



# VPI PERFORMANCE™ Avaya Proactive Contact 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 Proactive Contact comes standard with the following eight 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

### Performance

This report summarizes current day and historical call activity and durations by group with per-user drill-downs.

V-Portal Reports: Telephony Reports: Avaya PDS and Proactive Contact Reports: Group and Agent R - Microsoft Internet Explorer p

http://helios/ActivIntelligence/src/core/report-show.aspx?id=grp-perf&gid=pds

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Scorecards | Proactive Contact | CMS | Aspect | UCC Express

Avaya Proactive Contact Report: Group Performance

Report Date: From 2010-04-16 to 2010-04-16 Go

Group	Days	Agents	Calls	Group Totals					Per Agent Averages					Per Call Averages					Percentages				
				Talk	Update	Duty	Idle	Work	Calls	Talk	Update	Duty	Idle	Work	Talk	Update	Duty	Idle	Work	Talk	Update	Duty	Idle
Master	1	483	11027	165:31:51	62:10:57	227:42:48	63:03:32	290:46:20	9	0:08:12	0:03:05	0:11:18	0:03:07	0:14:25	0:00:54	0:00:20	0:01:14	0:00:20	0:01:34	56.9%	21.4%	78.3%	21.7%
Credit & Collections	1	467	10246	148:35:12	51:59:30	200:34:42	54:52:23	255:27:05	8	0:07:47	0:02:43	0:10:31	0:02:52	0:13:24	0:00:52	0:00:18	0:01:10	0:00:19	0:01:29	58.2%	20.4%	78.5%	21.5%
Bangor	1	119	2615	45:23:08	10:50:03	56:13:11	17:07:25	73:20:36	8	0:08:52	0:02:07	0:10:59	0:03:20	0:14:20	0:01:02	0:00:14	0:01:17	0:00:23	0:01:40	61.9%	14.8%	76.7%	23.3%
Team 12	1	1	1	0:00:23	0:00:00	0:00:23	0:00:57	0:01:20	0	0:00:11	0:00:00	0:00:11	0:00:28	0:00:40	0:00:23	0:00:00	0:00:23	0:00:57	0:01:20	28.8%	0.0%	28.8%	71.3%
Team 13	1	1	0	0:00:00	0:00:00	0:00:00	0:00:04	0:00:04	0	0:00:00	0:00:00	0:00:00	0:00:01	0:00:01	0:00:00	0:00:00	0:00:00	0:00:01	0:00:01	0.0%	0.0%	0.0%	100.0%
Team 14	1	9	218	3:23:46	0:40:12	4:03:58	1:33:23	5:37:21	6	0:05:49	0:01:08	0:06:58	0:02:40	0:09:38	0:00:56	0:00:11	0:01:07	0:00:25	0:01:32	60.4%	11.9%	72.3%	27.7%
Team 15	1	9	218	3:23:46	0:40:12	4:03:58	1:33:23	5:37:21	6	0:05:49	0:01:08	0:06:58	0:02:40	0:09:38	0:00:56	0:00:11	0:01:07	0:00:25	0:01:32	60.4%	11.9%	72.3%	27.7%
Team 18	1	1	4	0:03:34	0:02:48	0:06:22	0:04:12	0:10:34	1	0:01:11	0:00:56	0:02:07	0:01:24	0:03:31	0:00:53	0:00:42	0:01:35	0:01:03	0:02:38	33.8%	26.5%	60.3%	39.7%
Team 20	1	10	535	9:35:36	1:51:06	11:26:42	2:24:08	13:50:50	28	0:30:17	0:05:50	0:36:08	0:07:35	0:43:43	0:01:04	0:00:12	0:01:17	0:00:16	0:01:33	69.3%	13.4%	82.7%	17.3%
Team 21	1	1	0	0:00:00	0:00:00	0:00:00	0:00:12	0:00:12	0	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	0.0%	0.0%	0.0%	100.0%
Team 22	1	11	280	5:20:05	1:45:25	7:05:30	2:04:10	9:09:40	6	0:07:48	0:02:34	0:10:22	0:03:01	0:13:24	0:01:08	0:00:22	0:01:31	0:00:26	0:01:57	58.2%	19.2%	77.4%	22.6%
Team 23	1	10	371	7:07:04	0:17:58	7:25:02	1:51:42	9:16:44	11	0:12:56	0:00:32	0:13:29	0:03:23	0:16:52	0:01:09	0:00:02	0:01:11	0:00:18	0:01:30	76.7%	3.2%	79.9%	20.1%
Team 26	1	24	210	3:55:12	1:25:43	5:20:55	2:31:52	7:52:47	5	0:05:36	0:02:02	0:07:38	0:03:36	0:11:15	0:01:07	0:00:24	0:01:31	0:00:43	0:02:15	49.7%	18.1%	67.9%	32.1%
Team 30	1	2	57	0:43:22	0:03:49	0:47:11	0:27:06	1:14:17	7	0:05:25	0:00:28	0:05:53	0:03:23	0:09:17	0:00:45	0:00:04	0:00:49	0:00:28	0:01:18	58.4%	5.1%	63.5%	36.5%
Team 31	1	1	34	0:40:38	0:00:15	0:40:53	0:11:50	0:52:43	8	0:10:09	0:00:03	0:10:13	0:02:57	0:13:10	0:01:11	0:00:00	0:01:12	0:00:20	0:01:33	77.1%	0.5%	77.6%	22.4%
Team 32	1	11	226	3:07:34	0:57:17	4:04:51	1:30:50	5:35:41	5	0:04:56	0:01:30	0:06:26	0:02:23	0:08:50	0:00:49	0:00:15	0:01:05	0:00:24	0:01:29	55.9%	17.1%	72.9%	27.1%
Team 34	1	2	15	0:17:28	0:00:11	0:17:39	0:02:54	0:20:33	1	0:02:11	0:00:01	0:02:12	0:00:21	0:02:34	0:01:09	0:00:00	0:01:10	0:00:11	0:01:22	85.0%	0.9%	85.9%	14.1%
Team 36	1	10	197	2:30:27	1:45:33	4:16:00	1:09:48	5:25:48	5	0:04:17	0:03:00	0:07:18	0:01:59	0:09:18	0:00:45	0:00:32	0:01:17	0:00:21	0:01:39	46.2%	32.4%	78.6%	21.4%
Team 6	1	1	24	1:03:40	0:18:50	1:22:30	0:10:01	1:32:31	24	1:03:40	0:18:50	1:22:30	0:10:01	1:32:31	0:02:39	0:00:47	0:03:26	0:00:25	0:03:51	68.8%	20.4%	89.2%	30.0%
Team 7	1	6	68	0:38:30	0:02:53	0:41:23	0:17:42	0:59:05	11	0:04:16	0:00:19	0:04:35	0:01:58	0:06:33	0:00:33	0:00:02	0:00:36	0:00:15	0:00:52	65.2%	4.9%	70.0%	30.0%
Team 8	1	7	239	4:09:52	0:07:04	4:16:56	1:02:08	5:19:04	19	0:20:49	0:00:35	0:21:24	0:05:10	0:26:35	0:01:02	0:00:01	0:01:04	0:00:15	0:01:20	78.3%	2.2%	80.5%	19.5%
Team 9	1	11	136	2:45:57	1:30:59	4:16:56	1:44:26	6:01:22	11	0:13:49	0:07:34	0:21:24	0:08:42	0:30:06	0:01:13	0:00:40	0:01:53	0:00:46	0:02:39	45.9%	25.2%	71.1%	28.9%
Portland	1	245	6737	87:18:06	20:38:10	107:56:16	26:39:54	134:36:10	9	0:07:09	0:01:41	0:08:50	0:02:11	0:11:01	0:00:46	0:00:11	0:00:57	0:00:14	0:01:11	64.9%	15.3%	80.2%	19.8%
Team 45	1	3	0	0:00:00	0:00:00	0:00:00	0:00:12	0:00:12	0	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	0.0%	0.0%	0.0%	100.0%
Team 46	1	3	64	0:51:52	0:12:31	1:04:23	0:08:21	1:12:44	21	0:17:17	0:04:10	0:21:27	0:02:47	0:24:14	0:00:48	0:00:11	0:01:00	0:00:07	0:01:08	71.3%	17.2%	88.5%	11.5%
Team 47	1	14	614	8:20:38	2:02:48	10:23:26	2:26:16	12:49:42	10	0:08:37	0:02:07	0:10:44	0:02:31	0:13:16	0:00:48	0:00:12	0:01:00	0:00:14	0:01:15	65.0%	16.0%	81.0%	19.0%
Team 48	1	9	558	7:03:36	1:05:20	8:08:56	2:30:53	10:39:49	14	0:11:08	0:01:43	0:12:52	0:03:58	0:16:50	0:00:45	0:00:07	0:00:52	0:00:16	0:01:08	66.2%	10.2%	76.4%	23.6%
Team 49	1	10	314	4:47:39	1:11:23	5:59:02	1:04:02	7:03:04	8	0:07:59	0:01:58	0:09:58	0:01:46	0:11:45	0:00:54	0:00:13	0:01:08	0:00:12	0:01:20	68.0%	16.9%	84.9%	15.1%
Team 50	1	12	734	9:25:57	1:47:33	11:13:30	2:42:24	13:55:54	13	0:10:06	0:01:55	0:12:01	0:02:54	0:14:55	0:00:46	0:00:08	0:00:55	0:00:13	0:01:08	67.7%	12.9%	80.6%	19.4%
Team 51	1	18	719	10:36:46	2:21:31	12:58:17	3:01:04	15:59:21	9	0:08:50	0:01:57	0:10:48	0:02:30	0:13:19	0:00:53	0:00:11	0:01:04	0:00:15	0:01:20	66.4%	14.8%	81.1%	18.9%
Team 52	1	2	0	0:00:00	0:00:00	0:00:00	0:00:04	0:00:04	0	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	0.0%	0.0%	0.0%	100.0%
Team 53	1	1	18	0:17:16	0:00:23	0:17:39	0:10:49	0:28:28	6	0:05:45	0:00:07	0:05:53	0:03:36	0:09:29	0:00:57	0:00:01	0:00:58	0:00:36	0:01:34	60.7%	1.3%	62.0%	38.0%
Team 54	1	8	374	4:06:10	1:31:57	5:38:07	1:22:07	7:00:14	11	0:07:27	0:02:47	0:10:14	0:02:29	0:12:44	0:00:39	0:00:14	0:00:54	0:00:13	0:01:07	58.6%	21.9%	80.5%	19.5%
Team 56	1	5	0	0:00:00	0:00:00	0:00:00	0:00:19	0:00:19	0	0:00:00	0:00:00	0:00:00	0:00:03	0:00:03	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0.0%	0.0%	0.0%	100.0%

Local intranet 100%



## Current Status

Use this report to monitor user activity.

### Avaya Proactive Contact Report: Group Status



Group	Agents In Group	Agents With Activity	Idle	Talk	Update	Transfer	Not Active	Avg Session Time	Dashboard Active
Master	1728	482	0	11	1	0	1716	0:49:04	0
Credit & Collections	1559	464	0	2	1	0	1556	0:44:56	0
Bangor	436	119	0	1	0	0	435	0:39:52	0
Team 12	18	1	0	0	0	0	18		0
Team 13	14	1	0	0	0	0	14	0:00:10	0
Team 14	54	9	0	0	0	0	54	0:01:50	0
Team 16	24	9	0	0	0	0	24	0:01:50	0
Team 18	16	1	0	0	0	0	16		0
Team 20	12	10	0	0	0	0	12	1:40:13	0
Team 21	14	1	0	0	0	0	14	0:00:13	0
Team 22	15	11	0	1	0	0	14	0:17:17	0
Team 23	14	10	0	0	0	0	14	0:30:27	0
Team 26	32	24	0	0	0	0	32	0:24:12	0
Team 30	13	2	0	0	0	0	13	1:33:20	0

## Release Codes

Provides current day and historical analysis of call release code data by group and agent.

### Avaya Proactive Contact Report: Group Release Codes



Report Date: From 2010-04-16 to 2010-04-16 Go

Group	Days	Agents	Total Calls	Days																														
				20	21	22	23	25	26	28	29	30	31	33	34	52	58	60	61	62	63	64	65	66	68	69	70	71	72	73	83	84	85	
Master	1	483	11027	83	2	9	71	180	31	27	24	1081	63	2	2	7022	1	1	5	1	2	1	4	1459	1	9	5	32	188	89	7	562	2	
Credit & Collections	1	467	10246	72	2	2	63	161	29	25	1	978	58	1	2	6803	1	0	4	0	1	1	4	1354	1	7	5	32	175	85	6	283	2	
Bangor	1	119	2615	16	2	2	15	55	0	16	0	138	11	1	0	1599	0	0	0	0	0	1	1	399	1	4	0	12	58	17	0	187	2	
Team 12	1	1	1	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	1	0
Team 13	1	1	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
Team 14	1	9	218	2	0	2	3	7	0	0	0	12	0	0	0	106	0	0	0	0	0	0	0	0	37	0	0	0	2	8	0	0	43	0
Team 16	1	9	218	2	0	2	3	7	0	0	0	12	0	0	0	106	0	0	0	0	0	0	0	37	0	0	0	2	8	0	0	43	0	
Team 18	1	1	4	0	0	0	0	1	0	0	0	0	0	0	0	3	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0
Team 20	1	10	535	1	0	0	0	3	0	2	0	17	8	0	0	330	0	0	0	0	0	0	0	72	0	1	0	3	13	3	0	17	0	
Team 21	1	1	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
Team 22	1	11	280	4	0	0	2	12	0	1	0	23	2	1	0	187	0	0	0	0	0	0	0	68	1	0	0	2	11	0	0	50	0	
Team 23	1	10	371	6	2	0	3	8	0	0	0	17	0	0	0	206	0	0	0	0	0	0	0	40	0	1	0	0	8	3	0	16	2	
Team 26	1	24	210	1	0	0	3	0	0	0	0	16	0	0	0	133	0	0	0	0	0	0	37	0	0	0	2	4	1	0	11	0		
Team 30	1	2	57	0	0	0	0	0	0	0	0	6	0	0	0	95	0	0	0	0	0	0	15	0	0	0	0	0	0	2	0	2	0	
Team 31	1	1	34	0	0	0	1	0	0	6	0	0	0	0	0	23	0	0	0	0	0	0	3	0	0	0	0	1	0	0	0	0	0	
Team 32	1	11	226	1	0	0	2	11	0	3	0	10	0	0	0	122	0	0	0	0	0	0	40	0	0	0	0	4	3	0	22	0		
Team 34	1	2	15	0	0	0	0	3	0	0	0	1	0	0	0	6	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	3	0	
Team 36	1	10	197	0	0	0	0	4	0	1	0	19	0	0	0	120	0	0	0	0	0	0	42	0	0	0	1	1	4	0	1	0		
Team 6	1	1	24	0	0	0	1	0	0	0	0	0	0	0	0	12	0	0	0	0	0	0	8	0	0	0	1	0	0	0	2	0		
Team 7	1	6	68	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Team 8	1	7	239	0	0	0	0	2	0	3	0	3	0	0	0	176	0	0	0	0	0	0	30	0	2	0	1	4	1	0	17	0		
Team 9	1	11	136	1	0	0	0	4	0	0	0	14	1	0	0	79	0	0	0	0	0	0	6	0	0	0	0	3	0	0	2	0		



## Unassigned Agents

Lists Proactive Contact agents from the real-time source that cannot be matched to a VPI PERFORMANCE user.

### Avaya Proactive Contact Report: Unassigned Agents



[update Agentivity users](#)

PDS	Agent Name	Workstation ID	Last Login Time	Last Offline Time
Bangor	admin(11)	/dev/pts/ts	6/28/2004 10:06:59 AM	6/28/2004 10:06:59 AM
"	Alonzo	/dev/pts/te	6/28/2004 7:49:25 AM	6/28/2004 7:49:25 AM
"	ANGIE	/dev/pts/td	6/28/2004 8:04:08 AM	6/28/2004 8:04:08 AM
"	jwilliam	/dev/pts/tc	6/28/2004 7:44:26 AM	6/28/2004 7:44:26 AM
"	MANCERA	/dev/pts/th	6/28/2004 8:05:43 AM	6/28/2004 8:05:43 AM
"	sysadm	/dev/pts/tq	6/28/2004 8:54:15 AM	6/28/2004 8:54:15 AM
Portland	ANGIE	/dev/pts/tg	6/28/2004 11:11:29 AM	6/28/2004 11:11:29 AM
"	EP52CSU1	/dev/pts/tm	6/28/2004 11:15:18 AM	6/28/2004 11:15:18 AM
"	EP52EMP5	/dev/pts/to	6/28/2004 11:17:42 AM	6/28/2004 11:17:42 AM
"	EP52IAW1	/dev/pts/tn	6/28/2004 11:16:25 AM	6/28/2004 11:16:25 AM
"	EP52KAHI	/dev/pts/tj	6/28/2004 11:14:46 AM	6/28/2004 11:14:46 AM
"	EP52KMRT	/dev/pts/th	6/28/2004 11:13:06 AM	6/28/2004 11:13:06 AM
"	EP52SLWK	/dev/pts/tl	6/28/2004 11:14:49 AM	6/28/2004 11:14:49 AM
"	EP52SRV7	/dev/pts/tk	6/28/2004 11:14:14 AM	6/28/2004 11:14:14 AM
"	EP52TMO9	/dev/pts/ti	6/28/2004 11:13:05 AM	6/28/2004 11:13:05 AM
"	mel	/dev/pts/td	6/28/2004 8:00:05 AM	6/28/2004 8:00:05 AM
"	nadine	/dev/pts/tb	6/28/2004 8:00:18 AM	6/28/2004 8:00:18 AM
"	rose	/dev/pts/tn	6/28/2004 2:59:09 PM	6/28/2004 2:59:09 PM
"	system	/dev/pts/th	6/28/2004 8:20:57 AM	6/28/2004 8:20:57 AM
"	V102MPG5	PID17563	6/28/2004 7:58:38 AM	6/28/2004 7:58:38 AM
"	V105JMLU	PID18168	6/28/2004 8:02:11 AM	6/28/2004 8:02:11 AM
"	V105TRL6	PID18360	6/28/2004 8:04:45 AM	6/28/2004 8:04:45 AM
"	V108NLR9	PID26076	6/28/2004 12:59:30 PM	
"	V110CHW1	PID17551	6/28/2004 7:58:20 AM	6/28/2004 7:58:20 AM
"	V483RSG8	PID23252	6/28/2004 10:01:55 AM	
Wichita	DGATES		6/28/2004 9:20:03 AM	6/28/2004 9:20:03 AM
"	jkahn		6/28/2004 7:29:37 AM	6/28/2004 7:29:37 AM
"	JKAHN		6/28/2004 12:33:19 PM	6/28/2004 12:33:19 PM

# Job Reports

## Current Status

Lists per-job status and activity information for current day

### Avaya Proactive Contact Report: Job Status



PDS	Job #	Job Name	Status	Start Time	Lines	Records Selected To Call	Records		Recalls Remaining	Connects	%		Active Agents	Running Hit Rate	Current Hit Rate	Avg Queue Time
							Called	Remaining			Complete	Active				
Bangor	12439	sbfall54	Finished Setup	3:28PM	192	1581	382	1042	71	81	29.6%	10	29	30	0:00:10	
"	12438	DPSSPwest	No More Calls	3:09PM	72	101	104	0	19	12	81.2%	0	12	20	0:00:21	
"	12437	sbfall53	No More Calls	3:06PM	192	2867	773	0	178	151	93.8%	0	19	20	0:00:09	
"	12436	DPSnhMID	Finished Setup	3:05PM	72	1186	1055	326	86	132	65.3%	0	17	20	0:00:31	
"	12435	DPSSPmid	No More Calls	2:47PM	72	246	260	0	27	29	89.0%	0	15	22	0:00:29	
"	12434	norlocrpc	Finished Setup	2:33PM	360	30740	0	30738	0	0	0.0%	0	0	30		
"	12433	picSB	Finished Setup	2:06PM	48	4067	708	3438	463	131	4.1%	0	32	34	0:00:25	

## History

Summarizes current day and historical job runs by job name, with per job-run drill downs.

### Avaya Proactive Contact Report: Job History



Report Date: From 2010-04-16 to 2010-04-16 Go

PDS	Job Name	Number Of Runs	Job Totals			Records Called	Calls		%	Job Averages		
			Earliest Run	Latest Run	Worked		Connects	Records Called		Calls Worked	Connects	

## Performance

This report summarizes current day and historical call activity and durations by job with drill downs to per-group and user views.

### Avaya Proactive Contact Report: Job Performance



Report Date: From 2010-04-16 to 2010-04-16 Go

PDS	Job #	Job Name	Date	Agents	Job Totals					Per Agent Averages					Per Call Averages				Percentages		
					Calls	Talk	Update	Duty	Idle	Work	Calls	Talk	Update	Duty	Idle	Work	Talk	Update	Duty	Idle	Work
Bangor	12439	sbfall54	4/16/2010 12:00:00 AM	12	382	81	21.2%	54	14.1%	0:00:11	0	0.0%									
"	12438	DPSSPwest	4/16/2010 12:00:00 AM		104	12	11.5%	1	1.0%	0:00:21	0	0.0%									
"	12437	sbfall53	4/16/2010 12:00:00 AM	11	773	151	19.5%	17	2.2%	0:00:09	0	0.0%									
"	12436	DPSnhMID	4/16/2010 12:00:00 AM		1055	132	12.5%	80	7.6%	0:00:31	0	0.0%									
"	12435	DPSSPmid	4/16/2010 12:00:00 AM		260	29	11.2%	18	6.9%	0:00:29	0	0.0%									
"	12434	norlocrpc	4/16/2010 12:00:00 AM	20	0	0		0		0:00:00	0										
"	12433	picSB	4/16/2010 12:00:00 AM		708	131	18.5%	173	24.4%	0:00:25	0	0.0%									
"	12432	DPSSPeast	4/16/2010 12:00:00 AM		189	18	9.5%	3	1.6%	0:00:40	0	0.0%									
"	12431	DPSnhEAST	4/16/2010 12:00:00 AM	1	1854	338	18.2%	76	4.1%	0:00:19	0	0.0%									
"	12430	PICLOCSB	4/16/2010 12:00:00 AM		0	0		0		0:00:00	0										

## Release Codes

Provides current day and historical analysis of call release code data by job.