login	00:00:00
	17:02:41	Logout	00:20:06
Shift Duration:	52:31:11	Total Login:	49:23:32 % Login: 94.00%
Agent Login & Name: 11 - Jon Carlos			
04/14/99	12:31:32	Login	00:00:00
	13:23:21	Logout	00:51:49
	13:55:33	Login	00:00:00
	15:50:47	Logout	01:55:14
	17:05:33	Login	00:00:00
04/15/99	11:33:39	Logout	18:28:06
	11:49:41	Login	00:00:00
04/16/99	15:30:32	Logout	27:40:51
	16:32:01	Login	00:00:00
	16:36:36	Logout	00:04:35
	16:42:36	Login	00:00:00
	17:02:43	Logout	00:20:07
	17:25:15	Login	00:00:00
Shift Duration:	52:53:43	Total Login:	49:20:42 % Login: 93.00%
Agent Login & Name: 12 - Lori Vandenberg			

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Agent Performance by Supervisor Report

This report shows summarized agent performance information grouped by assigned supervisors. This report shows call totals, the amount of time agents spend in certain states, and time averages.

Agent Performance By Supervisor																							
BestAir Airlines Site Name: TORONTO Table Name: iAgentPerformanceStat												Report Interval: 13:15:00 06 April, 1999 - 13:29:59 06 April, 1999											
Answered	ACDr NACD Answered	NW Answered	Skills Confid	Confid Out	Short Calls Answered	Skills Transf	Transf Out	Resvd For Call	Rtn To Que	Rtn Timeout	Logged In Time	Not Ready Time	Break Time	Resvd Time	Ring Time	Walkaway Time	ACDr NACD Talk Time	Skills Talk Time	NW Time	Waking Time			
GRAND TOTAL																							
60	12	0	2	3	9	3	4	7	4	4	01:29:05	00:01:41	00:42:10	00:00:46	00:00:18	00:00:00	00:06:03	01:16:01	00:04:38	00:03:26			
Supervisor Name & ID: Chris Konings - 7870																							
12	0	0	2	2	5	3	3	1	1	1	00:15:00	00:00:42	00:01:10	00:00:15	00:00:08	00:00:00	00:00:00	00:11:07	00:00:45	00:01:11			
Agent Name & ID: Jon Carlos - 6709																							
12	0	0	2	2	5	3	3	1	1	1	00:15:00	00:00:42	00:01:10	00:00:15	00:00:08	00:00:00	00:00:00	00:11:07	00:00:45	00:01:11			
Time Averages												Net Ready Time: 00:00:04			ACDrNACD Talk Time: 00:00:00			Skillset Talk Time: 00:00:56					
4/6/99																							
13:00	12	0	0	2	2	5	3	3	1	1	00:15:00	00:00:42	00:01:10	00:00:15	00:00:08	00:00:00	00:00:00	00:11:07	00:00:45	00:01:11			
Daily 4/6/99																							
12	0	0	2	2	5	3	3	1	1	1	00:15:00	00:00:42	00:01:10	00:00:15	00:00:08	00:00:00	00:00:00	00:11:07	00:00:45	00:01:11			
Time Averages												Net Ready Time: 00:00:04			ACDrNACD Talk Time: 00:00:00			Skillset Talk Time: 00:00:56					
Agent	12	0	0	2	2	5	3	3	1	1	00:15:00	00:00:42	00:01:10	00:00:15	00:00:08	00:00:00	00:00:00	00:11:07	00:00:45	00:01:11			
Super visor	12	0	0	2	2	5	3	3	1	1	00:15:00	00:00:42	00:01:10	00:00:15	00:00:08	00:00:00	00:00:00	00:11:07	00:00:45	00:01:11			

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Agent Short Call Report

This report shows summarized short call performance, grouping the data into supervisor and agent summaries. A short call is an incoming call that lasts less than 10 seconds. A short call can occur when an agent inadvertently presses the wrong button on the telephone set, for example, and helps indicate when agents need more coaching.

Agent Short Calls											
BestAir Airlines							Report Interval: 13:15:00 08 April, 1999 - 13:00:00 08 April, 1999				
Site Name: TORONTO											
Table Name: AgentPerformanceStat											
Short Calls Answered	Skillsset Answered	Skillsset Conferences	Skillsset Transferred	Returned To Queue	Reserved For Call	ACD/NACD Answered	Returned to Queue to Timeout	Total Answered	Total Conferences	Total Transferred	
GRAND TOTAL											
9	135	20	10	4	0	11	4	146	19	12	
Supervisor Name & ID: Chris Konings - 7870											
Summary:	5	87	2	4	1	0	0	1	87	2	5
Agent Name & ID: Jon Carlos - 6709											
Summary:	5	87	2	4	1	0	0	1	87	2	5
4/8/99	5	87	2	4	1	0	0	1	87	2	5
Daily 4/8/99	5	87	2	4	1	0	0	1	87	2	5
Agent	5	87	2	4	1	0	0	1	87	2	5

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Agent Transferred/Conferenced Activity Report

This report shows detailed statistics about calls transferred or conferenced by agents. The report provides summarized totals for the time period under review. This report helps identify agents who may have difficulty with a specific skill. It can also highlight agents who may need additional coaching.

Agent Transferred/Conferenced Activity																			
BestAir Airlines																			
Site Name: TORONTC																			
Table Name: AgentPerformanceStat																			
Report Interval: 13:30:00 06 April, 1999 - 13:45:00 06 April, 1999																			
Calls Transferred / Conferenced by Agent										Calls Transferred / Conferenced To						Consultation			
Skillsel	ACD	DN	NACD	Skillsel	ACD	DN	NACD	Transf	Transf	Transf	Transf	Conf	Conf	Conf	Conf	Conf	Consultation	Transf	Conf
Transf	Transf	Transf	Transf	Conf	Conf	Conf	Conf	ACD	DN	CDN	Other	ACD	DN	CDN	Other	Time	Out	Out	
GRAND TOTAL																			
6	1	0	0	6	0	2	1	3	1	3	0	1	2	2	1	00:07:20	7	6	
Agent Name & ID: Jon Carlos - 6709																			
Summary: 4 0 0 0 2 0 0 0 1 1 3 0 0 1 1 0 00:06:38 5 2																			
4/6/99																			
13:30	4	0	0	0	2	0	0	0	1	1	3	0	0	1	1	0	00:06:38	5	2
Daily 4/6/99	4	0	0	0	2	0	0	0	1	1	3	0	0	1	1	0	00:06:38	5	2
Agent	4	0	0	0	2	0	0	0	1	1	3	0	0	1	1	0	00:06:38	5	2
Agent Name & ID: Tom Wilson - 6761																			
Summary: 0 0 0 0 2 0 0 1 0 0 0 0 0 0 1 1 0 00:00:32 0 2																			
4/6/99																			
13:30	0	0	0	0	2	0	0	1	0	0	0	0	0	1	1	0	00:00:32	0	2
Daily 4/6/99	0	0	0	0	2	0	0	1	0	0	0	0	0	1	1	0	00:00:32	0	2
Agent	0	0	0	0	2	0	0	1	0	0	0	0	0	1	1	0	00:00:32	0	2
Agent Name & ID: Lori Vandenberg - 6763																			
Summary: 2 1 0 0 2 0 2 0 2 0 0 0 0 1 0 0 1 00:00:10 2 2																			
4/6/99																			
13:30	2	1	0	0	2	0	2	0	2	0	0	0	1	0	0	1	00:00:10	2	2
Daily 4/6/99	2	1	0	0	2	0	2	0	2	0	0	0	1	0	0	1	00:00:10	2	2
Agent	2	1	0	0	2	0	2	0	2	0	0	0	1	0	0	1	00:00:10	2	2
GRAND TOTAL																			
6	1	0	0	6	0	2	1	3	1	3	0	1	2	2	1	00:07:20	7	6	
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Agent Call Treatment Report

This report shows summary performance information about the handling of each call associated with a particular application. The report displays multiple treatments that can occur within the call script or application. The report records the number of calls the system answered, abandoned, routed, and disconnected. This report measures other treatments within the call script, including commands such as Give Force Busy, Give Route To, or Give Force Disconnect. You can keep count of the number of callers who receive a specific treatment and service.

Application Call Treatment										
BestAir Airlines										
Site Name: TORONTC										
Table Name: ApplicationStat										
Report Interval: 17:30:00 05 April, 1999 - 17:44:59 05 April, 1999										
	Overflowed	Defaulted	Given Busy	Routed	Disconnected	Offered	Answered	Abandoned	Host Lookup	
GRAND TOTAL										
Quantity	0	16	3	0	2	158	133	25	31	
Percentage (%)	0.00%	10.00%	2.00%	0.00%	1.00%	—	84.00%	16.00%	20.00%	
Average Time Before	00:00:15	00:00:07	00:00:14	00:00:00	00:00:03	—	—	—	—	
Application: ACD_DN_Application										
Total	0	5	0	0	0	6	5	1	0	
Average calls per interval	0	5	0	0	0	—	—	—	—	
Avg time before treatment per Int.	00:00:06	00:00:24	00:00:11	00:00:00	00:00:05	—	—	—	—	
Percentage (%)	0.00%	83.00%	0.00%	0.00%	0.00%	—	83.00%	17.00%	0.00%	
4/5/99										
13:45	Quantity	0	5	0	0	0	6	5	1	0
	Percentage (%)	0.00	83.00	0.00	0.00	0.00	—	83.00	17.00	0.00
	Average Time Before	00:00:06	00:00:24	00:00:11	00:00:00	00:00:05	—	—	—	—

Daily 4/5/99 Total	Quantity	0	5	0	0	0	6	5	1	0
	Avg calls per Int.	0	5	0	0	0	—	5	1	0
	Avg time before	00:00:06	00:00:24	00:00:11	00:00:00	00:00:05	—	—	—	—
	Percentage (%)	0.00	83.00	0.00	0.00	0.00	—	83.00	17.00	0.00
Application: Quantity	Quantity	0	5	0	0	0	6	5	1	0
ACD_DN_Application	Percentage (%)	0.00	83.00	0.00	0.00	0.00	—	83.00	17.00	0.00
Application	Average Time Before	00:00:06	00:00:24	00:00:11	00:00:00	00:00:05	—	—	—	—
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Application Delay Before Abandon Report

This report gauges service quality by indicating how many callers disconnect (abandon) before reaching an agent. The spectrum shows how long callers typically wait before abandoning, whether they abandon before or after reaching the service level threshold, and the percentage of calls abandoned. With a greater awareness of customer tolerance levels, contact center managers can adjust call routing to provide quicker service, offer recorded announcements more frequently, offer callers the option to access an interactive voice response system, or add agents to improve service levels.

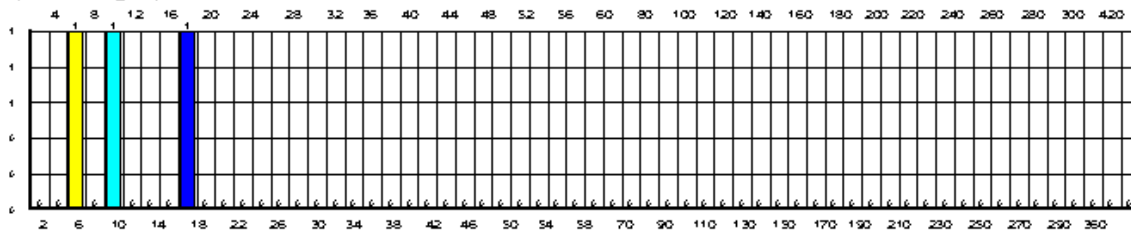
Application Delay Before Abandon

BestAir Airlines
 Site Name: TORONTO
 Table Name: iApplicationStat

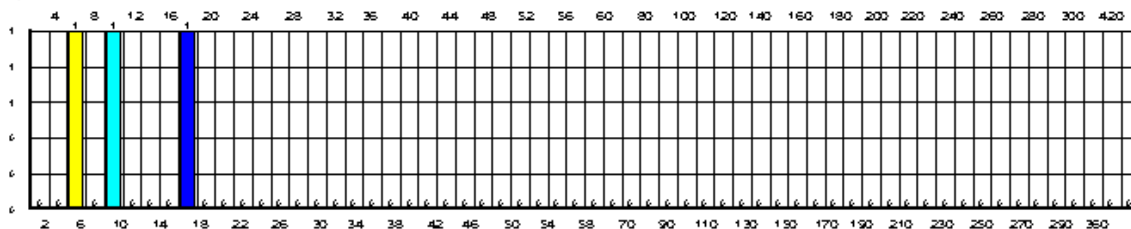
Report Interval: 00:00:00 17 May, 1999 - 01:00:00 17, May, 1999

Skillsset Calls:	Offered	Answered	Abandoned	% Abandoned	Abandoned After Threshold	Abandon Delay	Maximum Abandon Delay	Average Abandon Delay
Application: CLID_Script								
Summary:	7,628	7,622	3	0.00%	0	00:00:29	00:00:16	00:00:16

Abandon Delay Spectrum: CLID_Script



Abandon Delay Spectrum: S17199



S17199	00:00	1:20	0	0.00	0	00:00:00	00:00:00	00:00:00
00:15	1,21	1,20	0	0.00	0	00:00:00	00:00:00	00:00:00
00:30	1,20	1,20	0	0.00	0	00:00:00	00:00:00	00:00:00
00:45	1,21	1,22	0	0.00	0	00:00:00	00:00:00	00:00:00
01:00	1,20	1,19	0	0.00	0	00:00:00	00:00:00	00:00:00

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Cross Tab—Application Performance Report

This report provides you with an at-a-glance view of application performance (calls answered, calls abandoned, calls offered) for several days. You can use this report to compare application performance for the same reporting period on different days.

Crosstab - Application Performance

BestAir Airlines
 Site Name: TORONTO
 Table Names: iApplicationStat

Report Interval: 13:30:00 05 April, 1999 - 13:45:00 09 April, 1999

Grand Totals

Calls Offered	393
Calls Answered	336
Calls Abandoned	57

		Mon	Tue	Wed	Thurs	Fri	Total
Booking_Script	13:45	43	52	70	85	64	294
		35	41	55	61	55	247
		9	10	15	4	9	47
	Application Total	43	52	70	85	64	294
		35	41	55	61	55	247
		9	10	15	4	9	47
Cargo_Script	13:45	7	12	1	12	5	37
		6	10	2	9	4	31
		1	2	0	2	1	6
	Application Total	7	12	1	12	5	37
		6	10	2	9	4	31
		1	2	0	2	1	6
Vacations_Script	13:45	15	10	20	14	3	62
		13	10	19	13	3	58
		2	0	1	1	0	4
	Application Total	15	10	20	14	3	62
		13	10	19	13	3	58
		2	0	1	1	0	4
Total		65	74	91	91	72	393
		54	61	76	83	62	336
		12	12	16	7	10	57

Configuration Report

Configuration Reports provide the following information: supervisor properties, skillset properties, CDN properties, Route properties, IVR properties, and port properties.

Site Name: GCCTHOR

Supervisor Properties

Supervisor Name: Marcus O'Sullivan

PC Login Name:

Personal Directory Number (DN):

Department:

Title:

Comment:

Agents Assigned
Catherine Bleahen - 1913
Maura Fahy - 7803
Tricia Fitzpatrick - 6613

Supervisor Properties

Supervisor Name & ID: HelpDesk Administrator -- 1234

PC Login Name:

Personal Directory Number (DN):

Department:

Title:

Comment:

Agents Assigned
Duncan Cleo - 1113
Aine Concannon - 1111
Angela Concannon - 1112
Declan Connolly - 5555
Temporary Contractor - 9999
Jacinta Lynam - 3742
Caroline McGrath - 3759
Niamh McLaughlin - 2222
David O'Brien - 3354
Patrick O'Brien - 3257
Criona O'Connor - 9876

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Database View Definition Report

This report generates a complete list of the database views available in the Symposium Express Call Center database. You can use these views to define user created reports. For each database view, the report lists the fields in the view. For each field, the report provides the field type and length.

Database View Definitions			
BestAir Airlines			
Site Name: TORONTO			
Table Name: Views			
<u>View Name</u>	<u>Field Name</u>	<u>Type</u>	<u>Length</u>
AccessRights			
	ReadAccess	char	1
	WriteAccess	char	1
	ExecuteAccess	char	1
	ReadAgentAccess	char	1
	WriteAgentAccess	char	1
	CreateDeleteAccess	char	1
	ExecuteAgentAccess	char	1
	ReadAllAgentAccess	char	1
	WriteAllAgentAccess	char	1
	ExecuteAllAgentAccess	char	1
	CreateDeleteAgentAccess	char	1
	CreateDeleteAllAgentAccess	char	1
	ObjectKey	int	4
	ObjectName	varchar	32
	GroupName	varchar	40
	PCLoginName	varchar	40
	SurName	varchar	64
	GivenName	varchar	64
	Comment	varchar	127
ActivityCode			
	Name	varchar	30
	ActivityCode	varchar	32
Agent			
	CallForceOption	char	1
	TelsetShowReserve	char	1
	AlternateCallAnswer	char	1
	ReturnToQueueOnNoAnswer	char	1
	UnionBreakTimer	smallint	2
	ReturnToQueueWaitInterval	smallint	2
	SwitchID	int	4
	TemplateID	int	4
	CallForceDelayTimer	int	4
	ThresholdTemplateID	int	4
	UserID	binary	16
	TelsetLoginID	varchar	16
	TemplateName	varchar	30
	SwitchPortName	varchar	30
	SwitchPortAddress	varchar	30
	ThresholdTemplateName	varchar	30
	PersonalDN	varchar	32
	Title	varchar	64
<small>C:\REPORTS\stat\conf\fig34.rpt</small> Printed By: sysadmin 6/25/99/5:05:05 PM Page 1 of 57			

IVR Queue Statistics Report

This report shows summarized statistical information grouped by IVR queue. The report details the performance of IVR queues, and is especially useful for understanding call volume and delays callers may have experienced when attempting to access the IVR system.

IVR Queue Statistics									
BestAir Airlines			Report Interval: 00:00:00 20 April, 1999 - 23:59:59 20 April, 1999						
Site Name: TORONTC									
Table Name: iVRStat									
<u>Offered</u>	<u>Answered After Threshold</u>	<u>Answered Delay</u>	<u>Answered Delay</u>	<u>Confer'd</u>	<u>Transf'd</u>	<u>Treated</u>	<u>Not Treated After Thresh</u>	<u>Not Treated Delay</u>	
GRAND TOTAL									
1,277	807	0	00:02:14	0	0	470	235	02:08:15	
Queue Name & ID: GIVE IVR queue 3650 - 3650									
Summary:									
470	0	0	00:00:00	0	0	470	235	02:08:15	
4/20/99									
00:00	470	0	00:00:00	0	0	470	235	02:08:15	
Daily 4/20/99	470	0	00:00:00	0	0	470	235	02:08:15	
Queue	470	0	00:00:00	0	0	470	235	02:08:15	
Queue Name & ID: 3660 - 3660									
Summary:									
248	248	0	00:01:08	0	0	0	0	00:00:00	
4/20/99									
00:00	248	248	00:01:08	0	0	0	0	00:00:00	
Daily 4/20/99	248	248	00:01:08	0	0	0	0	00:00:00	
Queue	248	248	00:01:08	0	0	0	0	00:00:00	
Queue Name & ID: 3670 - 3670									
Summary:									
223	223	0	00:01:03	0	0	0	0	00:00:00	
4/20/99									
00:00	223	223	00:01:03	0	0	0	0	00:00:00	
Daily 4/20/99	223	223	00:01:03	0	0	0	0	00:00:00	
Queue	223	223	00:01:03	0	0	0	0	00:00:00	
Queue Name & ID: 3680 - 3680									
Summary:									
336	336	0	00:00:03	0	0	0	0	00:00:00	
4/20/99									
00:00	336	336	00:00:03	0	0	0	0	00:00:00	
Daily 4/20/99	336	336	00:00:03	0	0	0	0	00:00:00	
Queue	336	336	00:00:03	0	0	0	0	00:00:00	
GRAND TOTAL									
1,277	807	0	00:02:14	0	0	470	235	02:08:15	

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DNIS Statistics Report

This report summarizes the total call volume to each DNIS number. The report lists the total calls answered, total caller wait time, total calls abandoned, and the percentage of calls that abandon after a wait greater than or equal to the service level threshold defined for the DNIS. You can use this report to track call handling performance on products or services associated with a particular DNIS number.

DNIS Statistics																
BestAir Airlines																
Site Name: TORONTO																
Table Name: DNISStat																
Report Interval: 12:00:00 06 April, 1999 - 12:00:00 06 April, 1999																
Offered	Answered	Answer Delay	Avg Ans Delay	Ans After Threshold	Dis-connected	Over-flowed	Routed	NACD	IVR	Given Default	Given Busy	Aband'g	Aband'g Delay	Aband'g Threshold	% Aband'g	Talk Time
GRAND TOTAL																
81	44	00:00:07	00:00:00	9	0	0	1	3	7	0	1	00:00:00	0	0.00	00:01:40	
DNIS Name & ID: Corporate_Gold - 5559000 Summary: 35 10 00:00:02 00:00:00 1 0 0 0 1 3 0 1 00:00:00 0 0.00 00:00:31																
4/6/99																
12:45	15	3	00:00:02	00:00:01	1	0	0	0	1	2	0	1	00:00:00	0	0.00	00:00:10
13:00	20	7	00:00:00	00:00:00	0	0	0	0	0	1	0	0	00:00:00	0	0.00	00:00:21
Daily 4/6/99	35	10	00:00:02	00:00:00	1	0	0	0	1	3	0	1	00:00:00	0	0.00	00:00:31
DNIS	35	10	00:00:02	00:00:00	1	0	0	0	1	3	0	1	00:00:00	0	0.00	00:00:31
DNIS Name & ID: Corporate_Service - 5559010 Summary: 46 34 00:00:05 00:00:00 8 0 0 1 2 4 0 0 00:00:00 0 0.00 00:01:09																
4/6/99																
12:45	18	14	00:00:04	00:00:00	3	0	0	0	1	1	0	0	00:00:00	0	0.00	00:00:24
13:00	28	20	00:00:01	00:00:00	5	0	0	1	1	3	0	0	00:00:00	0	0.00	00:00:45
Daily 4/6/99	46	34	00:00:05	00:00:00	8	0	0	1	2	4	0	0	00:00:00	0	0.00	00:01:09
DNIS	46	34	00:00:05	00:00:00	8	0	0	1	2	4	0	0	00:00:00	0	0.00	00:01:09
GRAND TOTAL																
81	44	00:00:07	00:00:00	9	0	0	1	3	7	0	1	00:00:00	0	0.00	00:01:40	
IM-res6.rpt																
Printed By: sysadmin 4/8/99 11:03:22 AM																
Page: 1																

Music/RAN Route Statistics Report

This report shows information about music and recorded announcement (RAN) routes. For each route, the report provides the number of route accesses and the route access time. This report can help you spot any routes that may be overloaded.

Music/RAN Route Statistics			
BestAir Airlines		Report Interval: 15:15:00 08 April, 1999 - 15:45:00 08 April, 1999	
Site Name: TORONTO			
Table Name: iRANMusicRouteStat			
	<u>Route Access</u>	<u>Route Access Time</u>	
GRAND TOTAL			
	975	00:14:13	
<hr/>			
Route Name & ID: Route1 - 1			
Summary:	329	00:05:01	
4/8/99			
3:30	145	00:02:03	
3:45	184	00:02:58	
Daily 4/8/99	329	00:05:01	
Route	329	00:05:01	
<hr/>			
Route Name & ID: Route2 - 2			
Summary:	331	00:04:50	
4/8/99			
3:30	175	00:02:34	
3:45	156	00:02:16	
Daily 4/8/99	331	00:04:50	
Route	331	00:04:50	
<hr/>			
Route Name & ID: Route3 - 3			
Summary:	315	00:04:22	
4/8/99			
3:30	139	00:01:43	
3:45	176	00:02:39	
Daily 4/8/99	315	00:04:22	
Route	315	00:04:22	
<hr/>			
GRAND TOTAL			
	975	00:14:13	
<hr/>			
In-nes8.rpt			
Printed By: sysadmin 4/10/99 11:32:07 AM			Page: 1

Cross Tab—Skillset Performance Report

This report provides you with an at-a-glance view of skillset performance (calls offered, calls answered, and skillset calls abandoned) for several days. You can use this report to compare skillset performance for the same reporting period for several days.

Crosstab - Skillset Performance

BestAir Airlines
 Site Name: TORONTO
 Table Names: iSkillsetStat

Report Interval: 09:00:00 05 April, 1999 - 09:15:00 09 April, 1999

Grand Totals

Call Offered	1,366
Call Answered	1,263
Network Call Answered	13
Skillset Abandoned	56

			Mon	Tue	Wed	Thurs	Fri	Total	
Bookings	09:15	Booking_Script	236	231	227	251	266	1,211	
			201	224	231	241	264	1,151	
			2	5	0	2	2	11	
			14	6	5	11	12	48	
	Master_Script	44	11	44	23	33	155		
		12	8	39	21	32	112		
		0	1	1	0	0	2		
		2	3		2	1	8		
	Total			280	242	271	274	299	1,366
				213	232	270	262	266	1,263
			2	6	1	2	2	13	
			16	9	5	13	13	56	
Total			280	242	271	274	299	1,366	
			213	232	270	262	266	1,263	
			2	6	1	2	2	13	
			16	9	5	13	13	56	

Skillset by Application Report

This report shows summarized skillset statistics for each application under review. This report provides statistics such as the total number of calls answered for each skillset and the number of calls answered after the service level threshold for each skillset.

Date	Time	Skillset Answered	Skillset Answered After Thresh	% Ansd After Thresh	Answer Delay	Average Answer Delay	Maximum Answer Delay
Skillset By Application							
BestAir Airlines		Site Name: TORONTO		Report Interval: 09:00:00 07 April, 1999 - 09:15:00 07 April, 1999			
		Table Name: iSkillsetStat					
GRAND TOTAL							
		458	15	3.28%	01:43:55	00:00:14	00:00:42
Application: Booking_Script							
Summary:		231	5	2.16%	00:55:10	00:00:14	00:00:42
Skillset: Bookings							
Summary:		231	5	2.16	00:55:10	00:00:14	00:00:42
4/7/99							
	09:15	231	5	2.16	00:55:10	00:00:14	00:00:42
	Daily 4/7/99	231.00	5.00	2.16	00:55:10	00:00:14	00:00:42
	Skillset	231	5	2.16	00:55:10	00:00:14	00:00:42
	Application	231	5	2.16	00:55:10	00:00:14	00:00:42
Application: Master_Script							
Summary:		118	8	6.78%	00:23:35	00:00:12	00:00:31
Skillset: Bookings							
Summary:		39	3	7.69	00:06:59	00:00:11	00:00:27
4/7/99							
	09:15	39	3	7.69	00:06:59	00:00:11	00:00:27
	Daily 4/7/99	39.00	3.00	7.69	00:06:59	00:00:11	00:00:27
	Skillset	39	3	7.69	00:06:59	00:00:11	00:00:27
Skillset: Default_Skillset							
Summary:		0	0	0.00	00:00:00	00:00:00	00:00:00
4/7/99							
	09:15	0	0	0.00	00:00:00	00:00:00	00:00:00
	Daily 4/7/99	0.00	0.00	0.00	00:00:00	00:00:00	00:00:00
	Skillset	0	0	0.00	00:00:00	00:00:00	00:00:00
Skillset: European_Vacations							
Summary:		26	1	3.85	00:04:14	00:00:10	00:00:31
4/7/99							
	09:15	26	1	3.85	00:04:14	00:00:10	00:00:31
	Daily 4/7/99	26.00	1.00	3.85	00:04:14	00:00:10	00:00:31
	Skillset	26	1	3.85	00:04:14	00:00:10	00:00:31
Skillset: Vacations							
Summary:		53	4	7.55	00:12:22	00:00:14	00:00:21
4/7/99							
	09:15	53	4	7.55	00:12:22	00:00:14	00:00:21
	Daily 4/7/99	53.00	4.00	7.55	00:12:22	00:00:14	00:00:21
	Skillset	53	4	7.55	00:12:22	00:00:14	00:00:21
C:\REPORTS\stat\mskill4.rpt							
Printed By: sysadmin 4/7/99 1:05:59 PM				Page 1 of 2			

Glossary

ACD-DN—An ACD-DN is a directory number in the Meridian 1 that is used to implement automatic call distribution. When a call presented to the Meridian 1 is associated with an ACD-DN, the call is placed into a queue or “lineup” where it will wait until answered. If an agent is available, the call may be presented directly to the agent. If an agent is not available, the call may be presented with recorded announcements and music until it can be answered by an agent.

Activity codes—Activity codes are numerical codes entered by an agent using the telephone keypad while on an incoming skillset or ACD call, which indicate the type of service or transaction the call entails. Multiple codes can be entered during a single call.

Administrator—An administrator configures and manages a contact center and typically requires a PC for administration purposes. It is unlikely that an administrator would be called upon to answer calls and, therefore, the administrator would not be required to have an agent-type telephone set.

Agent management—Agent management describes the ability to configure, manage, and report on agent activities.

Agent-skillset assignment—With Symposium Express Call Center, agents are assigned to answer calls according to their abilities or skillsets. Agents can be assigned to answer calls for up to 50 different skillsets or call types.

Agent-supervisor assignment—Agents can be assigned a primary and secondary supervisor. The primary supervisor assignment is used when an agent requires assistance with a call and presses the Supervisor key. The primary and secondary supervisor assignment allows the agent to be monitored in real-time displays by both supervisor types.

Agents—Contact center employees who answer incoming calls are called agents. Working at an answering position, agents should be equipped with all of the information required to complete caller transactions, typically a telephone set and computer to process caller requests.

Client—A client is a PC that is connected to a Local Area Network. In the Symposium Express Call Center, an example of a client is a supervisor’s workstation.

Control Directory Number (CDN)—A Control Directory Number is a number which is configured in the Meridian 1 PBX as the entry point for calls into the Symposium Express Call Center. There can be multiple CDNs configured in the Meridian 1 PBX, all of which can be associated with the master script.

Dialed Number Identification Service (DNIS)—Dialed Number Identification Service provides the contact center with the last several digits of the number dialed by the caller. Calls can be distinguished by DNIS numbers when they enter Symposium Express Call Center and can be routed to specific skillsets based on the number dialed by the customer.

Interactive Voice Response (IVR)—Interactive Voice Response (IVR) provides an automated method of accepting and furnishing information to and from a caller by using computer controlled voice playback to prompt for telephone or voice input.

Local Area Network—A Local Area Network (LAN) is a data network that connects computers, modems, and printers. A LAN is usually used within a building.

Meridian 1—Meridian 1 is the business communications system, or Private Branch Exchange (PBX), that receives all telephone calls and manages the appropriate ones using the Symposium Express Call Center.

Meridian Link Services—Nortel Networks Meridian Link Services integrate the Meridian 1 PBX with computer systems to support computer telephony integration. The capability is integral to Symposium Express Call Center.

Node—A node is a location within a network of Meridian 1 PBXs.

Open Database Connectivity—Open Database Connectivity (ODBC) is a standard universal data access interface.

Personal directory number—A personal directory number may be configured on agent telephone sets to allow agents to place or receive calls. Agents may use their personal directory numbers to call back a customer or receive a call from a fellow employee who is not part of the contact center.

Private Branch Exchange—A Private Branch Exchange, or PBX, is a telephone system usually located on the premises of a business. It provides an intermediate switching point between a central office and an end user.

Server—A server is a PC that can vary in size and power, from a simple desktop PC to a high-powered centrally located PC connected to a data network. The server stores information that can be accessed by multiple clients within the network.



Skill-based routing—Offers advanced call routing and treatment based on the requirements of a call(er) and the skillset of available agents.

Skillset—A skillset is a label that is applied to a collection of abilities or the knowledge of something, such as a product or department, which may be required of an agent to handle a given call. Skillsets are associated with calls to determine the requirement of the caller. Skillsets are assigned to agents, which qualifies them to handle calls with specific skillset requirements.

Structured Query Language—Structured Query Language (SQL) is a standard language that allows data to be extracted from database files.

Succession 1000—Succession 1000 is a robust, reliable, and fully-distributed IP private branch exchange (PBX) solution that allows customers to maximize their wide (WAN) and local area network (LAN) investments by converging voice and data while optimizing business-critical applications and features. It receives all telephone calls and manages the appropriate ones using the Symposium Express Call Center.

Supervisors—Contact center supervisors manage and monitor agent and contact center performance. They require a PC to display information and make necessary changes to the contact center environment. Supervisors may be called on to answer calls and service emergency requests from agents.



Trunk—A trunk is the physical link between a central office (the telephone company) and a PBX that makes telephone communications possible.

Trunks may be categorized according to the switching systems they connect. For example, tie trunks connect two PBXs, and central office trunks connect a PBX to the telephone company's central office switch.

Trunk route—In the Meridian 1 PBX, trunks with similar characteristics are grouped together to form trunk routes. Trunk route reports can detail statistics about customer service levels to better determine if service goals are being met.

Voice ports—Voice ports refer to the connection points within the PBX that can support either analog or digital devices used by voice processing systems.

Voice processing—Voice processing capabilities provide integrated use of voice systems within call scripts.

Voice prompts—Voice prompts are phrases spoken to callers in an effort to give information to a caller and to obtain information from the caller.

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