

## Glossary of Terms

Term	Definition
Abandoned Call	A caller terminates the call before an agent can answer.
ABSBH	Average Busy Season Busy Hour
Account Code	A number assigned to departments, projects, devices, telecom services, and employees for cost tracking purposes.
ACD	Automatic Call Distribution
ACD Call	Inbound or outbound calls that are handled by an ACD queue.
ACD Call Center	Refers to any host PBX that handles many telephone calls of a similar nature.
ACD Queue	The line of calls to be answered.
ACD Record	Event records that are immediately generated when an agent enters a new call state (such as idle or answer ACD call) and when an agent activates a feature (such as log in, log out or make busy). These records are periodically generated to report on a cumulative group event for an ACD queue (such as the number of calls waiting, the number of available agents or longest call waiting time). Agent events are reported on whenever an agent responds to a call, regardless of whether or not an external trunk is involved in the call.
ACD Search	Allows a supervisor to view specific real time event records. Search is based on...
Agent	An employee who answers calls directed to the call center.
Agent Group	A collection of agents who answer calls of a similar nature.
Agent Identifier	A number that represents the agent within the PBX system. This number is used by the agent to log in and log out of the PBX system.
Agent Report	Shows parameters used to monitor agent activity and performance. These reports indicate the amount of time an agent spends on ACD calls, on inbound non-ACD calls, on outgoing calls, the amount of time an Agent spends in Do Not Disturb and Make Busy, and the duration of time an Agent is logged in.

Agent Scheduling	The process of scheduling agents to work shifts.
Agent State	May be one of the following: idle, on inbound ACD call, on outbound or internal call, hold, work time, make busy, DND, logged out, or indeterminate.
ANI	Automatic Number Identification
ASA	Average Speed of Answer
Baud Rate	Refers to the speed of transmission of a data communication link.
Blocking	Blocking is a term that is used to indicate a call which is unsuccessful because it cannot find an available trunk.
Busy Hour	The period of the day when the traffic is at its highest. The traffic is measured over 15, 30, or 60 minute periods throughout the day, over a ten day period. Each day's busy hour traffic is averaged to determine the average busy hour. The traffic for all periods over each of the 10 days is drawn up as a matrix and the busy hour is identified.
Busy Season	A seasonal variation that produces a large volume of calling traffic. An example of the busy season may be Christmas.
Call Costing	An application that allows for the apportionment of telecom costs among departments, projects, and departments.
Call Duration: Agent	The aggregate of the talk time and the work time.
Call Duration: Trunk	The aggregate of the queue time and the talk time
Call Load	Expresses, as a percentage, the proportion of waiting calls to the number of agents that are currently engaged in ACD calls.  Call Load = $100 * (\#Calls\ Waiting / \#Agents\ on\ ACD\ Calls)$
Call Load Messages	A category of messages for the TASKE Sign Application. Call load messages are used to alert agents and supervisors to a growing backlog of waiting calls.
Call Load Threshold	A user defined parameter to determine when the TASKE Sign Application will provide the reader board with a call load message that alerts the staff to a potential backlog of calls.
CCS	Centime Call Seconds or 100 seconds of server time.

CO	Central Office: the local telephone company's telephone switching system that allows local access on and off of the PSTN.
Comport	A communication port used to connect external devices to a PC.
Consistent Busy Hour	Derived by identifying the hour of the day that has the highest traffic when averaged over a ten-day period.
Cost-based Call Center	In this type of call center a cost is incurred for each call to the organization. The call handling incurs costs but does not result in additional revenue. The costs to the organization include the cost of handling the call and the cost of providing the support service. The level of service in a cost-based call center involves a low probability blocking but an almost certain delay of considerable length. The length of the delay is generally a balance between long distance and manpower costs, and the long-term impact of potential lost business.
CTI	Computer-to-Telephony Interface
CTS	Clear To Send
Customer	The caller that has decided to phone your call center for the services you provide.
CW	Calls Waiting
Daily Report	Presents data for a single day.
Data Bit	Refers to the number of bits used to transmit information in the words carried over comport links.
DCD	Data Carrier Detect
Decision Tree	A TASKE Sign function that is comprised of a set of condition statements that are applied to ACD performance variables. When the condition is true, the associated message is displayed on the reader board.
Default Messages	A category of messages for the TASKE Sign Application. Default messages typically display background information. These messages may contain variables and be used to display queue status information.
DND	Do Not Disturb
DNIS	Directory Number Information Service

DSR	Data Set Ready
DTMF Dual Tone Multi	Frequency refers to industry standard tone frequencies produced by selecting keys on a touch tone telephone. The Voice ToolBox programs recognize the tone frequencies associated with the digits selected on touch-tone telephones.
End Hour To File	An option available on a networked TASKE system that indicates the ending hour of a LANs operating period. This option instructs the system to begin storing files to the shadow drive at the hour specified. Once the time specified for the Start Hour To File is reached, the system begins to store files to the LAN once again.
Erlang	One hour of server time.
Erlang B	An equation used for trunk and blocking calculations. The equation assumes that there is no queuing and that callers who get blocked do not retry the call.
Erlang C	An equation used for agent and delay calculations where ACD queuing is employed. The equation assumes that all callers who reach the queue wait until being answered.
ExePath	Defines the location of the TASKE ACD ToolBox executable files. Unless changed by the user during installation, the ExePath is c:\ttbx.
Extension	Physical telephone devices. These devices may include telephones, voice mail ports, or an auto attendant.
Extension Group	A collection of similar extensions that are grouped together for reporting purposes.
Extension Report	Shows the amount of time extensions are engaged in ACD calls, inbound nonACD calls, and outbound calls. These reports also display the number of abandoned calls, the number of transferred calls, and cumulative statistics on extensions across work shifts.
Fixed Messages	A category of messages for the TASKE Sign Application. Fixed messages are played continuously when no variables are available. They are generally used in situations which override the operational considerations of the ACD queue, or where the ACD queue is not in operation.
Floating Busy Hour	Derived by identifying the hour that has the highest traffic for each day and averaging these figures. The Floating and Consistent Busy Hours may be the same. However, the floating Busy Hour

	traffic is usually higher than the consistent Busy Hour traffic.
Forecasting	An historical analysis of past traffic levels used to project future traffic patterns.
GOS	Grade of Service or the probability of being blocked.
Historical Reports	Reports based on the ACD and SMDR records. These reports provide information on call center activity over extended periods of time and are used to identify trends in call volume.
Idle Agent	Agent is logged in, but not on a call, in work time, make busy, or DND.
Interflow	Limits the potential call answering delay by routing the call to another answering point after a predetermined period of time. Another answering point may be an operator or voice messaging system. This action may also be referred to as Recall.
Interflow Time	The amount of time a call may be in one or more queues before being interflowed to another answering point.
Internal Call	A call initiated from within the call center that is directed to another call center member.
IVR	Integrated Voice Recognition and response
LAN	Local Area Network
LANA Number	Local Area Network Adapter Number
LCW	Longest Call Waiting
Level of Service	The length of time that a caller waits for an agent to respond after obtaining a free trunk.
Log In	The procedure involved for an agent or supervisor to enter the ACD system by inputting their identifier number.
Log Out	The procedure involved for an agent or supervisor to exit the ACD system by inputting their identifier number.
Maintenance Error Log	A log entry is added to the Maintenance Error Log when a running TASKE program encounters an error or an alert condition. The system records the error, the time it occurred, and provides a short description.

Make Busy	An agent state where the agent is still logged into the call center but is unavailable to take calls.
Manager Team	A team of supervisors, each of whom manage a team of agents.
Monthly Report	Presents data for one calendar month.
Multi-line Appearances	An extension with multiple telephone lines and multiple telephone numbers that are used for call handling.
NCB	Network Control Block
Nickname	A short name used to identify an agent.
Non-ACD Call	Inbound or outbound calls that are not handled by an ACD queue.
Offered Traffic	The number of calls attempted.
Outbound Call	A call initiated from within the call center that is bound for the PSTN.
Overflow	Limits the potential call answering delay by:  taking a call from one queue and placing it in another queue  adding the call to a second queue in addition to keeping its place in the first queue
Overflow Time	The amount of time a call may be in one queue before being overflowed to a second queue.
Parity	The parity bit is added to the transmission of a word in asynchronous communication to detect any transmission errors. The extra bit may be ignored (no parity), may designate an even number of "1" bits (even parity), or may designate an odd number of "1" bits (odd parity).
Path	A route to one or more answering points within a call center.
PBX	Private Branch Exchange
Peak Traffic	Periods in the day that experience high call volume. An example might be a training course where everyone rushes out at coffee break to make a telephone call, but in between coffee breaks there are almost no calls.
Peg Count	The number of calls.

Pilot	A dialable access number to an extension or agent group.
Pilot Group	A collection of pilots.
Pilot/Pilot Group Report	Also known as a Queue Activity Report, this report shows the service level experienced by Callers; indicate the percentage of calls which are answered or abandoned before the target threshold time.
Poisson	An equation used for trunk and blocking calculations. The equation assumes that there is no queuing and that all callers who fail to connect retry the call.
Prime Line	The first line on a multi-line extension.
Priority Answering	Allows calls meeting a certain criteria to be routed to the front of an ACD queue. For instance, calls arriving over an 800 line may be given priority to local calls in order to reduce costs.
PSTN	Public Switched Telephone Network: the network that enables you to directly dial anywhere in the world.
Quality of Service	Describes the response of the agent. Agent courtesy, information accuracy, and how current the information is are all considered.
RAD	Recorded Announcement Device: taped or digital recordings played to callers in the ACD queue.
RAD	Recorded Announcement Device
Rate Table	Rate tables are defined for all outgoing trunk groups. Each rate table specifies the costs associated with using a specific carrier for a given telecom service.
Reader Board	A wall mounted LED sign that displays messages from the TASKE Sign application.
Real Time Information	Current call center information on call activity, agent activity, and service levels. This information is available through the ACD Monitor application and is updated once per second.
Revenue-based Call Center	In this type of call center each call has value in terms of the net revenue per call. The objective in this type of call center is to provide a very high level of service with few blocked calls and minimal delays. Otherwise, the caller may go to the competition and the organization loses revenue. Thus, the call center must

	balance average call answering costs against average per call revenues.
RT	Real Time
Scheduling	The process of estimating the number of resources required to meet the forecast call load.
Secondary Line	Any line, except for the first line, on a multi-line extension.
Serv%	The proportion of calls, answered and abandoned, before the threshold TSF time.
Server Number	The number assigned to a TASKE network server where multiple TASKE network servers exist on the same physical network. This number cannot conflict with any other server on the network.
ServerPath	Defines the location of the TASKE database files. These files may reside on the TASKE Standalone PC, the TASKE Server, or on a network connected file server.
Service Criteria	The combination of the GOS, level of service, and quality of service required to achieve caller satisfaction.
Shadow Drive	In a networked system, the shadow drive stores incoming data records on the hard drive of the TASKE server, in addition to storing them on the LAN Server.
ShadowPath	Defines the location of the shadow drive in a networked system.
Shift	The amount of time an agent is scheduled to be working in the call center on a given day.
Sign Message	A message sent from the TASKE Sign application to a reader board for broadcast. Up to 50 messages can be defined at one time.
Sign Network	A network of reader boards driven by the same PC.
Sign Plan	Using a unique address for each reader board, a sign plan determines which reader board will display which message.
SMDR	Station Message Detail Recording
SMDR Records	Event records that are generated by the host PBX when a call or a call segment completes. A call can have multiple SMDR records that are generated when a call is transferred or conferenced, or when account codes are entered while the call is



	active. The information that is generated includes: the start time of the call, the duration of the call, who started the call and who the answering party was. These records are typically generated when an external Trunk is involved in a call, and not when a call originates internally.
SMDR Search	Allows a supervisor to view specific SMDR records. Search is based on...
Smooth Traffic	The number of calls arrive in an even flow throughout the day.
SNMP	Simple Network Management Protocol
SP	Service Percentage
Special Day	Allows for the definition of holidays and days when staffing discrepancies may exist.
Start Hour To File	An option available on a networked TASKE system that indicates the starting hour of a LANs operating period. This option instructs the system to store files to the shadow drive until the hour specified. Once the specified hour is reached, the system begins to store files to the LAN.
Stop Bit	Denotes the end of an asynchronous word transmitted on a comport link.
Supervisor	The manager of the call center who ensures that performance targets and caller expectations are met. Call center management requires the estimation of the current call center needs and the forecasting of future requirements. This is accomplished through the analysis of real time and historical reports.
TAPI	Telephony Application Program Interface
TASKE Administrator	
TASKE Network Client	A TASKE PC that receives data from one or more TASKE Server PCs.
TASKE Network Server	A TASKE PC that collects records from one or more host PBX devices and provides information to one or more TASKE Client PCs.
TASKE Network System	A network of TASKE PCs, one of which acts as a server that interfaces with the host PBX, and the remainder of which act as

	clients, receiving data from the server.
TASKE Sign Application	Provides messages for display on a reader board. The application runs on TASKE standalone, network server, and network client PCs, with each PC driving its own network of reader boards.
TASKE Standalone System	A TASKE PC that interfaces with the host PBX to provide call center data to agents and supervisors.
Time of Day Schedule	A TASKE Sign function that is used to select a decision tree based on the current date and time of day.
Traffic	The aggregate effect of the number of calls and their duration.
Trunk	Physical lines that connect the telephone switch to the outside world.
Trunk Group	A collections of trunks.
Trunk Group Report	Indicates the highest number of Trunks in use during an interval.
Trunk Report	Shows the number of calls the trunks carry; the percentage of time the trunks are engaged in calls or are idle; the highest number of trunks used in each interval; and the number of short calls the trunks receive.
TSAPI	Telephony Services Application Programmers Interface
TSF	Telephone Service Factor. This is the percentage of calls that are answered or abandoned within a defined threshold time, compared to the total number of calls received.
TSF%	The proportion of calls answered and abandoned before the threshold TSF time.
Unavailable Agent	An agent who is logged into the call center but is either in a make busy or work time state.
VTB	Voice Toolbox
WAN	Wide Area Network
Watchdog	This function restarts the PC in the event of a crash.
Weekly Report	Presents data for seven consecutive days.
Work Time	A time period designated to agents after completing an ACD call. The work time allows agents to complete paperwork associated

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	with a call. During this time, the agent is unavailable to accept calls.
Year By Month Report	Presents data for a user specified number of months, beginning with a month selected by the user.
Year to Date Report	Presents data for a specified number of consecutive weeks from a specific start date.