



VPI PERFORMANCE™ Avaya CMS Reports



Introduction

VPI PERFORMANCE reports deliver vital performance information and highlight where adjustments need to be made on an agent, group, or site basis. Managers can view real-time and historical performance metrics, consolidated across multiple systems and sites, which may include virtual contact centers, and outsourced and remote agents. VPI PERFORMANCE for Avaya CMS comes standard with the following eighteen dynamic, real-time reports: These web-based reports allow you to drill-through the data so you can quickly identify the root cause of problems or successes and spot opportunities for improvements.

Group and Agent Reports

1. Attendance
2. AUX Time
3. AUX Time Exceeded
4. Call Breakdown
5. Current Status
6. Performance

Split/Skill Reports

7. Call Breakdown
8. Current Status
9. Inbound Call Handling
10. Performance
11. Service Level - Abandons
12. Service Level - Calls

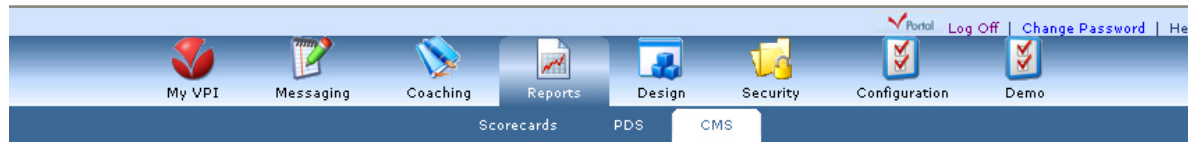
Split/Skill Group Reports

13. Call Breakdown
14. Current Status
15. Inbound Call Handling
16. Performance
17. Service Level - Abandons
18. Service Level - Calls

Group and Agent Reports

Group Report: Attendance

This report presents staff time with agent login and logout times.



Avaya CMS Group Report: Attendance

Report Date: 2008-02-25 Go

Group	Days	Agents	Staff Time		Aux Time		Login / Logout Summary		
			Total	Average	Total	Average	Earliest Login	Latest Login	Latest Logout
Master	1	43	154:01:19	3:34:54	20:23:08	0:28:26			
Credit & Collections	1	43	154:01:19	3:34:54	20:23:08	0:28:26			
Bangor	1	42	152:28:12	3:37:48	20:22:36	0:29:06			
Team 22	1	6	24:21:48	4:03:38	0:31:04	0:05:10			
Team 23	1	6	16:15:41	2:42:36	3:33:30	0:35:35			
Team 32	1	8	30:27:47	3:48:28	1:07:20	0:08:25			
Team 36	1	4	19:05:17	4:46:19	7:59:35	1:59:53			
Team 6	1	7	25:32:12	3:38:53	4:46:13	0:40:53			
Team 8	1	6	24:55:16	4:09:12	2:13:14	0:22:12			
Team 9	1	5	11:50:11	2:22:02	0:11:40	0:02:20			
Portland	1	1	1:33:07	1:33:07	0:00:32	0:00:32			
Team 73	1	1	1:33:07	1:33:07	0:00:32	0:00:32			

Report generated 2008-02-25 09:18:04



Group Report: Aux Time

This report lists agents whose duration aux state exceeds the thresholds specified in Activ! Intelligence.

Avaya CMS Group Report: AUX Time



Report Date: 2008-02-25 Go

This report is only applicable if AUX reason codes are active on your ACD.

Group	Days	Agents	Total Aux			System			
			Avg	Max	Total	Qty	Avg	Max	Total
Master	1	43	0:40:24	5:32:15	33:40:20	43	0:46:59	5:32:15	33:40:20
Credit & Collections	1	43	0:40:24	5:32:15	33:40:20	43	0:46:59	5:32:15	33:40:20
Bangor	1	42	0:41:13	5:32:15	33:39:48	42	0:48:05	5:32:15	33:39:48
Team 22	1	6	0:24:49	0:54:54	2:53:44	6	0:28:57	0:54:54	2:53:44
Team 23	1	6	0:53:04	3:44:06	5:18:28	6	0:53:04	3:44:06	5:18:28
Team 32	1	8	0:15:30	1:06:07	3:06:07	8	0:23:15	1:06:07	3:06:07
Team 36	1	4	2:26:44	5:32:15	9:46:56	4	2:26:44	5:32:15	9:46:56
Team 6	1	7	0:40:50	1:49:20	6:07:35	7	0:52:30	1:49:20	6:07:35
Team 8	1	6	0:46:24	1:40:17	4:38:28	6	0:46:24	1:40:17	4:38:28
Team 9	1	5	0:21:42	1:37:50	1:48:30	5	0:21:42	1:37:50	1:48:30
Portland	1	1	0:00:32	0:00:32	0:00:32	1	0:00:32	0:00:32	0:00:32
Team 73	1	1	0:00:32	0:00:32	0:00:32	1	0:00:32	0:00:32	0:00:32
Total	1	43	0:40:24	5:32:15	33:40:20	43	0:46:59	5:32:15	33:40:20

Report generated 2008-02-25 14:56:43

Group Report: Call Breakdown

This report details call activity and call durations by group and agent for the types of calls tracked by your CMS.

Avaya CMS Group Report: Call Breakdown



Report Date: 2008-02-25 Go

Group	Days	Agents	Number of Calls											Total Call Duration											
			ACD	ACW In	ACW Out	Aux In	Aux Out	Aux Off	DA ACD	DA ACW In	DA ACW Out	DA ACW Off	DA Other	ACD	ACW In	ACW Out	Aux In	Aux Out	Aux Off	DA ACD	DA ACW In	DA ACW Out	DA ACW Off	DA Other	
Master	1	43	383	4	92	24	48	410	0	0	0	0	0	31:06:34	0:01:41	2:43:18	0:52:16	0:52:39	11:27:22	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Credit & Collections	1	43	383	4	92	24	48	410	0	0	0	0	0	31:06:34	0:01:41	2:43:18	0:52:16	0:52:39	11:27:22	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Bangor	1	42	372	4	92	24	48	410	0	0	0	0	0	30:21:31	0:01:41	2:43:18	0:52:16	0:52:39	11:27:22	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Team 22	1	6	52	1	28	0	3	92	0	0	0	0	0	3:55:31	0:00:13	0:58:15	0:00:00	0:00:58	2:20:51	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Team 23	1	6	26	1	9	4	5	56	0	0	0	0	0	2:20:19	0:00:30	0:06:14	0:26:41	0:07:34	1:10:43	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Team 32	1	8	93	0	19	6	10	77	0	0	0	0	0	7:57:39	0:00:00	0:28:39	0:01:10	0:04:36	1:50:57	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Team 36	1	4	40	0	2	2	6	61	0	0	0	0	0	3:52:33	0:00:00	0:01:18	0:02:38	0:22:18	1:20:29	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Team 6	1	7	73	1	3	2	11	37	0	0	0	0	0	4:46:30	0:00:05	0:06:57	0:02:59	0:05:56	1:12:23	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Team 8	1	6	84	1	6	9	11	37	0	0	0	0	0	7:07:21	0:00:53	0:10:11	0:17:50	0:10:17	1:57:07	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Team 9	1	5	4	0	25	1	2	50	0	0	0	0	0	0:21:38	0:00:00	0:51:44	0:00:58	0:01:00	1:34:52	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Portland	1	1	11	0	0	0	0	0	0	0	0	0	0	0:45:03	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Team 73	1	1	11	0	0	0	0	0	0	0	0	0	0	0:45:03	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00

Report generated 2008-02-25 15:01:09



Group Report: Current Status

The report details the current status and status duration for the agents currently logged in your CMS.

Avaya CMS Group Report: Current Status



Group	In Group	On CMS	ACD Avail	ACD Call	In ACW	In AUX	Not Logged	Other	Inb. Call	Outb. Call	Avg Avail.	Avg Aux	Avg Staffed	Dashboard Running
Master	1721	43	0	0	0	0	0	0	0	0	1:20:05	0:46:59	3:34:54	0
Credit & Collections	1559	43	0	0	0	0	0	0	0	0	1:20:05	0:46:59	3:34:54	0
Bangor	436	42	0	0	0	0	0	0	0	0	1:21:22	0:48:05	3:37:48	0
Team 10	5	0	0	0	0	0	0	0	0	0				0
Team 11	2	0	0	0	0	0	0	0	0	0				0
Team 12	18	0	0	0	0	0	0	0	0	0				0
Team 13	14	0	0	0	0	0	0	0	0	0				0
Team 14	54	0	0	0	0	0	0	0	0	0				0
Team 15	18	0	0	0	0	0	0	0	0	0				0
Team 16	24	0	0	0	0	0	0	0	0	0				0
Team 17	13	0	0	0	0	0	0	0	0	0				0
Team 18	16	0	0	0	0	0	0	0	0	0				0
Team 19	12	0	0	0	0	0	0	0	0	0				0
Team 20	12	0	0	0	0	0	0	0	0	0				0
Team 21	14	0	0	0	0	0	0	0	0	0				0
Team 22	15	6	0	0	0	0	0	0	0	0	1:18:43	0:28:57	4:03:38	0
Team 23	14	6	0	0	0	0	0	0	0	0	0:54:21	0:53:04	2:42:36	0
Team 24	16	0	0	0	0	0	0	0	0	0				0
Team 26	32	0	0	0	0	0	0	0	0	0				0
Team 27	23	0	0	0	0	0	0	0	0	0				0
Team 29	15	0	0	0	0	0	0	0	0	0				0
Team 30	13	0	0	0	0	0	0	0	0	0				0
Team 31	11	0	0	0	0	0	0	0	0	0				0
Team 32	15	8	0	0	0	0	0	0	0	0	1:34:28	0:23:15	3:48:28	0
Team 34	11	0	0	0	0	0	0	0	0	0				0
Team 36	12	4	0	0	0	0	0	0	0	0	1:11:51	2:26:44	4:46:19	0
Team 37	12	0	0	0	0	0	0	0	0	0				0
Team 38	12	0	0	0	0	0	0	0	0	0				0
Team 39	14	0	0	0	0	0	0	0	0	0				0
Team 4	6	0	0	0	0	0	0	0	0	0				0
Team 5	5	0	0	0	0	0	0	0	0	0				0
Team 6	15	7	0	0	0	0	0	0	0	0	1:22:42	0:52:30	3:38:53	0



Group Report: Performance

This report presents common agent-based performance metrics based on their CMS activity.

Avaya CMS Group Report: Performance



Report Date: 2008-02-25 Go

Group	Days	Agents	Group Totals					Per Agent Averages					Per Call Averages													
			Calls	% Calls Worked	Talk	Hold	Hold	ACW	Handle	Avail.	Aux	Staffed	Calls	Talk	Hold	Hold	ACW	Handle	Avail.	Aux	Staffed	Answer	Talk	Hold	ACW	Handle
Master	1	43	383	100.0%	31:06:34	130	4:55:51	10:54:38	46:57:03	57:23:50	33:40:20	154:01:19	8	0:43:24	3	0:06:52	0:15:13	1:05:30	1:20:05	0:46:59	3:34:54	0:00:04	0:04:52	0:00:46	0:01:42	0:07:21
Credit & Collections	1	43	383	100.0%	31:06:34	130	4:55:51	10:54:38	46:57:03	57:23:50	33:40:20	154:01:19	8	0:43:24	3	0:06:52	0:15:13	1:05:30	1:20:05	0:46:59	3:34:54	0:00:04	0:04:52	0:00:46	0:01:42	0:07:21
Bangor	1	42	372	97.1%	30:21:31	128	4:48:11	10:42:18	45:52:00	56:57:39	33:39:48	152:28:12	8	0:43:22	3	0:06:51	0:15:17	1:05:31	1:21:22	0:48:05	3:37:48	0:00:04	0:04:53	0:00:46	0:01:43	0:07:23
Team 22	1	6	52	13.6%	3:55:31	23	1:02:26	5:00:02	9:57:59	7:52:21	2:53:44	24:21:48	8	0:39:15	3	0:10:24	0:50:00	1:39:39	1:18:43	0:28:57	4:03:38	0:00:04	0:04:31	0:01:12	0:05:46	0:11:29
Team 23	1	6	26	6.8%	2:20:19	11	0:18:26	1:14:28	3:53:13	5:26:11	5:18:28	16:15:41	4	0:23:23	1	0:03:04	0:12:24	0:38:52	0:54:21	0:53:04	2:42:36	0:00:04	0:05:23	0:00:42	0:02:51	0:08:58
Team 32	1	8	93	24.3%	7:57:39	30	1:10:02	2:25:18	11:32:59	12:35:50	3:06:07	30:27:47	11	0:59:42	3	0:08:45	0:18:09	1:26:37	1:34:28	0:23:15	3:48:28	0:00:04	0:05:08	0:00:45	0:01:33	0:07:27
Team 36	1	4	40	10.4%	3:52:33	11	0:11:07	0:00:00	4:03:40	4:47:25	9:46:56	19:05:17	10	0:58:08	2	0:02:46	0:00:00	1:00:55	1:11:51	2:26:44	4:46:19	0:00:03	0:05:48	0:00:16	0:00:00	0:06:05
Team 6	1	7	73	19.1%	4:46:30	12	0:16:02	0:54:05	5:56:37	9:39:00	6:07:35	25:32:12	10	0:40:55	1	0:02:17	0:07:43	0:50:56	1:22:42	0:52:30	3:38:53	0:00:05	0:03:55	0:00:13	0:00:44	0:04:53
Team 8	1	6	84	21.9%	7:07:21	31	1:21:18	1:00:57	9:29:36	9:15:13	4:38:28	24:55:16	14	1:11:13	5	0:13:33	0:10:09	1:34:56	1:32:32	0:46:24	4:09:12	0:00:04	0:05:05	0:00:58	0:00:43	0:06:46
Team 9	1	5	4	1.0%	0:21:38	10	0:28:50	0:07:28	0:57:56	7:21:39	1:48:30	11:50:11	0	0:04:19	2	0:05:46	0:01:29	0:11:35	1:28:19	0:21:42	2:22:02	0:00:09	0:05:24	0:07:12	0:01:52	0:14:29
Portland	1	1	11	2.9%	0:45:03	2	0:07:40	0:12:20	1:05:03	0:26:11	0:00:32	1:33:07	11	0:45:03	2	0:07:40	0:12:20	1:05:03	0:26:11	0:00:32	1:33:07	0:00:03	0:04:05	0:00:41	0:01:07	0:05:54
Team 73	1	1	11	2.9%	0:45:03	2	0:07:40	0:12:20	1:05:03	0:26:11	0:00:32	1:33:07	11	0:45:03	2	0:07:40	0:12:20	1:05:03	0:26:11	0:00:32	1:33:07	0:00:03	0:04:05	0:00:41	0:01:07	0:05:54

Report generated 2008-02-25 15:19:14



Split Report: Current Status

This report summarizes the current status of each split with activity in the current interval. Includes metrics such as Calls in Queue and Oldest Call Waiting.

Avaya CMS Split Report: Current Status



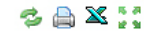
CMS Split State	Oldest Call	In Queue	Expected Wait Times				Agents					Total Staffed
			Top	High	Medium	Low	Avail.	Ring	In ACD	In ACW	In Aux	
No data found												

Report generated 2008-02-25 15:33:21

Split Report: Inbound Call Handling

This report details the disposition of inbound calls to each split, such as whether calls were answered or abandoned.

Avaya CMS Split Report: Inbound Call Handling



Report Date: 2008-02-25 Go

CMS	Split	Days	Offered	Call Disposition						Call Disposition %						Avg Time					
				Ans	Abn	Busy	Disc	Outflow	Dequeue	Ans	Abn	Busy	Disc	Outflow	Dequeue	Ans	Abn	Busy	Disc	Outflow	Dequeue
Bangor	2	1	680	647	17	0	0	16	0	95.1%	2.5%	0.0%	0.0%	2.4%	0.0%	0:06:21	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
"	3	1	93	91	2	0	0	0	0	97.8%	2.2%	0.0%	0.0%	0.0%	0.0%	0:02:01	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
"	5	1	390	355	4	0	0	31	0	91.0%	1.0%	0.0%	0.0%	7.9%	0.0%	0:03:22	0:00:00	0:00:00	0:00:00	0:00:01	0:00:00
"	14	1	59	58	1	0	0	0	0	98.3%	1.7%	0.0%	0.0%	0.0%	0.0%	0:05:36	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
"	16	1	249	0	0	0	0	0	249	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%						
"	18	1	19	19	0	0	0	0	0	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0:03:25	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
"	29	1	83	65	18	0	0	0	0	78.3%	21.7%	0.0%	0.0%	0.0%	0.0%	0:02:46	0:00:07	0:00:00	0:00:00	0:00:00	0:00:00
"	47	1	5	5	0	0	0	0	0	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0:00:35	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
"	49	1	14	13	1	0	0	0	0	92.9%	7.1%	0.0%	0.0%	0.0%	0.0%	0:01:54	0:00:01	0:00:00	0:00:00	0:00:00	0:00:00
"	91	1	9	9	0	0	0	0	0	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0:07:05	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
"	92	1	1	1	0	0	0	0	0	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0:00:19	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
"	96	1	124	23	0	0	0	0	101	18.5%	0.0%	0.0%	0.0%	0.0%	81.5%	0:03:10	0:00:00	0:00:00	0:00:00	0:00:00	0:01:48
"	97	1	138	3	0	0	0	0	135	2.2%	0.0%	0.0%	0.0%	0.0%	97.8%	0:07:44	0:00:00	0:00:00	0:00:00	0:00:00	0:15:09
Portland	2	1	5	5	0	0	0	0	0	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0:05:17	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
"	3	1	555	547	8	0	0	0	0	98.6%	1.4%	0.0%	0.0%	0.0%	0.0%	0:06:38	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
"	8	1	341	338	3	0	0	0	0	99.1%	0.9%	0.0%	0.0%	0.0%	0.0%	0:03:57	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
"	16	1	205	0	0	0	0	0	205	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%						
"	60	1	12	12	0	0	0	0	0	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0:03:15	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
"	63	1	168	167	1	0	0	0	0	99.4%	0.6%	0.0%	0.0%	0.0%	0.0%	0:03:56	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
"	65	1	84	83	1	0	0	0	0	98.8%	1.2%	0.0%	0.0%	0.0%	0.0%	0:03:59	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
"	66	1	29	29	0	0	0	0	0	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0:04:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
"	68	1	9	8	1	0	0	0	0	88.9%	11.1%	0.0%	0.0%	0.0%	0.0%	0:06:38	0:00:03	0:00:00	0:00:00	0:00:00	0:00:00
"	69	1	183	180	3	0	0	0	0	98.4%	1.6%	0.0%	0.0%	0.0%	0.0%	0:04:11	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
"	96	1	90	0	0	0	0	0	90	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%						
"	97	1	115	0	0	0	0	0	115	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%						
Wichita1	2	1	498	481	17	0	0	0	0	96.6%	3.4%	0.0%	0.0%	0.0%	0.0%	0:06:35	0:00:01	0:00:00	0:00:00	0:00:00	0:00:00
"	3	1	110	109	1	0	0	0	0	99.1%	0.9%	0.0%	0.0%	0.0%	0.0%	0:02:20	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
"	5	1	200	193	7	0	0	0	0	96.5%	3.5%	0.0%	0.0%	0.0%	0.0%	0:03:01	0:00:01	0:00:00	0:00:00	0:00:00	0:00:00
"	14	1	25	24	1	0	0	0	0	96.0%	4.0%	0.0%	0.0%	0.0%	0.0%	0:04:49	0:00:01	0:00:00	0:00:00	0:00:00	0:00:00
"	16	1	290	0	0	0	0	0	290	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%						



Split Report: Performance

This report presents common performance metrics for each split's call activity with drill-downs to agent activity for each split.

Avaya CMS Split Report: Performance



Report Date: 2008-02-25 Go

ACD	Split	Days	Max Staffed	Staffed Time	Inbound Calls				ACD Outbound Calls				Hold Calls						
					Calls Offered	Calls Ans.	% Calls Ans.	Avg Talk Time	ACW Calls	ACW Talk Time	Aux Calls	Aux Talk Time	ACW Calls	ACW Talk Time	Aux Calls	Aux Talk Time	Hold Calls	Avg Hold Time	Hold Calls Aband
Bangor	2	1	49	197:36:00	680	647	95.1%	0:06:21	8	0:00:49	8	0:00:49	119	0:01:51	179	0:01:29	147	0:01:55	10
"	3	1	37	146:59:21	93	91	97.8%	0:02:01	0		0		14	0:01:39	57	0:01:15	53	0:02:18	2
"	5	1	44	173:02:39	390	355	91.0%	0:03:22	3	0:00:06	0		55	0:01:18	103	0:01:07	164	0:02:25	4
"	14	1	14	53:27:55	59	58	98.3%	0:05:36	3	0:00:19	6	0:01:02	10	0:00:45	74	0:01:12	24	0:02:12	1
"	16	1	0	0:00:00	249	0	0.0%		0		0		0		0		0		0
"	18	1	9	36:14:37	19	19	100.0%	0:03:25	1	0:07:44	5	0:00:42	32	0:02:01	221	0:01:38	5	0:02:17	0
"	29	1	2	16:20:46	83	65	78.3%	0:02:46	0		2	0:00:25	7	0:01:31	21	0:01:07	9	0:01:17	0
"	47	1	3	7:53:41	5	5	100.0%	0:00:35	1	0:00:53	4	0:04:49	2	0:01:06	26	0:01:26	3	0:01:17	0
"	49	1	8	34:26:10	14	13	92.9%	0:01:54	0		5	0:02:28	3	0:01:40	18	0:01:25	1	0:00:40	0
"	69	1	2	6:35:21	0	0			0		4	0:00:57	0		18	0:02:02	0		0
"	73	1	2	7:53:26	0	0			0		5	0:00:12	0		28	0:01:01	0		0
"	77	1	1	13:00:00	0	0			0		0		0		0		0		0
"	88	1	3	11:13:06	0	0			0		4	0:06:40	0		6	0:01:14	0		0
"	90	1	11	27:40:48	0	0			0		2	0:00:30	4	0:00:46	97	0:01:12	0		0
"	91	1	9	33:45:43	9	9	100.0%	0:07:05	0		0		0		10	0:01:43	5	0:01:23	0
"	92	1	8	33:12:36	1	1	100.0%	0:00:19	1	0:07:28	8	0:01:26	15	0:01:02	132	0:01:31	1	0:00:21	0
"	93	1	3	11:13:06	0	0			0		2	0:04:24	0		17	0:00:57	0		0
"	96	1	45	172:31:12	124	23	18.5%	0:03:10	0		0		3	0:00:59	13	0:01:59	15	0:05:07	1
"	97	1	48	190:50:34	138	3	2.2%	0:07:44	0		0		0		0		0		0
"	112	1	2	5:08:50	0	0			0		1	0:00:58	0		4	0:01:52	0		0
Portland	1	1	21	90:34:36	0	0			1	0:05:56	1	0:00:24	2	0:00:17	1	0:02:55	0		0
"	2	1	18	72:07:14	5	5	100.0%	0:05:17	0		0		0		0		2	0:04:47	0
"	3	1	38	163:29:21	555	547	98.6%	0:06:38	2	0:01:23	3	0:00:20	32	0:00:47	39	0:01:25	55	0:02:58	1
"	4	1	7	28:49:23	0	0			0		5	0:02:03	0		25	0:02:31	0		0
"	8	1	35	156:24:31	341	338	99.1%	0:03:57	4	0:01:27	0		49	0:00:55	95	0:01:38	128	0:02:41	3
"	16	1	0	0:00:00	205	0	0.0%		0		0		0		0		0		0
"	60	1	21	87:13:49	12	12	100.0%	0:03:15	0		0		0		0		1	0:00:55	0
"	61	1	22	90:44:13	0	0			0		0		0		0		0		0
"	62	1	19	72:16:51	0	0			0		0		0		0		0		0
"	63	1	23	94:50:05	168	167	99.4%	0:03:56	0		0		0		3	0:00:03	20	0:03:21	0
"	65	1	22	90:44:13	84	83	98.8%	0:03:59	0		0		0		1	0:00:00	7	0:02:57	0
"	66	1	20	75:29:47	29	29	100.0%	0:04:00	0		0		0		2	0:00:02	7	0:01:59	0
"	68	1	19	72:16:51	9	8	88.9%	0:06:38	0		0		0		0		3	0:05:43	1
"	69	1	27	91:03:46	183	180	98.4%	0:04:11	0		0		5	0:01:29	11	0:00:27	48	0:02:26	2



Split Report: Calls Abandoned by Service Level

This report presents abandoned call metrics based on the service level periods defined for each split on your CMS.

Avaya CMS Split Report: Calls Abandoned by Service Level



Report Date: 2008-02-25 Go
Service Level Periods

CMS	Split	Days	Calls		Calls Abandoned By Service Level										Percentage Abandoned By Service Level														
			Offered	Ans.	Total	1	2	3	4	5	6	7	8	9	> 9	Within S.L.	Total	1	2	3	4	5	6	7	8	9	> 9	Within S.L.	
Bangor	2	1	680	647	17	8	1	4	2	0	1	0	0	1	0	9	2.5%	1.2%	0.1%	0.6%	0.3%	0.0%	0.1%	0.0%	0.0%	0.1%	0.0%	1.3%	
"	3	1	93	91	2	0	0	2	0	0	0	0	0	0	0	0	2.2%	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
"	5	1	390	355	4	3	0	0	1	0	0	0	0	0	0	3	1.0%	0.8%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%		
"	14	1	59	58	1	0	0	1	0	0	0	0	0	0	0	0	1.7%	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
"	29	1	83	65	18	10	0	0	1	0	3	1	2	0	1	11	21.7%	12.0%	0.0%	0.0%	1.2%	0.0%	3.6%	1.2%	2.4%	0.0%	1.2%	13.3%	
"	49	1	14	13	1	0	1	0	0	0	0	0	0	0	0	1	7.1%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%		
Portland	3	1	555	547	8	6	1	1	0	0	0	0	0	0	0	6	1.4%	1.1%	0.2%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%		
"	8	1	341	338	3	1	1	1	0	0	0	0	0	0	0	1	0.9%	0.3%	0.3%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%		
"	63	1	168	167	1	1	0	0	0	0	0	0	0	0	0	1	0.6%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.6%		
"	65	1	84	83	1	0	1	0	0	0	0	0	0	0	0	1	1.2%	0.0%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.2%		
"	68	1	9	8	1	0	1	0	0	0	0	0	0	0	0	1	11.1%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%		
"	69	1	183	180	3	0	2	1	0	0	0	0	0	0	0	2	1.6%	0.0%	1.1%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%		
Wichita1	2	1	498	481	17	5	3	6	0	1	0	0	0	0	2	8	3.4%	1.0%	0.6%	1.2%	0.0%	0.2%	0.0%	0.0%	0.0%	0.4%	1.6%		
"	3	1	110	109	1	0	0	0	1	0	0	0	0	0	0	0	0.9%	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
"	5	1	200	193	7	0	2	2	1	1	1	0	0	0	0	2	3.5%	0.0%	1.0%	1.0%	0.5%	0.5%	0.5%	0.0%	0.0%	0.0%	1.0%		
"	14	1	25	24	1	0	0	0	1	0	0	0	0	0	0	0	4.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
"	18	1	15	13	2	0	1	1	0	0	0	0	0	0	0	1	13.3%	0.0%	6.7%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%		
"	35	1	37	36	1	0	1	0	0	0	0	0	0	0	0	1	2.7%	0.0%	2.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%		
"	40	1	1305	1184	121	9	12	43	28	14	7	1	1	6	0	21	9.3%	0.7%	0.9%	3.3%	2.1%	1.1%	0.5%	0.1%	0.1%	0.5%	1.6%		
"	64	1	1	0	1	1	0	0	0	0	0	0	0	0	0	0	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
"	65	1	2	1	1	0	0	1	0	0	0	0	0	0	0	1	50.0%	0.0%	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%		
Wichita2	2	1	724	709	14	4	4	2	2	0	1	0	0	1	0	8	1.9%	0.6%	0.6%	0.3%	0.3%	0.0%	0.1%	0.0%	0.0%	0.1%	1.1%		
"	3	1	103	100	3	1	0	1	1	0	0	0	0	0	0	1	2.9%	1.0%	0.0%	1.0%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.0%		
"	5	1	277	271	6	0	4	0	0	0	2	0	0	0	0	4	2.2%	0.0%	1.4%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%	0.0%	1.4%		
"	14	1	21	18	3	0	1	0	0	0	1	0	1	0	0	1	14.3%	0.0%	4.8%	0.0%	0.0%	0.0%	4.8%	0.0%	4.8%	0.0%	4.8%		
"	18	1	20	18	2	0	0	0	0	0	0	0	1	0	0	0	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	5.0%		
"	35	1	23	22	1	0	0	0	0	0	0	0	0	0	1	0	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%		
"	40	1	474	461	13	7	1	1	1	0	1	0	2	0	0	8	2.7%	1.5%	0.2%	0.2%	0.0%	0.2%	0.0%	0.4%	0.0%	0.0%	1.7%		
"	60	1	5	4	1	0	0	1	0	0	0	0	0	0	0	1	20.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%		
"	63	1	138	134	4	3	0	1	0	0	0	0	0	0	0	4	2.9%	2.2%	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%		
"	65	1	33	32	1	0	0	1	0	0	0	0	0	0	0	1	3.0%	0.0%	0.0%	3.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%		
89 split(s)			1	8790	6504	260	59	37	70	39	16	17	2	7	8	5	98	3.0%	0.7%	0.4%	0.8%	0.4%	0.2%	0.2%	0.0%	0.1%	0.1%	0.1%	1.1%



Split Report: Calls Answered by Service Level

This report presents handled call metrics based on the service level periods defined for each split on your CMS.

Avaya CMS Split Report: Calls Answered by Service Level



Report Date: 2008-02-25 Go
Service Level Periods

CMS	Split	Activity Days	Calls Offered	Avg Ans. Time	Calls Answered By Service Level													Percentage Answered By Service Level												
					Total	1	2	3	4	5	6	7	8	9	> 9	Accept.	Total	1	2	3	4	5	6	7	8	9	> 9	Accept.		
Bangor	2	1	680	0:00:08	647	514	78	21	13	10	5	2	3	0	1	592	95.1%	75.6%	11.5%	3.1%	1.9%	1.5%	0.7%	0.3%	0.4%	0.0%	0.1%	87.1%		
"	3	1	93	0:00:12	91	67	7	2	4	3	3	2	3	0	0	74	97.8%	72.0%	7.5%	2.2%	4.3%	3.2%	3.2%	2.2%	3.2%	0.0%	0.0%	79.6%		
"	5	1	390	0:00:13	355	302	14	18	7	5	6	3	0	0	0	302	91.0%	77.4%	3.6%	4.6%	1.8%	1.3%	1.5%	0.8%	0.0%	0.0%	77.4%			
"	14	1	59	0:00:04	58	58	0	0	0	0	0	0	0	0	0	58	98.3%	98.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	98.3%			
"	16	1	249		0	0	0	0	0	0	0	0	0	0	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			
"	18	1	19	0:00:04	19	18	1	0	0	0	0	0	0	0	0	19	100.0%	94.7%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%			
"	29	1	83	0:00:49	65	7	19	6	3	10	5	3	3	0	9	35	78.3%	8.4%	22.9%	7.2%	3.6%	12.0%	6.0%	3.6%	3.6%	0.0%	10.8%	42.2%		
"	47	1	5	0:01:04	5	5	0	0	0	0	0	0	0	0	0	0	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			
"	49	1	14	0:00:04	13	12	1	0	0	0	0	0	0	0	0	13	92.9%	85.7%	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	92.9%			
"	91	1	9	0:00:08	9	0	9	0	0	0	0	0	0	0	0	9	100.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%			
"	92	1	1	0:00:07	1	1	0	0	0	0	0	0	0	0	0	0	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			
"	96	1	124	0:00:22	23	23	0	0	0	0	0	0	0	0	0	0	18.5%	18.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			
"	97	1	138	0:00:04	3	3	0	0	0	0	0	0	0	0	0	0	2.2%	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			
Portland	2	1	5	0:00:06	5	4	1	0	0	0	0	0	0	0	0	5	100.0%	80.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%			
"	3	1	555	0:00:09	547	478	22	22	9	13	3	0	0	0	0	478	98.6%	86.1%	4.0%	4.0%	1.6%	2.3%	0.5%	0.0%	0.0%	0.0%	86.1%			
"	8	1	341	0:00:10	338	285	17	18	9	9	0	0	0	0	0	285	99.1%	83.6%	5.0%	5.3%	2.6%	2.6%	0.0%	0.0%	0.0%	0.0%	83.6%			
"	16	1	205		0	0	0	0	0	0	0	0	0	0	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			
"	60	1	12	0:00:14	12	9	1	1	0	1	0	0	0	0	0	10	100.0%	75.0%	8.3%	8.3%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	83.3%			
"	63	1	168	0:00:08	167	147	8	6	2	4	0	0	0	0	0	155	99.4%	87.5%	4.8%	3.6%	1.2%	2.4%	0.0%	0.0%	0.0%	0.0%	92.3%			
"	65	1	84	0:00:07	83	77	2	0	3	1	0	0	0	0	0	79	98.8%	91.7%	2.4%	0.0%	3.6%	1.2%	0.0%	0.0%	0.0%	0.0%	94.0%			
"	66	1	29	0:00:11	29	24	2	1	1	1	0	0	0	0	0	26	100.0%	82.8%	6.9%	3.4%	3.4%	3.4%	0.0%	0.0%	0.0%	0.0%	89.7%			
"	68	1	9	0:00:14	8	6	0	1	1	0	0	0	0	0	0	6	88.9%	66.7%	0.0%	11.1%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	66.7%			
"	69	1	183	0:00:14	180	148	7	10	4	9	2	0	0	0	0	155	98.4%	80.9%	3.8%	5.5%	2.2%	4.9%	1.1%	0.0%	0.0%	0.0%	84.7%			
"	96	1	90		0	0	0	0	0	0	0	0	0	0	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%				
"	97	1	115		0	0	0	0	0	0	0	0	0	0	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%				
Wichita1	2	1	498	0:00:16	481	338	44	33	23	18	6	2	4	0	13	382	96.6%	67.9%	8.8%	6.6%	4.6%	3.6%	1.2%	0.4%	0.8%	0.0%	2.6%	76.7%		
"	3	1	110	0:00:15	109	75	4	10	3	4	4	3	1	3	2	79	99.1%	68.2%	3.6%	9.1%	2.7%	3.6%	3.6%	2.7%	0.9%	2.7%	1.8%	71.8%		
"	5	1	200	0:00:19	193	115	19	16	12	10	5	6	6	0	4	134	96.5%	57.5%	9.5%	8.0%	6.0%	5.0%	2.5%	3.0%	3.0%	0.0%	2.0%	67.0%		
"	14	1	25	0:00:14	24	21	0	2	0	0	0	0	0	0	1	21	96.0%	84.0%	0.0%	8.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	84.0%		
"	16	1	290		0	0	0	0	0	0	0	0	0	0	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%				
"	18	1	15	0:00:08	13	12	0	0	0	0	0	0	1	0	0	12	86.7%	80.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	80.0%			
"	34	1	8	0:00:23	7	1	2	0	1	0	0	0	0	0	3	5	87.5%	12.5%	25.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	37.5%	62.5%		
"	35	1	37	0:00:14	36	0	32	0	1	0	0	0	0	1	2	33	97.3%	0.0%	86.5%	0.0%	2.7%	0.0%	0.0%	0.0%	0.0%	2.7%	5.4%	89.2%		



Split Group Report: Call Breakdown

This report summarizes call activity and call durations for calls to splits in Activ! Intelligence split groups with metrics segmented by call types.

Avaya CMS Split Group Report: Call Breakdown



Report Date: 2008-02-25 Go

Total Calls by Type

Total Talk Time by Type

Split Group	Splits	Days	Total Calls by Type										Total Talk Time by Type									
			ACD	ACW In	ACW Out	Aux In	Aux Out	Out Off	Aux	DA	DA	Other	ACD	ACW In	ACW Out	Aux In	Aux Out	Aux Out Off	DA	DA	Other	
Collections	8	1	1162	16	228	34	90	570	0	0	47	98:30:16	0:16:27	6:23:58	0:52:42	1:04:44	14:53:31	0:00:00	0:00:00	0:13:28		
30 Day	4	1	387	4	90	14	23	337	0	0	31	21:27:21	0:08:03	2:22:18	0:19:40	0:13:24	8:46:53	0:00:00	0:00:00	0:08:55		
Front End	4	1	775	12	138	20	67	233	0	0	16	77:02:55	0:08:24	4:01:40	0:33:02	0:51:20	6:06:38	0:00:00	0:00:00	0:04:33		

Report generated 2008-02-25 15:55:19

Split Group Report: Current Status

This report summarizes the current status of each split for splits in Activ! Intelligence split groups with activity in the current interval. Includes metrics such as Calls in Queue and Oldest Call Waiting.

Avaya CMS Split Group Report: Current Status



Expected Wait Times

Agents

Split Group	Num Splits	Oldest Call	In Queue	Expected Wait Times				Agents					
				Top	High	Medium	Low	Avail.	Ring	In ACD	On ACW	In Aux	In Other
No data found													

Report generated 2008-02-25 15:56:59

Split Group Report: Inbound Call Handling

This report details the disposition of inbound calls to splits in Activ! Intelligence split groups with drill-downs to agent activity within each split.

Avaya CMS Split Group Report: Inbound Call Handling



Report Date: 2008-02-25 Go

Call Disposition

Call Disposition %

Avg Time

Split Group	Splits	Days	Offered	Call Disposition						Call Disposition %						Avg Time					
				Ans	Abn	Busy	Disc	Outflow	Dequeue	Ans	Abn	Busy	Disc	Outflow	Dequeue	Ans	Abn	Busy	Disc	Outflow	Dequeue
Collections	8	1	1250	1162	41	0	0	47	0	93.0%	3.3%	0.0%	0.0%	3.8%	0.0%	0:05:05	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
30 Day	4	1	423	387	5	0	0	31	0	91.5%	1.2%	0.0%	0.0%	7.3%	0.0%	0:03:19	0:00:00	0:00:00	0:00:00	0:00:01	0:00:00
Front End	4	1	827	775	36	0	0	16	0	93.7%	4.4%	0.0%	0.0%	1.9%	0.0%	0:05:57	0:00:01	0:00:00	0:00:00	0:00:00	0:00:00

Report generated 2008-02-25 15:59:04



Split Group Report: Performance

This report presents common performance metrics for call activity to splits in Activ! Intelligence split groups with drill-throughs to agent activity for each split.

Avaya CMS Split Group Report: Performance



Report Date: 2008-02-25 Go

Split Group	Splits	Days	Inbound Calls				ACD Outbound Calls				Hold Calls						
			Calls Offered	Calls Ans.	% Calls Ans.	Avg Talk Time	ACW Calls	ACW Talk Time	Aux Calls	Aux Talk Time	ACW Calls	ACW Talk Time	Aux Calls	Aux Talk Time	Hold Calls	Avg Hold Time	Hold Calls Aband
Collections	8	1	1250	1162	93.0%	0:05:05	16	0:01:01	34	0:01:33	228	0:01:41	660	0:01:27	353	0:02:09	15
30 Day	4	1	423	387	91.5%	0:03:19	4	0:02:00	14	0:01:24	90	0:01:34	360	0:01:30	170	0:02:24	4
Front End	4	1	827	775	93.7%	0:05:57	12	0:00:42	20	0:01:39	138	0:01:45	300	0:01:23	183	0:01:55	11

Report generated 2008-02-25 16:00:39

Split Group Report: Calls Abandoned by Service Level

This report presents abandoned call metrics summarized by Activ! Intelligence split groups using the service level periods defined for each split on your CMS.

Avaya CMS Split Group Report: Calls Abandoned by Service Level



Report Date: 2008-02-25 Go

Service Level Periods

Split Group	Splits	Days	Calls Abandoned by Service Level													Percentage Abandoned by Service Level												
			Calls Offered	Calls Ans.	Total	1	2	3	4	5	6	7	8	9	> 9	Within S.L.	Total	1	2	3	4	5	6	7	8	9	> 9	Within S.L.
Collections	8	1	1250	1162	41	21	2	5	4	0	4	1	2	1	1	24	3.3%	1.7%	0.2%	0.4%	0.3%	0.0%	0.3%	0.1%	0.2%	0.1%	0.1%	1.9%
30 Day	4	1	423	387	5	3	1	0	1	0	0	0	0	0	0	4	1.2%	0.7%	0.2%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.9%
Front End	4	1	827	775	36	18	1	5	3	0	4	1	2	1	1	20	4.4%	2.2%	0.1%	0.6%	0.4%	0.0%	0.5%	0.1%	0.2%	0.1%	0.1%	2.4%

Report generated 2008-02-25 16:02:03

Split Group Report: Calls Answered by Service Level

This report presents handled call metrics summarized by Activ! Intelligence split groups using the service level periods defined for each split on your CMS.

Avaya CMS Split Group Report: Calls Answered by Service Level



Report Date: 2008-02-25 Go

Service Level Periods

Split Group	Splits	Days	Calls Answered by Service Level													Percentage Answered by Service Level												
			Calls Offered	Avg Ans. Time	Total	1	2	3	4	5	6	7	8	9	> 9	Accept.	Total	1	2	3	4	5	6	7	8	9	> 9	Accept.
Collections	8	1	1250	0:00:12	1162	916	113	45	23	25	16	8	6	0	10	1019	93.0%	73.3%	9.0%	3.6%	1.8%	2.0%	1.3%	0.6%	0.5%	0.0%	0.8%	81.5%
30 Day	4	1	423	0:00:12	387	332	16	18	7	5	6	3	0	0	0	334	91.5%	78.5%	3.8%	4.3%	1.7%	1.2%	1.4%	0.7%	0.0%	0.0%	0.0%	79.0%
Front End	4	1	827	0:00:12	775	584	97	27	16	20	10	5	6	0	10	685	93.7%	70.6%	11.7%	3.3%	1.9%	2.4%	1.2%	0.6%	0.7%	0.0%	1.2%	82.8%

Report generated 2008-02-25 16:03:48