Notice
Every effort was made to ensure that the information in this document was complete and accurate at the time of printing. However, information is subject to change.

Your Responsibility for Your System’s Security
Toll fraud is the unauthorized use of your telecommunications system by an unauthorized party, for example, persons other than your company’s employees, agents, subcontractors, or persons working on your company’s behalf. Note that there may be a risk of toll fraud associated with your telecommunications system and, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

You and your system manager are responsible for the security of your system, such as programming and configuring your equipment to prevent unauthorized use. The system manager is also responsible for reading all installation, instruction, and system administration documents provided with this product in order to fully understand the features that can introduce risk of toll fraud and the steps that can be taken to reduce that risk. Lucent Technologies does not warrant that this product is immune from or will prevent unauthorized use of common-carrier telecommunication services or facilities accessed through or connected to it. Lucent Technologies will not be responsible for any charges that result from such unauthorized use.

Lucent Technologies Fraud Intervention
If you suspect that you are being victimized by toll fraud and you need technical support or assistance, call Technical Service Center Toll Fraud Intervention Hotline at 1-800-643-2353.

Ordering Information
Call: Lucent Technologies Business Communications Systems
Voice: 1-800-338-6366
International Voice: +1-317-322-6416
Fax: 1-800-457-1764
International Fax: +1-317-322-6699

Write: Lucent Technologies BCS Publications Center
2855 N. Franklin Road
Indianapolis, IN 46219
U.S.A.

Order: CentreVu Explorer II User Guide
Document No. 585-218-200
Comcode 108456617
Issue 1, June 1999

For additional documents, refer to the section entitled “Related Documents” in the Preface.

You can be placed on a Standing Order list for this and other documents you may need. Standing Order will enable you to automatically receive updated versions of individual documents or document sets, billed to account information that you provide. For more information on Standing Orders, or to be put on a list to receive future issues of this document, please contact the Lucent Technologies Publications Center.

Lucent Technologies National Customer Care Center
Lucent Technologies provides a telephone number for you to use to report problems or to ask questions about the information in this document. The support telephone number is 1-800-242-2121.

Document Support Telephone Number
Lucent Technologies provides telephone numbers for you to use to report errors or to ask questions about the information in this document. The support telephone numbers are:

Voice: 1-888-584-6366
International Voice: +1-317-322-6848

European Union Declaration of Conformity
Lucent Technologies Business Communications Systems declares that the equipment specified in this document conforms to the referenced European Union (EU) Directives and Harmonized Standards listed below:

EMC Directive 89/336/EEC
Low Voltage Directive 73/23/EEC

The “CE” mark affixed to the equipment means that it conforms to the above Directives.

Disclaimer
Intellectual property related to this product (including trademarks) and registered to AT&T Corporation has been transferred to Lucent Technologies Incorporated.

Any references within this text to American Telephone and Telegraph Corporation or AT&T should be interpreted as references to Lucent Technologies Incorporated. The exception is cross references to books published prior to December 31, 1996, which retain their original AT&T titles.
Heritage Statement
Lucent Technologies—formed as a result of AT&T’s planned restructuring—designs, builds, and delivers a wide range of public and private networks, communication systems and software, consumer and business telephone systems, and microelectronics components. The world-renowned Bell Laboratories is the research and development arm for the company.

Warranty
Lucent Technologies provides a limited warranty on this product. Refer to the “Limited use Software License Agreement” card provided with your package.
Table of Contents

Introduction ................................................. 1-1
   Overview .................................................. 1-1
   Audience .................................................. 1-2
What is CentreVu® Explorer II? ............................ 1-3
   High-Level Description .................................. 1-4
   Benefits of CentreVu Explorer II ....................... 1-5
Why Use CentreVu Explorer II? ............................. 1-6
Overview of New Features .................................. 1-7
   Query Capabilities ....................................... 1-8
      Conditional Queries ................................... 1-8
      Group by Parenthesis ( )—An Example ............... 1-9
      Custom Query Builder ................................ 1-10
      Call Level Queries .................................... 1-10
      Time of Day and Day of Week Queries ............... 1-11
      Generic Field Queries ................................. 1-11
   Query Types .............................................. 1-13
      Explorer Classic Queries .............................. 1-13
      Standard Queries ..................................... 1-13
      Agent in Focus Queries ................................. 1-13
      User-Defined Queries ................................. 1-13
      Custom Query Builder Queries ....................... 1-14
      Cradle-To-Grave Reporting Queries ................. 1-14
   Overview of Functionality ............................... 1-15
      Background Information ............................... 1-15
   How CentreVu Explorer II Works—The User Interface .. 1-16
      Login ................................................. 1-17
      Main Screen .......................................... 1-20
   Setting Up CentreVu Explorer II ....................... 1-21
   Query and Reporting Frames ............................ 1-23
      Navigation Frame ..................................... 1-24
      Element Selection Frame ............................... 1-25
      Selecting Agent Information ......................... 1-26
      Selecting Caller Information ......................... 1-28
      Search Criteria Frame ................................ 1-30
      Selecting Search Criteria Information ............... 1-31
      Displaying or Modifying Results ...................... 1-33
      Window Viewing and Sizing ......................... 1-34
      Frames and Browser Windows ......................... 1-35
<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Types of Help</td>
<td>1-36</td>
</tr>
<tr>
<td>Glossary</td>
<td>1-38</td>
</tr>
<tr>
<td>Help Topics</td>
<td>1-40</td>
</tr>
<tr>
<td>About</td>
<td>1-42</td>
</tr>
<tr>
<td>Logout or Exit</td>
<td>1-43</td>
</tr>
<tr>
<td>Logging Out</td>
<td>1-43</td>
</tr>
<tr>
<td>Exiting the Application</td>
<td>1-44</td>
</tr>
<tr>
<td>A Quick Start to CentreVu Explorer II</td>
<td>1-46</td>
</tr>
<tr>
<td>Administration</td>
<td>2-1</td>
</tr>
<tr>
<td>Overview</td>
<td>2-1</td>
</tr>
<tr>
<td>Accessing Administration Program</td>
<td>2-2</td>
</tr>
<tr>
<td>Administering Elements</td>
<td>2-3</td>
</tr>
<tr>
<td>Agent Name—Example</td>
<td>2-6</td>
</tr>
<tr>
<td>Administering Synonyms</td>
<td>2-8</td>
</tr>
<tr>
<td>Agent Name Expires—Example</td>
<td>2-8</td>
</tr>
<tr>
<td>Promoting Queries</td>
<td>2-9</td>
</tr>
<tr>
<td>Login Accounts</td>
<td>2-13</td>
</tr>
<tr>
<td>Administering Login Names</td>
<td>2-14</td>
</tr>
<tr>
<td>Add Login Names</td>
<td>2-17</td>
</tr>
<tr>
<td>Modify Login Names</td>
<td>2-20</td>
</tr>
<tr>
<td>Delete an Account</td>
<td>2-23</td>
</tr>
<tr>
<td>Change the Password</td>
<td>2-24</td>
</tr>
<tr>
<td>Explorer Classic</td>
<td>3-1</td>
</tr>
<tr>
<td>Overview</td>
<td>3-1</td>
</tr>
<tr>
<td>Using Explorer Classic</td>
<td>3-2</td>
</tr>
<tr>
<td>Accessing Explorer Classic</td>
<td>3-3</td>
</tr>
<tr>
<td>Administering Set Session Display</td>
<td>3-4</td>
</tr>
<tr>
<td>Selecting Elements</td>
<td>3-6</td>
</tr>
<tr>
<td>Selecting Search Criteria</td>
<td>3-7</td>
</tr>
<tr>
<td>Viewing Results</td>
<td>3-8</td>
</tr>
<tr>
<td>Saving the Query</td>
<td>3-9</td>
</tr>
<tr>
<td>Agent in Focus Queries</td>
<td>4-1</td>
</tr>
<tr>
<td>Overview</td>
<td>4-1</td>
</tr>
<tr>
<td>Agent in Focus Queries</td>
<td>4-2</td>
</tr>
<tr>
<td>Using Agent in Focus Queries</td>
<td>4-3</td>
</tr>
<tr>
<td>Accessing Agent in Focus Queries</td>
<td>4-4</td>
</tr>
<tr>
<td>Agent On-Hold Report</td>
<td>4-5</td>
</tr>
<tr>
<td>Transferred Call Report</td>
<td>4-8</td>
</tr>
<tr>
<td>After Call Work Report</td>
<td>4-10</td>
</tr>
<tr>
<td>Conferenced Calls Report</td>
<td>4-12</td>
</tr>
<tr>
<td>Customer/Calling Party Report</td>
<td>4-14</td>
</tr>
<tr>
<td>Application/VDN Report</td>
<td>4-16</td>
</tr>
</tbody>
</table>
# CentreVu Explorer II Version 1.0 User Guide

- **Information Indicator Report** ........................................ 4-18
- **Assistance Requested Report** ........................................ 4-20
- **Service Observed Report** ............................................. 4-22
- **Originating Reason Report** .......................................... 4-24
- **Agent-to-Agent Report** .............................................. 4-26
- **Direct Agent Queued** .................................................. 4-28
- **Malicious Call** .......................................................... 4-30
- **Audio Problems** .......................................................... 4-32

## Custom Query Builder ....................................................... 5-1
- **Overview** ................................................................. 5-1
- **Custom Query Builder Overview** ..................................... 5-2
- **Using Custom Query Builder** ......................................... 5-3
  - Determining the Need for Java Plug-in ................................. 5-3
  - Checking for a Non-Conforming Browser ................................ 5-3
  - Loading Java Plug-in (Optional) ...................................... 5-4
  - Installing the Java Plug-in On Your PC. .............................. 5-6
- **Accessing Custom Query Builder** .................................... 5-11
- **Setting Up User-Defined Queries** ................................... 5-12
- **Building Queries** ....................................................... 5-14
  - Display Fields Tab ...................................................... 5-16
  - Criteria Fields Tab ..................................................... 5-18
  - Format Criteria Tab ..................................................... 5-20

## Standard and User-Defined Queries ....................................... 6-1
- **Overview** ................................................................. 6-1
- **Accessing Standard or User-Defined Queries** ...................... 6-2
- **Using Standard or User-Defined Queries** ............................ 6-4
  - Setting a User-Defined Query as a Standard Query .................. 6-5
  - Providing Search Criteria ............................................. 6-6

## Sample Queries ................................................................. 7-1
- **Overview** ................................................................. 7-1
- **Sample Queries** .......................................................... 7-2
  - Abandon Call Analysis Sample Query .................................. 7-3
  - Efficient Automatic Number Identification (ANI) Analysis Query .... 7-4
  - Special Call Treatment .................................................. 7-5
  - Cell Phone Analysis ...................................................... 7-6
  - Cradle-To-Grave Reporting Query ...................................... 7-7

## Query Results ................................................................. 8-1
- **Overview** ................................................................. 8-1
- **Exporting to a File** .................................................... 8-2
  - Printing Query Results .................................................. 8-5
  - Creating Cradle-to-Grave Reports ..................................... 8-8
CentreVu Explorer II Version 1.0 User Guide

Accessing Cradle-to-Grave Reports ........................................... 8-8
Using Cradle-to-Grave Reports .................................................. 8-9
Cradle-to-Grave Report Analysis .............................................. 8-10
Call Information ................................................................. 8-11
Call Handling ........................................................................... 8-13
Multi-Segment Cradle-to-Grave Analysis ..................................... 8-15

Appendix ................................................................. A-1
Overview .............................................................................. A-1
Abandoned from Hold (HOLDABN) .............................................. A-2
Automatic Call Distribution (ACD) ............................................ A-3
After Call Work Time (ACWTIME) ............................................ A-4
Agent Released (AGT_RELEASED) ............................................. A-5
Agent Talk Time (TALKTIME) .................................................. A-6
Answering Agent (AGENT_NAME) ............................................. A-7
Answering Disposition (DISPOSITION) ...................................... A-8
Answering Reason Code (ANSREASON) ...................................... A-9
Answering Split (DISPSPLIT) ................................................... A-10
Answering VDN (DISPVDN) ..................................................... A-11
Answering Vector (DISPIVECTOR) ............................................ A-12
Assistance Requested (ASSIST) ............................................... A-13
Audio Problem (AUDIO) ....................................................... A-14
Call ID (CALLID) ................................................................ A-15
Caller Abandoned (DISPOSITION=3) .......................................... A-16
Caller-on-Hold Time (ANSHOLDTIME) ....................................... A-17
Calling Party (CALLING_PTY) ................................................ A-18
Call Work Code (LASTCWC) .................................................. A-19
Customer Info (LASTDIGITS) ................................................ A-20
Collected Digits (LASTDIGITS) ............................................... A-21
Conference Call (CONFERENCE) ............................................. A-22
Dialed Number (DIALED_NUM) ............................................... A-23
Direct Agent Queued (DA_QUEUED) ......................................... A-24
Duration (DURATION) ........................................................ A-25
Equipment Location (EQLOC) ................................................ A-26
First VDN (FIRSTVDN) ........................................................ A-27
First Vector (FIRSTVECTOR) .................................................. A-28
Forced Busy Calls (DISPOSITION=5) ......................................... A-29
Forced Disconnect Calls (DISPOSITION=6) ......................... A-30
ii Digits (CALLING_II) .......................................................... A-31
Interflowed (DISPOSITION=4) ................................................ A-32
In-Queue Wait Time (DISPTIME) ............................................. A-33
Last Observer (LASTOBSERVER) ............................................ A-34
Malicious Call (MALICIOUS) ................................................ A-35
Net in Time (NETINTIME) ..................................................... A-36
Observed Call (OBSERVINGCALL) ........................................ A-37
Originating Hold Time (ORIGHOLDTIME) ............................... A-38
Originating Login Name (ORIGLOGIN) ..................................... A-39

<table>
<thead>
<tr>
<th>Feature</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Originating Reason Code (ORIGREASON)</td>
<td>A-41</td>
</tr>
<tr>
<td>Priority Answered (DISPPRIORITY)</td>
<td>A-42</td>
</tr>
<tr>
<td>Segment Number (SEGMENT)</td>
<td>A-43</td>
</tr>
<tr>
<td>Stroke Tally (EVENT1-9)</td>
<td>A-44</td>
</tr>
<tr>
<td>Times Held (HELD)</td>
<td>A-45</td>
</tr>
<tr>
<td>Transferred Call (TRANSFERRED)</td>
<td>A-46</td>
</tr>
<tr>
<td>Trunk Group Used (TKGRP)</td>
<td>A-47</td>
</tr>
<tr>
<td>Universal Call ID (UCID)</td>
<td>A-48</td>
</tr>
<tr>
<td>1st Split/Skill Queued to (SPLIT1)</td>
<td>A-49</td>
</tr>
<tr>
<td>2nd Split/Skill Queued to (SPLIT2)</td>
<td>A-50</td>
</tr>
<tr>
<td>3rd Split/Skill Queued to (SPLIT3)</td>
<td>A-51</td>
</tr>
</tbody>
</table>

**Glossary**

GL-1

**Index**

IN-1
CentreVu Explorer II Version 1.0 User Guide
Introduction

Overview

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

Overview

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

This guide also helps anyone who needs to know:

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

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

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

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

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

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

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

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

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

*CentreVu* Explorer II delivers knowledge to the desktop (client) through powerful *Microsoft* Windows NT or *Sun* Solaris based internet server technologies. *CentreVu* Explorer II requires only a frame compliant web browser on the client. This architecture provides access to critical call center data from any desktop PC or workstation running a web-enabled operating system, such as Windows, OS/2, UNIX, or MacIntosh. Employing this technology uses minimal desktop PC resources. Furthermore, this architecture allows an organization full access to *CentreVu* Explorer II from multiple web-enabled operating systems.

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

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

---

*Microsoft is a registered trademark of Microsoft Corp.*
†*Windows NT is a registered trademark of Microsoft Corp.*
‡*Sun is a registered trademark of Sun Microsystems, Inc.*
**Solaris is a registered trademark of Sun Microsystems, Inc.*
††*Windows is a registered trademark of Microsoft Corp.*
‡‡*OS/2 is a registered trademark of IBM.*
***UNIX is a registered trademark in the United States and other countries, licensed exclusively through X/Open Company Limited.*
†††*MacIntosh is a registered trademark of Apple Computer Inc.*
Why Use CentreVu Explorer II?

Some of the reasons to use CentreVu Explorer II include:

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

- **Efficient Automatic Number Identification (ANI) Analysis**
  You can use CentreVu Explorer II to analyze the ANI by using the Calling Party field as a query. You can also use wild cards and time parameters to produce a list of customers.

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

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

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

See Chapter 7, “Sample Queries,” for sample scenarios that can assist you with your call center’s business practices.
Overview of New Features

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

The *CentreVu* Explorer II new features include:

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

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

Conditional Queries

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

- Less than (<)
- Less than OR equal to (<=)
- Greater than (>)
- Greater than OR equal to (>=)
- Equal to (=)
- Not equal to (<>)
- And/Or.
Group by Parenthesis ( )—An Example

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

Custom Query Builder

<table>
<thead>
<tr>
<th>Display Fields</th>
<th>Criteria Fields</th>
<th>Format Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>( ▼ Split 2</td>
<td>▼ = ▼ 1</td>
<td>OR ▼</td>
</tr>
<tr>
<td>▼ Split 3</td>
<td>▼ = ▼ 1</td>
<td>) AND ▼</td>
</tr>
<tr>
<td>( ▼ Disposition</td>
<td>▼ = ▼ Yes</td>
<td>OR ▼</td>
</tr>
<tr>
<td>▼ Abandoned From Hold</td>
<td>▼ = ▼ Yes</td>
<td>) AND ▼</td>
</tr>
<tr>
<td>( ▼ Duration</td>
<td>▼ &gt; ▼ 10</td>
<td>AND ▼</td>
</tr>
<tr>
<td>▼ Duration</td>
<td>▼ &lt; ▼ 360</td>
<td></td>
</tr>
</tbody>
</table>

ADD   | DELETE

OK    | RESET
Custom Query Builder

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

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

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

Call Level Queries

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

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

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

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

- Start and Stop Time
- All durations
- All statuses.
Overview of New Features

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

**Time of Day and Day of Week Queries**

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

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

**Generic Field Queries**

Generic Field Queries allow you to query on generic fields instead of specific fields. For example, you may desire to return all segments that an agent touched regardless of the type of agent (disposition, answering, and others). The fields that are generic are: agent, vector, VDN, or split/skill. These fields display as italic type on your screen.
Some elements (such as, Agents and Splits) have more than one possible “role.” That is, an agent can be an “Answering Agent,” an “Originating Agent,” or the “Last Observer.” A Split can be: (1) Primary, (2) Secondary, or (3) Tertiary. For example, you can ask CentreVu Explorer II to:

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

**Explorer Classic Queries**

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

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

**Standard Queries**

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

**Agent in Focus Queries**

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

**User-Defined Queries**

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

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

Cradle-To-Grave Reporting Queries

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

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

Background Information

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

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

Previous releases of CentreVu Explorer software:

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

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

- CentreVu Explorer II Installation for Windows NT
- CentreVu Explorer II Installation for Sun.
How CentreVu Explorer II Works—The User Interface

The user interface for CentreVu Explorer II includes:

- Login screen
- Main screen
- Screen Elements (includes Netscape Navigator™)
- Frames and Browser Windows.
Login

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

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

1. Enter the URL. The CentreVu Explorer II splash screen displays:
The Login Dialog box appears at the bottom of the splash screen:

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

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

2. Select the Submit button.
The Main screen displays:

3. See the next section for details.
Main Screen

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

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

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

   - Use Java Plug-in
   - Save Settings
   - Session and License Details

2. Select the Use Java Plug-in check box if you have a non-conforming browser. See the “Determining the Need for Java Plug-In” section in Chapter 5, “Query Builder,” for details.

3. Press the Save Settings button to save the Java Plug-in option. The screen refreshes and saves the new settings.
4. To go to the query and reporting interface of CentreVu Explorer II, click on an option in the navigator frame. See the next section “Query and Reporting Frames” for details.

5. To modify or change the session and license details, see the following document that applies to your specific system:
   - CentreVu® Explorer II Installation for Windows NT
   - CentreVu® Explorer II Installation for Sun.
Query and Reporting Frames

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

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

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

<table>
<thead>
<tr>
<th>Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Explorer Classic</td>
</tr>
<tr>
<td>Agent in Focus Queries</td>
</tr>
<tr>
<td>Custom Query Builder</td>
</tr>
<tr>
<td>Standard Queries</td>
</tr>
<tr>
<td>User Defined Queries</td>
</tr>
<tr>
<td>Help</td>
</tr>
<tr>
<td>Logout</td>
</tr>
<tr>
<td>Exit</td>
</tr>
</tbody>
</table>
Element Selection Frame

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

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

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

The following graphic points out the components of the Element Selection frame.
Query elements shown in *italic* text are “generic field” queries. Generic fields (Agent, Split/Skill, Vector, and VDN) allow you to query on groups of data instead of just on individual queries.

**Selecting Agent Information**

To select agent information, do the following:

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

   ![Element Selection Frame](image)

   2. Select the check box of the element (field) you want to use in the query.
   3. From the drop-down menu, select the type of query you want to use. The options available are:
      - Segment Data
      - Call Data.
4. When you are satisfied with your selections, press the Build Query, Agent Info, or Call Info buttons to enter the search criteria.

5. Press the Find Results button. When the screen refreshes, parameters specific to the elements you selected appear in the Query Results (bottom right) frame.
Selecting Caller Information

To select caller information, do the following:

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

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

The options available are:
- Segment Data
- Call Data.

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

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

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

To provide the Search Criteria, do the following:

1. From the Management System pull-down menu, select the management system you want to use.
   The default value is All. Selecting options other than “All” reduces the number of synonyms available for selection. This is useful for large call centers who want to minimize the scrolling required to select the management systems. For example, if you are an answering agent looking for an agent in ACD1, select that Automatic Call Distribution (ACD). Selecting specific management systems reduces the synonyms available.
   When only one management system is available, the Management System pull-down field does not display.

2. From the ACD pull-down menu, select the ACD you want to use.
   The default value is All. Selecting specific ACDs reduces the synonyms available for selection within a Call Management System (CMS).

3. Select the New Window check box if you want the ability to open multiple new frames.
   If you do not check this box, only one frame populates.

4. In the Begin Date drop-down list, select the date or dates (MM/DD/YYYY) you want to use to populate the query.

5. In the End Date drop-down list, select the date or dates (MM/DD/YYYY) you want to use to populate the query.

6. In the Begin Time text box, enter the time you want to start the search (for example, 12:00AM).

7. In the End Time text box, enter the time you want the search to end (for example, 11:59PM).

8. In the Max Rows Returned text box, enter the number of rows of data you want to display (for example, 30).
9. From the Display Options pull-down menu, select the type of information you want to display. The type of information available for display includes:
   - Session Display (Default)—Displays the fields selected.
   - Agent Information—Displays all of the agent fields.
   - Call Information—Displays all of the call fields.
   - All Columns—Displays all of the fields.

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

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

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

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

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

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

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

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

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

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

- **Screen Resolution**—Setting the resolution to at least 1024 X 768 greatly enhances the viewable data at a single screen. The screen resolution of your terminal is set up through the Control Panel.

- **Reduce Search Criteria Section**—Moving the control bar between windows expands the results section.

- **Session Display**—Choosing the Session Display format returns results for the most commonly requested elements. For additional details on Session Display, see Chapter 8, “Query Results,” in this document.

- **Frame Resizing**—Using Windows functionality (dragging the frame with the mouse) allows you to change the size of each frame independently.
Frames and Browser Windows

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

1. Select the checkbox in front of the New Window field in the Search Criteria frame. When the check box is selected, a new browser window opens for each time a new set of results get displayed.

2. Resize the results windows to be side-by-side using normal Windows functionality.

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

_CentreVu_ Explorer II provides the following types of Help:

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

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

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

Two columns of alphabetical topics appear.

2. Click on the topic you wish to view. The topic you select is displayed. Each topic is described with the following elements:

- **Field Description**—An overview of the contents of the element.

- **Query Options**—The options available in CentreVu Explorer II for setting parameters.
The following graphic is an example of selecting the “Abandoned from Hold” topic in the glossary:

Abandoned from Hold (HOLDABN)

Field Description

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

With System 85 RM4 and Generic 2.1, HOLDABN will only be used for ACD (Automatic Call Distribution) calls. With Generic 2.5, Generic 2, and ECS this is for any call. All records that have HOLDABN=0 are returned as calls not abandoned from hold.

Query Options

Abandoned from hold or Not abandoned from hold

ACD

Field Description

This field contains the ACD number that handled this call. The ACD field contains an integer value between 1 and 4 for RM5 etc.

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

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

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

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

The Help Topics option displays...

- Help
- Logout
- Exit

2. Select the Help Topics option.
The following is an example of a Help Topic:

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

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

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

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

3. To exit the About screen, select another option.
Logout or Exit

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

Logging Out

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

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

From the CentreVu Explorer II application, select the Exit option from the Navigator frame.
The CentreVu Explorer II application quits running on the desktop client and the “Starting Explorer II....” screen displays:
A Quick Start to CentreVu Explorer II

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

- **Administration**—to access frames to do any of the following:
  - Choose fields to display in query results
  - Add, view, and edit agent names and login IDs
  - Add or edit VDN names, split/skill names, or Reason Codes.

- **Explorer Classic**—to use the “ad-hoc” query capabilities of previous versions of CentreVu Explorer.

- **Agent in Focus** to access predefined queries for common reporting scenarios.

- **Custom Query Builder**—to build and customize queries. This is a new program to CentreVu Explorer II. See Chapter 5, “Custom Query Builder,” in this guide for more details.

- **Standard Queries**—to provide publicly available queries built through Custom Query Builder.

- **User-Defined Queries**—to access queries built in Custom Query Builder.

- **Help Topics** (a submenu from Help)—to access CentreVu Explorer II on-line help.

- **Help About** (a submenu from Help)—to access the frames for:
  - Checking the version and license numbers
  - Setting up the session
  - Enabling the Java plug-in option.

- **Glossary** (a submenu from Help)—to access glossary help topics.
Overview

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

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

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

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

Select Administration

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

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

From the Administration submenu, you can administer:

- **Synonyms**—administrable elements (such as Agent, VDN, Vector, and others).
- **License Elements**—elements that you are only allowed to modify (CMS and ACD names).
- **Security Items**—administrable Login Accounts and Change Password.
Some of the administrable elements in CentreVu Explorer II are synonyms in the CMS—Agents, VDNs, and Vectors. The synonyms are set to flow automatically from the CMS to CentreVu Explorer II. This flow updates the synonyms automatically. The user can choose to modify synonyms directly on the CentreVu Explorer II server. However, these updates do not flow back up to the CMS.

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

<table>
<thead>
<tr>
<th>Elements</th>
<th>Title</th>
<th>Automatically Flows From CMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Synonyms</td>
<td>you can modify, add, or expire these through Administration. See the “Administering Synonyms” section in this chapter for details.</td>
<td></td>
</tr>
<tr>
<td>Agent Name</td>
<td>Administer Agent Names</td>
<td>yes</td>
</tr>
<tr>
<td>VDN Names</td>
<td>Administer VDN Names</td>
<td>yes</td>
</tr>
<tr>
<td>Vector Names</td>
<td>Administer Vector Names</td>
<td>yes</td>
</tr>
<tr>
<td>Trunk Group</td>
<td>Administer Trunk_Group Names</td>
<td>no</td>
</tr>
<tr>
<td>Split/Skill</td>
<td>Administer Split/Skill Names</td>
<td>no</td>
</tr>
<tr>
<td>Stroke Count</td>
<td>Administer Stroke_Count Names</td>
<td>no</td>
</tr>
<tr>
<td>Reason Code</td>
<td>Administer Reason_Code Names</td>
<td>no</td>
</tr>
</tbody>
</table>

*License Elements—you can only modify these through Administration. To add or delete licenses, use the license screen as discussed in the CentreVu Explorer II Installation for Windows NT or CentreVu Explorer II Installation for Sun guides.

*ACD Names | Administer ACD Names | no |
*CMS Names | Administer CMS Names | no |
Security Items—you can modify, add, or expire these through Administration. See the “Promote Queries” in this chapter for details.

<table>
<thead>
<tr>
<th>Security Item</th>
<th>Description</th>
<th>Accessible?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Promote Queries</td>
<td>Promote User Defined Queries to Standard</td>
<td>no</td>
</tr>
<tr>
<td>Login Accounts</td>
<td>Administer Login Names</td>
<td>no</td>
</tr>
<tr>
<td>Change Password</td>
<td>Change User Password</td>
<td>no</td>
</tr>
</tbody>
</table>
Agent Name—Example

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

To administer the agent names, do the following:
1. From the Navigator frame, select the Administration option.
2. From the Administration menu, select the Agent Names submenu option.

![Image of CentreVu Explorer II interface]

Select Agent Names

- **Administration**
  - Agent Names
  - VDN Names
  - Vector Names
  - Trunk Group Names
  - Split/Skill Names
  - Stroke Count Names
  - Reason Code Names
  - ACD Names
  - CMS Names
  - Login Accounts
  - Promote Queries
  - Change Password

- **Explorer Classic**
- **Agent in Focus Queries**
The Administer Agent Names window displays:

3. Select the **Management System** you want to administer.

4. Select the Automatic Call Distribution (ACD) you want to administer.

5. Press the **Modify** button to change the defaulted synonym values in the list. Default synonym values are displayed in the list. When External Call History (ECH) does not have a synonym, then an ID is created as a default condition.

6. From the list, select (by highlighting) an entry. To display the entries alphabetically, check the **Order by Name** checkbox.
7. Check or uncheck the **Show Expired Entries** box.
   If checked, you see all the expired entries. You know these are expired because you see an (e) after the ID.

8. Select the **Expire**, **Modify**, or **Add** button. For details on how to use these buttons, see later sections in this chapter for details.

### Administering Synonyms

You can administer the synonyms in three ways:

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

- **Modify**—Changes the synonym (for example, Married and Maiden name).

- **Add**—Adds a new synonym.

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

### Agent Name Expires—Example

This section provides an example of an expire and replace.

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

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

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

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

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

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

Select the query to promote.

Press the **Promote** button.

5. Select the **Promote** button. This causes the queries you promote from User Defined Queries to Standard Queries.
6. To view the query you just promoted, select the Standard Queries option on the Navigation frame. The newly promoted query displays:
Login Accounts

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

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

- Administration permission accounts
- User permission accounts.

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

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

You must have administration permission to Administer Login Names.

To administer the login names, do the following:

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

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

   Select **Login Accounts**

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

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

**Note:** It is strongly recommended that the *CentreVu* Explorer II administrator change this password immediately to prevent unauthorized access to *CentreVu* Explorer II. Choose a new password that is easy to remember. If you forget the password, and it is the only Administration level account in the system, then no one will have access to the accounts section to make changes. If this happens, contact the Technical Service Organization.
4. From the Administer Login Names frame, you can **Modify** or **Add** to the list of names or **Delete** names. See the next sections for details.
Add Login Names

To add login names, do the following:

1. On the Administer Login Names frame, select the **Add** button.
The Create Logins frame displays:

2. All of the existing accounts are contained in the list box. At a minimum, the built-in Administration account is listed. Any account can be added if you have administration permissions.

3. On the Create Logins frame, enter:
   - Login
   - Password
   - Confirm.
4. Check the box(es) for the synonyms you want the owner of the new login to be able to modify. For example:
   - Modify Logins
   - Modify Agents
   - Modify VDNs
   - Modify Vectors
   - Modify Trunk Groups
   - Modify Splits
   - Modify Stroke Counts
   - Modify Reason Codes.

5. Check the box(es) for the names you want the owner of the new login to be able to modify. For example:
   - Modify ACD
   - Modify CMS.

6. Check the Create Custom Queries box, if the owner of the new login has permission to use Custom Query Builder.

7. Check or uncheck the Promote Custom Queries box, if the owner of the new login has permission to “Promote” the user-defined queries to become a standard query. See the “Promoting Queries” section in this chapter for details. The Promote Custom Queries is defaulted to the frame.

8. Check or uncheck the Use Explorer Classic box. The Use Explorer Classic box is defaulted to the frame.

9. Check the box(es) for the type of data you want the owner of the new login to be able to select. For example:
   - View all CMSs
   - View all ACDs
   - View all Splits.
The “all” allows you to see all of the items available. If you want the owner of the new login to view only certain items, then select only those specific CMSs, ACDs, and Splits.

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

**Modify Login Names**

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

To modify existing login names, do the following:

1. From the Administer Login Names frame, highlight the name you want to modify from the list. All existing accounts are contained in the list box. At a minimum, the built-in Administration account is listed. Any account can be modified with the exception of the built-in Administration account.
2. Select the Modify button.
The Edit Logins: administration frame displays with a previously set login defaulted to the screen:

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

   - Password
   - Confirm.

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

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

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

To delete an account, do the following:

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

   ![Delete Confirmation Window]

4. Press the **OK** button.

**Note:**

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

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

To administer the password, do the following:

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

2. From the Administration menu, select the Change Password submenu option. The following window displays:

   ![Change Password Window](image)

3. To change the password, you must supply the original password for this account in addition to the new password that has administration permissions. You can only change your own password.
When first logging onto the system, the default “admin” Login (account information) is displayed.

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

4. From the Change Password for Login admin frame, you can:
   - Enter the **Old Password**
   - Enter the new **Password**
   - **Confirm** the new Password
   - **Update** the new password.

5. Press the **Update Pass** button to update and save your new password.

6. If you do not want to make the new password changes, select **Cancel** to return to the main *CentreVu* Explorer II Splash frame.
Overview

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

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

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

To use the Explorer Classic program, do the following:

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

1. Log in to CentreVu Explorer II. For details about how to do this, see Chapter 1, "Introduction."

2. In the Navigation frame, click on the Explorer Classic option to open the Explorer Classic program.

3. Select the elements for the query. See the next section for details.
Administering Set Session Display

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

To administer Session Display, do the following:

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

   ![Set Session Display Window]

   Select the Session Display you want to use.

2. From this window, you can select which Session Display you want to use from the drop-down list (located in the top right hand corner of the frame).
3. Click on **Save this Display** and the following displays:

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

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

In the Element Selection frame, do the following:

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

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

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

In the Search Criteria frame, do the following:

1. Select all desired search criteria. See Chapter 1, “Introduction,” for details.

2. From the Display Options drop-down box, set up the display options (Session Display, Agent Information, Call Information, or All Columns). Only one display type may be viewed at a time.

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

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

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

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

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

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

![Custom Query Builder](image)

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

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

Overview

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

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

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

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

Select Agent in Focus Queries
Using Agent in Focus Queries

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

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

- Displaying Options
- Finding Results
- Modifying Results.

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

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

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

Agent On-Hold Report

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

1. For the Agent On-Hold report, select an agent from the drop-down list box.
2. Enter a number in the Times Held text box. The number entered then generates results that are greater than or equal to the number you entered.
3. To view all calls put on hold, enter the value 1.
4. After entering the Search Criteria elements for the agent and clicking on **Find Results**, the results window is displayed.

![Cradle-to-Grave icon](image)

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

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

- **Call ID**—The identifier of the call record as generated by the ECS/switch.
- **ACD**—The number of the automatic call distribution (ACD) for the call.
- **Start Time**—The start time for the call segment.
- **Duration**—The length of the call.
- **Agent Talk Time**—The talk time for the agent during the call.
- **Times Held**—The number of times the caller was placed on hold during the call.
- **Caller On-Hold Time**—The cumulative hold time for the caller during the call.
- Abandoned From Hold—Yes/No value indicating if the caller abandoned from hold.

- ii Digits—The information indicator (ii) digits received from the public network through an integrated services digital network (ISDN) communication.

- Calling Party—The originating number of the calling party. This number can be the automatic number identification (ANI), the internal extension number, or the trunk equipment location.
Transferred Call Report

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

<table>
<thead>
<tr>
<th>Call_ID</th>
<th>ACD</th>
<th>Start Time</th>
<th>Duration</th>
<th>Agent Talk Time</th>
<th>Transferred</th>
<th>Calling Party</th>
<th>Dialed Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>14549449</td>
<td>1</td>
<td>9:58:13</td>
<td>85</td>
<td>23</td>
<td>Y</td>
<td>0001A0603</td>
<td>6311</td>
</tr>
<tr>
<td></td>
<td></td>
<td>9:58:13</td>
<td>211</td>
<td>23</td>
<td>Y</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1459575</td>
<td>1</td>
<td>13:18:56</td>
<td>2352</td>
<td>31</td>
<td>Y</td>
<td>0001A0601</td>
<td>6311</td>
</tr>
<tr>
<td></td>
<td></td>
<td>13:18:56</td>
<td>4585</td>
<td>2257</td>
<td>Y</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1461645</td>
<td>1</td>
<td>10:39:20</td>
<td>256</td>
<td>14</td>
<td>Y</td>
<td>0001A0602</td>
<td>6311</td>
</tr>
<tr>
<td></td>
<td></td>
<td>10:39:20</td>
<td>541</td>
<td>258</td>
<td>Y</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3 Rows returned

The following items are included in the Transferred Call report:

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

• Calling Party—The originating number of the calling party. This number can be the ANI, the internal extension number, or the trunk equipment location.

• Dialed Number—The dialed digits received from the network or ECS/switch. These digits are often the vector directory number (VDN) and/or dialed number identification service (DNIS) for the call.
The After Call Work report provides details on after call work activities for an agent. For the After Call Work report, select an agent and after call work time. After call work is specified in seconds. Click on **Find Results** to display results.

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

- **Call ID**—The identifier of the call record as generated by the ECS/switch.
- **ACD**—The number of the ACD for the call.
- **Start Time**—The start time for the call segment.
- **Duration**—The length of the call.
- **Agent Talk Time**—The talk time for the agent during the call.
- **Call Work Code**—The After Call Work Code as entered by the agent upon placing the agent’s terminal into the After Call Work state.
- After Call Work—The time the agent is in the After Call Work state for the call.
- Segment Number—Identifies which part of the call the data describes.
- Dialed Number—The dialed digits received from the network or ECS/switch. These digits are often the VDN and/or DNIS for the call.
The Conferenced Calls report provides details on calls which an agent conferenced to either a measured or unmeasured location. Click on Find Results to display results.

The following items are included in the Conferenced Call report:

- **Call ID**—The identifier of the call record as generated by the ECS/switch.
- **ACD**—The number of the ACD for the call.
- **Start Time**—The start time for this call segment.
- **Duration**—The length of the call.
- **Agent Talk Time**—The talk time for the agent during this call.
- **Conference**—Indicates if this call was conferenced by the answering agent to another measured or unmeasured location.
• Calling Party—The originating number of the calling party. This number can be the ANI, the internal extension number, or the trunk equipment location.

• Dialed Number—The dialed digits received from the network or ECS/switch. These digits are often the VDN and/or DNIS for the call.
Customer/Calling Party Report

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

Note: A wild card is a special character used to broaden or narrow a search. Use the percent sign (%) for multiple character wildcard searches and the underscore mark (_) for single character wildcard searches.
The following items are included in the Customer/Calling report:

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

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

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

- **Call ID**—The identifier of the call record as generated by the ECS/switch.
- **ACD**—The number of the ACD for the call.
- **Start Time**—Actual start time for the call segment.
- **Duration**—The length of the call.
- **Agent Talk Time**—The talk time for the agent during the call.
- **Call Work Code**—The After Call Work Code as entered by the agent upon placing the agent's terminal into an After Call Work state.
- **After Call Work**—The time the agent is in the After Call Work state for the call.
• Dialed Number—The dialed digits received from the network or ECS/switch. These digits are often the VDN and/or DNIS for the call.

• Agent Released—Indicates whether the agent released this call from the agent’s terminal prior to call termination.
Information Indicator Report

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

The following items are included in the Information Indicator report:

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

• Calling Party—The originating number of the calling party. This number can be either the ANI, the internal extension number, or the trunk equipment location.

• Collected Digits—The information indicator (ii) digits received from the public network through ISDN communication.
Assistance Requested Report

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

<table>
<thead>
<tr>
<th>Call_ID</th>
<th>ACD</th>
<th>Start Time</th>
<th>Duration</th>
<th>Agent Talk Time</th>
<th>Dialed Number</th>
<th>Calling Party</th>
<th>IVR Digits</th>
<th>Answering Spill/Skill</th>
</tr>
</thead>
<tbody>
<tr>
<td>1251541</td>
<td>1</td>
<td>00:21:19</td>
<td>61</td>
<td>32</td>
<td>80512</td>
<td>213 ???</td>
<td>00</td>
<td>141 Split 141 ACD 1</td>
</tr>
<tr>
<td>1251541</td>
<td>1</td>
<td>00:22:19</td>
<td>52</td>
<td>36</td>
<td>80127</td>
<td>80662</td>
<td>94 g24 Vect_right</td>
<td></td>
</tr>
<tr>
<td>1251560</td>
<td>1</td>
<td>00:34:55</td>
<td>183</td>
<td>39</td>
<td>80512</td>
<td>213 ???</td>
<td>00</td>
<td>141 Train 141 ACD 1</td>
</tr>
<tr>
<td>1251560</td>
<td>1</td>
<td>00:34:30</td>
<td>138</td>
<td>128</td>
<td>87680</td>
<td>80649</td>
<td>94 g24 Vect_right</td>
<td></td>
</tr>
<tr>
<td>1251595</td>
<td>1</td>
<td>00:43:35</td>
<td>349</td>
<td>343</td>
<td>43569</td>
<td>43484</td>
<td>40 x10 Alarm 725</td>
<td></td>
</tr>
<tr>
<td>1251682</td>
<td>1</td>
<td>00:23:35</td>
<td>782</td>
<td>776</td>
<td>0008A1812</td>
<td>464 DA Alarm 464</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1251744</td>
<td>1</td>
<td>00:23:30</td>
<td>782</td>
<td>776</td>
<td>0008D2814</td>
<td>65 g65 gold_right</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1251864</td>
<td>1</td>
<td>00:26:38</td>
<td>168</td>
<td>159</td>
<td>083A1801</td>
<td>16 x16_75 tech_help</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1251930</td>
<td>1</td>
<td>00:32:30</td>
<td>61</td>
<td>13</td>
<td>80502</td>
<td>973 ???</td>
<td>00</td>
<td>141 Split 141 ACD 1</td>
</tr>
<tr>
<td>1251930</td>
<td>1</td>
<td>00:32:54</td>
<td>37</td>
<td>35</td>
<td>80830</td>
<td>80876</td>
<td>438 DA Status Profile 438</td>
<td></td>
</tr>
</tbody>
</table>

The following items are included in the Assistance Requested report:

- **Call ID**—The identifier of the call record as generated by the ECS/switch.
- **ACD**—The number of the ACD for the call.
- **Start Time**—The start time for the call segment.
- **Duration**—The length of the call.
- **Agent Talk Time**—The talk time for the agent during this call.
- **Dialed Number**—The dialed digits received from the network or ECS/switch. These digits are often the VDN and/or DNIS for the call.
• Calling Party—The originating number of the calling party. This number can be the ANI, the internal extension number, or the trunk equipment location.

• ii Digits—The information indicator (ii) digits received from the public network via ISDN communication.

• Answering Split/Skill—The split or skill of the answering agent.
Service Observed Report

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

The following items are included in the Service Observed report:

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

![Service Observed Report Table]

<table>
<thead>
<tr>
<th>Call_ID</th>
<th>ACD</th>
<th>Start Time</th>
<th>Duration</th>
<th>Malicious</th>
<th>Calling Party</th>
<th>Digits</th>
<th>Call Observed</th>
<th>Last Observer</th>
<th>Audio Problem</th>
<th>Trunk Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>1382809</td>
<td>1</td>
<td>16:27:15</td>
<td>0</td>
<td>N</td>
<td>Y</td>
<td>Y</td>
<td>N</td>
<td>Y</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>1506312</td>
<td>1</td>
<td>17:22:09</td>
<td>0</td>
<td>N</td>
<td>Y</td>
<td>Y</td>
<td>N</td>
<td>Y</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>1650236</td>
<td>1</td>
<td>16:52:27</td>
<td>0</td>
<td>N</td>
<td>Y</td>
<td>Y</td>
<td>N</td>
<td>Y</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>1658485</td>
<td>1</td>
<td>17:01:04</td>
<td>0</td>
<td>N</td>
<td>Y</td>
<td>Y</td>
<td>N</td>
<td>Y</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>1690290</td>
<td>1</td>
<td>10:26:26</td>
<td>0</td>
<td>N</td>
<td>Y</td>
<td>Y</td>
<td>N</td>
<td>Y</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>1708477</td>
<td>1</td>
<td>13:29:11</td>
<td>0</td>
<td>N</td>
<td>Y</td>
<td>Y</td>
<td>N</td>
<td>Y</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>1896769</td>
<td>1</td>
<td>5:30:01</td>
<td>0</td>
<td>N</td>
<td>Y</td>
<td>Y</td>
<td>N</td>
<td>Y</td>
<td>N</td>
<td></td>
</tr>
</tbody>
</table>

7 Rows returned
• Calling Party—The originating number of the calling party. This number can be the ANI, the internal extension number, or the trunk equipment location.

• ii Digits—The information indicator (ii) digits received from the public network through ISDN communication.

• Call Observed—Indicates if the call was observed by an authorized Service Observing station.

• Last Observer—Indicates the name or ID of the observing party for the call.

• Audio Problem—Indicates if the agent indicated an audio problem for the call.

• Trunk Group—The incoming trunk group of the call as administered in the ECS/switch.
Agent in Focus Queries

Originating Reason Report

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

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

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

• After Call Work—The time the agent is in the After Call Work state for the call.
Agent-to-Agent Report

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

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

- **Call ID**—The identifier of the call record as generated by the ECS/switch.
- **Universal Call ID**—A unique number assigned to a call within the customer network.
- **Segment Number**—Identifies which part of the call the data describes.
- **ACD**—The number of the ACD for the call.
- **Segment Start Time**—Actual start time for the call segment.
- **Duration**—The length of the call.
- **Agent Talk Time**—The talk time for the agent during the call.
- Transferred—Indicates if the call was transferred by the answering agent to another measured or unmeasured location.
- Conferenced—Indicates if the call was conferenced by the answering agent to another measured or unmeasured location.
Direct Agent Queued

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

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

- **Call ID**—The identifier of the call record as generated by the ECS/switch.
- **ACD**—The number of the ACD for the call.
- **Start Time**—The start time for the call segment.
- **Duration**—The length of the call.
- **Agent Talk Time**—The talk time for the agent during the call.
- **After Call Work**—The time the agent is in the After Call Work state for the call.
• In Queue Wait Time—The time the caller waited in queue prior to the call being answered or the caller abandoned from queue.

• Calling Party—The originating number of the calling party. This number can be the ANI, the internal extension number, or the trunk equipment location.
Malicious Call

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

The following items are included in the Malicious Call report:

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

### Agent in Focus Queries

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

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

The following items are included in the Audio Problems report:

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

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

Overview

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

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

The process for using Custom Query Builder is:

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

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

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

Determining the Need for Java Plug-in

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

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

Checking for a Non-Conforming Browser

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

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

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

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

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

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

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

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

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

4. Select the **Use Java Plug-in** check box.

5. Press the **Save Settings** button.

6. From the Navigation frame, select the **Custom Query Builder** option to launch the Custom Query Builder program. See the “Accessing Customer Query Builder” section for more details. One of two possible conditions occur:

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

Installing the Java Plug-in On Your PC

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

1. Press Yes.
The following information displays:

2. From the Locale drop-down box, select the language (for example, **U.S. English**).

3. From the Region drop-down box, select the region (for example, **USA**).

4. Select (by highlighting) the Available Locations site you want to download the Java Plug-in from.

5. Press the **Install** button.
The following information displays:

When the downloading is complete, the following information displays:

6. To accept the licensing agreement, press Yes.
The Choose Destination Location screen displays:

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

8. Press **Next** to continue.
The following screen displays:

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

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

The Query Builder applet does the following:

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

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

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

In the following example, the elements are defined in the Search Criteria frame on the right. The variables for the Caller On Hold query are Caller on Hold Time and
Answering Agent. This query will return results where the on-hold time was greater than or equal to 222 seconds and the answering agent was 660 in ACD #1.
Building Queries

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

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

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

   ![Custom Query Builder Interface]

2. In the Query Name text box, enter the name of the query you want to create.
3. In the Data Filter drop-down menu, select Segment Data or Call Data. See Chapter 3, “Explorer Classic,” for an explanation of Segment versus Call Data.
4. Select the tab you want to use:
   - Display Fields tab
   - Criteria Fields tab
   - Format Criteria tab.

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

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

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

1. From the Custom Query Builder frame, select the Display Fields tab. The following screen displays:
2. Highlight the data elements in the left column list that you want to include in the right column list. These are the data elements that you want to gather information on for your query.

3. Choose the Add, Remove, Add All, or Remove All to add or remove the right column list:
   - **Add** button—allows you to add a new display field to the list in the right column list.
   - **Remove** button—allows you to remove fields displayed in the list on the right.
   - **Add All** button—allows you to add all of the fields displayed to the list on the right.
   - **Remove All** button—allows you to remove all of the fields displayed in the list on the right.

4. To reorder the elements selected in the list (on the right side), use the up arrow or down arrow buttons or use the drag and drop functionality.

5. To continue, click on the **Criteria Fields** tab.
Criteria Fields Tab

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

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

1. From the Custom Query Builder frame, click on the Criteria Fields tab.
2. Highlight the item(s) in the list (on the left) that you want to include.
The list (on the right side) establishes the columns (and column order) of the query results displayed. The items selected for the display are shown in the exact order selected.

3. Choose the Add, Remove, Add All, or Remove All from the list:
   - Add button—allows you to add a new display field to the list on the right.
   - Remove button—allows you to remove fields displayed in the list on the right.
   - Add All button—allows you to add all of the fields displayed to the list on the right.
   - Remove All button—allows you to remove all of the fields displayed in the list on the right.

4. To reorder the elements selected in the lists, use the up arrow or down arrow buttons or use the drag and drop functionality.

5. To continue, click on the Format Criteria tab.
Format Criteria Tab

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

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

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

The Format Criteria tab displays each element selected on the Display Fields and Criteria Fields tabs:
2. Select the **Query Fields** in the pull-down menu. To get to subsequent items on the form, click on the first item and then arrow down to select the second item. See the following example:

3. In the text box(es), you can either:
   - Enter the appropriate values (for example, 180, 30, Y) you want to use to define the elements
   - Leave the settings as user input to let the criteria be set at run time.
4. Select the **Group by Parenthesis** displayed in the pull-down menu. Complex queries are easily created by using “groupings” with the parentheses functions 
( ) or the combination of “AND” and “OR” functions. These fields can be used as many times as desired. See the following example:

5. Choose the **Add** or **Delete** button:
   - **Add** button—allows you to add rows.
   - **Delete** button—allows you to delete rows.
6. Select the **Conditional Operators** (=, ≠, >, <, >=, <=) displayed in the pull-down menu. You can choose any combination of the multiple criteria format options. By selecting these options, you are applying simple arithmetic logic to the queries. See the following example:
7. When you are finished, select either the OK or Reset button.

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

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

Overview

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

This chapter describes how to use standard and user-defined queries. This chapter also describes features that may be administered in CentreVu® Explorer II. Examples are provided for each administrable feature.
Accessing Standard or User-Defined Queries

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

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

Select **Standard Queries**
Using Standard or User-Defined Queries

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

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

For more general information, see:

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

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

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

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

- Displaying Options
- Finding Results
- Modifying Results.
Overview

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

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

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

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

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

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

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

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

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

In order to further narrow down the results, you can use time of day. Run a query for your busiest hour. You can see when things get busier and if performance gets affected.
Efficient Automatic Number Identification (ANI) Analysis Query

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

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

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

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

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

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

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

If ANI is turned on, you can immediately see how many times this person has called and what happened in each of those calls. For more information about ANI, see the ANI help topics. Select the Cradle-to-Grave for that call. You now know and can tell the customer exactly what happened during the time that call was placed, how long they talked, how many times they were placed on hold, and other details about the call. With this type of information available, the agent can have a more informed discussion with the customer about their call and reassure the customer that with the information and their input you can assess the root cause of the problem. You should be able to quickly determine if this customer has a legitimate complaint, and can use a print-out of the Cradle-to-Grave in a training session with the agent.
<table>
<thead>
<tr>
<th>Sample Queries</th>
<th>CentreVu Explorer II Version 1.0 User Guide</th>
<th>Sample Queries</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>7-8</td>
<td></td>
</tr>
</tbody>
</table>
Query Results

Overview

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

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

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

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

1. Run Query Builder (also available through Explorer Classic, Agent In-Focus, or User-Defined Queries). See Chapter 5, “Customer Query Builder,” for details.
2. From the “Session Display” window, save the grid results to a file by clicking the **Save to File** icon.

   ![Save to File icon]

   This is the **Save to File** icon.
The Save As dialogue box displays:

3. In the File name field, enter the name of the file.
4. Using the Save in drop down menu, select the directory where you want to save the file.
5. From the Save As... dialog box, select **Save**.
6. Open the file in an application (such as *Microsoft Excel*).
7. Use the application’s wizard to step you through the process of converting the file to the appropriate format (for example, *Microsoft Excel*).
You can print the query results to any printer that is set up for your computer.

To print query results, do the following:

1. Run Query Builder (also available through Explorer Classic, Agent in Focus Queries, or User-Defined Queries). See Chapter 5, “Customer Query Builder,” for details.
2. From the “Session Display” window, click on the Print icon.

This is the Print icon.
The Print window displays:

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

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

Accessing Cradle-to-Grave Reports

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

![Cradle-to-Grave icon](image) This is the Cradle-to-Grave icon.
Using Cradle-to-Grave Reports

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

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

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

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

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

**Call Information**
- **UNIVERSAL CALL ID:** 875259
- **DATE:** 01/01/1999 17:02:02
- **CALLING PARTY:** 5030835201
- **DIALED NUMBER:** 80502
- **CALLING PARTY & DIGITS:** 00
- **ACD:** 1 on TRUNK GROUP: 40; Trunk Group 49: ACD 1 (Description 00402005)
- **ANSWERING VDN:** 80254: VDN 80254: ACD 1 which points to VECTOR 472: Vector 472: ACD 1
- **SEGMENT DURATION:** 169 seconds

**Call Handling**
- **Call entered at First VDN:** 80502: VDN 80502: ACD 1
- **Call started with Vector:** 438: Vector 438: ACD 1
- **Call Queued to Primary Split/Skill:** 235: Split 235: ACD 1 at 5: Priority 5: ACD 1 priority.
- **Caller in queue for:** 5 seconds.
- **Call was answered by VDN:** 80254: VDN 80254: ACD 1 and by Vector 438: Vector 438: ACD 1
- **Call Answered by:** (login: SO0607: Agent 80607: ACD 1) on Split/Skill 235: Split 235: ACD 1
- **Call put on hold 1 time(s).**
- **Caller held for:** 4 seconds.
- **Talk Time:** 56 seconds.
- **Call Completed - Agent Released**

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

The following screen displays an example of Call Information:

- **Universal Call ID**—The unique number assigned to a call within the customer’s network.
- **Call ID**—The unique number assigned to this call and all its segments.
- **Date**—The date and time of the first segment of the call.
- **Calling Party**—The Automatic Number Identification (ANI)/Station Identification (SID), extension or trunk equipment location identifying the originator of the call.
• **Dialed Number**—The number the caller dialed (up to 24 digits).
• **Calling Party ii Digits**—The information indicator (ii) digits received from the public network through an integrated services digital network (ISDN).
• **ACD**—Automatic Call Distributor and/or trunk group for this segment.
• **Answering VDN**—The answering vector directory number.
• **Segment Duration**—Duration of the call segment in seconds.

**Note:** Other elements may be displayed depending upon the actual call treatment. Please refer to the Appendix in this guide for descriptions of these individual elements.
Call Handling

The following screen displays an example of Call Handling information:

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

• **Call answered by**—Answering Agent name and Answering Agent login ID.

• **On Split/Skill**—The split/skill queued to a Split/Skill as designated for this vector.

• **Call put on hold**—Answering Agent placed the call on hold.

• **Talk Time**—Talk time in seconds for this call segment.

• **Call Completed Agent Released**—Will indicate if the Agent Released upon completion.

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

Please refer to the Appendix in this guide for descriptions of these individual elements.
Multi-Segment Cradle-to-Grave Analysis

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

On this example, a Cradle-to-Grave is shown for a call that spanned multiple segments. Every time a call is transferred, conferenced, or interflowed a new segment is created. New segments are defined by different color banner bars across the bottom of the Cradle-to-Grave reports. A unique banner is provided in the event a segment is handled by a split/skill defined as a Voice Response Unit. Segments continue to build until the call completes, is abandoned, or is disconnected from the switch being measured by this CentreVu CMS.
| Query Results | Multi-Segment Cradle-to-Grave Analysis | 8-16 |
Appendix

Overview

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

- **Field Description**—An overview of the contents of the element.

- **Query Options**—The options available in CentreVu Explorer for setting parameters.

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

Example: Abandoned from Hold (HOLDABN)
Abandoned from Hold (HOLDABN)

- **Field Description**
  This field indicates whether the caller abandoned from hold during the segment. (YES=1/NO=0)
  With System 85 R2V4 and Generic 2.1, HOLDABN is only used for automatic call distribution (ACD) calls. With Generic 2.2, Generic 3, and ECS this is for any call. All records that have HOLDABN=0 are returned as calls not abandoned from hold.

- **Query Options**
  Select one of the following choices from the drop-down list box:
  - Abandoned from hold
  - Not abandoned from hold.
Automatic Call Distribution (ACD)

- **Field Description**
  
  This field contains the ACD number that handled this call.

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

- **Query Options**

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

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

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

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

- **Query Options**
  
  The query returns results with ACW times greater than or equal to the number of seconds entered in the text box.
Agent Released (AGT_RELEASED)

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

- Query Options
  Select one of the following choices from the drop-down list box:
  - Agent Released
  - Agent NOT Released.
Agent Talk Time (TALKTIME)

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

- **Query Options**
  
  The query returns results with agent talk time greater than the number of seconds entered in the text box.
### Answering Agent (AGENT\_NAME)

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

- **Query Options**
  
  Select an agent name from a drop-down list box containing all agent names.
Answering Disposition (DISPOSITION)

- **Field Description**
  
  This field indicates the disposition of the call.

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

- **Query Options**

  Select one of the above call dispositions from the drop-down list box.
Answering Reason Code (ANSREASON)

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

- **Query Options**
  
  Select a reason code from a drop-down list box that displays all distinct reason codes in the database.
Answering Split (DISPSPLIT)

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

- **Query Options**
  
  Select a split/skill from the drop-down list box.
Answering VDN (DISPVDN)

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

- **Query Options**
  Select a VDN from the drop-down list box. The query results will display a 0 for calls not associated with a VDN.
Answering Vector (DISPIVECTOR)

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

- **Query Options**

  The query returns results associated with the vector number entered in the text box.
Assistance Requested (ASSIST)

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

• Query Options
  Select one of the following choices from the drop-down list box:
  — Assistance requested
  — Assistance not requested.
Audio Problem (AUDIO)

- **Field Description**
  
  This field is 1 if the answering agent reported an audio problem in the segment.

- **Query Options**
  
  Select one of the following choices from the drop-down list box:
  
  - Audio problems reported
  - No audio problems reported.
Call ID (CALLID)

- **Field Description**
  A number assigned to this call and all its segments.

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

- **Query Options**
  The query returns results associated with the call ID number entered in the text box.
**Caller Abandoned (DISPOSITION=3)**

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

- **Query Options**
  
  Select one of the following choices from the drop-down list box:
  
  — Calls Abandoned
  
  — Calls NOT Abandoned.
Caller-on-Hold Time (ANSHOLDTIME)

• Field Description

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

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

• Query Options

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

• Field Description

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

• Query Options

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

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

- **Query Options**
  
  The query returns results associated with the call work code entered in the text box.
Customer Info (LASTDIGITS)

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

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

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

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

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

- **Query Options**
  
  Select one of the following choices from the drop-down list box:
  
  - Conference calls
  - Non-conference calls.
Dialed Number (DIALED_NUM)

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

- **Query Options**
  
  The query returns results associated with the VDN or dialed digits entered in
  the text box.
Direct Agent Queued (DA_QUEUED)

- **Field Description**
  
  This field indicates whether the call was queued as a direct agent call. The DA_QUEUED field is 1 if the call was queued as a direct agent call. This database item applies to Generic 3 with EAS only.

- **Query Options**
  
  Select one of the following choices from the drop-down list box:
  
  - Direct Agent Queued
  - NOT Direct Agent Queued.
Duration (DURATION)

• Field Description

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

• Query Options

  The query returns results associated with a duration in seconds greater than the number entered in the text box.
Equipment Location (EQLOC)

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

- **Query Options**
  
  The query returns results associated with the equipment location code entered in the text box.
First VDN (FIRSTVDN)

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

- **Query Options**
  Select a VDN from a drop-down list box containing all distinct VDNs.
First Vector (FIRSTIVECTOR)

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

- **Query Options**
  
  The query returns results associated with the vector number entered in the text box.
Forced Busy Calls (DISPOSITION=5)

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

- **Query Options**
  
  Select one of the following choices from the drop-down list box:
  
  — True
  
  — False.
Forced Disconnect Calls (DISPOSITION=6)

• Field Description

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

• Query Options

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

— True or
— False.
ii Digits (CALLING_II)

- **Field Description**
  
The Information Indicator (ii) digits associated with this call. Currently defined values:
  
  00—Identified line - no special treatment
  
  01—Multi-party - ANI cannot be provided
  
  02—ANI failure
  
  06—Hotel/Motel - Dialed Number (DN) not accompanied by automatic room identification (ID)
  
  07—Special operator handling required
  
  20—AIOD - Listed DN of PBX sent
  
  23—Coin or non-Coin - line status unknown
  
  24—800 Service
  
  27—Coin Call
  
  29—Prison/Inmate Service
  
  30-32—Intercept
  
  34—Telco Operator Handled Call
  
  40-49—Locally determined by carrier
  
  52—OutWATS60 - Telecommunication Relay Service (TRS) - Station Paid
  
  61—Type 1 Cellular
  
  62—Type 2 Cellular
  
  63—Romer Cellular
  
  66—TRS from Hotel/Motel
  
  67—TRS from restricted line
  
  70—Private paystation
  
  93—Private Virtual Network call
• Query Options

Select an Information Indicator number from a drop-down list box containing all Information Indicator numbers from the database.
Interflowed (DISPOSITION=4)

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

- **Query Options**
  
  Select one of the following choices from the drop-down list box:
  
  - True
  - False.
In-Queue Wait Time (DISPTIME)

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

- **Query Options**
  The query returns results with an “in-queue wait time” in seconds greater than the number entered in the text box.
Last Observer (LASTOBSERVER)

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

- **Query Options**

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

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

- **Query Options**
  Select one of the following choices from the drop-down list box:
  - Malicious calls
  - Not Malicious calls.
Net in Time (NETINTIME)

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

- **Query Options**
  
The query returns results with a “net in time” greater than the number of seconds entered in the text box.
Observed Call (OBSERVINGCALL)

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

• **Query Options**
  Select one of the following choices from the drop-down list box:
  — Observing calls
  — Not Observing calls.
Originating Hold Time (ORIGHOLDTIME)

- **Field Description**
  
  The total time the originating agent put the call on hold.

- **Query Options**
  
  The query returns results with an “originating hold time” greater than the number of seconds entered in the text box.
Originating Login Name (ORIGLOGIN)

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

- **Query Options**

  Select an agent ID from a drop-down list box containing all distinct IDs from the database.
Originating Reason Code (ORIGREASON)

• **Field Description**
  
  This field contains the Reason Code for the AUX state in which the agent originated the call.

• **Query Options**
  
  Select a Reason Code from a pull-down list box that displays all distinct Reason Codes in the database.
Priority Answered (DISPPRIORITY)

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

- **Query Options**
  
  Select a disposition priority from a drop-down list box containing the following possible priorities:
  
  - null
  - no (no vectoring)
  - yes (no vectoring)
  - low (vectoring)
  - medium (vectoring)
  - high (vectoring)
  - top (vectoring).
Segment Number (SEGMENT)

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

- **Query Options**
  
  The query returns results associated with the segment number entered in the text box.
Stroke Tally (EVENT1-9)

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

- **Query Options**
  
  Select a stroke number from the drop-down list box. The valid range is 1 through 9.
Times Held (HELD)

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

- **Query Options**
  
  The query returns results associated with calls that were put on hold more times than the number entered.
Transferred Call (TRANSFERRED)

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

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

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

- **Query Options**
  
  Select one of the following choices from the drop-down list:
  
  — Transferred calls
  
  — Not Transferred Calls.
Trunk Group Used (TKGRP)

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

- **Query Options**
  
  The query returns results associated with the trunk group entered in the text box.
Universal Call ID (UCID)

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

- **Query Options**
  
The query returns results associated with the Universal Call ID entered in the text box.
1st Split/Skill Queued to (SPLIT1)

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

- **Query Options**
  
  Select a split/skill from a drop-down list box that displays all first splits.
2nd Split/Skill Queued to (SPLIT2)

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

- **Query Options**
  
  Select a split/skill from a list box that displays all second splits.
3rd Split/Skill Queued to (SPLIT3)

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

- **Query Options**
  
  Select a split/skill from a list box that displays all third splits.
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abandoned Call</td>
<td>A call in which a caller hangs up before receiving an answer from an agent. The call could be queued to a split/skill, in a vector/VDN, or ringing at an agent before it is abandoned.</td>
</tr>
<tr>
<td>Access Permissions</td>
<td>Permissions assigned to a CentreVu Explorer II user in order to administer specific elements (splits/skills, trunks, vectors, and others) of the ACD. Access permissions are specified as read or write permission. Read permission means the CentreVu Explorer II user can access and view Administrative data. Write permission means the CentreVu Explorer II user can add, modify, or delete Administrative data.</td>
</tr>
<tr>
<td>ACD</td>
<td>See Automatic Call Distribution.</td>
</tr>
</tbody>
</table>
### Glossary

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACD Call</td>
<td>A call that queued to a split/skill and was answered by an agent in that split/skill, or a call that queued as a direct agent call and was answered by the agent for whom it was queued.</td>
</tr>
<tr>
<td>Action List</td>
<td>A menu in the upper-right corner of most user windows. The menu lists the actions available for that particular user window (for example, add, modify, delete, and others). You select an action after entering necessary data in the user window.</td>
</tr>
<tr>
<td>ACW</td>
<td>See <em>After Call Work</em>.</td>
</tr>
<tr>
<td>Add</td>
<td>A <em>CentreVu</em> Explorer II action that adds the data entered in the given window to the Administration database.</td>
</tr>
<tr>
<td>Adjunct/Switch Applications Interface (ASAI)</td>
<td>An open application interface through which processors and switches can jointly provide services that require applications to initiate, receive, and control calls or make use of switch features. (See <em>Open Application Interface</em>.)</td>
</tr>
<tr>
<td>After Call Work (ACW)</td>
<td>An agent state generally representing work related to the preceding ACD call. Going on-hook after an ACD call during MANUAL-IN operation places the agent in ACW. With Generic 3, ACW is also accessible by a button on the agent’s set and may not be related to an ACD call.</td>
</tr>
<tr>
<td>Glossary</td>
<td>Definition</td>
</tr>
<tr>
<td>----------</td>
<td>------------</td>
</tr>
<tr>
<td>Agent</td>
<td>A person or Voice Response Unit (VRU) port that answers calls to an ACD split/skill. The agent is known to CentreVu CMS by a login identification keyed into a voice terminal.</td>
</tr>
<tr>
<td>Agent Login ID</td>
<td>A 1- to 4-digit number (Generic 2) or a 1- to 9-digit number (Generic 3) entered by an ACD agent from a voice terminal to activate the agent's position. Agent logins are required for all CentreVu CMS-measured ACD agents.</td>
</tr>
<tr>
<td>Agent Position (EAS)</td>
<td>The combination of agent login ID and the skills the agent is assigned. Data are collected for the agent by skill, so the total work for the agent must be summed over all skills in which the agent worked.</td>
</tr>
<tr>
<td>Agent Position (Non-EAS)</td>
<td>The combination of agent login ID and split the agent logged into. Agents logged into multiple splits have multiple positions associated with them. Call data are collected separately for each agent/split combination.</td>
</tr>
<tr>
<td>Agent Skill</td>
<td>An attribute that is associated with an ACD agent. Agent Skills can be thought of as the ability for an agent with a particular set of skills to handle a call that requires one of a set of skills. An agent can be assigned up to 20 skills. The meaning of each Agent Skill is defined by the customer. Examples of what could be considered skills are: the ability to speak a particular language or the expertise to handle a certain product. See Primary Skill, Secondary Skill, and Skill Level.</td>
</tr>
<tr>
<td>Glossary</td>
<td>Definition</td>
</tr>
<tr>
<td>----------</td>
<td>------------</td>
</tr>
<tr>
<td>Agent State</td>
<td>A feature of agent call handling. Agent states are the different call work modes and call states an agent can be in (ACD, ACW, AVAIL, AUX, UNSTAFF, DACD, DACW, OTHER, UNKNOWN, RING). Data about these states is displayed in real-time and historical reports. See the definition of each state for additional information.</td>
</tr>
<tr>
<td>Agent Terminal</td>
<td>The voice terminal used by a call center agent.</td>
</tr>
<tr>
<td>AI</td>
<td>See Auto-In.</td>
</tr>
<tr>
<td>Algorithm</td>
<td>A prescribed set of well-defined rules or instructions for the solution of a problem; for example, the performance of a calculation, in a finite number of steps. Expressing an algorithm in a formal notation is one of the main parts of a software program.</td>
</tr>
<tr>
<td>ANI</td>
<td>See Automatic Number Identification.</td>
</tr>
<tr>
<td>Applet</td>
<td>An applet is a program written in the Java™ programming language that can be included in an HTML page. When you use a Java technology-enabled browser to view a page that contains an applet, the applet's code is transferred to your system and executed by the browser.</td>
</tr>
<tr>
<td>ASA</td>
<td>See Average Speed of Answer.</td>
</tr>
<tr>
<td>ASAI</td>
<td>See Adjunct/Switch Applications Interface.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Auto-In (AI)</td>
<td>An ACD work mode that makes the agent available to receive calls and allows the agent to receive a new ACD call immediately after disconnecting from the previous call.</td>
</tr>
<tr>
<td>Automatic Call Distribution (ACD)</td>
<td>A switch feature using software that channels high-volume incoming and outgoing call traffic to agent groups (splits or skills). Also an agent state where the extension is engaged on an ACD call. See Redirect On No Answer and Auto-Available Split.</td>
</tr>
<tr>
<td>Automatic Number Identification (ANI)</td>
<td>A general industry term referring to knowledge of the calling party number (CPN). When the calling party is behind a switch, the number provided can be either a billing number for the switch or the station identification (SID) number.</td>
</tr>
<tr>
<td>AUX</td>
<td>See Auxiliary Work.</td>
</tr>
<tr>
<td>AUX Reason Codes</td>
<td>AUX reason codes enable a call center to track an agent’s time more precisely when the agent is in the AUX state. The agent can specify exactly why the AUX state is used, such as lunch or meetings.</td>
</tr>
</tbody>
</table>
### Glossary

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auxiliary Work (AUX)</td>
<td>An agent work mode. For example, the agent is engaged in non-ACD work, is on break, in a meeting, or at lunch. An agent can reach this state by pressing the AUX WORK button or dialing the proper access code from the voice terminal. The agent can also reach the state by going off-hook to make or answer an extension call while in AVAIL or with a call on hold while in AI/MI mode.</td>
</tr>
<tr>
<td>AVAIL</td>
<td>See Available.</td>
</tr>
<tr>
<td>Available (AVAIL)</td>
<td>An agent state in which the extension is able to accept an ACD call. The agent enters this state by selecting the AI or MI work mode.</td>
</tr>
<tr>
<td>Average Speed of Answer (ASA)</td>
<td>The average amount of time a caller waits before connecting to an agent. ASA is usually an objective set by your call center's management. The actual ASA for a split/skill includes the time spent in queue and the time ringing an agent. ASA for a VDN includes the time spent in vector processing, in queue, and the time ringing an agent. Interval ASA is used for BCMS and CentreVu CMS reporting where the ASA is calculated on reporting interval boundaries and the ASA is cleared to zero at the start of each reporting interval. See also Rolling ASA.</td>
</tr>
<tr>
<td>Glossary</td>
<td>Definition</td>
</tr>
<tr>
<td>------------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Backup</td>
<td>The process of protecting data by writing the contents of the disk to an archive (or tape) that can be removed from the computer environment and stored safely.</td>
</tr>
<tr>
<td>Calculation</td>
<td>The abbreviated name (calculation name) for the formula calculation that generates the data for a field in a report.</td>
</tr>
<tr>
<td>Call-Based Items</td>
<td>The category of database items in CentreVu CMS that are committed to the database after the call completes. If a call starts and ends in different intrahour intervals, all of the call-based data is recorded in the interval in which the call completed. Most database items are call-based.</td>
</tr>
<tr>
<td>Call ID</td>
<td>The Identifying number for a call.</td>
</tr>
<tr>
<td>CentreVu Call Management System (CMS)</td>
<td>A software product used by business customers that have Lucent Technologies telecommunications switches/ECS and receive a large volume of telephone calls that are processed through the Automatic Call Distribution (ACD) feature of the switch/ECS. The CentreVu CMS collects call-traffic data, formats management reports, and provides an administrative interface to the ACD feature in the switch/ECS.</td>
</tr>
<tr>
<td>Glossary</td>
<td>Definition</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Call Vectoring</td>
<td>A switch feature that provides a highly flexible method for processing ACD calls.</td>
</tr>
<tr>
<td></td>
<td>A call vector is a set of instructions that controls the routing of incoming and outgoing calls based on current conditions. Examples of call vector conditions include time of day and the number of calls in queue.</td>
</tr>
<tr>
<td>Call Work Code (CWC)</td>
<td>An ACD capability that allows the agent to enter a string of digits during or after the call and send them to the CentreVu Call Management System for management reporting.</td>
</tr>
<tr>
<td>CentreVu CMS</td>
<td>See CentreVu Call Management System.</td>
</tr>
<tr>
<td>Configuration</td>
<td>The way that the computer is set up to allow for particular uses or situations.</td>
</tr>
<tr>
<td>CONN</td>
<td>See Connected.</td>
</tr>
<tr>
<td>Connected (CONN)</td>
<td>A trunk state in which a caller and an agent are connected on an ACD call.</td>
</tr>
<tr>
<td>Connected Call</td>
<td>A non-ACD call (that is connected to an agent through a VDN) for which CentreVu CMS receives an indication that the call rang or was answered.</td>
</tr>
<tr>
<td>CONVERSANT</td>
<td>CONVERSANT is a powerful voice response system which interacts with the caller. This system may include: automated call routing, announcement storage, message retrieval, and callback.</td>
</tr>
<tr>
<td>Glossary</td>
<td>Definition</td>
</tr>
<tr>
<td>--------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Cradle-to-Grave</td>
<td>A detailed analysis which shows all of a call’s activities that occurred from inception to termination of the call.</td>
</tr>
<tr>
<td>Current Window</td>
<td>The user window in which you are actively working.</td>
</tr>
<tr>
<td>CWC</td>
<td>See <em>Call Work Code</em>.</td>
</tr>
<tr>
<td>DABN</td>
<td>See <em>Dequeued</em> and <em>Abandoned</em>.</td>
</tr>
<tr>
<td>DACD</td>
<td>See <em>Direct Agent ACD</em>.</td>
</tr>
<tr>
<td>DACW</td>
<td>See <em>Direct Agent ACW</em>.</td>
</tr>
<tr>
<td>Data Collection Off</td>
<td><em>CentreVu</em> CMS is not collecting ACD data. Data already collected will not be lost when turning data collection off.</td>
</tr>
<tr>
<td>Data Collection On</td>
<td><em>CentreVu</em> CMS is collecting ACD data.</td>
</tr>
<tr>
<td>Data Discard Task</td>
<td>An automated database administration task which will allow for the removal of historical data from the <em>CentreVu</em> Explorer II database. Data which is older than a specified interval will be discarded. The interval is set by an administrator using the Data Discard Wizard.</td>
</tr>
<tr>
<td>Data Discard Utility</td>
<td>A graphical tool which allows a user to design and implement a database sizing and data archival plan for <em>CentreVu</em> Explorer II.</td>
</tr>
<tr>
<td>Data Import Service</td>
<td>A <em>Windows NT</em> Service responsible for populating the <em>CentreVu</em> Explorer II Database with data deposited on the <em>CentreVu</em> Explorer II Server by the CMS.</td>
</tr>
<tr>
<td>Glossary</td>
<td>Definition</td>
</tr>
<tr>
<td>------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Database</td>
<td>A group of files that store ACD data according to a specific time frame: current and previous intrahour real-time data and intrahour, daily, weekly, and monthly historical data.</td>
</tr>
<tr>
<td>Database Item</td>
<td>A name for a specific type of data stored in one of the CMS databases. A database item may store ACD identifiers (split numbers or names, login IDs, VDNs, and others) or statistical data on ACD performance (number of ACD calls, wait time for calls in queue, current states of individual agents, and others).</td>
</tr>
<tr>
<td>Database Tables</td>
<td>CentreVu CMS uses these tables to collect, store, and retrieve ACD data. Standard CMS items (database items) are names of columns in the CMS database tables.</td>
</tr>
<tr>
<td>Date Format</td>
<td>The standard format for entering dates on CentreVu Explorer II reports and queries. Acceptable format is: Month/day/year (for example, 3/21/93)</td>
</tr>
<tr>
<td>DDC</td>
<td>See Direct Department Calling.</td>
</tr>
<tr>
<td>Default Skill (Generic 2.2 with EAS)</td>
<td>Every skill that ends with a “0” is called a default skill, since every staffed agent in the skill group is logged into this skill by default. The default skill is the first skill for each skill group.</td>
</tr>
<tr>
<td>Delete</td>
<td>A CentreVu Explorer II action that removes the entry on the window from the Administration database.</td>
</tr>
<tr>
<td>Glossary</td>
<td>Description</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Dequeued and Abandoned (DABN)</td>
<td>A trunk state in which the trunk quickly goes idle after the caller abandons the call.</td>
</tr>
<tr>
<td>Dialed Number Identification Service (DNIS)</td>
<td>A network capability that identifies, for each call, the number dialed or the area from which the call originated (for example, a specific 800 number set up for a promotion).</td>
</tr>
<tr>
<td>DID</td>
<td>See <em>Direct Inward Dialing</em>.</td>
</tr>
<tr>
<td>Direct Agent ACD (DACD)</td>
<td>An agent state in which the agent is on a direct agent ACD call.</td>
</tr>
<tr>
<td>Direct Agent ACW (DACW)</td>
<td>An agent state in which the agent is in the after call work state for a direct agent ACD call.</td>
</tr>
<tr>
<td>Direct Agent Calling</td>
<td>An EAS capability that makes it possible for a caller to reach the same agent every time and still include the call as an ACD call in the management tracking of the call center. This is ideal for claims processing where a client needs to speak with the agent handling the claim. This flexibility ensures a high level of customer service without reducing management control.</td>
</tr>
<tr>
<td>Direct Department Calling (DDC)</td>
<td>A process of selecting an agent when more than an agent is available. With DDC, the call will go to the agent closest to the top of an ordered list. (This is a non-EAS option only.)</td>
</tr>
<tr>
<td>Direct Inward Dialing (DID)</td>
<td>An incoming trunk used for dialing directly from the public network into a communications system without help from the attendant.</td>
</tr>
<tr>
<td>DNIS</td>
<td>See <em>Dialed Number Identification Service</em>.</td>
</tr>
</tbody>
</table>
### Glossary

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>EAD</td>
<td>See <em>Expert Agent Distribution</em>.</td>
</tr>
<tr>
<td>EAS</td>
<td>See <em>Expert Agent Selection</em>.</td>
</tr>
<tr>
<td>Entity</td>
<td>A generic term that refers to one of the following: Agent, Split/Skill, Trunk, Trunk Group, VDN, or Vector.</td>
</tr>
<tr>
<td>Error Message</td>
<td>A response from a program indicating that a problem has arisen or something unexpected has happened, requiring your attention.</td>
</tr>
<tr>
<td>EWT</td>
<td>See <em>Expected Wait Time</em>.</td>
</tr>
<tr>
<td>Expected Delay</td>
<td>See <em>Expected Wait Time</em>.</td>
</tr>
<tr>
<td>Expected Wait Time (EWT)</td>
<td>An estimate of how long a caller will have to wait in queue to be served by a call center considering the current and past traffic, handling time, and staffing conditions. (Also referred to as <em>expected delay.</em>) The time spent in vector processing before being queued and the time spent ringing an agent with manual answering operation are not included in the EWT prediction. EWT is a switch-based calculation that can be used in vector processing decisions and can be viewed from CMS (release R3V4 and later). The EWT feature is available on the <em>DEFINITY G3V4 switch, and the Enterprise Communications Server (ECS) Release 5.</em></td>
</tr>
<tr>
<td>Glossary</td>
<td></td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td><strong>Expert Agent Distribution (EAD)</strong></td>
<td></td>
</tr>
<tr>
<td>An EAS process that selects an agent when more than one agent is available. With EAS, a call will go to the most idle agent with the skill as primary (skill level one). If none are available, the call goes to an agent who is idle and has the skill as secondary. If none are available, the selection process continues with progressively lower skill levels until an idle agent is found.</td>
<td></td>
</tr>
<tr>
<td><strong>Expert Agent Selection (EAS)</strong></td>
<td></td>
</tr>
<tr>
<td>Expert Agent Selection (EAS) is an optional switch feature that builds on the power of the Call Vectoring and ACD features of the switch to match the skills required to handle a particular call to an agent who has at least one of the skills that a caller requires. Agents are assigned a single set of work mode buttons, rather than one set per skill. This simplifies the agent's interface to the work mode buttons. When the “MI” (Manual In) or “AI” (Auto In) button is lighted, the agent is available to take a call in any assigned skills or, in the case of Multiple Call Handling (MCH), in any MCH skills. The ACD queuing and the vector commands <em>Queue-to-Main</em> and <em>Check-Backup</em> are used to route a call to an agent with the appropriate skill to handle that call.</td>
<td></td>
</tr>
</tbody>
</table>
CentreVu CMS collects data on skills in the same manner as it collects data on splits. Real-time Agent reports generally indicate the skill in which agents are currently working. Skill reports show the performance of the skill overall, displaying such items as the ASA, the number of calls, and the percentage of calls answered within the target service level for the skill.

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

<table>
<thead>
<tr>
<th>Glossary</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extension Call</td>
<td>Extension calls are any calls originated by agents and non-ACD calls received by agents. For the Generic 2.2 and Generic 3 switches and the ECS, these include calls an agent makes to set up a conference or transfer.</td>
</tr>
<tr>
<td>External Call History Interface (ECHI)</td>
<td>An optional CentreVu Call Center Management System (CMS) feature which allows for the transfer of R3V4, R3V5, R3V6, or R3V8 call record file to another computer for processing.</td>
</tr>
<tr>
<td>FBUSY</td>
<td>See Forced Busy.</td>
</tr>
<tr>
<td>FDISC</td>
<td>See Forced Disconnect.</td>
</tr>
<tr>
<td><strong>Glossary</strong></td>
<td><strong>CentreVu Explorer II Version 1.0 User Guide</strong></td>
</tr>
<tr>
<td>-------------</td>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td>First Threshold</td>
<td>A graph term for the lower limit for a particular condition in a graph report. The bar(s) change color/intensity when the defined limit is met, notifying you that a Caution condition could exist.</td>
</tr>
<tr>
<td>Forced Busy (FBUSY)</td>
<td>A trunk state in which the switch sends a busy signal to a caller when the call center is too busy to handle the incoming call.</td>
</tr>
<tr>
<td>Forced Disconnect (FDISC)</td>
<td>A trunk state in which the switch disconnects the caller.</td>
</tr>
<tr>
<td>Forced Multiple Call Handling (FMCH)</td>
<td>A feature available with the G3V4 switch, and the ECS, that, when activated for a split/skill, allows calls to be automatically delivered to an idle line appearance if the agent is in the Auto-In/Manual-In work mode and an unrestricted line appearance is available on the voice terminal, even if the agent is talking on an ACD call.</td>
</tr>
<tr>
<td>Historical Reports</td>
<td>Reports that display past ACD data for various agent, split/skill, trunk, trunk group, vector, or VDN activities.</td>
</tr>
<tr>
<td>HOLD</td>
<td>A trunk state in which the agent has put the call on hold.</td>
</tr>
<tr>
<td>ICM</td>
<td>See <em>Inbound Call Management</em>.</td>
</tr>
<tr>
<td>IDLE</td>
<td>A trunk state indicating that the trunk is not in use.</td>
</tr>
<tr>
<td>II</td>
<td>See <em>Information Indicator</em>.</td>
</tr>
<tr>
<td>Glossary</td>
<td>Description</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Inbound Call Management (ICM)</td>
<td>A set of switch and adjunct features using ASAI to enable the adjunct to provide automatic screen delivery and call routing.</td>
</tr>
<tr>
<td>Information Indicator (II)</td>
<td>A 2-digit code that identifies the type of originating line (for example: hotel or pay phone) for incoming ISDN PRI calls.</td>
</tr>
<tr>
<td>INFORMIX</td>
<td>A relational database management system used to organize CentreVu CMS historical data when CentreVu Explorer II is used in a Solaris operating system environment.</td>
</tr>
<tr>
<td>Input Field</td>
<td>An input field is an area on a user window into which a CentreVu Explorer II user enters one or more valid field values. For example, the valid values for the input field Max Rows Returned is 30, but can be modified.</td>
</tr>
<tr>
<td>Integrated Services Digital Network (ISDN)</td>
<td>A digital standard for telephony that enables, among other things, telephone, television, and computer signals on the same lines.</td>
</tr>
<tr>
<td>Interval-Based Items</td>
<td>A category of database items. These items generally represent the amount of time during a collection interval spent doing a particular activity. Interval-based items are updated throughout the collection interval and timing is restarted at the end of the interval. Interval-based items should only be used to show the amount of time in an interval for an activity or to calculate percentages of time spent in an interval. Interval-based items should not be used to calculate averages (such as average hold time).</td>
</tr>
</tbody>
</table>
## Glossary

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Intrahour Interval</strong></td>
<td>A 15-, 30-, or 60-minute segment of time starting on the hour. An intrahour interval is the basic unit of CMS report time.</td>
</tr>
<tr>
<td><strong>ISDN</strong></td>
<td>See Integrated Services Digital Network.</td>
</tr>
<tr>
<td><strong>JRE</strong></td>
<td>Java Run Time Environment.</td>
</tr>
<tr>
<td><strong>Java Plug-In</strong></td>
<td>Java is a programming language for World Wide Web applications from Sun Microsystems. Java was modeled after C++, and Java programs are embedded into HTML documents. The first Web browsers to run Java applications are Sun’s HotJava and Netscape’s Navigator 4.5. The “plug in” enables other browser applications to use Java capabilities.</td>
</tr>
<tr>
<td><strong>LAN</strong></td>
<td>See Local Area Network.</td>
</tr>
<tr>
<td><strong>Local Area Network</strong></td>
<td>A private interactive communication network that allows computers to communicate over short distances, usually less than one mile, at high data transfer rates from 1 Mbps to as high as 100 Mbps.</td>
</tr>
<tr>
<td><strong>Logical Agent</strong></td>
<td>An EAS feature that associates the agent’s login ID with the physical extension when the agent logs in. Properties such as the assigned skills, class of restriction, and coverage path are associated with the login ID rather than the physical extension. This allows agents to log in at any available set.</td>
</tr>
<tr>
<td>Glossary</td>
<td>Description</td>
</tr>
<tr>
<td>----------</td>
<td>-------------</td>
</tr>
<tr>
<td>The Logical Agent capability</td>
<td>allows agents to be called by dialing their login IDs. Calls to login IDs may be treated as direct agent ACD calls, given the proper class of restriction, or may be treated as extension (personal) calls. Treating the calls as direct agent calls can be used to help distinguish business-related from personal calls.</td>
</tr>
<tr>
<td>LOGOFF</td>
<td>An agent work mode indicating that an agent has logged out and is not available to take ACD calls.</td>
</tr>
<tr>
<td>LOGON</td>
<td>An agent work mode indicating that an agent logged in or is staffed.</td>
</tr>
<tr>
<td>Logout Reason Codes</td>
<td>Logout reason codes enable an agent to specify the reason for logging out, such as the end of a shift or training.</td>
</tr>
<tr>
<td>Manual In (MI)</td>
<td>An ACD work mode. The Manual In (MI) mode makes the agent available to receive an ACD call and automatically places the agent into the ACW state upon release from the call.</td>
</tr>
<tr>
<td>MCH</td>
<td>See <em>Multiple Call Handling</em>.</td>
</tr>
<tr>
<td>Measured</td>
<td>A term that means an ACD element (agent, split/skill, trunk, trunk group, vector, VDN) has been identified to the switch of interest to the CentreVu CMS. The switch sends messages to CentreVu CMS only for ACD elements that are measured. If the ACD element is not measured on the switch, no data is collected.</td>
</tr>
<tr>
<td>Glossary</td>
<td>Definition</td>
</tr>
<tr>
<td>-----------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Messages</td>
<td>Temporary windows used only for displaying information like “field help” and syntactical field errors. Message windows cannot be moved, sized, or scrolled and do not count in the user window count. Message windows are automatically removed when you correct the error or move to the next field.</td>
</tr>
<tr>
<td>MI</td>
<td>See <em>Manual In.</em></td>
</tr>
<tr>
<td>MIA</td>
<td>See <em>Most Idle Agent.</em></td>
</tr>
<tr>
<td>Most Idle Agent (MIA)</td>
<td>This is an ACD distribution method that maintains a queue of idle agents and distributes a call to the split/skill to the agent closest to the head of the queue who is not marked as “busy.” (“Busy” is defined as being in ACW, on an AUXIN/OUT call, or on an ACD call for another split/skill.) Agents in multiple splits/skills are in multiple “eligible agent” lists. There is one list for each skill. If MIA across splits/skills is enabled, agents are put at the bottom of all agent lists after completing an ACD call for any split/skill. If MIA across skills is not enabled, an agent who is on an AUXIN/OUT extension call from the AVAIL wait or on an ACD call for another split/skill continues to move up the list of eligible agents for other splits/skills. Agents in ACW may or may not be in the eligible agent lists, depending upon the setting of an option (ECS R5 and later).</td>
</tr>
<tr>
<td>Glossary</td>
<td>Definition</td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Multiple Call Handling (MCH)</td>
<td>Allows an agent to receive an ACD call while other calls are active on the agent's station. Unless forced MCH is in operation, the agent must put the current call on hold and press AI/MI in order to receive another ACD call.</td>
</tr>
<tr>
<td>Multiple Split/Skill Queuing</td>
<td>With Call Vectoring, a call can be queued to up to three splits/skills at the same time. The first agent who becomes free in any of the splits/skills gets the call.</td>
</tr>
<tr>
<td>Multi-user Mode</td>
<td>This is the normal CentreVu Explorer II operating mode, in which any valid user can log into CentreVu Explorer II.</td>
</tr>
<tr>
<td>Net in Time</td>
<td>The time the call spent in a VDN processing at another switch located elsewhere in the network.</td>
</tr>
<tr>
<td>Nonprimary Split/Skill</td>
<td>When a call is queued to multiple splits/skills, the second and third splits/skills to which the call queues in a VDN are called nonprimary splits/skills. They are also referred to as secondary and tertiary splits/skills, respectively.</td>
</tr>
<tr>
<td>Nonzero (0) Skill (Generic 2.2 with EAS)</td>
<td>Any skill that does not end in “0” is called a nonzero skill. Adam's skills refer to the skill that has the highest priority among the available skills.</td>
</tr>
<tr>
<td>OCM</td>
<td>See Outbound Call Management.</td>
</tr>
<tr>
<td>Originating Hold Time</td>
<td>The total time the originating agent put the call on hold.</td>
</tr>
<tr>
<td>Glossary</td>
<td>Definition</td>
</tr>
<tr>
<td>----------</td>
<td>------------</td>
</tr>
<tr>
<td>OTHER</td>
<td>An agent state in which the agent is working on a call for another split or skill, or has put a call on hold and has not chosen another work mode. When the link to the switch first comes up or when the agent has just logged in, the agent state is OTHER until the switch notifies CentreVu CMS of the agent’s state.</td>
</tr>
<tr>
<td>Outbound Call Management (OCM)</td>
<td>A set of switch and adjunct features using ASAI, that distributes outbound calls initiated by an adjunct to internal extensions (usually ACD agents).</td>
</tr>
<tr>
<td>PEC</td>
<td>See <em>Price Element Code</em>.</td>
</tr>
<tr>
<td>Price Element Code (PEC)</td>
<td>The set of numbers that Lucent Technologies has assigned to each part that may be ordered.</td>
</tr>
<tr>
<td>Primary Skill</td>
<td>The skills assigned to an agent. Primary skills are the areas in which the agent has the most expertise. (This is used in G3V4 and later switch releases with EAS.) See <em>Agent Skill</em>, <em>Skill Level</em>.</td>
</tr>
<tr>
<td>Pseudo-ACD</td>
<td>An area you create on your CMS to place previously backed-up ACD data. A pseudo-ACD is not a live (real) ACD and does not communicate with any switch.</td>
</tr>
<tr>
<td>Queue</td>
<td>A holding area for calls waiting to be answered in the order in which they were received. Calls in a queue may have different priority levels, in which case, calls with a higher priority are answered first.</td>
</tr>
<tr>
<td>Glossary</td>
<td>Definition</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>QUEUED</td>
<td>A trunk state in which an ACD call has seized the trunk and is queued to a split/skill waiting for an agent to answer.</td>
</tr>
<tr>
<td>R3V5</td>
<td>See Release 3 Version 5.</td>
</tr>
<tr>
<td>R3V8</td>
<td>See Release 3 Version 8.</td>
</tr>
<tr>
<td>RAID</td>
<td>Redundant Array of Inexpensive Disks.</td>
</tr>
<tr>
<td>Recorded Announcements</td>
<td>Prerecorded greetings and information played to callers as they wait for service.</td>
</tr>
<tr>
<td>Redirect On No Answer (RONA)</td>
<td>An ACD capability that removes an unanswered call from the voice terminal at which it is ringing, busies out the port or makes the agent unavailable, and re-queues the call at top priority or sends it to a VDN.</td>
</tr>
<tr>
<td>Release 3 Version 4 (R3V4)</td>
<td>R3V4 can refer to a software version of CentreVu CMS or CentreVu Supervisor.</td>
</tr>
<tr>
<td>Release 3 Version 5 (R3V5)</td>
<td>R3V5 can refer to a software version of CentreVu CMS or CentreVu Supervisor.</td>
</tr>
<tr>
<td>Release 3 Version 6 (R3V6)</td>
<td>R3V6 can refer to a software version of CentreVu CMS or CentreVu Supervisor.</td>
</tr>
<tr>
<td>Release 3 Version 8 (R3V8)</td>
<td>R3V8 can refer to a software version of CentreVu CMS or CentreVu Supervisor.</td>
</tr>
</tbody>
</table>
RING
An agent state in which a call rings at an agent's voice terminal after leaving the queue and before the agent answers the call. (This agent state is available only with Generic 2.2, and with Generic 3 and ECS.)
A trunk state in which a call is ringing at the agent's voice terminal.

Rolling ASA
Rolling ASA is a running weighted average calculation without regard to any interval boundaries. A rolling ASA calculated by the switch or ECS can be used, beginning with CentreVu CMS R3V4, for vector routing. Rolling ASA is calculated on the G3V4 switch, and the ECS, and sent to CentreVu R3V4 and later CentreVu CMS releases.
An additional Rolling ASA calculated by the switch is also available as a real time database item for G3V4 and later G3 switches.

RONA
See Redirect On No Answer.

Secondary Skill
Skills assigned to an agent. Secondary skills are the areas in which the agent does not have extensive expertise, or is not the agent's preference. (Used in G3V4 and later switch releases with EAS.)
See Agent Skill, Skill Level.

Segment
A segment is defined by the ECS/Switch as a logical grouping of call information.

SEIZED
A trunk state in which the trunk is being used for either an incoming or an outgoing call.
<table>
<thead>
<tr>
<th>Glossary</th>
<th>Definitions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Observing—Remote</td>
<td>A feature that allows a user to dial into the switch and monitor a call.</td>
</tr>
<tr>
<td>Service Observing—VDNs</td>
<td>A feature available with the G3V4 switch and the ECS that gives a voice terminal user the ability to monitor the treatment a call receives as it is processed by a VDN, routes to another VDN or agent, or transfers to another VDN or agent.</td>
</tr>
<tr>
<td>Servlet</td>
<td><strong>Java™</strong> servlets are small, platform-independent <strong>Java</strong> programs that can be used to extend the functionality of a Web server in a variety of ways. Servlets are to the server what applets are to the client-small <strong>Java</strong> programs compiled to bytecode that can be loaded dynamically and extend the capabilities of the host.</td>
</tr>
<tr>
<td>Session Display</td>
<td>The default mode used to display query results. The Session Display option allows the user to pick a customized set of ECHI data elements.</td>
</tr>
<tr>
<td>Skill</td>
<td>An attribute that is assigned to an ACD Agent when EAS is enabled. An agent skill is a particular expertise or speciality enabling an agent to handle a call which requires someone with that particular area of expertise. You define skills based on specific customer needs and call center requirements.</td>
</tr>
<tr>
<td>Glossary</td>
<td>Definition</td>
</tr>
<tr>
<td>----------</td>
<td>------------</td>
</tr>
<tr>
<td>Skill Hunt Group</td>
<td>When EAS is enabled, calls route to specific skill hunt groups. These skill hunt groups are usually based on the needs of your customers. Agents are not assigned to a skill group (like split hunt groups), but agents are assigned specific skills that become active when they log in.</td>
</tr>
<tr>
<td>Skill Level</td>
<td>A priority level from 1 (highest) to 16 (lowest) indicating an agent's level of expertise or ability to handle calls to the given skill. (ECS Version 5 and later.)</td>
</tr>
<tr>
<td>Skill, Primary</td>
<td>See <em>Primary Skill</em>.</td>
</tr>
<tr>
<td>Skill, Secondary</td>
<td>See <em>Secondary Skill</em>.</td>
</tr>
<tr>
<td>SLK</td>
<td>See <em>Screen-Labeled Key</em>.</td>
</tr>
<tr>
<td><em>SPARCserver</em> 5</td>
<td>See <em>Sun</em>† <em>SPARCserver</em> Computers.</td>
</tr>
<tr>
<td><em>SPARCserver</em> 10</td>
<td>See <em>Sun SPARCserver</em> Computers.</td>
</tr>
<tr>
<td><em>SPARCserver</em> 20</td>
<td>See <em>Sun SPARCserver</em> Computers.</td>
</tr>
<tr>
<td><em>SPARCstation</em>‡</td>
<td>A workstation client for the <em>SPARCserver</em>.</td>
</tr>
<tr>
<td>Split</td>
<td>A group of extensions (referred to as agents) that receives special-purpose calls in an efficient, cost-effective manner. Calls automatically go to a split and can queue if no agents are available.</td>
</tr>
</tbody>
</table>

---

*SPARCserver is a trademark of Sun Microsystems Inc.
†Sun is a registered trademark of Sun Microsystems Inc.
‡SPARCstation is a trademark of Sun Microsystems Inc.
<table>
<thead>
<tr>
<th>Glossary</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Split/Skill ACD Call</td>
<td>A split/skill ACD call is a call that routed to a split/skill and was answered by an agent in that split/skill.</td>
</tr>
<tr>
<td>SQL Server</td>
<td>Database engine that CentreVu Explorer II uses on a Windows NT platform.</td>
</tr>
<tr>
<td>Staffed Agent</td>
<td>An agent who is currently logged in to the switch.</td>
</tr>
<tr>
<td>Standard Reports</td>
<td>The set of reports that are delivered with the CMS or CentreVu Supervisor software.</td>
</tr>
<tr>
<td>Station</td>
<td>An unmeasured voice terminal extension. An extension that is not currently staffed by an agent or that is a member of an unmeasured split/skill or hunt group.</td>
</tr>
<tr>
<td>String Values</td>
<td>The descriptive words that appear on reports dealing with agents, splits/skills, and trunks. A word is used to describe the value of the data (for example, HOLD, AVAIL, YES).</td>
</tr>
<tr>
<td>Stroke Counts</td>
<td>A method used by Automatic Call Distribution (ACD) agents to record up to nine customer-defined events per call when the Call Management System is active.</td>
</tr>
<tr>
<td>Structured Query Language (SQL)</td>
<td>A language used to interrogate and process data in a relational database (such as INFORMIX).</td>
</tr>
<tr>
<td>Sun Microsystems</td>
<td>Manufactures the Sun SPARCserver 5, 10, and 20, the host computer for the CentreVu CMS R3V5.</td>
</tr>
<tr>
<td>Glossary</td>
<td>Definition</td>
</tr>
<tr>
<td>--------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Sun SPARCserver</strong></td>
<td>Computers A host computer that is attached to a network and provides services other than simply acting as a store-and-forward processor or communication switch. The <em>Sun SPARCserver</em> 5, 10, and 20 computers are capable of hosting the <em>CentreVu</em> CMS application software.</td>
</tr>
<tr>
<td><strong>Sun UltraSPARC</strong></td>
<td>Computers A host computer that is attached to a network and provides services other than simply acting as a store-and-forward processor or communication switch. The <em>Sun SPARC</em> 5, 20, Ultra 5, E3000, and E3500 are capable of hosting the <em>CentreVu</em> CMS application software.</td>
</tr>
<tr>
<td><strong>Switch</strong></td>
<td>A private switching system providing voice-only or voice and data communications services (including access to public and private networks) for a group of terminals within a customer’s premises.</td>
</tr>
<tr>
<td><strong>System</strong></td>
<td>A general term for a computer and its software and data.</td>
</tr>
<tr>
<td><strong>Technical Service</strong></td>
<td><strong>Center</strong> Provisioning, maintenance, and helpline support for Lucent Technologies call center customers.</td>
</tr>
</tbody>
</table>
| **Terminal**             | A combination of monitor (video display) and keyboard used to communicate with a computer to enter and display information.  
**See Agent Terminal.** |
<table>
<thead>
<tr>
<th>Glossary</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tertiary Split/Skill</td>
<td>Generic 3 and ECS with vectoring, Generic 2.2 with EAS only. When a call is queued to multiple splits/skills, the third split/skill the call queued to in a VDN is called the tertiary split/skill.</td>
</tr>
<tr>
<td>Trunk</td>
<td>A telephone line that carries calls between two switches, between a Central Office (CO) and a switch, or between a CO and a phone.</td>
</tr>
<tr>
<td>Trunk Group</td>
<td>A group of trunks that are assigned the same dialing digits — either a phone number or a Direct Inward Dialed (DID) prefix.</td>
</tr>
<tr>
<td>TSC</td>
<td>See Technical Service Center.</td>
</tr>
<tr>
<td>UCD</td>
<td>See Uniform Call Distribution.</td>
</tr>
<tr>
<td>Uniform Call Distribution (UCD)</td>
<td>A process that selects an agent when more than one agent is available. With UCD, the most idle agent for the skill/split receives the call.</td>
</tr>
<tr>
<td></td>
<td>See Direct Department Calling and Expert Agent Distribution.</td>
</tr>
<tr>
<td>Universal Call ID</td>
<td>The Universal Call ID is a unique number assigned to a call within the customer network.</td>
</tr>
<tr>
<td>UNIX® System/Solaris System</td>
<td>A multi-user computer operating system that supports CMS. A user can access the UNIX system from the Commands SLK.</td>
</tr>
</tbody>
</table>

*UNIX is a registered trademark in the United States and other countries, licensed exclusively through X/Open Company Limited.
<table>
<thead>
<tr>
<th>Glossary</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>UNKNOWN</td>
<td>An agent state in which CMS does not recognize the current state. A trunk state in which CMS does not recognize the state of the trunk.</td>
</tr>
<tr>
<td>Update</td>
<td>A process used to modify a customer’s existing software release in order to give the customer additional functionality or to fix a problem. The update process involves downloading CentreVu Explorer II through the modem on the CentreVu Explorer II Server, or through the internet, and installing the new files.</td>
</tr>
<tr>
<td>Upgrade</td>
<td>A process used to move an existing CentreVu Explorer customer from one release/load to another, giving the customer the additional functionality provided in the new release. When an upgrade involves a major release, then data migration may be a necessary part of the upgrade procedure.</td>
</tr>
<tr>
<td>User ID</td>
<td>The login ID for a CMS user.</td>
</tr>
<tr>
<td>User Window</td>
<td>A window you can move, size, or scroll. It may contain input fields, reports, or help information.</td>
</tr>
<tr>
<td>VDN</td>
<td>See <em>Vector Directory Number</em>.</td>
</tr>
<tr>
<td>Glossary</td>
<td>Definition</td>
</tr>
<tr>
<td>----------</td>
<td>------------</td>
</tr>
<tr>
<td>VDN Counted-Calls</td>
<td>Also known as counted-calls to VDN and active VDN calls. A Call Vectoring capability available with the G3V4 switch and the ECS. Counted-calls to VDN is a parameter of the “go to step” and “go to vector” commands that provides conditional branching (to a different step in the same vector or to a different vector) based on the number of incoming trunk calls currently in a VDN (in vector processing or at an agent).</td>
</tr>
<tr>
<td>VDN of Origin Announcement (VOA)</td>
<td>A short announcement that is assigned to a VDN through switch administration. The VOA identifies the origin or purpose of a call for the call center agent who answers the call.</td>
</tr>
<tr>
<td>VDN Skill Preference</td>
<td>A prioritized list of agent skills assigned to a VDN. Up to three skills can be assigned. VDN skill preferences are referred to in the vector as “1st,” “2nd,” and “3rd.” Vectors use VDN skills to queue calls based on your preference. CMS tracks calls by VDN skill preference.</td>
</tr>
<tr>
<td>Vector</td>
<td>A list of steps that process calls in a user-defined manner. The steps in a vector can send calls to splits/skills, play announcements and music, disconnect calls, give calls a busy signal, or route calls to other destinations. Calls enter vector processing through VDNs, which may have received calls from assigned trunk groups, from other vectors, or from extensions connected to the switch.</td>
</tr>
</tbody>
</table>
**Glossary**

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vector Command</td>
<td>A vector step that describes the action to be executed for a call (for example, “Queue to main”, “check backup”, “disconnect”).</td>
</tr>
<tr>
<td>Vector Directory Number (VDN)</td>
<td>An extension number that enables calls to connect to a vector for processing. A VDN is not assigned an equipment location. It is assigned to a vector. A VDN can connect calls to a vector when the calls arrive over an assigned automatic-in trunk group, dial-repeating (DID) trunk group, or ISDN trunk group. The VDN by itself may be dialed to access the vector from any extension connected to the switch.</td>
</tr>
<tr>
<td>Vector Step</td>
<td>One processing step in a vector. A vector step consists of a command and one or more conditions or parameters.</td>
</tr>
<tr>
<td>Vector Step Condition</td>
<td>A condition accompanying a vector command that defines the circumstances in which the command will be applied to a call.</td>
</tr>
<tr>
<td>VOA</td>
<td>See <em>VDN of Origin Announcement</em>.</td>
</tr>
<tr>
<td>Voice Response Unit (VRU)</td>
<td>A switch that routes calls to a VRU adjunct computer that provides interactive voice related services to inbound callers.</td>
</tr>
<tr>
<td>Voice Terminal</td>
<td>A telephone set, usually with buttons, that gives an agent some control over the way calls are handled.</td>
</tr>
<tr>
<td>VRU</td>
<td>See <em>Voice Response Unit</em>.</td>
</tr>
<tr>
<td>Glossary</td>
<td>Definition</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Window</td>
<td>Any rectangle on your <em>CentreVu Explorer II</em> screen that encloses a menu, data entry fields, reports, or messages. See also <em>Frame</em>.</td>
</tr>
<tr>
<td>Zero (0) Skill (Generic 2.2 with EAS)</td>
<td>Every skill that ends with a “0” is called a zero skill. The zero skill is the first skill for each skill group. This is the same as the default skill.</td>
</tr>
</tbody>
</table>
Index

Numerics

1st Split/Skill Queued to, term description, A-49
2nd Split/Skill Queued to, term description, A-50
3rd Split/Skill Queued to, term description, A-51

A

Abandon Call Analysis, 1-6
Abandoned from Hold, term description, A-2
accessing
  administration program, 2-2
  explorer classic, 3-3
adding
  login names, 2-17
  password, 2-18
  query elements, 5-17, 5-19, 5-22
  security, 2-19
  user defined queries to standard queries, 2-9
administering
  elements, 2-3
  login names, 2-14
  synonyms, 2-8
After Call Work Time, term description, A-4
agent in focus queries, 4-2
agent in focus reports
  After Call Work Report, 4-10
  Agent On-Hold Report, 4-5
  Agent-to-Agent Report, 4-26
  Application/VDN Report, 4-14, 4-16
  Assistance Requested Report, 4-20
  Audio Problems, 4-30
  Conferenced Calls Report, 4-10, 4-12
  Customer/Calling Party Report, 4-14
  Direct Agent Queued, 4-28
  Information Indicator Report, 4-18
  Malicious Call, 4-30
  Originating Reason Report, 4-20, 4-24
  Service Observed Report, 4-20
  Transferred Call Report, 4-8
Index

agent name
  administration, example, 2-6
  expire and replace, example, 2-8
Agent Released, term description, A-5
Agent Talk Time, term description, A-6
ANI Analysis, 1-6
Answering Agent, term description, A-7
Answering Disposition, term description, A-8
Answering Reason Code, term description, A-9
Answering Split, term description, A-10
Answering VDN, term description, A-11
Answering Vector, term description, A-12
Assistance Requested, term description, A-13
Audio Problem, term description, A-14
Automatic Call Distribution, term description, A-3

B

building queries, 5-14

C

Call ID, term description, A-15
call segment, 1-10
Call Work Code, term description, A-19
Caller Abandoned, term description, A-16
Calling Party, term description, A-17
Cell Phone Analysis, 1-6
changing password, 2-24
Collected Digits, term description, A-21
Conditional queries, 1-7
Conference Call, term description, A-22
Cradle-To-Grave, reports, 1-6
criteria fields tab, 5-18
custom query builder
  accessing, 5-11
description, 1-70
  reporting queries, 1-14
  using, 5-3
Customer Info, term description, A-20
D

deleting
  license elements, 2-4
  login account, 2-13, 2-23
  query elements, 5-22, 5-24
  user defined queries from standard queries, 6-5
Dialled Number, term description, A-23
Direct Agent Queued, term description, A-24
display fields tab, 5-16
Duration, term description, A-25

E

Equipment Location, term description, A-26
expiring
  security items, 2-5
  synonyms, 2-4, 2-8
Explorer Classic
  accessing, 3-3
  saving the query, 3-9
  selecting elements, 3-6
  selecting search criteria, 3-7
  viewing results, 3-8

F

First VDN, term description, A-27
First Vector, term description, A-28
Forced Busy Calls, term description, A-29
Forced Disconnect Calls, term description, A-30
format criteria tab, 5-20

G

generic field queries, 1-11
Group by Parenthesis, example, 1-9
<table>
<thead>
<tr>
<th>Index</th>
<th>CentreVu Explorer II Version 1.0 User Guide</th>
</tr>
</thead>
</table>

### I
- Digits, term description, A-31
- In-Queue Wait Time, term description, A-34
- Interflowed, term description, A-33

### J
- Java plug-in
  - installing the Java Plug-in, 5-6
  - loading, 5-3, 5-4

### L
- Last Observer, term description, A-35
- login accounts
  - adding, 2-17
  - creating, 2-13
  - modifying, 2-20
- login to CentreVu Explorer II, 1-17

### M
- Malicious Call, term description, A-36
- modifying
  - agent names, 2-7
  - license elements, 2-4
  - login names, 2-20
  - query results, 1-33
  - search criteria results, 1-32
  - security items, 2-5
  - session and license details, 1-22
  - synonyms, 2-4
## Index

### N

Net in Time, term description, A-37  
non-conforming browser, checking, 5-3

### O

Observed Call, term description, A-38  
Originating Hold Time, term description, A-39  
Originating Login Name, term description, A-40  
Originating Reason Code, term description, A-41

### P

password
  - adding, 2-18  
  - changing, 2-24  
Priority Answered, term description, A-42  
  - promoting queries, 2-9

### Q

queries
  - agent in focus, 4-2  
  - building, 5-14  
  - Call Handling, 8-13  
  - Call Information, 8-11  
  - call level, 1-10  
  - call segment, 1-10  
  - conditional, 1-7, 1-8  
  - Cradle-to-Grave, 1-14, 8-8  
  - exporting to a file, 8-2  
  - generic field, 1-11  
  - grouping by parenthesis, 1-9  
  - Multi-Segment Cradle-to-Grave Analysis, 8-15  
  - printing, 8-5  
  - samples, 7-2  
  - time of day and day of week, 1-11  
  - types, 1-13
query and reporting frames, 1-23
Query Results window, 8-1
query types, 1-13

R

Reps
  After Call Work, 4-10
  Agent On-Hold, 4-5
  Agent-to-Agent, 4-26
  Application/VDN, 4-16
  Assistance Requested, 4-20
  call handling, 1-14
  call information, 1-14
  Conferenced Calls, 4-12
  Cradle-To-Grave, 1-6
  Cradle-to-Grave, 8-8
  Customer/Calling Party, 4-14
  Direct Agent Queued, 4-28
  Information Indicator, 4-18
  Malicious Call, 4-30
  Multi-Segment Cradle-To-Grave Analysis, 1-14
  Originating Reason, 4-24
  Transferred Call, 4-8

S

sample queries
  Abandon Call Analysis, 7-3
  Cell Phone Analysis, 7-6
  Cradle-To-Grave Reporting Query, 7-7
  Efficient Automatic Number Identification (ANI) Analysis, 7-4
  Special Call Treatment, 7-5

saving, queries in Explorer Classic, 3-9
Segment Number, term description, A-43
selecting
  elements, Explorer Classic, 3-6
  search criteria, Explorer Classic, 3-7
setting up CentreVu Explorer II, 1-21
Special Call Treatment, 1-6
standard or user-defined queries
  opening, 6-2
  using, 6-4

Stroke Tally, term description, A-44
Index

T

Times Held, term description, A-45
Transferred Call, term description, A-46
Trunk Group Used, term description, A-47

U

Universal Call ID, term description, A-48
user interface
   includes, 1-16
   mainscreen, 1-19
   Navigator frame, 1-20
   splash screen frame, 1-20
user-defined queries
   setting as standard, 6-5
   setting up, 5-12

V

viewing results, Explorer Classic, 3-8
How are we doing?

Lucent Technologies welcomes your feedback on this document. Your comments can be of great value in helping us to improve our documentation.

1. Please rate the effectiveness of this document in the following areas:

<table>
<thead>
<tr>
<th>Area</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ease of Use</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clarity</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Completeness</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accuracy</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Organization</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Appearance</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Examples</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Illustration</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overall Satisfaction</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2. Please check the ways you feel we could improve this document:

- [ ] Improve the overview/introduction
- [ ] Make it more concise/brief
- [ ] Improve the table of contents
- [ ] Add more step-by-step procedures/tutorials
- [ ] Improve the organization
- [ ] Add more troubleshooting information
- [ ] Include more figures
- [ ] Make it less technical
- [ ] Add more examples
- [ ] Add more/better quick reference aids
- [ ] Add more detail
- [ ] Improve the index

Please provide details for the suggested improvement. _______________________________________________________
_____________________________________________________________________

3. What did you like most about this document?
_____________________________________________________________________
_____________________________________________________________________

4. Feel free to write any comments below or on an attached sheet.
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________

If we may contact you concerning your comments, please complete the following:
Name: ___________________________________ Telephone Number: (_____)_______________
Company/Organization: ___________________________ Date: _____________________
Address: _______________________________________________________________________

When you have completed this form, please fold, tape, and return to address on back, or you can fax the form to 303-538-2195.