Lucent Technologies
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Glossary

A **abandoned call**

A call on which a caller hangs up before an agent answers.

abandoned call search

An ACD capability that enables the system to verify that the caller is still on the
line before passing the call to an agent.

acceptable service level

1) A target value for the acceptable amount of time before an agent answers a call.

2) A percentage of calls answered within a set amount of time (for example, 80%
of calls answered within 20 seconds).

access permissions

Permissions assigned to a *CentreVu*® CMS user so that the user can access different
CentreVu CMS capabilities or administer specific elements such as splits/skills,
trunks, or vectors of the ACD feature. Access permissions can be read or write. See
also read permission, write permission.

ACD

See Automatic Call Distribution.

ACD call

A call that queues to a split/skill and is answered by an agent in that split/skill, or
a call that queues as a direct agent call and is answered by the agent for whom it
was queued.

acknowledgment

A window that requires you to confirm an action or acknowledge a system message. You cannot move, size, or scroll this window and it closes only when you confirm the action or acknowledge the message.

active VDN calls

A Call Vectoring feature on G3V4 or later switches 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 a VDN is processing in a vector or at an agent position. Also called "counted calls to VDN".

ACW

See after call work.

Adjunct/Switch Applications Interface (ASAI)

A recommendation for interfacing adjuncts and communications systems that is based on the CCITT Q.932 specification for layer 3. ASAI supports activities such as event notification and call control.

after call work (ACW)

An agent state consisting of work related to the preceding ACD call. If an agent hangs up after an ACD call, the agent is in ACW. On G3, ACW is also accessible by a button on the agent's set and does not have to be related to an ACD call.

agent

A person or VRU port that answers calls to an ACD split/skill. The agent is represented to *CentreVu* CMS by a login identification keyed into a voice terminal.

agent login ID

A 1- to 9-digit number keyed by an ACD agent from a voice terminal to activate the agent position. Agent logins are needed for all CMS-measured ACD agents.

agent occupancy

The percentage of time that you expect or target for each split/skill agent to spend on ACD calls and in ACD while logged in.

agent position (EAS)

The combination of the agent login ID and the skills the agent is assigned. Data is collected for the agent by skill, so the total work for the agent is the sum of all skills in which the agent worked.

agent position (non-EAS)
The combination of agent login ID and split the agent logged into. Agents logged into multiple splits are associated with multiple positions. Call data is collected separately for each agent/split combination.

agent role
A description of the kind of service an agent in multiple skills gives for 1 of these skills. Agent role is a combination of call-handling preference and skill/reserve levels.

agent skill
An attribute that is associated with an ACD agent and that qualifies the agent to handle calls requiring the attribute. An agent can be assigned up to 20 skills – for example, the ability to speak a particular language or the expertise to handle a certain product.

See also primary skill, secondary skill, and skill level.

agent state
A call work mode or call state such as ACD, ACW, AVAIL, AUX, UNSTAFF, DACD, DACW, OTHER, UNKNOWN, RINGING.

agent terminal
The voice terminal used by a call center agent.

agent trace
A *CentreVu* CMS capability that allows you to trace agent activities such as state changes to generate a report.

AI
See Auto-In.

Algorithm
A procedure for solving a problem in a finite number of steps.

ANI
See automatic number identification.

announcement
A recorded voice message that typically identifies the call's destination, asks the caller to stay on the line, and describes the product or service offered. With the Call Vectoring feature, announcements can be part of a vector's call processing.

ASA
See average speed of answer.

ASAI
See Adjunct/Switch Applications Interface.

auto-available split
An ACD capability that enables VRUs such as the CONVERSANT® Voice Information System to be brought online again immediately after a power failure or system restart, without time-consuming reprogramming.

Auto-In (AI)
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.

Automatic Call Distribution (ACD)
1) A switch feature that channels high-volume incoming and outgoing call traffic to agent groups (splits or skills).

2) An agent state in which the extension is engaged on an ACD call.

automatic number identification (ANI)
An industry term for notification of the calling party number (CPN). When the calling party is connected through a switch, the CPN can be either a billing number for the switch or the station identification (SID) number.

AUX
See auxiliary work.

AUX reason codes
Codes that enable a call center to track an agent's time more precisely when the agent is in the AUX state. Agents can specify why they are in the AUX state – for example, on break or in a meeting.

auxiliary work (AUX)
An agent state in which, for example, the agent is doing non-ACD work, is on break, or is in a meeting. Agents enter AUX work by pressing the AUX WORK button or dialing the access code from their voice terminal. Agents can also enter AUX work by going off-hook to make or answer an extension call while in AVAIL or with a call on hold.

AVAIL
See available.

available (AVAIL)
An agent work mode in which the extension can accept an ACD call. The agent enters this state by selecting the AI or MI work mode.

average agent service time
The average time you are expecting or targeting each agent to spend on an ACD call, including talk time and ACW time.

average speed of answer (ASA)
The average time a caller waits in queue before connecting to an agent. The ASA for a split/skill includes the time spent in queue and the time ringing an agent. The ASA for a VDN includes the time spent in vector processing (including the time spent in queue and the time ringing) for the VDN that the call was answered in.

B

back up
The process of protecting data by writing the contents of the disk to an archive such as tape that can be removed from the computer environment and stored safely.

C

calculation
A formula for representing call center entities in the Dictionary. Calculations generate the date for fields in a report.

call-based items
The category of database items in *CentreVu* CMS that are entered in the database after a call completes. If a call starts and ends in different intrahour intervals, the call-based data is recorded for the interval in which the call completed. Most database items are call-based.

call-handling preference
A parameter of agent administration in an EAS environment that specifies how calls are selected for the agent.

call-handling profile
A set of objectives describing how a split/skill handles calls. Call-handling profiles are part of the Forecasting feature.

Call Prompting
A switch feature that routes incoming calls based on information supplied by the caller, such as an account number. The caller hears an announcement and is prompted to select an option from those listed in the announcement.

Call Vectoring
A switch feature that provides a highly flexible method for processing ACD calls using VDNs and vectors as processing points between trunk groups and splits. Call Vectoring permits a treatment of calls that is independent of splits.

call work code (CWC)
An ACD capability that allows the agent to enter a string of digits during or after the call and send them to *CentreVu* CMS for management reporting.

calls carried
The number of inbound/outbound calls carried by a trunk.

CentreVu Advocate
A set of features designed to enhance call and agent selection in a call center.

change agent skills
A *CentreVu* CMS capability that allows you to change a single agent's skill assignment or apply an agent template to up to 50 agents.

CMS
See Call Management System.

CONN
See connected.

connected (CONN)
A trunk state in which a caller and an agent are connected on an ACD call.

connected call
A non-ACD call connected to an agent through a VDN and for which *CentreVu* CMS receives an indication that the call rang or was answered.

continue
A *CentreVu* CMS action that resumes a suspended restore or migration operation.

CONVERSANT
A powerful voice-response system that may include automated call routing, announcement storage, message retrieval, and callback.

copy group or profile
A *CentreVu* CMS operation that creates a new group or profile from an existing one.

current
A *CentreVu* CMS operation that displays data from the current interval.

current interval
The current intrahour interval, which can be 15, 30, or 60 minutes. The current interval is part of the real-time database.

current wait time
The time a call has waited for service in a call queue adjusted for queue priority.

custom report
A real-time or historical report that has been customized from standard reports or created from scratch.

CWC
See call work code.

D

DABN
See dequeued and abandoned.

DACD
See direct agent ACD.

DACW
See direct agent ACW.

daily data
Interval data that has been converted to a 1-day summary.

data collection off
A state in which *CentreVu* CMS is not collecting ACD data. If you turn off data collection, *CentreVu* CMS does not void data on current call activity.

data collection on
A state in which *CentreVu* CMS is collecting ACD data.

database

A group of files that store ACD data according to a specific time period. This can be current and previous intrahour real-time data or intrahour, daily, weekly, and monthly historical data.

database item

A name for a specific type of data stored in one of the *CentreVu* CMS databases. A database item can store ACD identifiers such as split numbers or names, login IDs, and VDNs or statistical data on ACD performance such as number of ACD calls, wait time for calls in queue, current states of individual agents, etc.

database tables

Tables used to collect, store, and retrieve ACD data. Database items are names of columns in the tables.

date format

The standard format for entering dates on *CentreVu* Supervisor reports.

DDC

See direct department calling.

delete

A *CentreVu* CMS operation that removes the entry on the window from the database.

dequeued and abandoned (DABN)

A trunk state in which the trunk quickly goes to idle after the caller abandons the call.

designer reports

Customized reports that you create using *CentreVu* Report Designer and run from *CentreVu* Supervisor.

Dictionary

A *CentreVu* CMS capability you use to assign names to call center elements such as login IDs, splits/skills, trunk groups, VDNs, and vectors. These names appear on reports, making them easier to interpret.

DID

See direct inward dialing.

direct agent ACD (DACD)

An agent state in which the agent is on a direct agent ACD call.

direct agent ACW (DACW)

An agent state in which the agent is in the after call work state for a direct agent ACD call.

direct agent calling

An EAS capability that allows a caller to reach the same agent every time and allows the call center to include the call as an ACD call in management tracking. This is ideal for claims processing in which a client needs to speak with the agent handling the claim. It also ensures a high level of customer service without reducing management control.

direct department calling (DDC)

A non-EAS option to select an agent when more than one agent is available. The call goes to the agent closest to the top of an ordered list.

direct inward dialing (DID)

The use of an incoming trunk used for dialing directly from the public network into a communications system without help from the attendant.

E

EAD

See expert agent distribution.

EAS

See Expert Agent Selection.

entity

A generic term for an agent, split/skill, trunk, trunk group, VDN, or vector.

EWT

See expected wait time.

exception

Activity in an ACD which falls outside the limits you have defined. An exceptional condition is defined in the *CentreVu* CMS Exceptions subsystem, and usually indicates abnormal or unacceptable performance of the ACD (by agents, splits/skills, VDNs, vectors, trunks, or trunk groups).

expected wait time (EWT)

An estimate of how long a caller will have to wait to be served by a call center while in queue. EWT is based on current and past traffic, handling time, and staffing conditions. Time spent in vector processing before being queued and time spent ringing an agent with manual answering on is not included in the EWT. With the G3V5 and later, and *CentreVu* CMS R3V5 and later, the EWT is a switch-based calculation.

Expert Agent Selection (EAS)

An optional switch feature that matches the skills needed to handle a call with an agent who has at least 1 of those skills.

extension call

A call originated by an agent or a non-ACD call received by an agent. Extension calls include calls an agent makes to set up a conference or transfer.

F

FBUSY

See forced busy.

FDISC

See forced disconnect.

Find One

A *CentreVu* CMS action that searches the database for entries that match the input value.

flex agents

Agents who have the role of roving, backup, or allocated. Top and reserve agents are not flex agents. See *CentreVu Advocate User Guide585-215-855*.

flexible routing

An ACD capability that allows customers to choose how incoming calls should be routed to agents in a split. Calls can be routed to the first available agent or to the most idle agent.

forced busy (FBUSY)

A trunk state in which the caller receives a forced busy signal.

forced disconnect (FDISC)

A trunk state in which the caller receives a forced disconnect.

Forced Multiple Call Handling (FMCH)

A feature available with G3V4 or later switches. When activated for a split/skill, FMCH allows calls to be automatically delivered to an idle line appearance if the agent is in the AI/MI work mode and if an unrestricted line appearance is available on the voice terminal.

H

historical database

A database consisting of intrahour records for up to 62 days, daily records for up to 5 years, and weekly/monthly records for up to 10 years for each CMS-measured agent, split/skill, trunk, trunk group, vector, and VDN.

historical reports

A report of past ACD data for various agent, split/skill, trunk, trunk group, vector, or VDN activities. Historical reports summarize call data into daily, weekly or monthly totals.

HOLD

A trunk state in which an agent has put a call on this trunk on hold.

I

IDLE

A trunk state in which trunk is not in use and is waiting for a call.

II

See information indicator.

Inbound Call Management (ICM)

A set of switch and adjunct features using ASAI to enable the adjunct to provide automatic screen delivery and call routing.

information indicator (II)

A 2-digit code that identifies the type of originating line (for example, hotel or pay phone) for incoming ISDN PRI calls.

INFORMIX

A relational database management system used to organize *CentreVu* CMS historical data.

INFORMIX SQL

An interactive interface typically used to view the INFORMIX database.

Integrated Services Digital Network (ISDN)

A digital standard for telephony that enables telephone, television, and computer signals on the same lines.

interval ASA

The average time a call waits in queue before connecting to an agent, calculated on reporting interval boundaries and used for pre-R3V4 *CentreVu* CMS reporting. Interval ASA is cleared to zero at the start of each reporting interval. See also average speed of answer (ASA), rolling ASA.

interval-based items

A category of database items that represent the amount of time during a collection interval spent on a particular activity. Interval-based items are updated throughout the collection interval and timing is restarted at the end of the interval.

intrahour interval

A 15-, 30-, or 60-minute segment of time starting on the hour. An intrahour interval is the basic unit of *CentreVu* CMS report time.

ISDN

See Integrated Services Digital Network.

L **LAN**

See local area network.

local area network

A private interactive communication network that allows computers to communicate over short distances, usually less than 1 mile, at high data transfer rates from 1 Mbps to as high as 100 Mbps.

Logical Agent

An EAS feature that associates an agent's login ID with a 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.

LOGOFF

An agent trace work mode in which an agent is logged out and not available to take ACD calls.

LOGON

An agent trace work mode in which an agent is logged in and available to take ACD calls.

logout reason codes

Codes that enable an agent to specify the reason for logging out, such as the end of a shift or training.

Look Ahead Interflow (LAI)

A switch feature that can be used to balance the call load among multiple call centers. LAI works with Call Vectoring and ISDN PRI trunks to intelligently route calls between call centers. This allows multiple call centers to share work loads, expands hours of coverage, and allows calls to be transparently handled by call centers in different time zones.

M   maintenance

A *CentreVu* CMS capability that is used for routine maintenance of *CentreVu* CMS, such as backing up data, checking on the status of the connection to the switch, and scanning the error log.

maintenance busy (MBUSY)

A trunk state in which the trunk is out of service for maintenance purposes.

Manual In (MI)

An ACD work mode in which an agent is available to receive an ACD call and is automatically placed into the agent into the ACW state on release from the call.

MBUSY

See maintenance busy.

MCH

See multiple call handling.

measured

An ACD element such as agent, split/skill, trunk, trunk group, vector, or VDN that is identified to *CentreVu* CMS for data collection. If the ACD element is not measured, no data is collected.

message windows
Temporary windows used for displaying information such as syntactical field errors. Message windows cannot be moved, sized, or scrolled and are not included in the user window count. Message windows are automatically removed when you correct the error or move to the next field.

MI
See Manual In.

MIA
See most idle agent.

modify
A *CentreVu* CMS operation that changes a database entry to reflect the new values entered in the current primary window.

monthly data
Daily data that has been converted to a monthly summary.

most idle agent (MIA)
An ACD distribution method that maintains a queue of idle agents. An agent is put at the end of the list for a particular split when the agent completes an ACD call for that split. The agent continues to advance on the list as long as he or she remains staffed and in ACW, AVAIL, or on AUXIN/OUT extension calls from the AVAIL mode.

Multi-Agent Skill Change Window
A window in which you can add 1 or more agents to a skill, move 1 or more agents from one skill to another, and remove 1 or more agents from a skill.

multiple call handling (MCH)
A process in which an agent receives an ACD call while other calls are active on the agent's station. The agent must put the current call on hold and press AI/MI to receive another ACD call.

multiple split queuing
A Call Vectoring capability that directs a call to up to 4 splits at the same time, with the first agent who is free getting the call.

multiuser mode
A *CentreVu* CMS state in which any administered user can log into *CentreVu* CMS and data continues to be collected if data collection is on.

N   name (synonym) fields

A field in which you can input a name (synonym) that you have entered in the Dictionary. For example, you can input names of agents, splits/skills, agent groups, trunk groups, vectors, or VDNs.

night service

A switch capability that enables calls that come in after business hours or on weekends to be automatically rerouted to a split, an announcement, or an alternate destination set up for after-hours coverage.

nonprimary split/skill

The 2nd and 3rd splits/skills to which a call queued to multiple splits/skills queues in a VDN. Also called secondary and tertiary split/skill, respectively.

O   only me report

A custom report that only the report's creator and the *CentreVu* CMS administrator can access.

OTHER

An agent work mode in which the agent is on a direct agent call or on a call for another split or skill, or has put a call on hold and has not chosen another work mode.

Outbound Call Management (OCM)

A set of switch and adjunct features using ASAI, that distributes outbound calls initiated by an adjunct to internal extensions (usually ACD agents).

P   phantom abandon call timer

A *CentreVu* CMS capability that tracks information about abandoned calls. When the phantom abandon call timer is enabled, calls with a duration shorter than the administered value (0 to 10 seconds) are counted as phantom abandon calls. Setting the timer to 0 disables this capability.

percent within service level

The percentage of calls that you are expecting or targeting to be answered by an agent within a specific number of seconds.

previous interval
A 1–intrahour interval that is part of the real-time database. At the end of each intrahour interval, the contents of the current intrahour interval are copied to the previous intrahour interval portion of the real-time database.

primary skill
A skill assigned to an agent as that agent's strongest skill. Primary skills are the areas in which the agent has the most expertise.

pseudo-ACD
An area you create on your *CentreVu* CMS to place previously backed-up ACD data. A pseudo-ACD is not a live (real) ACD and does not communicate with any switch.

Q queue
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.

QUEUED
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.

R read permission
A permission with which a *CentreVu* CMS user can access and view data (for example, run reports or view the Dictionary subsystem).

real-time database
A database consisting of the current and previous intrahour data on each CMS-measured agent, split, trunk, trunk group, vector, and VDN.

real-time reports
A report that shows ACD call activity on agents, splits/skills, trunks, trunk groups, vectors, and VDNs for the current or previous intrahour interval.

Redirect On No Answer
An ACD capability that assists the user if a call is not answered in a specified number of rings. The terminal extension, including ports with VRUs, is busied out and the call goes back into the queue at top priority.

refresh rate
The number of seconds *CentreVu* CMS should wait for each update of the real-time report data.

RINGING
1) An agent state consisting of the time a call rings at an agent's voice terminal after leaving the queue and before the agent answers the call.

2) A trunk state in which a call is ringing at the agent's voice terminal.

rolling ASA
A running, weighted, average calculation made without using interval boundaries. Rolling ASA is used for vector routing, beginning with *CentreVu* CMS R3V4; it is calculated on the G3V4 switch and sent to *CentreVu* CMS R3V4.

S

screen-labeled key (SLK)
The first 8 function keys at the top of the keyboard that correspond to the screen labels at the bottom of the terminal screen. The screen labels indicate each key's function.

scripting
A *CentreVu* CMS capability that allows you to automate operations such as changing an agent's skills, running a report, and exporting report data.

secondary skill
A skill assigned to an agent in a subject that is not that agent's strongest area of expertise. Secondary skills are used in G3V2 through G3V4 with EAS.

SEIZED
A trunk state in which an incoming or outgoing call is using the trunk.

service level
A time, in seconds, within which all calls should be answered. Also called acceptable service level (ASA).

Service Observing–Remote
A feature that allows a user to dial into the switch and monitor a call.

Service Observing–VDNs
A feature available with G3V4 or later that gives a user the ability to monitor the treatment a call receives as it is processed by a VDN.

single-user mode
A mode in which only 1 person can log into the *CentreVu* CMS server. Data continues to be collected if data collection is on.

skill
See agent skill.

skill level
A rating of from 1 (highest) to 16 (lowest) that indicates an agent's level of expertise in handling calls for which that expertise is needed. (ECS Version 5 and later.)

split
A group of extensions that receives special-purpose calls in an efficient, cost-effective manner.

staffed agent
An agent who is currently logged into the switch.

standard reports
The set of reports that are supplied with *CentreVu* CMS or *CentreVu* Supervisor software.

station
1) An unmeasured extension. 2) An extension that is not currently staffed by an agent or that is a member of an unmeasured split/skill.

T

time format
The standard format for entering times on *CentreVu* CMS reports: a.m. or p.m. and military clock.

Timetable
An activity or group of activities scheduled for completion at a time that is convenient and nondisruptive for your call center's operation.

trunk
A telephone circuit that carries calls between 2 switches, between a central office and a switch, or between a central office and a telephone.

trunk group
A group of trunks that are assigned the same dialing digits: either a phone number or a direct inward dialed (DID) prefix.

U   uniform call distribution (UCD)
A method of call distribution in which the most idle agent for a skill receives the call (if the agent is available).

universal call identifier (UCID)
A number that uniquely identifies a call in a network of nodes that support UCID.

UNKNOWN
1) An agent state in which *CentreVu* CMS does not recognize the agent's state.

2) A trunk state in which *CentreVu* CMS does not recognize the trunk's state.

UNSTAF (non-EAS)
An agent state in which the agent is not logged in and therefore is not tracked by *CentreVu* CMS.

user ID
The login ID for a *CentreVu* CMS user.

V   VDN
See vector directory number.

VDN calls-counted
See active VDN calls.

VDN of origin announcement (VOA)
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.

VDN skill preference
A prioritized list of agent skills administered for a VDN that are needed or preferred for the answering agent. VDN skill preferences require a call to be routed to an ACD agent with a particular attribute or set of attributes.

vector
A list of steps that process calls according to a user definition. The steps in a vector can send calls to splits, play announcements and music, disconnect calls, give calls a busy signal, or route calls to other destinations.

vector command
A vector step that describes the action to be executed for a call (for example, **Queue to main**, **check backup**, **disconnect**).

vector directory number (VDN)
An extension number that enables calls to connect to a vector for processing. A VDN can connect calls to a vector when the calls arrive over an assigned automatic-in trunk group or when the calls arrive over a DID trunk group and the final digits match the VDN. The VDN by itself may be dialed to access the vector from any extension connected to the switch.

vector step
1 processing step in a vector. A vector step consists of a command and 1 or more conditions or parameters.

vector step condition
A condition accompanying a vector command that defines the circumstances in which the command is applied to a call.

VOA
See VDN of origin announcement.

voice terminal
A telephone set, usually with buttons, that gives an agent some control over the way calls are handled.

W   weekly data
Daily data that has been converted to a weekly summary.

write permission
A permission with which a *CentreVu* CMS user can add, change, or delete data and execute processes.