

## FSU VoIP ACD Portal Report Terminology

### Skill or Split Report

- Time – Hourly Increments
- ACD Calls - The number of ACD calls that the agent has completed since the beginning of the current interval. This value includes any calls that flowed in from other splits/skills. (Calls in process are not counted until they are completed.)
- Speed Ans - The average amount of time it takes before the calls are answered by agents. This value includes time waiting in the queue and time ringing at the agent telephone.
- Aband Call - The total number of ACD callers that have hung up while waiting to be answered. This includes those calls that have abandoned while in queue or while ringing. Calls that are not queued (for example, because the queue is full, the caller receives a forced first announcement and abandons during the announcement, or because no agents are staffed) are not counted as abandoned for the hunt group (Skill/Split).
- Aband Time - The average time before an ACD call abandons.
- Talk Time - The average duration of ACD calls for each split/skill. This calculation includes the time each agent spent talking but does not include ring time at an agent telephone. Split talk time appears less than the VDN talk time in the reports. This is because AVG TALK/HOLD time by VDN includes the time spent on hold while the split/agent AVG TALK does not. Also, VDN talk time does not include talk time for a call that becomes part of a conference while split/agent talk time does. This situation will show a greater talk time for the split.
- After Call – Not used.
- Flow In - The total number of completed calls that this split/skill received as a coverage point (intraflowed) from another BCMS-measured split, or are call forwarded (interflowed) to this split and completed during the reporting interval. This total does not include calls that are interflowed from a remote switch by means of the Look Ahead Interflow feature. FLOW INs are recorded when a call ends.
- Flow Out - The total number of calls queued to this split/skill that were:
  - Successfully sent to the split coverage point after queuing for the specified don't answer interval. (This does not include calls that went to coverage based on any other criterion.)
  - Forwarded-out via call forwarding.
  - Forwarded-out via a route-to extension vector step.
  - Answered via the Call Pickup feature.
  - Forwarded-out via Look Ahead Interflow.
  - First queued to this split and were answered by the second or third split.
  - Redirected back to this split or its coverage path due to Redirect On No Answer timing. FLOW OUTs are recorded when a call ends.

- Aux Other - The total time that logged-in agents in this split/skill were unavailable to receive calls during the reporting interval. This value includes time spent on non-ACD calls while in AUX for this split. This value does not include the time agents spent on another split call or in ACW for another split. For example, a split totals AUX TIME whenever any agent logs into the split and:
  - Receives an EXTN call while in AUX or AVAIL state
  - Makes an EXTN call while in AUX or AVAIL state
  - Presses his or her AUX button
 Furthermore, the split report measurement AUX TIME is time-interval based, since it is not directly related to a call. For example, if an agent is in AUX for any of the previously identified reasons from 9:55 to 10:05, 5 minutes is recorded in the 9:00 to 10:00 time interval and 5 minutes is recorded in the 10:00 to 11:00 time interval.
- Avg Staff - The average number of agents who were logged into this split/skill (staffed) during the reporting interval.

#### VDN or Vector Report

- Time – Hourly Increments
- Calls Offered - Is the total number of completed calls that accessed the VDN / Vector during the current interval.
- ACD Calls - The number of completed ACD calls answered in a ACD measured split/skill. The split/skill may have been reached via the queue-to-main, check backup, route-to, messaging split, or adjunct routing commands. Includes Direct Agent calls.
- Speed Answ - The average speed of answer for ACD calls that have completed for this VDN during the current period. This includes the time in vector processing, in a split/skill queue, and time ringing.
- Aband Calls - The number of calls to this VDN/Vector that have abandoned before being answered during the current period. This includes VDN calls that were routed to an attendant, telephone, or announcement, and abandoned before being answered.
- Aband Time - The average time abandoned calls waited before abandoning during the current period.
- Talk Hold - The average talk time for ACD calls completed by this VDN/Vector during the current period. This does not include ring time, but it does include any time the caller spent on hold. Split/Skill talk time appears less than the VDN/Vector talk time in the reports. This is because AVG TALK/HOLD time by VDN includes the time spent on hold while the split/agent AVG TALK does not. Also, VDN talk time does not include talk time for a call that becomes part of a conference while split/agent talk time does. This situation will show a greater talk time for the split.
- Conn Calls – Not Used.
- Flow Out - The number of calls that were routed to another VDN or to a trunk, including successful look-ahead attempts.

- Busy/Disc - The number of calls that were forced busy or forced disconnect during the current interval. This value includes: • Calls that encountered a busy or disconnect vector step • Calls disconnected by a stop vector step • Calls forwarded to a split with a full queue • Calls forwarded to a split with no available agents and no queue This value does not include abandoned calls.
- Serv Lev1 - The percent of calls offered that completed and were answered within the acceptable service level defined on the VDN screen which is set to 20. calls offered is defined as: acdcalls + flowout calls + abandoned + connect + busy/disc accepted is the number of ACD and Con calls that were answered within the administered service level. This field is blank if no calls were recorded for this time interval. This field is also blank if no Acceptable Service Level has been administered on the VDN screen.