Lucent Technologies
Bell Labs Innovations

CentreVu® Advocate
Release 8 User Guide

585-210-927
Comcode 108502162
Issue 1
December 1999

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Preface

Audience

The *CentreVu® Advocate Release 8 User Guide* document is written for call center administrators and users who need a general understanding of *CentreVu* Advocate and how this feature can impact both call and agent selection while providing a powerful tool for meeting business needs.

Overview

This document includes the following information on *CentreVu* Advocate:

- An overview of *CentreVu* Advocate
- Implementing business solutions through *CentreVu* Advocate
- Recommendations for which *CentreVu* Advocate features work well together
- Combining *CentreVu* Advocate solutions
- Creating new *CentreVu* Advocate call center solutions
- Administering *CentreVu* Advocate on the *DEFINITY*, Enterprise Communications Server (ECS) Release 8
- Administering *CentreVu* Advocate through *CentreVu* Supervisor
- *CentreVu* Advocate database items and calculations.

Advocate Benefits

With *CentreVu* Advocate, you can:

- More evenly distribute calls between agents
- More efficiently select agents for calls
- Reduce the wait time for incoming calls
- Generate reports based on *CentreVu* Advocate features and their impact.

Organization and Use of This Document

Organization of Document

The following list describes the contents of each chapter and appendix in this document:

Preface **Preface:** includes information on document standards, a brief introduction to the document, and a description of each chapter in the document.

Chapter 1 **Introduction:** gives an overview of the five *CentreVu* Advocate features, an overview of agent and call selection methods, and lists terminology specific to the *CentreVu* Advocate feature set.

Chapter 2 **Custom *CentreVu*® Advocate Solutions:** gives guidelines on administering *CentreVu* Advocate solutions to work together in the call center environment, and provides a table that lists each *CentreVu* Advocate solution with its prerequisite switch and Supervisor administration, its supporting reports, which other *CentreVu* Advocate solutions the solution does and does not work with, and any comments regarding implementation. This chapter also includes information on what users need to know in order to implement custom call center solutions through *CentreVu* Advocate, and includes a Table of Objectives pairing objective groups with suggested *CentreVu* Advocate solution combinations.

Chapter 3 **Maximizing Revenues:** this call center business need is described, along with the CMS and *CentreVu* Supervisor administration necessary for implementation, the reports and report elements used to verify the solution, and things to keep in mind when implementing the solution. This chapter discusses the Greatest Need with Service Objective and Least Occupied Agent components of *CentreVu* Advocate.

Chapter 4 **Handle Any Media:** this call center business need is described, including setting different levels of service for different media, along with the CMS and *CentreVu* Supervisor administration necessary for implementation, the reports and report elements used to verify the solution, and things to keep in mind when implementing the solution. This chapter discusses the Greatest Need or Skill Level with Service Objective, Least Occupied Agent, and reserve agents with Service Level Supervisor components of *CentreVu* Advocate.

Chapter 5	**Minimize Abandoned Calls:** this call center business need is described, including controlling maximum wait time, along with the CMS and *CentreVu* Supervisor administration necessary for implementation, the reports and report elements used to verify the solution, and things to keep in mind when implementing the solution. This chapter discusses the Predicted Wait Time, Least Occupied Agent, and Service Level Supervisor components of *CentreVu* Advocate.
Chapter 6	**Automate Agent Moves:** this call center business need is described, along with the CMS and *CentreVu* Supervisor administration necessary for implementation, the reports and report elements used to verify the solution, and things to keep in mind when implementing the solution. This chapter discusses the Service Level Supervisor component of *CentreVu* Advocate.
Chapter 7	**Make Average Speed of Answer More Uniform:** this call center business need is described, along with the CMS and *CentreVu* Supervisor administration necessary for implementation, the reports and report elements used to verify the solution, and things to keep in mind when implementing the solution. This chapter discusses the Least Occupied Agent and Predicted Wait Time components of *CentreVu* Advocate.
Chapter 8	**Better Serve Selected Callers:** this call center business need is described, along with the CMS and *CentreVu* Supervisor administration necessary for implementation, the reports and report elements used to verify the solution, and things to keep in mind when implementing the solution. This chapter discusses the Skill Level with Service Objective and Least Occupied Agent components of *CentreVu* Advocate.
Chapter 9	**Control Agent Time in Skill:** this call center business need is described, along with the CMS and *CentreVu* Supervisor administration necessary for implementation, the reports and report elements used to verify the solution, and things to keep in mind when implementing the solution. This chapter discusses the Percent Allocation and Service Level Supervisor components of *CentreVu* Advocate.
Chapter 10	**Make Agent Idle Time More Uniform:** this call center business need is described, along with the CMS and *CentreVu* Supervisor administration necessary for implementation, the reports and report elements used to verify the solution, and things to keep in mind when implementing the solution. This chapter discusses the Least Occupied Agent component of *CentreVu* Advocate.
Chapter 11	**Administer *CentreVu*® Advocate on the *DEFINITY*® ECS:** includes information about planning and administering a call center from the *DEFINITY*® ECS side to optimally use *CentreVu* Advocate to meet business needs.

Chapter 12	**Administer *CentreVu®* Advocate With *CentreVu®* Supervisor:** includes information about administering *CentreVu* Advocate for agents and skills through *CentreVu* Supervisor.
Chapter 13	***CentreVu®* Advocate Database Items and Calculations:** includes information on the database items and calculations that have been added and/or modified to support *CentreVu* Advocate, along with general information regarding the *CentreVu* CMS database.
Glossary	Defines *CentreVu* CMS, Supervisor, and *CentreVu* Advocate terms.

Conventions Used in This Document

The following conventions are used throughout this document:

Related document callouts	Include the document number (if a Lucent Technologies publication) and the book title in italic. For example, see the *CentreVu® Version 8 Reports Designer* (585-210-929) document for more information.
`Courier` font	Designates an Informix* table name. For example, the `csplit` table. Also used for CMS administration; for example, the `Agent Allocation`? field on the System Parameters Customer Options form.
“Chapter Names”	Are always in quotes.
italic	Highlights references to file names and directories. For example, */cms*. Also indicates trademarked and registered trademarked words.
bold	Used for *CentreVu* Supervisor commands.
Subsystem References	Are always initial capitalized. For example, set the access permissions for *CentreVu* CMS users from the User Permissions subsystem.
Window Titles	Are always capitalized.

* Informix is a registered trademark of Informix Software, Inc.

Report Examples

The report examples included in this document were taken from test lab machines and are not intended to emulate real data. Report data will vary depending on your individual site.

Related Documents

The following documents can help you use the *CentreVu* CMS software to its maximum capability. Those most closely related to this document are the Administration and Reports documents. All *CentreVu* Advocate information is included in this document. At this time, no *CentreVu* Advocate information is included in other standard Call Center documentation.

- *CentreVu® CMS R3V8 Administration* (585-210-910)
- *CentreVu® Supervisor Version 8 Reports* (585-210-929)
- *CentreVu® Supervisor Version 8 Installation and Getting Started* (585-210-928)
- *CentreVu® Report Designer Version 8 User Guide* (585-210-930)
- *Lucent Call Center Release 8 Change Description* (585-210-925)
- *Lucent Call Center Release 8 Documentation CD-ROM* (585-210-926)
- *CentreVu® CMS R3V8 Database Items and Calculations* (585-210-939)
- *DEFINITY® Enterprise Communications Server Vectoring and EAS Guide* (555-230-521).

1 Introduction: *CentreVu®* Advocate

Overview

CentreVu® Advocate is a set of breakthrough capabilities that provides new methods and added flexibility for selecting an agent for an incoming call, or an incoming call for an agent. *CentreVu* Advocate works in conjunction with and requires Expert Agent Selection (EAS) on the *DEFINITY®* Enterprise Communications Server (ECS) R6 and later. The new *CentreVu* Advocate elements are discussed in detail later in this chapter.

Terminology

For a complete list of terms including terminology specific to *CentreVu* Advocate as well as call center terminology applicable to *CentreVu* Advocate, see the *Glossary* in this document.

Agent and Call Selection

There are two situations in which *CentreVu* Advocate features are used: one or more agents available for the incoming call, and one or more queues with calls when an agent become available. A call selection occurs any time that more calls are coming into a call center than there are agents to handle them. This happens during periods of high activity at a call center; for example, a seasonal rush at a catalog hotline. Conversely, an agent selection occurs any time there are more available agents than calls coming into the call center. This situation gives the opportunity to route calls to the most preferential agent in a particular skill. *CentreVu* Advocate can be used to route calls to agents in either a call surplus or an agent surplus situation.

Call Selection Methods

Overview

There are several call selection options available for call centers using *CentreVu* Advocate. Several of these selection options are already on your system. The call selection options include:

- Call Handling Preferences:
  - — Greatest Need (existing call selection method)
  - — Skill Level (existing call selection method)
  - — Percent Allocation
- Service Objective
- Call Selection Measurements:
  - — Predicted Wait Time (PWT)
  - — Current Wait Time (CWT)
- Service Level Supervisor:
  - — Call Selection Override ON

Call Selection Override OFF

NOTE:

These are options for selecting a skill to serve. Once a skill is selected, then the chosen call is always the highest priority, oldest call in queue for that skill.

Understanding Call Selection

The components of call selection that you will need to understand before implementing custom *CentreVu* Advocate solutions are described here:

- If any skills are in an overload state, then the skill whose PWT or CWT is the highest percentage of the overload 2 threshold is selected, and if there are none in overload 2, the call with the same criteria in an overload 1 skill is selected.
- If Call Selection Override is on, then standard and reserve agents will be diverted from their primary call handling tasks to answer calls in the overload skill. If Call Selection Override is off, then the agents will remain on their primary call handling tasks.

- If no skills are in an overload state, then calls will be selected based on the call handling preference administered to an agent:
  1. **Greatest Need:** Greatest Need will select a skill for an agent based on the call at the highest priority whose wait time (PWT or CWT) for a skill is the longest (the call with the “greatest need”). See also “Service Objective” in this chapter.
  2. **Skill Level:** Skill Level will select a skill for an agent based on the agent’s skill level, with the highest-level skill being selected first for the oldest call in queue (PWT or CWT) at the highest priority. See also “Service Objective” in this chapter
  3. **Percent Allocation:** Percent Allocation will select a skill for an agent based on what will best match an agent’s administered percent for all skills. Queue priority, skill level, and wait time are ignored with this preference.

Once a skill is selected using the above methods, the call selected within the skill is the highest priority, oldest call waiting.

Greatest Need

Greatest Need is an EAS-based call selection method that can be administered for an agent. Greatest Need will select a skill for an agent based on the call at the highest priority whose wait time (PWT or CWT) for a skill is the longest.

Administration

Greatest Need is administered in either of two places: through *CentreVu* Supervisor and on the switch administration forms. For new agents (new login IDs), Greatest Need is selected on the Agent administration switch form. Once the new agent has initially logged in using the new call handling preference, then that agent may have his or her call handling preference modified through *CentreVu* Supervisor.

Skill Level

Skill Level is an EAS-based call handling preference administered for an agent based on the agent’s expertise in one or more skills.

Administration

Skill Level is administered in two places: through *CentreVu* Supervisor and on the switch administration forms. For new agents (new login IDs), Skill Level is selected on the Agent administration switch form. Once the agent has initially logged in using the new call handling preference, then that agent’s record may be modified on the Change Agent Skills form in *CentreVu* Supervisor. Any existing agent may also have his or her call handling preference modified through *CentreVu* Supervisor.

Percent Allocation

Percent Allocation is a third call handling preference option, in addition to Greatest Need and Skill Level. Percent Allocation allows you to assign a percentage of an agent's time to each of their assigned skills to total 100% of their staffed time. Percent Allocation compares an agent's work time in each assigned skill, expressed as a percentage of staffed time, against an administered percentage allocation for each of the agent's assigned skills to determine which call to select when an agent becomes available.

Administration

Percent Allocation is administered through *CentreVu* Supervisor on the Change Agent Skills dialog box or from the switch administration terminal (SAT). After accessing an agent entry, that agent's call handling preference can be administered to be Percent Allocation. You can then administer percentages for each of the agent's assigned skills, based on their expertise per skill. For new agents (new login IDs), Percent Allocation is selected on the Agent administration switch form. Once the new agent has initially logged in using the new call handling preference, then that agent may have his or her call handling preference modified through *CentreVu* Supervisor.

Result

Percent Allocation is designed to solve the problem of specifying the amount of time agents will spend in each of their skills. Currently, each agent is able to take calls from up to 20 skills at 16 preference levels. Without Percent Allocation, it is very difficult to predict what mix of calls agents will receive from their assigned skills. Without Percent Allocation, the calls that an agent takes are determined by the agent's skill level and call handling preference, and the incoming calls' priority levels coupled with the amount of time that calls have spent in queue. With Percent Allocation, calls are selected to best match the agent's assigned skill mix.

Service Objective

Service Objective works in conjunction with the Greatest Need and Skill Level call handling preferences to assign calls to agents as the agents become available. This feature is designed to give different levels of service to different skills.

Description

Service Objective allocate calls according to an administered acceptable service level per skill. The *DEFINITY* ECS will determine which skill has a call with the highest percentage of time over the acceptable service level.

NOTE:

If all skills have the same acceptable service level, this feature will have no impact on the call center.

Call Selection Method

For each skill level assigned to an agent, the *DEFINITY* ECS will compare the wait time, current or predicted, of the call at the head of the queue to the skill's administered acceptable service level. The skill with a call whose wait time is the highest percentage of the acceptable service level will be selected. Therefore, calls in skills with a lower acceptable service level (lower administered acceptable wait time) are answered faster.

Administration

Service Objective is administered for agents through either the switch administration forms or *CentreVu* Supervisor. In *CentreVu* Supervisor, Service Objective is administered for an agent with Greatest Need or Skill Level call handling preferences on the Change Agent Skills form. This method is used for modifying an existing agent's call selection method. For a new agent (new agent login ID), Service Objective is set on the Agent Login ID form. The Acceptable Service Level is administered on the ECS Hunt Group form. The acceptable service level must also be administered on CMS through the Call Center Administration: Split/Skill Call Profile Setup dialog box.

Result

Service Objective can be used to increase the level of service for a particular skill or skills. You can set the acceptable service level before answer on an important queue to be lower than other skills. For example, a credit card company hotline may have agents assigned to a skill for answering calls from Platinum card holders. Those calls would be answered faster than other calls, thereby increasing the level of service and promoting customer satisfaction. Service Objective should make the percent within service level more uniform across all skills by ensuring that calls for smaller, more important skills are handled quickly.

This feature can be used instead of queue priority to continuously increase the importance of a call being answered. Even calls queued in less important skills eventually become important to be answered as they near 100 percent of their service level.

Predicted Wait Time

Predicted Wait Time is a call selection measurement that uses the time a call is predicted to wait in queue instead of the time the call has already waited.

Description

Predicted Wait Time determines which call currently in queue is expected to wait the longest for delivery to an agent. Predicted Wait Time can then select the call that, based on its current wait time in queue and the estimated time until the next agent becomes available, will wait the longest overall.

Call Selection Method—Example

In a call center, a call may be queued for a specialized skill that has a small number of agents staffed. Although this call may have only been waiting in queue for 30 seconds, it has a predicted wait time of an additional 90 seconds because of the small number of agents assigned to the skill. Another call is queued for a general skill that is staffed by many agents. This call has been waiting for 60 seconds, but is predicted to wait in queue for an agent for only 15 more seconds. Predicted Wait Time will select the call for the specialized skill first, because its overall predicted wait time will be 120 seconds, or two minutes. The other call will continue to wait in queue because its overall Predicted Wait Time is only 75 seconds total.

Administration

Predicted Wait Time is administered on the *DEFINITY* ECS System Parameters form, in the Call Selection Measurement field. The other valid entry in this field is Current Wait Time.

Current Wait Time

If Current Wait Time is selected in the System Parameters form: Call Selection Measurement field, the ACD will only consider how long a call has already waited when using the call selection algorithm.

Service Level Supervisor

Service Level Supervisor is an override feature used to select skills for agents. Service Level Supervisor has Expected Wait Time (EWT) thresholds set for skills and can override normal agent call handling preferences to handle calls from a skill whose threshold has been exceeded (automatically changing call answering priorities for standard agents). Optionally, standard agents can keep their normal agent call handling preferences. Additional reserve agents can also be activated automatically when the skill is in the over threshold condition.

Thresholds

Service Level Supervisor allows you to administer two thresholds, based on the administered EWT, for each skill. When a particular skill's EWT exceeds the first threshold, the skill goes into the Overload 1 state. When the skill exceeds the second threshold, the skill goes into the Overload 2 state. When Call Selection Override is ON (set to Yes (Y) on the System Parameters Features form), as agents become available for calls, if any of the agents' assigned skills are in an Overload 2 state, the agents' normal call handling preference is ignored and they receive calls from the Overload 2 skill. If there are no skills in the Overload 2 state, agents will be connected to any calls in skills that are in the Overload 1 state. If no skills are in the Overload 1 state, then agents receive calls based on their administered call handling preference; that is, skill level, greatest need, or percent allocation.

Over Threshold State

When more than one skill is at the same overload level, Service Level Supervisor will select the skill with the highest priority call in queue whose call selection measurement is the highest percentage above the administered threshold. If a skill has a top priority call with a predicted wait time of 30 seconds and a threshold of 20 seconds, that skill is at 150% of its assigned threshold. If another skill has a top priority call with a predicted wait time of 100 seconds and a threshold of 100 seconds, that skill is at 100% of its assigned threshold. The call from the first skill is at a higher percentage of its threshold, and will be answered first.

Reserve Agent Activation

Reserve agents can be activated at each overload threshold. These reserve agents will be made available to take calls from a skill only when it is in an overload condition. When the skill returns to a normal state, calls from that skill will not be sent to reserve agents.

Call Selection Override

Within Service Level Supervisor, there is a Call Selection Override system-wide parameter. The default setting for this parameter is ON (Yes (Y) on the System Parameters Features form). For more information on Call Selection Override and the results of turning it on or off, see Chapter 2, "Custom *CentreVu®* Advocate Solutions" in this document.

Call Selection Override ON

When call selection override is on, agents will receive calls based on their assigned call handling preference as long as the skills are in an under-threshold state. Once a skill or skills that agents have assigned as standard or reserve goes into an over threshold state, agents who become available with this skill are diverted from their primary tasks and start receiving calls from the skill that is over threshold. This includes top,

backup, roving, allocated, and reserve agents. All agents who become available ignore their normal tasks and help the skill that is in trouble. As soon as a skill goes over threshold, all agents who have this skill are automatically reprioritized until the skill returns to normal.

In general, agents are less efficient when they are not working on their primary task. When thresholds are set too low or one or more skills are understaffed, one skill going over threshold can cause others to go over threshold, which in turn can cause others to also go over threshold in a domino effect. This option is not intended to improve percent within service level for a skill, but is designed for call centers that currently move agents from skill to skill during the day to alleviate emergencies.

Call Selection Override OFF

When Call Selection Override is OFF, agents always handle calls based on their assigned call handling preference. When the overload threshold is exceeded for a skill, standard agents continue with their primary tasks, but will serve a skill to which they are assigned as reserve agents if that skill is over threshold and if none of their standard skills have calls waiting in queue. See the following table for an example of when reserve skill calls will be answered before standard skill calls when Call Selection Override is off.

Call Handling Preference	Reserve Skill Call Delivered First When:
Greatest Need	A reserve skill goes over threshold and the call at the head of the queue for the reserve skill has the highest priority and longest wait time (because the reserve skill is now treated as a standard skill).
Skill Level	When a reserve skill goes over threshold, it is treated as a level 16 skill and could be delivered before other level 16 skill calls.
Percent Allocation	When a reserve skill goes over threshold, it is treated as having 0% assigned. A call from the reserve skill will be delivered before a call from a standard skill in which the agent is above the assigned percentage.

Calls in Standard and Reserve Skills

If you want to guarantee that a standard skill is handled before a reserve skill, use Skill Level call handling preference and have no standard skills assigned as level 16. Agents stay focused on their primary tasks even when thresholds are exceeded. If agents have no calls waiting in their primary skills, these agents can then help a skill that is over threshold. This option allows thresholds to be set much lower without impacting the overall efficiency of the call center. This option can be used to improve the percent within service level for a skill in overload while protecting the service level of the skill in normal mode.

Agent Occupancy

This option gives call centers a better level of agent occupancy without sacrificing the service level on skills. On the *DEFINITY* ECS Release 5, agents were assigned backup skills to improve agent occupancy in smaller skills. If the backup skill had many calls waiting in queue, the occupancy for those agents increased significantly. However, since the agents in the smaller skill are now busy more often, the service level for the smaller skill drops. With the call selection override option set to OFF, agents in the smaller skill can be assigned another skill as a reserve skill and they will only help the reserve skill when that skill is in trouble and there are no calls waiting in queue for the smaller skill. Most of the time, the reserve skill is in normal mode and good service is provided to the smaller skill. When the reserve skill goes over threshold, the agent's occupancy goes up. If no call is waiting in queue for a smaller skill, the agent handles a reserve skill call, and while the reserve skill is in overload, the service level of the smaller skill drops because the agents are busier.

Result

The net effect of using Service Level Supervisor is to allow agents to be automatically moved to calls in the skills that are becoming or have become overloaded, as defined by the administered thresholds. In steady state situations, that is, no skills have exceeded their administered thresholds, the agents' normal call handling preferences apply for call selection.

Agent Selection Methods

Overview

There are several agent selection methods available for call centers using *CentreVu* Advocate. Several of these selection methods are already on your system. The agent selection methods include:

- Expert Agent Distribution-Least Occupied Agent (EAD-LOA) (new for *CentreVu* Advocate)
- Uniform Call Distribution-Least Occupied Agent (UCD-LOA) (new for *CentreVu* Advocate)
- Expert Agent Distribution-Most Idle Agent (EAD-MIA)
- Uniform Call Distribution-Most Idle Agent (UCD-MIA).

Least Occupied Agent

Least Occupied Agent is an agent selection method that uses agent occupancy, rather than position in an idle agent queue to determine which agent to select when a call arrives and one or more agents are available.

Agent Selection

Agent selection through Least Occupied Agent is based on agent occupancy—the total time an agent has with one or more ACD calls ringing, active, or on hold for any of an agent's assigned skills and optionally, the total ACW time for any of an agent's assigned skills, divided by the total time staffed in any assigned skill, less the agent's time in AUX (see the *Glossary* for the Agent Occupancy calculation).

LOA and AUX Time

The following table illustrates how LOA tracks extension calls since agent AUX time is not included in the calculation of agent occupancy:

The Extension Call is:	LOA:
in AUX	ignores this time
in Auto-In/Manual-In with no ACD call on hold	tracks this as idle time
with an ACD call on hold	tracks this as work time

The Extension Call is:	LOA:
in ACW	If “ACW Considered Idle?” is Y on the *DEFINITY* System Parameters form, LOA tracks as idle time If “ACW Considered Idle?” is N on the *DEFINITY* System Parameters form, LOA tracks this as work time

Administration

Least Occupied Agent is administered on the ECS Hunt Group form in the `Group Type:` field.

Result

Least Occupied Agent is designed to spread calls more evenly between agents, and should reduce the number of both “hot seat” agents (in MIA, the call is sent to the first available, highest skill level agent) and idle agents. This helps reduce agent burnout and increase call center productivity.

EAD-LOA

Expert Agent Distribution-Least Occupied Agent (EAD-LOA) is a variation of LOA agent selection that selects the highest skill level, least occupied agent in the skill to take an incoming call. In EAD, a call queued for a skill will go to the least occupied agent with the highest skill level. Agents who have low occupancy and who have the skill assigned at lower levels will receive a call only if there are no agents with higher skill levels available.

UCD-LOA

Uniform Call Distribution-Least Occupied Agent (UCD-LOA) is a variation on the LOA agent selection method that selects the least occupied agent when more than one agent is available to take a call. UCD-LOA evenly distributes calls across agents, sending queued calls to the available agent who is the least occupied.

Most Idle Agent

Most Idle Agent (EAD-MIA) is an agent selection method that selects the most idle agent in the skill to take an incoming call.

EAD-MIA

Expert Agent Distribution-Most Idle Agent (EAD-MIA) is an agent selection method that selects the highest skill level, most idle agent in the skill to take an incoming call. In EAD-MIA, a call queued for a skill will go to the most idle agent with the highest skill level. Agents who are idle and who have the skill assigned at lower levels will receive a call only if there

are no agents with higher skill levels available. MIA maintains a queue of idle agents and distributes a call to the agent who has waited the longest since the last ACD call and is not “busy.” (“Busy” is defined as being in ACW, on an auxiliary in or out [AUX IN/OUT] call, or on an ACD call for another skill.) Agents in multiple skills are in multiple “eligible agent” lists. There is one list for each skill. If MIA across skills is enabled, agents are put at the bottom of all agent lists after completing an ACD call for any skill. If MIA across skills is *not* enabled, an agent who is on an ACD call for another skill continues to move up the list of eligible agents for other skills. Agents in ACW may or may not be in the eligible agent lists, depending upon whether the system option `ACW Considered Idle?` is set to Y or N (ECS R5 and later).

Administration

Most Idle Agent is administered on the ECS Hunt Group form in the `Group Type:` field.

UCD-MIA

Uniform Call Distribution-Most Idle Agent is an agent selection method that selects the most idle agent in a skill when more than one agent is available to take a call. This option does not consider the agent’s skill level. UCD-MIA evenly distributes calls across agents, sending queued calls to the first available agent (idle the longest since the last ACD call).

Administration

UCD-MIA is administered on the ECS Hunt Group form in the `Group Type:` field.

2 Custom *CentreVu®* Advocate Solutions

Overview

This chapter gives guidelines on administering solutions to work together in the call center environment. This chapter includes the following topics:

- Understanding Call and Agent Selection
- Planning Your Call Center—*CentreVu* Advocate Using Expert Agent Selection (EAS)
  - — Administering agents in separate organizations
  - — Administering agents within an organization
- Getting the Most From Your Call Center
  - — For Best Performance
  - — Matching Features to Goals Table
- Combining *CentreVu* Advocate Solutions to Meet Call Center Needs
  - — Business Objectives
  - — Combining Solutions Table.

The Combining Solutions table graphically presents which *CentreVu* Advocate/EAS call center solutions work well together to support specific call center goals and which do not, along with guidelines for administering solutions to best enhance your call center business.

Additional Information

For additional information on administering your call center, see the *CentreVu® CMS R3V8 Administration* document (585-210-910).

Call and Agent Selection

Introduction

You need to understand the concepts of call and agent selection before administering custom *CentreVu* Advocate solutions for your call center. This section describes how calls and agents are selected using EAS.

Understanding Call Selection

Call selection is the selection of a call when an agent becomes available and one or more of the agent's assigned skills is in a call surplus condition. The components of call selection that you will need to understand before implementing custom *CentreVu* Advocate solutions are described here:

- If any skills are in an overload state, then the skill with the highest priority, oldest call waiting for the overload 2 state is selected, and if there are none in overload 2, the call with the same criteria in an overload 1 skill is selected.
- If no skills are in an overload state, then multiple agents may be available for calls, and calls will be selected based on the call handling preference administered to an agent as follows:
    1. **Greatest Need:** Greatest Need will select a skill for an agent based on the call at the highest priority that has been waiting in queue for a skill the longest (the call with the "greatest need").
    2. **Skill Level:** Skill Level will select a skill for an agent based on the agent's skill level, with the highest-level skill being selected first for the oldest call in queue at the highest priority.
    3. **Percent Allocation:** Percent Allocation will select a skill for an agent based on what will best match an agent's administered percent for all skills.

Once a skill is selected using the above methods, the call selected within the skill is the highest priority, oldest call waiting.

Service Objective

Service Objective works in conjunction with the Greatest Need and Skill Level call handling preferences. It selects skills for agents as they become available based on how far along each skill is in exceeding its service objective (Acceptable Service Level - ASL), within which calls must be answered. The *DEFINITY®* ECS will determine which skill has either the highest current wait time or the highest predicted wait time, compared to the acceptable service level and which skill is the greatest percentage over its administered service level. The skill that best fits

these criteria is selected for an agent. Service Objective is used when different acceptable service levels are set for different types of incoming calls, based on skill.

For example, if a skill's top priority call has a predicted wait time of 30 seconds and an administered threshold of 20 seconds, that skill is at 150 percent of its threshold. If another skill has a predicted wait time of 100 seconds and an administered threshold of 100 seconds, then that skill is at 100 percent of its threshold. A call will be selected from the first skill.

Predicted Wait Time

Predicted Wait Time is a call selection method that uses the total time a call will wait in queue if it is not handled by an agent, as a selection criteria. Predicted Wait Time will then select the skill whose call will be waiting the longest overall.

Understanding Agent Selection

Agent selection is the selection of an agent when a call arrives for a skill and that skill is in an agent surplus condition. With EAS, you can assign agents up to 20 skills with 16 skill levels each. Through *CentreVu* Advocate, agents can also be assigned reserve skills with levels of 1 or 2. An agent is only activated on the reserve skills when those skills enter an overload state.

In a situation where there are no calls queued and agents are idle, agents can be selected for skill calls in one of the two following ways:

- **Uniform Call Distribution (UCD):** With UCD, the most idle agent or least occupied agent is selected for the skill. The two UCD types are:
  - Uniform Call Distribution-Most Idle Agent (UCD-MIA)
  - Uniform Call Distribution-Least Occupied Agent (UCD-LOA).
- **Expert Agent Distribution (EAD):** With EAD, the most idle agent or the least occupied agent with the highest skill level is selected for the call. Agents who are idle and have the skill assigned at lower skill levels will receive a call only if there are no agents with higher skill levels available. The two EAD types are:
  - Expert Agent Distribution-Most Idle Agent (EAD-MIA)
  - Expert Agent Distribution-Least Occupied Agent (EAD-LOA).

Least Occupied Agent

Least Occupied Agent is an agent selection method that uses agent occupancy within a skill, rather than position in an idle agent queue to determine which agent to select when a call arrives and one or more agents are available. Agent selection through Least Occupied Agent is

based on the total time an agent has with one or more Automatic Call Distribution (ACD) calls ringing, active, or on hold for any of an agent's assigned skills, and optionally, the total ACW time for any of an agent's assigned skills divided by the total time staffed in any assigned skill. Agent AUX time is not included in the calculation of agent occupancy.

LOA and AUX Time

The following table illustrates how LOA tracks extension calls since agent AUX time is not included in the calculation of agent occupancy:

The Extension Call is:	LOA:
in AUX	ignores this time
in Auto-In/Manual-In with no ACD call on hold	tracks this as idle time
with an ACD call on hold	tracks this as work time
in ACW	If "ACW Considered Idle?" is Y on the *DEFINITY* System Parameters form, LOA tracks as idle time If "ACW Considered Idle?" is N on the *DEFINITY* System Parameters form, LOA tracks this as work time

Agent Call Handling Table

Skill call distribution and preference handling distribution work together in the following ways to affect overall call distribution, as shown in the following table. Note that once a skill is chosen, then the highest priority, oldest call waiting is chosen. The following table discusses skill selection:

Agent Goes Available, and Call Handling Preference is:	Calls Waiting	EAD-MIA—No Calls Waiting	UCD-MIA—No Calls Waiting	EAD-LOA—No Calls Waiting	UCD-LOA—No Calls Waiting
Skill Level Call Handling Preference (without Service Objective)	Take the highest skill level, highest priority, longest wait time call in queue.	Put the agent on the MIA list by skill level.	Put the agent at the back of the MIA list.	The next agent selected is the highest skill level agent with the least occupancy.	The next agent selected is the agent with the least occupancy.

Agent Goes Available, and Call Handling Preference is:	Calls Waiting	EAD-MIA—No Calls Waiting	UCD-MIA—No Calls Waiting	EAD-LOA—No Calls Waiting	UCD-LOA—No Calls Waiting
Skill Level Call Handling Preference (with Service Objective)	Take the highest skill level, the highest priority call whose wait time is the greatest percentage of ASL.	Put the agent on the MIA list by skill level.	Put the agent at the back of the MIA list.	The next agent selected is the highest skill level agent with the least occupancy.	The next agent selected is the agent with the least occupancy.
Greatest Need Call Handling Preference (without Service Objective)	Take the highest priority, longest wait time call in queue.	Put the agent on MIA list by skill level.	Put the agent at the back of the MIA list.	The next agent selected is the highest skill level agent with the least occupancy.	The next agent selected is the agent with the least occupancy.
Greatest Need Call Handling Preference (with Service Objective)	Take the highest priority, oldest call whose wait time is the greatest percentage of ASL.	Put the agent on MIA list by skill level.	Put the agent at the back of the MIA list.	The next agent selected is the highest sill level agent with the least occupancy.	The next agent selected is the agent with the least occupancy.
Percent Allocation Call Handling Preference	Take the skill that is most needed to maintain the specified percentages of time per skill.	Put the agent on the MIA list by skill level.	Put the agent at the back of the MIA list.	The next agent selected is the highest skill level agent with the least occupancy.	The next agent selected is the agent with the least occupancy.

Considerations

The considerations that users must keep in mind regarding agent selection when creating custom *CentreVu* Advocate solutions are included in the following list:

- **MIA Across Splits/Skills:** MIA Across Splits/Skills indicates if agents completing an ACD call for one split/skill should be removed from the idle agent list for all of their splits/skills or whether the agents should remain in the other splits/skills idle agent list. The system default for this option on the System Parameters Features is

No (N), which allows the agent who is active on a call for one skill to move up the idle agent list for all other skills. Yes (Y) is always recommended with *CentreVu* Advocate, as the agent who has been idle since the last call in any skill will be selected, which tends to eliminate “hot seat” call distribution (not used with LOA).

- **ACW Considered Idle:** ACW Considered Idle determines whether an agent in after call work for an ACD call is considered idle. When administering this option on the system Parameters Features Form, N (no) is always recommended as this choice will not place an agent on the MIA list until after the agent has completed all after call work. Yes (Y) will place an agent on the MIA list when he or she has completed a call, before after call work. Selecting Yes does not include ACW time as work time in determining agent occupancy and percent allocation.

Direct Agent Calls

Direct Agent Calls allows a call to a specific ACD agent to be treated as an ACD call. If that agent is logged in but not available, the call will queue for that agent. If the agent is not logged in, the call will follow the agent's coverage path. Zip-tone answer, ACW, and other ACD features can be used with direct agent calls.

EAS Direct Agent Calls is accomplished by dialing the login with the proper class of restriction (COR) settings; that is, both the caller (trunk, vector directory number [VDN], or station) and the agent must have the direct agent COR settings. Customers could actually call an agent directly using Direct Inward Dialing (DID) if the agent's login ID is a published number, or customers could dial a toll-free number and be prompted for the agent's login ID extension.

Direct agent calls will be first to an agent if the agent’s call handling preference is Greatest Need. If the agent’s call handling preference is Skill Level, direct agent calls will be sent first if the Direct Agent Skill has the highest assigned skill level. If an agent’s assigned call handling preference is Percent Allocation, direct agent calls will be sent first if the Direct Agent Calls First field on either the Agent Login ID *DEFINITY* form or the Change Agent Skills *CentreVu* Supervisor form is set to yes or is selected, respectively. This also applies in an over threshold situation. If any skills assigned to an agent are in an overload situation, that agent’s direct agent calls will still be sent to the agent before any calls in the over threshold skills.

Top Skill

For an agent with Skill Level call handling preference, the designated highest priority skill is known as the agent’s “top skill.” The “top skill” represents the skill for which the agent is most likely to receive a call. Any time the agent becomes available, he/she will receive a call for the top

skill. The agent will handle calls for other skills only if there are no calls queued for the agent's top skill. The agent is considered a "top agent" for a skill if the agent has a skill level of "1" assigned for that skill.

For agent tracking purposes, the top skill can also be considered the first-assigned, highest-level skill. This is the skill that the agent first logs into when logging in. In this case, any non-ACD call related time, such as AUX or after call work, would be recorded in this top skill. This is a key consideration in reports. Also, if an agent receives calls in two skills for which that agent has the same assigned skill level, and the calls queue at the same priority, the agent will receive the call in the agent's first-assigned skill.

Service Level Supervisor

Service Level Supervisor is an override feature used to select skills for agents. Service Level Supervisor has Expected Wait Time (EWT) thresholds set for skills and overrides normal agent call handling preferences to handle calls from a skill whose threshold has been exceeded. Additional reserve agents can also be activated automatically when the skill is in the over threshold condition. If you want to impact the percent within service level (depending on the acceptable service level), then set Threshold 1 approximately 5-10 seconds below the acceptable service level on a skill. Generally, the thresholds are set below the abandoned call profile for a skill, and this profile should be determined before thresholds are administered.

Thresholds

Service Level Supervisor allows you to administer two thresholds, based on the administered EWT, for each skill. When a particular skill's EWT exceeds the first threshold, the skill goes into the Overload 1 state. When the skill exceeds the second threshold, the skill goes into the Overload 2 state. As agents become available for calls, if any of the agents' assigned skills are in an Overload 2 state, the agents' normal call handling preference is ignored and they receive calls from the Overload 2 skill. If there are no skills in the Overload 2 state, agents will be connected to any calls in skills that are in the Overload 1 state. If no skills are in the Overload 1 state, then agents receive calls based on their administered call handling preference; that is, skill level, greatest need, or percent allocation. When one or more skills are at the same overload level, the skill with the highest priority call whose call selection measurement (current wait time or predicted wait time) is the highest percentage over threshold will be selected.

If you want to impact the percent within service level, then set Threshold 1 approximately 5-10 seconds below the acceptable service level on a skill. Generally, the thresholds are set below the abandoned call profile for a skill, and this profile should be determined before thresholds are administered.

Reserve Agent Activation

Reserve agents can be activated at each overload threshold. These reserve agents will be made available to take calls from a skill only when it is in an overload condition. When the skill returns to a normal state, calls from that skill will not be sent to reserve agents.

Call Selection Override

Within Service Level Supervisor, there is a Call Selection Override system-wide parameter. The default setting for this parameter is ON (set to Y on the System Parameters *DEFINITY* form). For more information on administering Call Selection Override, see Chapter 11, “Administer *CentreVu*® Advocate on the *DEFINITY*® ECS” in this document.

Call Selection Override ON

When call selection override is on, agents will receive calls based on their assigned call handling preference as long as the skills are in an under-threshold state. Once a standard or reserve skill or skills goes into an over threshold state, agents who become available with this skill are diverted from their primary tasks and start receiving calls from the skill that is over threshold. This includes top, backup, roving, allocated, and reserve agents. All agents who become available ignore their normal tasks and help the skill that is in trouble. As soon as a skill goes over threshold, all agents who have this skill as standard or reserve are automatically reprioritized, giving this skill immediate attention until the skill returns to normal.

In general, agents are less efficient when they are not working on their primary task. When thresholds are set too low or one or more skills are understaffed, one skill going over threshold can cause others to go over threshold, which in turn can cause others to also go over threshold in a domino effect. This option is not intended to improve percent within service level for a skill, but is designed for call centers that currently move agents from skill to skill or change agents’ priorities during the day to alleviate emergencies. In a situation when a call center is understaffed for a day, call selection override may be turned off on a system-wide basis until the emergency situation is remedied.

Call Selection Override OFF

With Call Selection Override off (set to N on the *DEFINITY* forms), agents keep their assigned call handling priorities in skill over threshold situations, and reserve agents are added to handle the skill after other skills. When the overload threshold is exceeded for a skill, standard agents continue with their primary tasks, but will serve a skill to which they are assigned as reserve agents if that skill is over threshold and if none of their standard skills have calls waiting in queue. See the following table for an example of when reserve skill calls will be answered before standard skill calls when Call Selection Override is off.

Call Handling Preference	Reserve Skill Call Delivered First When:
Greatest Need	A reserve skill goes over threshold and the call at the head of the queue for the reserve skill has the highest priority and longest wait time (because the reserve skill is now treated as a standard skill).
Skill Level	When a reserve skill goes over threshold, it is treated as a level 16 skill and could be delivered before other level 16 skill calls.
Percent Allocation	When a reserve skill goes over threshold, it is treated as having 0% assigned. A call from the reserve skill will be delivered before a call from a standard skill in which the agent is above the assigned percentage.

Standard and Reserve Skill Calls

Agents stay focused on their primary tasks even when thresholds are set too low or skills are understaffed. If agents have no calls waiting in their primary skills, these agents can then help a skill that is over threshold. This option allows thresholds to be set much lower without impacting the overall efficiency of the call center. This option can be used to improve the percent within service level for a skill in overload while protecting the service level of the skill in normal mode.

Agent Occupancy

This option gives call centers a better level of agent occupancy without sacrificing the service level on skills. In the Generic 3 Release 5 version of CMS, agents were assigned backup skills to improve agent occupancy in smaller skills. If the backup skill had many calls waiting in queue, the occupancy for those agents increased significantly. However, since the

agents in the smaller skill are now busy most of the time, the service level for the smaller skill drops. With the Call Selection Override option off, agents in the smaller skill can be assigned another skill as a reserve skill and they will only help the reserve skill when that skill is in trouble and there are no calls waiting in queue for the smaller skill. Most of the time, the reserve skill is in normal mode and good service is provided to the smaller skill. When the reserve skill goes over threshold, the agent's occupancy goes up. If no call is waiting in queue for a smaller skill, the agent handles a reserve skill call and the service level of the smaller skill drops during this time because the agents are more busy.

Setting Appropriate Threshold Levels

When call selection override is on (default setting), thresholds should be set based on the following considerations:

- Typically, both thresholds would be set above the acceptable service level.
- First threshold (consider all of the following):
  - From an *agent perspective*, the first threshold is set at the point in time that you want backup agents, reserve1 agents, and so on, to be diverted from their normal tasks to help a skill that is over threshold.
  - From a *caller perspective*, the first threshold is set at the point in time when callers no longer wish to wait for the "expert" agent and will be satisfied with a "capable" agent for this skill.
  - From a *business perspective*, the first threshold is set at the point at which you want to impact abandoned calls based on your current abandon profile.
- Second threshold (consider all of the following):
  - From an *agent perspective*, the second threshold is set at the point in time that you want to bring in reserve2 agents to assist on the skill.
  - From a caller perspective, the second threshold is set at the point in time that callers no longer wish to wait for a "capable" agent, and will be satisfied talking to any agent.
  - From a *business perspective*, the second threshold is set to the maximum wait time you desire for any caller.

When call selection override is off, thresholds should be set based on the following considerations:

- First threshold (consider all of the following):
  - From an *agent perspective*, the first threshold is set at the point in time that you want reserve1 agents to serve this skill if they are sitting idle.
  - From a *caller and business perspective*, the first threshold can be set five to ten seconds below the acceptable service level to improve percent within service level of the skill in overload, while protecting the service level of the skills in normal mode.
- Second threshold (consider all of the following):
  - From an *agent perspective*, the first threshold is set at the point in time that you want reserve2 agents to serve this skill if they are sitting idle.
  - From a *caller and business perspective*, the second threshold is set to the maximum wait time you desire for any caller.

NOTE:

Because idle or reserve-only agents are the only agents that immediately come to help in an emergency when call selection override is off, this option may require more reserve-only agents (for example, call center supervisors). However, if you do not want supervisors to be your first line of defense in this situation, make them reserve2 agents and set the threshold for overload 2 high.

Result of Call Selection Override

The following table illustrates what would happen in the following three situations: skills under threshold, call selection override on when “skill 5” goes over threshold, and call selection override off when “skill 5” goes over threshold (calls are queued for each skill in the table at top priority).

Agent Type (by CHP) (L = assigned level)	Skills Under Threshold and Agent goes Available	Call Selection Override OFF, Agent Goes Available	Call Selection Override ON, Agent Goes Available
Greatest Need Agent: Skill1 - L1, Skill3 - L2, Skill 5 - L3	Take skill with highest priority, longest wait time call.	Take skill with highest priority, longest wait time call.	Take Skill 5 call.

Agent Type (by CHP) (L = assigned level)	Skills Under Threshold and Agent goes Available	Call Selection Override OFF, Agent Goes Available	Call Selection Override ON, Agent Goes Available
Skill Level Agent: Skill 1 - L1, Skill 3 - L2, Skill 5 - L3	Take Skill 1 call.	Take Skill 1 call.	Take Skill 5 call.
Percent Allocation Agent: Skill 1 - 50%, Skill 3 - 30%, Skill 5 - 20%	Select skill based on percentages, most likely taking a Skill 1 call.	Select skill based on percentages.	Take Skill 5 call.
Greatest Need Agent: Skill 1 - L1, Skill 3 - L2, Skill 5 - L reserve2	Take highest priority, longest wait time call from Skill 1 and Skill 3.	Take highest priority, longest wait time call from all skills.	Take Skill 5 call.
Skill Level Agent: Skill 1 - L1, Skill 3 - L2, Skill 5 - L reserve2	Take Skill 1 call.	Take Skill 1 call.	Take Skill 5 call.
Percent Allocation Agent: Skill 1 - 50%, Skill 3 - 50%, Skill 5 - L reserve2	Select Skill 1 or Skill 3 call based on percentages.	Select Skill 1 or Skill 3 call based on percentages.	Take Skill 5 call.
Reserve-Only Agent: Skill 1 - L reserve1 (r1), Skill 3 - L reserve1, Skill 5 - L reserve2	Agent remains available, no call taken.	Take Skill 5 call.	Take Skill 5 call.

Planning Your Call Center—*CentreVu* Advocate with EAS

Introduction

This section presents the decisions that must be made at each level of call center administration before implementing customized *CentreVu* Advocate solutions.

This section includes four tables that present and describe administration decisions using Expert Agent Selection (EAS):

- **System-Level Decisions:** This table presents system-level administrative options and their results (Predicted Wait Time, MIA Across Skills, ACW Considered Idle, Service Level Supervisor, Service Objective).
- **Organization-Level Decisions:** This table presents administrative decisions and their results for a set of agents and skills that do not cross organizations (Call Handling Preference, Service Objective, Hunt Group Type, Service Level Supervisor).
- **Skill-Level Decisions:** This table presents skill-level administrative decisions and their results (Service Level Supervisor, Service Objective).
- **Agent-Level Decisions:** This table presents agent-level administration decisions and their results (Skill Mix, Skill Level, Reserved Skills, Percent Allocation).

CentreVu Advocate, in conjunction with existing Expert Agent Selection (EAS) features, can be used to meet a variety of business needs; for example, building stronger relationships with some customers or improving the overall efficiency of the call center as measured by average speed of answer or maximum wait time.The solutions presented in this document so far are only a selection of the total number of call center solutions possible with *CentreVu* Advocate. Custom call center solutions can be created using *CentreVu* Advocate.

Separate Organizations

In a call center environment in which different organizations or departments of agents do not share work load, each organization or department can choose and implement different solutions to achieve different objectives except for a few system-wide parameters. In this call center environment, all administration decisions are made on a system level for the entire call center, followed by organization-level decisions for the agent groups that reside within the separate organizations.

System Level Decisions

The system-level decisions to be made on the System Parameters Features form are:

- **Call Selection Measurement: predicted-wait-time or current-wait-time:** Predicted-wait-time is always recommended because it results in fewer calls with exceedingly long wait times and optimizes critical agent skill resources. Current-wait-time will result in calls being selected based on their current wait time in queue. Predicted wait time also looks at how much longer it is predicted that the call will have to wait if it is not handled right now.
- **Most Idle Agent Across Skills? Y or N:** The system default for this option on the System Parameters Features is No (N), which allows the agent who is active on a call for one skill to move up the idle agent list for all other skills. Yes (Y) is always recommended with *CentreVu* Advocate, as the agent who has been idle longest since the last call in any skill will be selected (not used with LOA).
- **After Call Work (ACW) Considered Idle? Y or N:** When administering this option on the system Parameters Features Form, N (no) is always recommended as this choice will not place an agent on the MIA list until after the agent has completed all after call work. Y (yes) will place an agent on the MIA list when they have completed a call, and before after call work. Yes does not include ACW time as work time in determining agent occupancy.
- **Call Selection Override? Y or N:** The default for this field, used with Service Level Supervisor, is Y, meaning that agents will be diverted from their primary call handling tasks when a skill goes into an over-threshold situation. Standard and reserve agents give this skill immediate attention. Call Selection Override may be set to N to keep agents on their primary call handling tasks, where they are most efficient in overload situations. Standard and reserve agents address this skill last.

System Level Decisions Table

System-level decisions for call and agent selection need to be made for the entire call center. These decisions are used when administering agents that do not share organizations. The following table includes the decisions that should be made, the choices available, the expected results, the other call center solutions that the results will work with, against, and is not used with, and where the decision is administered.

Option	Choice	Expected Result	Works With	Works Against	Not Used With	Where Decided
Call Selection Measurement	predicted-wait-time*	Better managed smaller skills, improved service.	Greatest Need, Skill Level, Service Objective		Percent Allocation	System Parameters Features form
	current-wait-time					
Most Idle Agent (MIA) Across Skills	Y*=longest since last call for any skill	More equal agent occupancy.			LOA	System Parameters Features form
	N=longest since last call for this skill	More equal number of calls within each skill, BUT can create “hot seats” for multi-skilled agents.			LOA	

Option	Choice	Expected Result	Works With	Works Against	Not Used With	Where Decided
After Call Work (ACW) Considered Idle	Y=agent on MIA list when call drops, ACW not occupied time	If a long ACW time, get another call quickly, lower computed agent occupancy	MIA/LOA, Percent Allocation			System Parameters Features form
	N*=agent is not on MIA list until ACW is done, ACW is occupied time	More equal balance of work related time, higher computed agent occupancy.				
Call Selection Override	ON*=agents are diverted from their primary tasks to assist a skill in an overload state	Calls in a skill that is over threshold will be answered, reserve agents will receive calls for that skill.	Service Level Supervisor			System Parameters Features form
	OFF=agents remain on their primary tasks, even if a skill goes over threshold	Agents do not change priorities for calls in an over threshold skill. Reserve1 and 2 agents handle this skill last.				

*Recommended in most cases.

Organization Level Decisions

The following organization-level decisions need to be made on the Agent Login ID form and the Hunt Group Type form. It is recommended that these be set the same for all skills and agents within an organization:

- **Call Handling Preference (CHP):** The agent call handling preference (Greatest Need, Skill Level, or Percent Allocation) must be chosen. Greatest Need will select a skill for an agent based on the highest priority call that has been waiting in queue for a skill the longest (the call with the “greatest need”). Skill Level will select a skill for an agent based on the skill queue of the call and the agent’s skill level, with the highest-level skill being selected first. Percent Allocation will select a skill for an agent based on the skill that best matches an agent’s administered percent for a skill.
- **Service Objective? Y or N:** Yes (Y) will select a call that will help the skill best meet its administered acceptable service level. No (N) will not consider the service level objective.
- **Hunt Group Type:** The hunt group type, EAD-MIA, EAD-LOA, UCD-MIA, or UCD-LOA must be selected. See Chapter 11, “Administer *CentreVu®* Advocate on *DEFINITY®* ECS” in this document for more information on administering hunt group types.

Organization Level Decisions Table

Organization-level decisions for call and agent selection need to be made for sets of agents that do not cross organizations. For example, agents with different call handling preferences should not be assigned to the same skill. The following table includes the decisions that should be made, the choices available, the expected results, the other call center solutions that the results will work with, and is not used with, and where the decision is administered.

Option	Choice	Expected Result	Works With	Works Against	Not Used With	Where Decided
Call Handling Preference	Greatest Need	Calls are selected from skills based on wait time.	UCD-MIA, UCD-LOA, Service Objective	EAD-MIA, EAD-LOA	Top Skill	Agent Login ID form, *CentreVu* Supervisor
	Skill Level	Calls are selected from skills based on skill level of agent and wait time.	EAD-MIA, EAD-LOA, Service Objective	UCD-MIA, UCD-LOA		
	Percent Allocation	Calls are selected based on best match for agent skill mix.	UCD-LOA, UCD-MIA, EAD-LOA, EAD-MIA		Predicted Wait Time, Top Skill, Service Objective	
Service Objective	Y	Skills show closer distribution of percent in service level.	Greatest Need, Skill Level		Percent Allocation	Agent Login ID form, *CentreVu* Supervisor
	N					
Acceptable Service Level	1-9999 seconds	Adjusts the ASA.	Service Objective		Percent Allocation	Hunt Group form, *CentreVu* Supervisor

Option	Choice	Expected Result	Works With	Works Against	Not Used With	Where Decided
Hunt Group Type	UCD-MIA		Greatest Need	Skill Level, Percent Allocation	Top Skill	Hunt Group Form
	UCD-LOA*	Agents with same skill sets will have similar occupancy.	Greatest Need	Skill Level, Percent Allocation	Top Skill	
	EAD-MIA	Higher skill agents will answer calls.	Skill Level	Percent Allocation		
	EAD-LOA	All agents at the same skill level will have similar occupancy.	Skill Level	Percent Allocation		

*Recommended in most cases.

Within an Organization

In order to receive meaningful measurements to manage a single organization, the solutions implemented must be consistent for all agents and skills, and the solutions must be comparable (that is, the solutions must have the same objective or else not interact).

Certain *CentreVu* Advocate solutions work in opposition to each other, and confusion can result from mixing solutions when agents span skills and/or organizations.

Additional decisions must be made for administering agents within an organization. Once system-level and organization-level decisions have been made, skill-level decisions and agent-level decisions must also be administered.

Skill Level Decisions

When administering agents within an organization, decide if **Service Level Supervisor?** will be **Y** or **N**. If Yes (Y) is chosen, when a skill goes over an expected wait time threshold, additional reserve agent resources will be brought in to help the skill. If No (N) is chosen, then the existing agent resources will be required to handle the incoming call load.

Skill Level Decision Table

Skill-level decisions for call and agent selection need to be made for individual skills within an organization. The following table includes the decision that should be made, the choices available, the expected results, the other call center solutions that the results will work with, and is not used with, and where the decision is administered.

Option	Choice	Expected Result	Works With	Works Against	Not Used With	Where Decided
Service Level Supervisor	Y	Lower maximum oldest call waiting.	All other solutions			Hunt Group form
	N					
Level 1 Threshold	1-9999 seconds	Lower maximum oldest call waiting.	All other solutions			Hunt Group form
Level 2 Threshold	1-9999 seconds	Lowest maximum oldest call waiting.	All other solutions			Hunt Group form
Acceptable Service Level	1-9999 seconds	Different levels of service.	Service Objective		Percent Allocation	Hunt Group form, administered on the *CentreVu* Supervisor Split/Skill Call Profile Setup window

Agent Level Decisions

The following agent-level decisions must be made on the Agent Login ID form or through *CentreVu* Supervisor when administering individual agents within an organization:

- **Skill Mix:** Each agent may have up to 20 skills administered. You must decide which mix of skills an individual agent will have.
- **Skill Level:** Each agent may be assigned a skill level of 1 through 16 or for each administered skill (1 is the highest level, 16 is the lowest), or 1 or 2 for reserve level skills. You must decide which level each agent will be assigned for each administered skill in the mix. All standard skills have a skill level.
- **Reserve Skills:** Each agent may have administered reserve skills, with reserve levels 1 or 2. Agents with reserve skills could be automatically brought in to service a skill if that skill is one of their assigned reserve skills and Service Level Supervisor is administered. Agents who are reserve level 1 will be activated when the skill reaches threshold 1, and agents with a reserve level of 2 will be activated when the skill reaches its level 2 threshold.

  NOTE:

  Agents have a skill level or a reserve level on a particular skill, not both.
- **Percent Allocation:** Agents can be administered with a percentage for each of their standard skills. The total of all percentages must be equal to 100 percent or zero percent if all skills are reserve skills. Agents will then receive calls based on their percent allocation if their call handling preference is Percent Allocation.

Agent Level Decisions Table

Agent-level decisions for call and agent selection need to be made for individual agents within an organization. The following table includes the decisions that should be made, the choices available, the expected results, the other call center solutions that the results will work with, against, and is not used with, and where the decision is administered.

Option	Choice	Expected Result	Works With	Works Against	Not Used With	Where Decided
Skill Mix	Up to 20 skills		All solutions			Agent Login ID form *CentreVu* Supervisor
Skill Level	Level 1-16		EAD-MIA EAD-LOA	UCD-MIA UCD-LOA	Percent Allocation Greatest Need	Agent Login ID form *CentreVu* Supervisor
Reserve Skills	Level R1 or R2	Overload skills are handled automatically.	All solutions	Percent Allocation, when agents are handling overload calls frequently		Agent Login ID form *CentreVu* Supervisor
Percent Allocation	1-100%, or 0% for a reserve level skill	Call distribution is weighted according to the defined percentages.	EAD-LOA UCD-LOA	EAD-MIA UCD-MIA	Greatest Need, Skill Level, Predicted Wait Time, Service Objective	Agent Login ID form *CentreVu* Supervisor

Call Center Example

In general, call selection and agent selection algorithms are paired to work together: An example is administering a call center to match the most qualified agent with the call that agent is best able to handle. The call selection method you would choose is the Skill Level agent call handling preference to select the call that the agent is most qualified to handle; that is, a call from the agent's highest-level skill.

You would use the Expert Agent Distribution-Most Idle Agent (EAD-MIA) or the Expert Agent Distribution-Least Occupied Agent (EAD-LOA) agent selection method to select the most qualified agent for the call. Either of these methods would select the most available, most qualified (that is, highest level agent in that skill) to handle the call. EAD-LOA, in particular, would spread the call selection among agents at each skill level more evenly by selecting the highest-skill level available agent who is the least occupied overall, and not necessarily the agent who was the first to hang up from a previous call. The combinations that are most effective are:

- EAD-MIA or EAD-LOA with Skill Level call handling preference
- UCD-MIA or UCD-LOA with Greatest Need call handling preference
- UCD-LOA with Percent Allocation call handling preference.

The result of administering a call center in this manner is that calls waiting in queue for certain skills are answered faster and the work is spread more evenly among agents assigned to the skills at equal skill levels.

Combining *CentreVu* Advocate Solutions to Meet Call Center Needs

Overview

Call center administrators may have many different objectives for matching callers with agents. In order to meet these objectives, call centers often have individual agents assigned to many different skills. The *CentreVu* Advocate features, in combination with existing EAS features, can be used to meet a variety of business needs by taking advantage of agents in multiple skills. Some general call center business needs are described in this section. For additional information on combining solutions to create a custom call center environment, see Chapter 11, “Administer *CentreVu*® Advocate on *DEFINITY*® ECS” in this document.

Match Caller With Most Qualified Agent

To match a caller with the most qualified agent, assign skill levels that identify an agent’s level of expertise. For agent selection, use EAD-MIA or EAD-LOA (EAS) to select the most qualified agent available. For call selection, use the Skill Level Call handling preference to select the call that the agent is most qualified to handle.

Build Stronger Relationships with Some Customers

CentreVu Advocate features can be used to provide better service (as measured by the average speed of answer) to important customers, relative to regular customers. For agent selection in this scenario, use EAD-MIA or EAD-LOA to select the most qualified agent for a call. For call selection, use the Service Objective *CentreVu* Advocate feature to differentiate levels of service by giving more important customers shorter service objectives and regular customers longer service objectives. The Predicted Wait Time *CentreVu* Advocate feature can also be used to give better service to smaller, more personalized skills. Alternately, with the Percent Allocation call handling preference, a higher percent allocation than required for some skills can be assigned (selectively over staff), which provides better service to customers in those skills.

Improve Overall Call Center Efficiency

To improve overall call center efficiency (call handling and agent occupancy), use UCD-LOA (best option) or EAD-LOA (better option) for agent selection to make the work load more uniform among agents. For call selection use the Greatest Need call handling preference, which lowers the average speed of answer; Service Level Supervisor, which will lower the maximum wait time; or Predicted Wait TIme, which evens out the average speed of answer.

Help Schedule Agents with Multiple Skills

The Percent Allocation *CentreVu* Advocate call handling preference was designed to make agent scheduling easier. With this feature, a percentage of an agent's time can be dedicated to each of the agent's skills. The Service Level Supervisor *CentreVu* Advocate feature can be used in conjunction with the Percent Allocation call handling preference to override these allocations if the forecast on which the allocation is based is not accurate.

Treat All Agents the Same

In order to treat all agents the same in call distribution, use UCD-MIA or UCD-LOA for agent selection to select an agent without reference to the agent's skill level. In a case where the agent's skill level is not used in agent selection, use the Greatest Need call handling preference. Greatest Need selects a call without reference to the answering agent's skill level (for a given queue priority, call selection is based on time in queue). Percent Allocation can also be used to control overall agent idle time by creating agent pools and more evenly distributing calls.

Treat Some Agents Differently

To select the best agents, use EAD-MIA or EAD-LOA for agent selection to keep the most qualified agents working in their higher skill level calls. For call selection, use the Skill Level call handling preference and assign higher skill levels to the skills that the agent is more qualified to handle. Additionally, by using the Service Level Supervisor *CentreVu* Advocate feature, agents with only reserve skills assigned receive calls when one or more of their skills is over threshold, and not before.

Improve Agent Fairness

For agent selection, use UCD-LOA (best option) or EAD-LOA (better option) to make the work load more uniform among agents (in particular, those agents with many skills relative to agents with fewer skills). For call selection, use the Percent Allocation call handling preference and assign equal percentages to all agents for favored and unfavored skills.

Automate Supervisor Actions

Supervisors often move agents from one skill to another or adjust an agent's skill levels to try and meet call center objectives or to improve an individual agent's workload. Use Service Level Supervisor to monitor the performance of a particular skill (using the Expected Wait Time for the skill), automatically adjust the number of agents assigned to the skill, and change the assigned agents' call selection process to provide a higher level of service for a skill in trouble. In addition, the Predicted Wait Time *CentreVu* Advocate feature automatically gives preference to smaller skills while the Service Objective feature automatically minimizes the deviation between each skill's acceptable service level and its service objective.

Combining *CentreVu* Advocate Solutions Table

The following table shows which EAS/*CentreVu* Advocate features are compatible with each other and which ones are not. The comments column includes information regarding implementation and problem-solving.

In general, implementing solutions that combine any of the four "Agents Available" solutions or combine any of the three call handling preference solutions (Greatest Need, Skill Level, and Percent Allocation) is not recommended. If a solution is not listed as specifically compatible or incompatible with another *CentreVu* Advocate solution, then the effect is neutral.

Please refer to the "Call Center Solution" chapters in this document for details on reports, feature administration, and feature descriptions.

Solution	Works With	Works Against	Comments
When Agents Are Available			
UCD-MIA	• Service Level Supervisor • Service Objective • Greatest Need • Direct Agent Calls	• UCD-LOA • EAD-MIA • EAD-LOA • Percent Allocation	UCD-MIA is only used when agents are available for a call. It is compatible with other call selection methods, but not with the percent allocation call handling preference.
UCD-LOA	• Service Level Supervisor • Service Objective • Greatest Need • Percent Allocation • Direct Agent Calls	• UCD-MIA • EAD-MIA • EAD-LOA	UCD-LOA will distribute calls to the least occupied agent available. It can be used in conjunction with other call center solutions. It should not be combined with other solutions in the “agents available” category, and works best with greatest need call handling preference.
EAD-MIA	• Service Level Supervisor • Service Objective • Skill Level • Direct Agent Calls • Top Skill	• UCD-MIA • UCD-LOA • EAD-LOA • Percent Allocation • Greatest Need	EAD-MIA is an EAS solution that works best with skill-level solutions. EAD-MIA selects the most idle agent in a skill by skill level.

Solution	Works With	Works Against	Comments
EAD-LOA	• Service Level Supervisor • Service Objective • Skill Level • Direct Agent Calls • Top Skill	• UCD-MIA • EAD-MIA • UCD-LOA • Percent Allocation	EAD-LOA will make agent work load more uniform by selecting the least occupied agent in a skill for a call. Therefore, EAD-LOA works best with skill level solutions.
When Calls Are in Queue for One or More of an Agent's Skills			
Skill Level (call handling preference)	• EAD-MIA • EAD-LOA • Service Level Supervisor • Predicted Wait Time • Service Objective • Direct Agent Calls • Top Skill	• Greatest Need • Percent Allocation	Skill Level is one type of agent call handling preference. It works best with the EAS solutions, EAD-MIA and EAD-LOA.
Greatest Need (call handling preference)	• UCD-MIA • UCD-LOA • Service Level Supervisor • Predicted Wait Time • Service Objective • Direct Agent Calls	• Skill Level • Percent Allocation • Top Skill • EAD-MIA • EAD-LOA	Greatest need is a call handling preference that is based on the oldest call waiting in queue. Therefore, it works well with other call-based solutions (particularly UCD solutions).

Solution	Works With	Works Against	Comments
Percent Allocation (call handling preference)	• UCD-LOA • Service Level Supervisor • Direct Agent Calls	• EAD-MIA • Skill Level • Greatest Need • Predicted Wait Time • Service Objective • Top Skill	Percent Allocation is a skill-based agent call handling preference. It works well with UCD-LOA. It does not work well with EAD and MIA solutions.
Service Level Supervisor	• All other *CentreVu* Advocate solutions		Service Level Supervisor can be used to enhance any other call center solution.
Predicted Wait Time	• All other *CentreVu* Advocate solutions EXCEPT Percent Allocation	• Percent Allocation	Predicted Wait Time can be used to enhance any other call center solution with the exception of the Percent Allocation agent call handling preference. Because Percent Allocation is based solely on assigned skills, the value of using Predicted Wait Time is nulled.
Service Objective	• All other *CentreVu* Advocate solutions EXCEPT Percent Allocation	• Percent Allocation	Service Objective can be used to enhance any other call center solution with the exception of the Percent Allocation agent call handling preference. Because Percent Allocation is based solely on assigned skills, the value of using Service Objective is nulled.
Direct Agent Calls	• All other *CentreVu* Advocate solutions		Direct Agent Calls can be used to enhance all other call center solutions.

Solution	Works With	Works Against	Comments
Top Skill	• EAD-MIA • EAD-LOA • Service Level Supervisor • Skill Level • Predicted Wait Time • Service Objective	• Greatest Need • Percent Allocation	Top skill is only used with Skill Level call handling preference to track agents that skills can count or to provide service. Top Skill is used to provide a dedicated agent pool for a particular skill.

Getting the Most from Your Call Center

For Best Performance

For optimal effectiveness and fairness in most situations, Lucent recommends that you use the following features and settings.

NOTE:

These are general recommendations. Every call center is unique, so if you implement these recommendations, track system performance closely for the first two weeks to ensure our recommendations work in your specific system.

Least Occupied Agent vs. Most Idle Agent

Lucent recommends that you use the Least Occupied Agent (LOA) agent selection method. LOA gives the fairest distribution of the work load, optimizes agent productivity, and reduces Average Speed of Answer. To get the greatest benefit from EAD-LOA, we recommend that you minimize the number of skill levels assigned to agents. EAD-LOA works best with 2-4 skill levels.

EAD-LOA selects the least occupied agent within a skill level; therefore, an agent with higher skill levels will still have a higher overall occupancy.

If you do use the Most Idle Agent (MIA) agent selection method, Lucent Technologies recommends that you measure MIA across splits or skills. (LOA is always applied across skills.) To do this, set the `MIA Across Splits or Skills?` field to Y on page 8 of the System-Parameters Features form.

Predicted Wait Time vs. Current Wait Time

Lucent recommends that you use the Predicted Wait Time (PWT) call selection method.

Current Wait Time (CWT) selects calls based on the recent past. This call selection method tracks how long a call has waited in queue. When an agent becomes available, CWT delivers the oldest call already waiting from one of that agent's skills.

Predicted Wait Time (PWT) selects calls based on the past and future. This method also tracks how long a call has waited in queue; but, in addition, it analyzes current system performance and predicts how long the call would wait if the currently available agent does not answer it. Predicted Wait Time attempts to eliminate long wait times, thereby reducing abandonments. PWT is particularly useful when you need to balance wait times between specialized skills staffed with a few agents and one or more skills with large staffs.

ACW Considered Idle?

In most call centers, ACW time is associated with a call and therefore is considered work time. If this is the case in your center, set `ACW Considered Idle?` to No (N).

Service Objective and Predicted Wait Time

Lucent Technologies recommends that Service Objective be used with Predicted Wait Time.

Matching Features to Goals

CentreVu Advocate features are extremely flexible, and they were designed to help you achieve the goals that are most important to you. The following table lists goals that are important in most call centers and identifies the call and agent selection methods that can help you achieve the goals you need to reach.

If your goal is:	Consider the following:	
	Call Selection methods	**Agent Selection methods**
Achieving business objectives		
Maximizing revenues	**Service Objective** Minimize lost revenue due to abandoned calls by setting lower acceptable service levels for the highest revenue generating skills. As the number of calls in queue increases for these critical skills, *DEFINITY* ECS will preferentially select calls in these skills to keep maximum wait times low. **Skill Levels** Skill Levels can be assigned to indicate the highest revenue-generating calls; for example, if a skill has the highest potential revenue, it is assigned level 1.	**EAD-MIA or EAD-LOA** Expert Agent Distribution (EAD) selects the most highly skilled agent available to answer each call. Define skills to represent different levels of sales performance; for example, and assign agents to skills based on their performance: now more calls will go to your best salespeople.
Increasing agent productivity		**UCD-LOA or EAD-LOA** For any given call volume and staff level, Least Occupied Agent (LOA) reduces Average Speed of Answer and makes overall agent work time more uniform.

If your goal is:	Consider the following:	
	Call Selection methods	**Agent Selection methods**
Increasing operating flexibility	**Service Level Supervisor** Service Level Supervisor (SLS) automatically manages agents during periods of peak load. Using criteria you supply, SLS adds predefined reserve agents to the busiest skills when Expected Wait Time exceeds preset thresholds. When the reserve agents are no longer needed, SLS removes them from the skills. Your call center automatically adapts to changes in call volume without supervisor intervention.	
Increasing customer satisfaction	**Predicted Wait Time** Predicted Wait Time (PWT) reduces abandonments by equalizing wait times. With this feature, *DEFINITY* ECS looks at how long calls are likely to wait in queue and selects calls in the order to equalize wait times across skills. **Service Level Supervisor** Service Level Supervisor (SLS) automatically manages agents during periods of peak load. Using criteria you supply, SLS adds predefined backup or reserve agents to the busiest skills to keep Expected Wait Times low. The maximum wait times are minimized, and abandoned calls are reduced.	**EAD-MIA or EAD-LOA** By selecting the most highly skilled agent available to answer each call, Expert Agent Distribution (EAD) allows you to give customers the best possible service.

If your goal is:	Consider the following:	
	Call Selection methods	**Agent Selection methods**
Increasing customer satisfaction (Contd)	**Service Objective** Service Objective allows you to preferentially select calls for your most important skills first—even if those skills don't have the oldest calls. Set a lower Acceptable Service Level (ASL) for crucial skills and enable Service Objective for some or all of the agents in that skill. *DEFINITY* ECS will select calls from the skills that are closest to exceeding their ASL.	**EAD-MIA or EAD-LOA** By selecting the most highly skilled agent available to answer each call, Expert Agent Distribution (EAD) allows you to give customers the best possible service.
Increasing agent satisfaction	**Percent Allocation** Percent Allocation allows you to evenly distribute calls to a skill and to all the agents assigned to that skill. To do this, assign equal percentages for the skill to all agents assigned to that skill. (For example, if all agents assigned to skill 1 have a percent allocation of 25% for the skill, *DEFINITY* ECS will select calls for each agent so that they spend approximately 25% of their staffed time on calls in skill 1.) Percent Allocation also gives agents a greater variety of calls.	**UCD-LOA or EAD-LOA** Least Occupied Agent (LOA) distributes the work load more fairly among agents than the Most Idle Agent (MIA) method does. LOA eliminates "hot seat" agents—agents who spend more time on calls because they have more assigned skills or higher skill levels.

If your goal is:	Consider the following:	
	Call Selection methods	**Agent Selection methods**
Controlling Average Speed of Answer (ASA)		
Lowering ASA for selected customers	**Percent Allocation** Allocate more of your agents' time to important skills so that they will take more calls from those skills than from less important skills. **Predicted Wait Time** If you have important but small skills with just a few agents, use Predicted Wait Time to balance wait times between these specialized skills and your larger skills. Predicted Wait Time will lower ASA for the smaller skills. **Service Level Supervisor** By automatically adding agents to your most important skills during periods of peak load, Service Level Supervisor (SLS) will reduce Expected Wait Time and Average Speed of Answer for these skills. **Service Objective** Service Objective allows you to preferentially select calls for your most important skills first—even if those skills don't have the oldest calls. Set a lower Acceptable Service Level (ASL) for crucial skills and enable Service Objective for the agents in that skill. *DEFINITY* ECS will select calls from the skills that are closest to exceeding their ASL.	**UCD-LOA or EAD-LOA** Least Occupied Agent (LOA) distributes the work load more equally to agents across all skills, thus giving all callers better levels of service.
Equalizing ASA across skills	**Predicted Wait Time** If you have important but small skills with just a few agents, use Predicted Wait Time to balance average speed of answer between these specialized skills and your larger skills. Predicted Wait Time will lower ASA for the smaller skills.	**UCD-LOA or EAD-LOA** Least Occupied Agent (LOA) distributes the work load more equally to agents across all skills, thus giving all callers better levels of service.

If your goal is:	Consider the following:	
	Call Selection methods	**Agent Selection methods**
Controlling Abandonments		
Minimizing abandonments by controlling maximum wait time	**Service Level Supervisor** By automatically adding agents to your most important skills during periods of peak load, Service Level Supervisor (SLS) will reduce Expected Wait Time and Average Speed of Answer for these skills, reducing the likelihood that callers will abandon.	**UCD-LOA or EAD-LOA** Least Occupied Agent (LOA) lowers the ASA across skills, thus giving all callers better levels of service.
Controlling Percent in Service Level		
Equalizing Percent in Service Level across skills	**Service Objective** By using Service Objective, *DEFINITY* ECS will select calls based on how long they have waited in comparison to the acceptable service level. This feature works to keep all your skills at approximately the same percent in service level and relatively close to their acceptable service level.	

If your goal is:	Consider the following:	
	Call Selection methods	**Agent Selection methods**
Handling any media with different levels of service	**Service Objective** If you are using your *DEFINITY* ECS to handle, faxes, e-mails, and video calls as well as voice calls, there may be large differences between the Acceptable Service Level (ASL) for different media. Use Service Objective to ensure that skills with higher volume and shorter ASLs (voice calls, for example) do not negatively affect service for skills with longer ASLs (A skill for e-mail requests might have an ASL of two and a half hours.) For a detailed example of this type of application, see Chapter 4. **Service Level Supervisor** In the above example, if there are a few agents administered with the e-mail skill, the reserve agents who normally handle voice calls could back up the e-mail agents.	
Giving better service to smaller skills	**Predicted Wait Time** If you have important but small skills with just a few agents, use Predicted Wait Time to equalize wait time for all skills. Predicted Wait Time will lower ASA for the smaller skills. (There may be a slight increase in the wait times for larger skills.) **Service Objective** Set a lower Acceptable Service Level (ASL) for small skills and enable Service Objective for some or all of the agents in that skill. *DEFINITY* ECS will select calls from the skills that are closest to exceeding their ASL—even if those aren't the oldest calls waiting.	

If your goal is:	Consider the following:	
	Call Selection methods	**Agent Selection methods**
Managing Agents		
Automatically move agents to respond to changes in call volume	**Service Level Supervisor** Service Level Supervisor (SLS) automatically manages agents during periods of peak load. Using criteria you supply, SLS adds predefined reserve and backup agents to the busiest skills when Expected Wait Time exceeds preset thresholds. When the reserve agents are no longer needed, SLS removes them from the skills. Your call center automatically adapts to changes in call volume without supervisor intervention.	
Control the amount of time agents spend in each of their skills	**Percent Allocation** The Percent Allocation feature is designed to make agent scheduling easier. With this feature, you can allocate a percentage of an agent's work time to each of their skills and *DEFINITY* ECS will select a mix of calls that keeps the agent as close as possible to the percentage you have specified. (You can use Service Level Supervisor with Percent Allocation. If the forecasts on which you base your allocations turn out not to be accurate, Service Level Supervisor will override these allocations during periods of peak call volume.)	

If your goal is:	Consider the following:	
	Call Selection methods	**Agent Selection methods**
Evenly distribute the workload among all agents	**Percent Allocation** Percent Allocation allows you to evenly distribute calls to a skill to all the agents assigned to that skill. To do this, assign equal percentages for the skill to all agents assigned to that skill. (For example, if all agents assigned to skill 1 have a percent allocation of 25% for the skill, *DEFINITY* ECS will select calls for each agent so that they spend approximately 25% of their staffed time on calls in skill 1.) Percent Allocation also gives agents a greater variety of calls.	**UCD-LOA** Least Occupied Agent (LOA) distributes the work load more evenly among agents than the Most Idle Agent (MIA) method does. LOA eliminates “hot seat” agents—agents who spend more time on calls because they have more assigned skills or higher skill levels.
Evenly distribute the workload among the most skilled agents		**EAD-LOA** Expert Agent Distribution (EAD) selects the most highly skilled agent available to answer each call. Using EAD with the LOA agent selection method allows you to distribute the workload among agents with the same skill levels.
Connect callers to the most skilled agents for the callers need		**EAD-MIA or EAD-LOA** By selecting the most highly skilled agent available to answer each call, Expert Agent Distribution (EAD) allows you to give customers the best possible service.

3 Call Center Solution: Maximize Revenues

Overview

Maximizing revenue through efficient use of the call center is an important component of overall business strategy. One way to address this need is to reduce the average speed of answer and abandon rate for preferred call types by improving the service level for certain, high-revenue generating skills and by assigning agents to specific skills based on their ability to generate revenue.

CentreVu® Advocate Features

This chapter discusses the following *CentreVu* Advocate features:

- Greatest Need call handling preference with Service Objective
- Expert Agent Distribution-Least Occupied Agent (EAD-LOA).

Use the *CentreVu* Supervisor reports presented in this chapter to verify that *CentreVu* Advocate is working.

Customer Example

A company that handles orders for many catalogs wants to give better service to an exclusive catalog and also to the 10 percent of their overall catalog customers who spend the most money per order. This goal will be accomplished by giving better service to those potential high revenue calls by improving the service level for those skills and by selecting agents who are best at generating revenue for a certain call type.

Implementation

Callers wanting items from the exclusive catalog are identified by the “800” number dialed using Dialed Number Identification Service (DNIS). These calls are directed to a special vector that queues to the “Exclusive” skill. The top 10 percent spending customers are identified by an Automatic Number Identification (ANI) lookup table and queued to the “Top Ten” skill. All other customers are queued to the “Orders” skill.

Agent Selection

Agents are assigned skill levels based on their revenue generation within each skill. To choose the highest revenue-generating agent available in a skill, the selection method assigned to the skill is Expert Agent Distribution-Least Occupied Agent. All agents are assigned to the Top Ten and Orders skills. A subset of agents with special training are assigned to the Exclusive skill.

Call Selection

Agents are assigned a call handling preference of Greatest Need with Service Objective. (Since Skill Level is used to identify an agent’s ability to generate revenue within a skill and does not indicate a preference among skills, Greatest Need call handling preference can be used instead.) The Service Objective for the Exclusive skill and for the Top Ten skill is set to 15 seconds. The Orders skill has a Service Objective of 30 seconds.

Switch Administration

Several items must be administered on the switch administration forms for this business solution to work. See Chapter 11, “Administer *CentreVu*® Advocate on *DEFINITY* ECS” for more information on switch administration.

Customer Options

On the System Parameters Customer Options form, set the following fields:

- `CentreVu Advocate?` must be set to Y
- Expert Agent Selection (`EAS)?` must be set to Y.

Hunt Group

On the Hunt Group form, set the following parameters:

- Enter the skill number on the command line.
- On page 1, enter `EAD-LOA` in the `Group Type:` field.
- On page 2, set the `Acceptable Service Level:` to 15 seconds.

Set these parameters for the Top Ten skill. Repeat these steps for the Orders skill, setting the `Acceptable Service Level:` to 30 seconds.

To determine the acceptable service level in general, review the abandon call profiles for each skill and target a service time that will minimize abandons. For example, set the acceptable service level at five seconds below the average time to abandon for a particular skill.

CentreVu Supervisor Administration

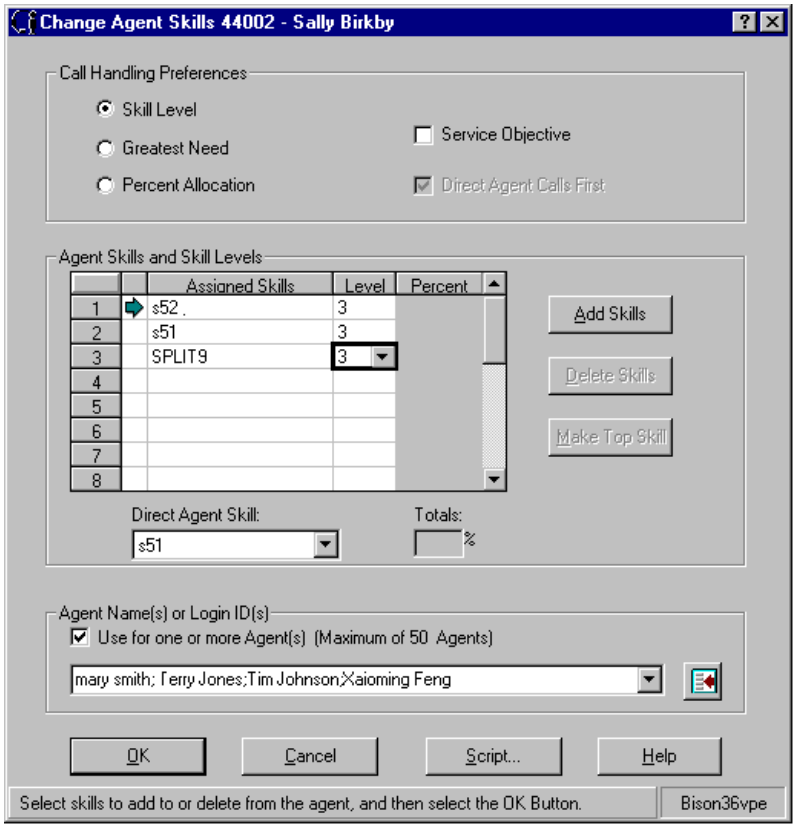
Agents need to have their call handling preferences set to Greatest Need with Service Objective, and the appropriate agents then need to be assigned to the skills Exclusive, Top Ten, and Orders with a skill level based on their ability to generate revenue (1 is the highest level of revenue generation). New Agents must have this administered on the *DEFINITY* ECS forms (see Chapter 11, “Administer *CentreVu*® Advocate on *DEFINITY* ECS” for more information). Existing agents can have this administered using the following procedure.

Change Agent Skills Dialog Box

On the Change Agent Skills form, set agents’ call handling preference to Greatest Need with Service Objective.

To administer an agent’s call handling preference, use the following steps.

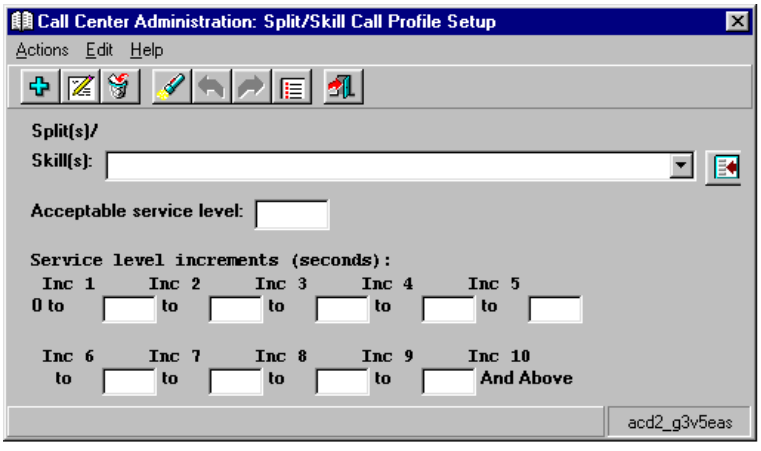
1. Select **Commands** from the *CentreVu* Supervisor Controller.
2. Select **Agent Administration**.
3. Select the Automatic Call Distributor (ACD) by entering the ACD in the text box or selecting an ACD from the drop-down history list.
4. Select **Change Agent Skills** on the Operations tab.
5. Select **OK**. The Select Agent/Template dialog box will display.
6. Select an agent by entering the agent’s name in the text box, using the drop-down history list or using the history button.
7. Select **OK**. The following Change Agent Skills dialog box will display with the selected agent’s information shown in the title bar. The Assigned Skills grid will display on the dialog box.



8. Select **Call Handling Preference: Greatest Need**.
9. Select the **Service Objective** check box.
10. Select **Add Skills**.
11. Add the Exclusive, Top Ten, and Orders skills for the agent if appropriate.
12. Set the agent's skill level for each assigned skill based on the agent's ability to generate revenue.
13. Select **OK** to accept the assignment.

Split/Skill Call Profile Setup Dialog Box

Use the Split/Skill Call Profile Setup dialog box, shown below, to specify an acceptable service level for calls to wait in queue before being answered and to define the service level increments for splits/skills. The Split/Skill Call Profile Setup window is accessed from the **Commands** controller item, under **Call Center Administration**.



Field Descriptions

Use the following table for existing split/skill acceptable service level administration. New splits/skills must be initially administered on the Hunt Group form.

NOTE:

If the information on the Split/Skill Call Profile Setup Dialog Box is changed through *CentreVu* Supervisor, it must also be changed on the *DEFINITY* forms. See Chapter 11, “Administer *CentreVu*® Advocate on *DEFINITY*® ECS” for more information.

Field	Use
Split(s)/Skill(s):	Enter the split or skill number(s) or name(s) (must be previously assigned in the Dictionary subsystem) you are searching for or modifying.
Acceptable service level: (Required entry)	Enter the number of seconds that it is acceptable for an ACD call to wait before connecting to an agent.

Field	Use
Service level increments (seconds): (Required entry)	Enter a progressively greater number of seconds in each “to” field. The seconds before and after each word “to” define an increment in seconds of wait time. For example,”0 to 5 to 10 to 25...” means 0-5, 6-10, and 11-25, and so on. Each of the nine increments can vary in length (for example, 0 to 15, 16 to 20, 21 to 26, 27 to 38, 39 to 43, and so on). Each increment represents a progressively longer wait time for the call and is used for both answered and abandoned calls. To get finer detail regarding when most callers abandon from the skill, use smaller time increments in the Service Level Increments fields around the average time to abandon. For example, if the average time to abandon is 40 seconds for a particular skill, the Service Level Increments field setting might be (in seconds): 0, 5,15, 25, 35, 38, 40, 42, 45, 55, and so on.

Verifying the Solution Through Reports

The average speed of answer for the Top Ten skill will be lower than the Orders skills. If the Exclusive skill has an appropriate amount of staff, it will also have a lower average speed of answer than the Orders skill. The percentage of abandoned calls should also be lower for the Exclusive and Top Ten skills, unless these callers have a much lower tolerance for waiting in queue. The Percent in Service Level should be close for all three skills, since Service Objective has been implemented in this solution. The Percent of Answered Calls will probably be higher for the Exclusive and Top Ten skills, while the Percent Abandoned Calls may be higher for the Orders skill.

Reports

The results of implementing this solution can be seen in any of the Real-Time Split/Skill reports or the Historical Split/Skill Reports. The most relevant reports to this solution are listed below:

- Real-Time Split/Skill Call Profile Report
- Real-Time Queue/Agent Status Report
- Historical Split/Skill Call Profile Report
- Historical Split/Skill Graphical Average Speed of Answer (ASA) Report
- Historical VDN Report
- Historical Agent Summary Report
- Historical Agent Group Summary Report.

You may also use the Real-Time Queue/Agent Summary Report to display a summary of agent activity for the administered skills.

NOTE:

None of the *CentreVu* Supervisor reports will show actual revenue generated. Refer to your host data for this information.

Additional Information

These reports are fully documented in the *CentreVu® Supervisor Version 8 Reports* document (585-210-929). They are summarized as they relate to *CentreVu* Advocate in this chapter. See the *Reports* document for more information on Real-Time and Historical reports.

Database Items and Calculations

New database items and calculations for *CentreVu* Advocate, along with modified, existing database items, are described in Chapter 13, "*CentreVu®* Advocate Database Items and Calculations." Existing database items and calculations are described in the *CentreVu CMS R3V8 Database Items and Calculations* (585-210-939) document.

Real-Time Split/Skill Call Profile Report

This report shows the wait times of incoming calls that are answered and abandoned in a split or skill during the current interval. Calls are displayed in ten columns, with each column representing a progressively longer wait time (increment). You must have administered service level and wait time increments for this report to be meaningful. See the *CentreVu® Version 8 Reports* document (585-210-929) for information on report input fields, report generation, and a full description of all report fields.

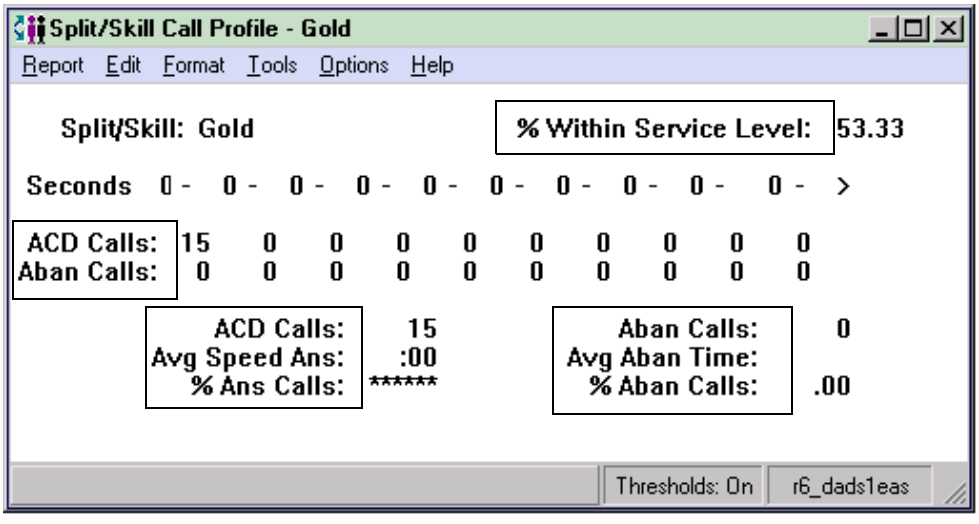
Things to Know for *CentreVu* Advocate

The following items are specific information you will need to run this report for *CentreVu* Advocate:

- **Split/Skill:** Fill in the Split/Skill input field with a name or number for which you want to run the report. You can enter a split/skill name only if the name has been defined in the Dictionary subsystem. Based on the call center example in this chapter, you can run the report for the Exclusive, Top Ten, or Orders skills.
- When generating this report, select a day or interval when there were a large number of abandoned calls and view the resulting profiles for each skill. Set the Service Level Supervisor thresholds about ten seconds below the point in the skill profile at which the calls should be answered.
- Compare profiles for all VDNs that are served by a skill. If one VDN has a substantially different profile, use a separate skill to minimize abandons.

Report Example

The following figure is an example of a Split/Skill Call Profile report.



Report Description

The following table describes the report fields that are most meaningful for the Maximizing Revenues implementation of *CentreVu* Advocate. This report will show, for *CentreVu* Advocate, the number of calls that were answered for the selected split/skill within the predefined service level, the number of calls that abandoned, and the average speed of answer for each skill. The database items used for the Split/Skill Call Profile Report are stored in the `csplit` table.

Report Heading	Description	Database Item, Calculation or <Calculation Name>
% Within Service Level	The percentage of split/skill ACD calls that were answered by an agent within the predefined time. Calls offered to the split/skill include calls that were abandoned and calls that were not answered, but do not include direct agent calls. Calls that were not answered may include forced busy calls, forced disconnect calls, calls redirected to another destination, and calls queued to more than one split/skill and answered in another split/skill.	100*(ACCEPTABLE/ CALLSOFFERED) <PERCENT_SERV_LVL_SPL>

Report Heading	Description	Database Item, Calculation or <Calculation Name>
ACD Calls	This is the number of calls that were sent to the split/skill that were answered by an agent within each increment. This includes outbound ACD calls placed by an adjunct (also called outbound predictive dialing), for the Generic 2.2 switches with ASAI Gateway or the Generic 3 with ASAI only. For the Generic 3 switches it does not include direct agent calls.	ACDCALLS1-10
Aban Calls	The number of calls to the split/skill that were abandoned within each increment. If calls are queued to multiple splits/skills, only the first split/skill queued to records an abandon. This includes outbound ACD calls placed by an adjunct (also called outbound predictive dialing), for the Generic 2.2 switches with ASAI Gateway or the Generic 3 with ASAI only. It does not include direct agent calls.	ABNCALLS
(Total) ACD Calls	The total number of ACD calls that were sent to the split/skill that were answered by an agent in the split/skill. This includes outbound ACD calls placed by an adjunct (also called outbound predictive dialing), for the Generic 2.2 switches with ASAI Gateway or the Generic 3 with ASAI only. For the Generic 3 switches, it does not include direct agent calls.	ACDCALLS
Avg Speed Ans	The average time calls waited in queue and ringing before an agent answered. This does not include direct agent calls, but it does include outbound ACD calls placed by an adjunct (also called outbound predictive dialing), for the Generic 2.2 switches with ASAI Gateway or the Generic 3 with ASAI only.	ANSTIME/ACDCALLS <AVG_ANSWER_SPEED>

Report Heading	Description	Database Item, Calculation or <Calculation Name>
% Ans Calls	The percentage of calls queued to the split/skill that were answered by an agent. Calls to the split/skill include abandoned calls and calls not answered. Calls not answered may include forced busy calls, forced disconnect calls, calls redirected to another destination, and calls queued to more than one split/skill and answered in another split/skill. For the Generic 3 switches, it does not include direct agent calls.	100*(ACDCALLS/ CALLSOFFERED) <PERCENT_CALL_ANS>
(Total) Aban Calls	The total number of calls queued for each split/skill that abandoned before an agent answered. This includes calls that abandon from ringing at a voice terminal. Direct agent calls are not included. For Generic 2.2 switches with the ASAI Gateway, and for Generic 3 switches with ASAI, this includes outbound calls where the far end abandoned as well.	ABNCALLS
Avg Aban Time	The average time calls waited in split/skill before hanging up.	ABNTIME/ABNCALLS <AVG_ABANDON_TIME>
% Aban Calls	The percentage of queued calls to the split/skill that were abandoned before being answered by an agent. For the Generic 2.2 switch with ASAI Gateway Interface feature or Generic 3 switch with the ASAI feature only, calls to the split/skill include outbound ACD calls placed by an adjunct (outbound predictive dialing). For the Generic 3 switches, it does not include direct agent calls.	100*(ABNCALLS/ CALLSOFFERED) <PERCENT_CALL_ABAN>

Real-Time Queue/Agent Status Report

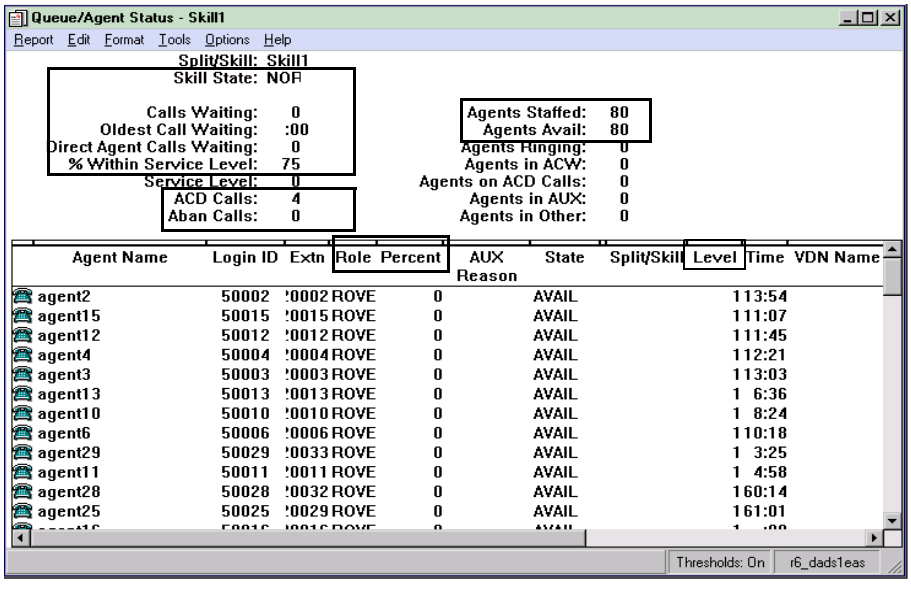
This report is a combination of the Agent report and the Queue/Agent Summary report. It displays overall split/skill information such as the number of calls waiting, oldest call waiting, and percent answered within service level. It also shows the number of agents available, on ACD calls, staffed, with calls ringing, and on after call work. It also shows what each agent in the split/skill is currently doing. See the *CentreVu® Version 8 Reports* document (585-210-929) for information on report input fields, report generation, and a full description of all report fields.

Things to Know for *CentreVu* Advocate

For *CentreVu* Advocate, enter the split or skill name or number that you want to view in this report in the input window. Any name(s) you want to appear on the report must have been previously defined and entered in the Dictionary subsystem. Using the call center example in this chapter, this report may be run for the Exclusive, Top Ten, or Orders skill.

Report Example

The following report is an example of a Queue/Agent Status report, with the fields that are most meaningful for *CentreVu* Advocate shown in boxes.



Report Description

The following table describes the report fields that are most meaningful for the Maximizing Revenues implementation of *CentreVu* Advocate. For *CentreVu* Advocate, this report will show the current state of the skill in comparison to the administered thresholds, the number of calls waiting in queue, the number of abandoned calls, and the number of both agents staffed for the skill and agents available to take a call. The database items used for the Queue/Agent Status report are stored in `csplit` and `cagent` tables.

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Skill State	Current state of this skill, compared to the administered thresholds. Requires ECS R6 or later with *CentreVu* Advocate.	syn(SKSTATE)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Calls Waiting	The total number of split or skill ACD calls waiting to be answered for each split/skill in the report. This includes calls that are in queue and are ringing at an agent's voice terminal. It also includes outbound ACD calls placed by an adjunct (also called outbound predictive dialing), for the Generic 2.2 switches with ASAI Gateway or the Generic 3 with ASAI only. For the Generic 3 switches, it does not include direct agent calls.	INQUEUE+INRING
Oldest Call Waiting	The length of time (in seconds) the oldest call has waited in queue or ringing (at an agent voice terminal for each split/skill in the report) before being answered. This does not include direct agent calls.	OLDESTCALL
Direct Agent Calls Waiting	The current number of direct agent calls (Generic 3 switches only) that are waiting in this split's/skill's queue or ringing at agent positions.	DA_INQUEUE+DA_INRING
% Within Service Level	The percentage of split/skill ACD calls that were answered by an agent within the predetermined time. With Service Objective, this result should be similar for all three skills in this solution.	100*(ACCEPTABLE/ CALLSOFFERED) <PERCENT_SERV_LVL_SPL>
ACD Calls	The number of calls that were queued to this split/skill and answered by an agent in this split/skill (includes O_ACDCALLS).	ACDCALLS

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Aban Calls	The number of calls that are abandoned by the caller when calls are in queue or when calls are ringing for this split/skill. This includes calls with talk times less than the phantom abandoned call timer value, if it is set. For Generic 2.1 and Generic 3 Version 1 switches with vectoring, this also includes calls that were queued to the split/skill and abandoned while listening to a forced disconnect announcement. NOTE: When a call is queued to multiple splits/skills and abandons from the queue, only the primary split/skill increments ABNCALLS. (Calls that are ringing at an agent's voice terminal and then abandon count as abandons for the split/skill for which they were ringing.)	ABNCALLS
Agents Staffed	The total number of agents logged into each split/skill.	STAFFED
Agents Avail	The current number of agents that are available to receive ACD calls in each split/skill.	AVAILABLE
Role	The Agent's service role for this SKILL, based on call handling preference and skill level. Requires *DEFINITY* ECS R6 or later with *CentreVu* Advocate.	syn(ROLE)
Percent	The Agent's percent allocation for this SPLIT. Requires *DEFINITY* ECS R6 or later with *CentreVu* Advocate.	PERCENT

Historical Split/Skill Call Profile Report

The Split/Skill Call Profile report shows the number of calls answered and abandoned in time increments that you administer. This report also displays your acceptable service level. See Chapter 7, “Call Center Administration,” in the *CentreVu® CMS R3V8 Administration* document (585-210-910) document for both the time increments and acceptable service levels. Since this report shows you how long it takes for calls to be answered or abandoned, you can determine how long a caller is willing to wait for an agent before hanging up. With this information, you can determine the appropriate answering speed required to reduce abandoned calls.

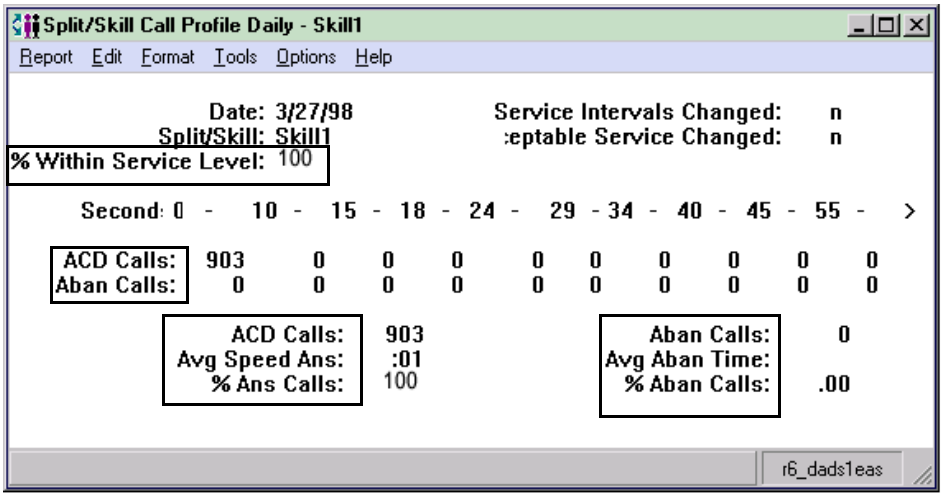
Calls are displayed in ten columns, with each column representing a progressively longer wait time. The Split/Skill Call Profile report is available in daily, weekly, and monthly versions. See the *CentreVu® Version 8 Reports* document (585-210-929) for information on report input fields, report generation, and a full description of all report fields.

Things to Know for *CentreVu* Advocate

For *CentreVu* Advocate, enter the appropriate split/skill name or number that you want to view in this report in the input window. Any name(s) you want to appear on the report must have been previously defined and entered in the Dictionary subsystem. Using the call center example in this chapter, you may run this report for the Exclusive, Top Ten, or Orders skill.

Report Example

The following report is an example of a Split/Skill Call Profile report with the fields that are most meaningful for *CentreVu* Advocate shown in boxes.



Report Description

The following table describes the report fields for the time period covered by the report. For *CentreVu* Advocate, this report shows the percent of calls that were both inside and outside the administered service level for the skill, the number of calls that were answered and abandoned with the time to abandon. The database items for the Split/Skill Call Profile Report are stored in the `dsplit` (daily), `wsplit` (weekly), and `msplit` (monthly) tables.

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
% Within Service Level	The percentage of split/skill ACD calls that were queued to this split/skill and answered within your administered service level.	100*(ACCEPTABLE/ CALLSOFFERED) <PERCENT_SERV_LVL_SPL>
ACD Calls	The number of split/skill ACD calls answered within each service level increment.	ACDCALLS1-10
Aban Calls	The number of split/skill ACD calls that abandoned within each service level increment.	ABNCALLS1-10
ACD Calls	The number of split/skill ACD calls that were queued to this split/skill and answered by an agent for this split/skill. This total also includes O_ACDCALLS if you have the Outgoing Call Management (OCM) application of ASAI. The O_ACDCALLS is the number of ACDCALLS that were placed by an adjunct; this is also referred to as predictive dialing.	ACDCALLS

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Avg Speed Ans	The average time the split/skill ACD calls were waiting in queue and ringing before being answered by an agent.	ANSTIME/ACDCALLS <AVG_ANSWER_SPEED>
Aban Calls	The number of ACD calls to the split/skill that disconnected while either waiting in queue (if this was the first split/skill the call was queued to), or while ringing. This total includes calls with talk time less than the phantom abandoned call timer value, if it is set. This total also includes O_ABNCALLS if you have OCM. The O_ABNCALLS is the number of outbound ACD calls that were abandoned by the far end.	ABNCALLS
Avg Aban Time	The average time the split/skill ACD calls were waiting in queue or ringing before abandoning.	ABNTIME/ABNCALLS <AVG_ABANDON_TIME>
% Ans Calls	The percentage of calls queued to the split/skill that abandoned before being answered by an agent.	100*(ABNCALLS/ (CALLSOFFERED)) <PERCENT_CALL_ABAN>

Historical Split/Skill Graphical ASA Report

The Split/Skill Graphical Average Speed of Answer (ASA) report shows the average speed of answer for ACD calls answered in each selected split/skill for each selected interval. See the *CentreVu® Supervisor Version 8 Reports* document (585-210-929) for information on report input fields, report generation, and a full description of all report fields.

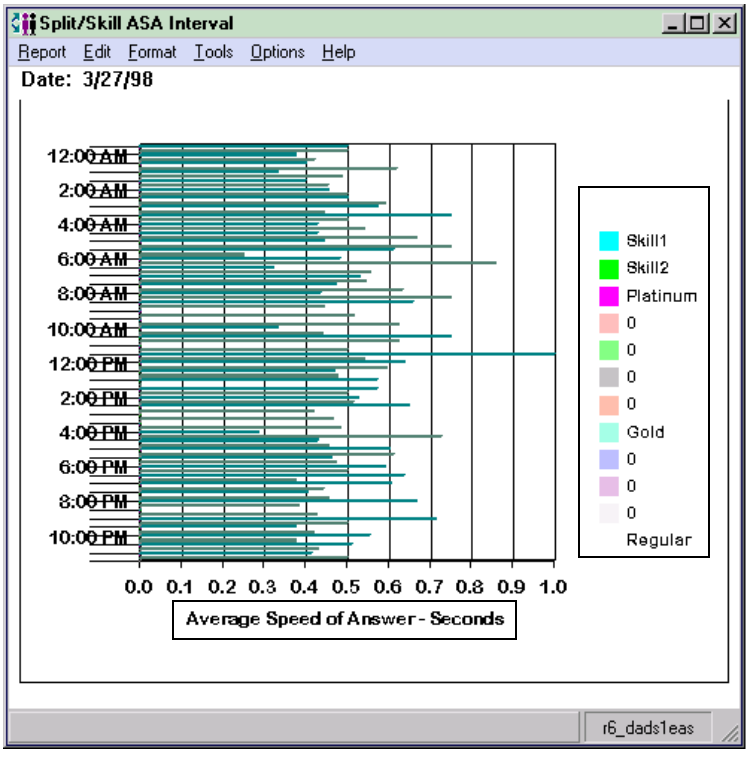
The chart type can be changed. See Chapter 2, “Using Reports” in the *CentreVu® Supervisor Version 8 Reports* document (585-210-929) for more information.

Things to Know for *CentreVu* Advocate

For *CentreVu* Advocate, enter the name(s) or number(s) of the split(s)/skill(s) you want included in the report in the input window. You can enter a name only if it has been previously defined in the Dictionary subsystem. Using the call center example in this chapter, you may run this report for the Exclusive, Top Ten, or Orders skill.

Report Example

The following report is an example of a Split/Skill Graphical ASA report with the fields that are most meaningful for *CentreVu* Advocate shown in boxes.



Report Description

The following table describes the report fields for the time period covered by the report. For *CentreVu* Advocate, this report will show the average speed of answer for the skill in the report. You can use this information to compare average speed of answer in specific skills; for example, Exclusive, Top Ten, or Orders, and take the appropriate action. The database items for the Split/Skill Graphical ASA report are stored in the `cagent` (current interval) and `hsplit` (intrahour interval) tables.

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Split/Skill	The name or number of the split/skill you are currently viewing.	syn(SPLIT)
Average Speed of Ans—Seconds	The value in seconds of the average speed of answer for the split/skill during the time period covered in the report. The relationship of the ASA to the acceptable service level should be similar for all skills (e.g., all slightly below). During busy intervals, ASA will increase for all skills relative to their acceptable service levels.	<AVG_ANSWER_SPEED>

VDN Report

The Historical VDN Report has been modified for *CentreVu* Advocate to include the following fields:

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
% Aban	The percentage of calls to the VDN that abandoned.	100 * ABNCALLS/INCALLS
% Busy	The percentage of calls to the VDN that are busy.	100 * BUSYCALLS/INCALLS
% Flow Out	The percentage of inbound calls on the VDN that are directed (flowed out) to other VDNs.	100 * OUTFLOWCALLS/INCALLS

Historical Agent Summary and Agent Group Summary Reports

The Historical Agent Summary and Historical Agent Group Summary reports have been modified for *CentreVu* Advocate to include the following fields:

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
% Agent Occup w/ACW	Agent occupancy, displayed as a percentage, including agent ACW time as work time.	100 * (sum(I_RINGTIME + I_ACDTIME + I_ACDOTHERTIME + I_ACDAUX_OUTTIME + I_ACDAUXINTIME + I_ACWTIME)/sum (TI_STAFFTIME - TI_AUXTIME + I_ACDAUX_OUTTIME + I_ACDAUXINTIME))
% Agent Occup w/o ACW	Agent occupancy, displayed as a percentage, not including agent ACW time as work time.	100 * (sum(I_RINGTIME + I_ACDTIME + I_ACDOTHERTIME + I_ACDAUX_OUTTIME + I_ACDAUXINTIME)/sum (TI_STAFFTIME - TI_AUXTIME + I_ACDAUX_OUTTIME + I_ACDAUXINTIME))

Things to Note

The following list includes some things to be aware of when implementing the maximizing revenues solution:

- If the speed of answer for the Exclusive skill is too slow, additional agents should be trained for this specialty catalog.
- The configuration described in this section will give the most calls to agents who have the highest revenue-generating potential, which could lead to agent burnout. To avoid this, consider giving more breaks to these agents.
- If the number of agents in any skill is small, using many revenue-generating skill levels will tend to emulate hot-seat distribution. For example, if one agent is assigned to each skill level, the call distribution will be “hot-seat” (always looks first to the level 1 agent, then the level 2 agent, and so on). To avoid hot-seat call distribution, define fewer levels of revenue generation (perhaps three to five levels).
- Ensure that you have administered the same value for the acceptable service level on the switch and through *CentreVu* Supervisor.

4 Call Center Solution: Handle Any Media

Overview

Many call centers are moving to an any media environment. Calls can be received through conventional telephones, e-mail, faxes, and video calls. *CentreVu*® Advocate can be used to equalize service between these media.

CentreVu Advocate Features

This chapter discusses the following *CentreVu* Advocate features:

- Greatest Need and Skill Level call handling preferences with Service Objective
- Uniform Call Distribution-Least Occupied Agent (UCD-LOA)
- Reserve agents with Service Level Supervisor.

Use the *CentreVu* Supervisor reports presented in this chapter to verify that *CentreVu* Advocate is working.

Customer Example

An outsourcing company has added the ability to handle e-mail requests, fax requests, voice calls, and video calls to its call center. To control costs and obtain contracts, the company wants to guarantee the following levels of service for these different media:

- E-mail: 2.75 hours
- Fax: 2 hours
- Voice calls: 60 seconds
- Video calls: 20 seconds.

Implementation

Requests from each media come into vectors that queue the request to separate skills based on the media used by the caller.

Agent Selection

Uniform Call Distribution-Least Occupied Agent (UCD-LOA) is used to select agent for calls. Reserve agents are also staffed to help ensure that service levels for each skill are met. Thresholds for each skill are set above the acceptable service level to bring additional agents in automatically, prior to the committed wait time limit. The following thresholds are set:

- E-mail: 2.77 hours
- Fax: 2.2 hours
- Voice calls: 65 seconds
- Video calls: 25 seconds.

A few agents are dedicated to the e-mail and fax skills. Many more reserve agents are assigned to these two skills and only assist on the skill when the service times approach the pre-defined acceptable service levels.

NOTE:

Although two thresholds can be administered per skill through *CentreVu* Advocate, this example only uses one threshold per skill. Greatest Need agents will give reserve skill calls over threshold equal precedence with standard skills; that is, they will be given the call with the highest priority and longest wait time in queue. Since Call Selection Override is off for this solution, skill level agents will remain on their primary call handling tasks, and standard and reserve agents will be given a call if there are no calls waiting in their standard skills.

Call Selection

Agents are assigned a call handling preference of Greatest Need or Skill Level with Service Objective. Use Service Objective to ensure that skills with higher volume and shorter acceptable service levels (voice calls, for example) do not negatively affect service for skills with longer acceptable service levels (the E-mail skill requests might have an acceptable service level of 2.5 hours). Service Objective will select those calls that are the highest percentage of their administered thresholds. Greatest Need will select the call whose wait time for a skill is the highest percentage of the acceptable service level, while Skill Level will select the call with the highest skill level and whose wait time is the highest percentage of the acceptable service level. The following acceptable service levels are administered:

- E-mail skill: 2.75 hours
- Fax skill: 2 hours
- Voice Calls skill: 60 seconds
- Video Calls skill: 20 seconds.

Switch Administration

Several items must be administered on the switch administration forms for the any media business solution to work. See Chapter 11, “Administer *CentreVu®* Advocate on *DEFINITY®* ECS” for more information on switch administration.

Customer Options

On the System Parameters Customer Options form, set the following fields:

- `CentreVu Advocate?` must be set to Y
- `Expert Agent Selection (EAS)?` must be set to Y.

Features

On the System Parameters Features form, set the `Call Selection Override?` field to N (off).

Hunt Group

On the Hunt Group form, set the following parameters:

- Enter the skill number on the command line.
- On page 1, enter `UCD-LOA` in the `Group Type:` field.
- On page 2, set the `Acceptable Service Level:`
- On page 2, enter Y in the `Service Level Supervisor` field.
- On page 2, set the `Level 1 threshold (secs):`

NOTE:

You may administer thresholds and acceptable service levels to a maximum value of 9999 seconds (about 2.77 hours).

Administer these parameters for the Fax skill:

- `Acceptable Service Level:`7200 seconds (2 hours)
- `Level 1 threshold (secs):` 7920 seconds (2.2 hours).

Administer these parameters for the Voice Calls skill:

- `Acceptable Service Level:` 60 seconds
- `Level 1 threshold (secs):` 65 seconds.

Administer these parameters for the Video Calls skill:

- `Acceptable Service Level:` 20 seconds
- `Level 1 threshold (secs):` 25 seconds.

These values are determined by external commitments made to customers or clients. The threshold values are set slightly above the administered acceptable service levels to give agents time to respond before the average time to abandon is reached.

CentreVu Supervisor Administration

Agents need to have their call handling preferences set to Greatest Need or Skill Level with Service Objective, and then need to be assigned to the skills E-mail, Fax, Voice Calls, and Video Calls based on their level of expertise with each media (skill level). New Agent login IDs must have this administered on the *DEFINITY* Enterprise Communications Server (ECS) forms (see Chapter 11, “Administer *CentreVu*® Advocate on *DEFINITY*® ECS” for more information). Existing agents can have this administered using the following procedure. To create an agent pool, agents must be assigned the same skill level for each skill.

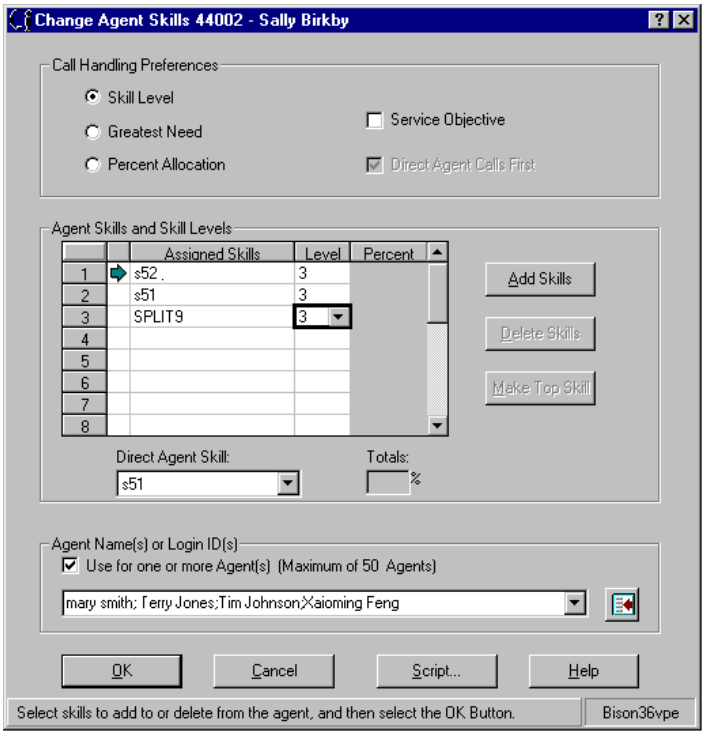
Change Agent Skills Dialog Box

On the Change Agent Skills dialog box, set an agent’s call handling preference to Greatest Need or Skill Level with Service Objective.

To administer an agent’s call handling preference, use the following steps:

1. Select **Commands** from the *CentreVu* Supervisor Controller.
2. Select **Agent Administration**.
3. Select the Automatic Call Distribution (ACD) by entering the ACD in the text box or selecting an ACD from the drop-down history list.

4. Select **Change Agent Skills** on the Operations tab.
5. Select **OK**. The Select Agent/Template dialog box will display.
6. Select an agent by entering the agent's name in the text box, using the drop-down history list or using the history button.
7. Select **OK**. The following Change Agent Skills dialog box will display with the selected agent's information shown in the title bar. The Assigned Skills grid will display on the dialog box.



8. Select **Call Handling Preference: Greatest Need** or **Call Handling Preference: Skill Level**.
9. Select the **Service Objective** check box.
10. Select **Add Skills**. The Add Agent Skills dialog box will display.
11. Add the E-mail, Fax, Voice Calls, and Video Calls skills for the agent based on the agent's expertise.
12. Set the agent's skill level for each assigned skill.
13. Select **OK** to accept the assignment in the Add Agent Skill dialog box and **OK** in the Change Agent Skill dialog box.

Assigning Reserve Agents

Reserve agents in this solution are agents assigned a skill level of reserve1 (R1) for the skills that they are backing up (not set as their Top Skill). An agent may have a reserve1 skill level set for more than one

skill, in addition to their top skill and other skill(s) that may have skill levels of 2-16. Some agents are assigned only reserve skills. These agents do not take calls unless one of their skills are over threshold. To assign reserve agents to each of the four skills used in this solution, use the following steps on the Change Agent Skills form:

1. Select **Call Handling Preference: Greatest Need** or **Call Handling Preference: Skill Level**.
2. Select the **Service Objective** check box.
3. Select **Add Skills**. The Add Agent Skills dialog box will display.
4. Add the E-mail, Fax, Voice calls, and Video Calls skills for the agent based on the agent's expertise.
5. Set the reserve agent's skill level to reserve1 (R1) for each assigned skill that the agent will receive calls for only after that skill has exceeded its administered threshold.
6. Select **OK** to accept the assignment in both the Add Agent Skills and Change Agent Skills dialog boxes.

Options

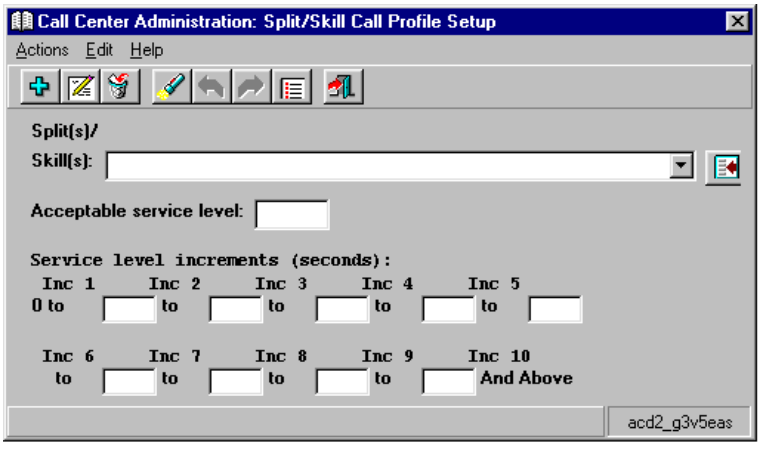
If you have several agents that need to have the same assigned skills and skill levels, use the **Agent Template** options on the Change Agent Skills form to use the information for another agent.

1. Using procedures in the Chapter 6, "Agent Administration," of the *CentreVu® CMS R3V8 Administration* document (585-210-910), define an agent template with the skill profiles you wish to apply to a group of agents.
2. Select the agent template in the **Select Agent/Template** dialog box. The Change Agent Skills dialog box will display with the skill profiles for that template displayed.
3. Select the **Agent Name(s)/Login ID(s)** check box and enter up to 50 agents in the agent field or select up to 50 agents using the drop-down list or Browse dialog box.
4. Select **OK**.

   CentreVu Supervisor will buffer the change agent skills requests and send them to the switch one at a time. A status dialog box will display with the status of each agent request.

Split/Skill Call Profile Setup Dialog Box

Use the Split/Skill Call Profile Setup dialog box, shown below, to specify an acceptable service level for calls to wait in queue before being answered and to define the service level increments for splits/skills. The Split/Skill Call Profile Setup dialog box is accessible from the **Commands** controller item, under **Call Center Administration**.



Field Descriptions

Use the following table for existing split/skill Acceptable Service Level administration. New splits/skills must be initially administered on the Hunt Group form.

NOTE:

If the information on the Split/Skill Call Profile Setup Dialog Box is changed through *CentreVu* Supervisor, it must also be changed on the *DEFINITY* forms. See Chapter 11, “Administer *CentreVu*® Advocate on *DEFINITY*® ECS” for more information.

Field	Use
Split(s)/Skill(s):	Enter the split or skill number(s) or name(s) (must be previously assigned in the Dictionary subsystem) you are searching for or modifying.
Acceptable service level: (Required entry)	Enter the number of seconds that it is acceptable for an ACD call to wait before connecting to an agent. This must be the same as the setting on the *DEFINITY* forms.
Service level increments (seconds): (Required entry)	Enter a progressively greater number of seconds in each “to” field. The seconds before and after each word “to” define an increment in seconds of wait time. For example,”0 to 5 to 10 to 25...” means 0-5, 6-10, and 11-25, and so on. Each of the nine increments can vary in length (for example, 0 to 15, 16 to 20, 21 to 26, 27 to 38, 39 to 43, and so on). Each increment represents a progressively longer wait time for the call and is used for both answered and abandoned calls.

Verifying the Solution Through Reports

The key to verifying this solution is to note that all calls maintain their priority within the skill to be answered over time. An e-mail request that has been waiting for 2.5 hours is as important as a voice call that has waited 60 seconds. To verify that the any media solution is working, compare the **% Within Service Level** report field for different skills. The percent within service level should be very close between the skills over time.

Reports

The results of implementing this solution can be seen in the following Real-Time, Historical, and Integrated reports:

- Real-Time Graphical Skill Overload Report
- Real-Time Graphical Staffing Profile Report
- Historical Graphical Skill Overload Report
- Integrated Graphical Skill Overload Report
- Historical VDN Report
- Historical Agent Summary Report
- Historical Agent Group Summary Report.

Additional Reports

Additionally, the solution can be verified through any report with a Skill State field. The Skill State field displays the state of a skill in comparison to its administered thresholds. Reports using the Skill State field that are not new with *CentreVu* Advocate are fully documented in the *CentreVu® Supervisor Version 8 Reports* document (585-210-929). They are summarized as they relate to *CentreVu* Advocate in this chapter. See the *Reports* document for more information on Real-Time and Historical reports.

Database Items and Calculations

New database items and calculations for *CentreVu* Advocate, along with modified, existing database items, are described in Chapter 13, "*CentreVu®* Advocate Database Items and Calculations." Existing database items and calculations are described in the *CentreVu CMS R3V8 Database Items and Calculations* (585-210-939) document.

Real-Time Graphical Skill Overload Report

This report is only available for customers who have *DEFINITY®* ECS R6 or later switches with Expert Agent Selection (EAS) and have purchased *CentreVu* Advocate. It shows the skill state (normal, unknown, overload 1, overload 2) and trends for a selected skill.

If *CentreVu* Advocate is not activated, the fields of the report which pertain to *CentreVu* Advocate will not be populated.

Things to Know for *CentreVu* Advocate

Here are some things you need to know about this report.

- You can access this report from the Real-Time Split/Skill Category selector menu.
- The report caption displayed when the report is run reads “Skill Overload: xxx” where xxx is the skill name string specified by the Name Formats window of Tools/Options.
- This report has two sections: a vertical bar chart and a rolling line chart.
- The vertical bar chart consists of:
  - A vertical bar for each skill input for the report, showing the current skill state.
  - The y-axis of the report will display, from the bottom up, “Normal,” “Overload1,” and “Overload2.”
  - The x-axis will show the synonym for every skill under the applicable vertical bar.
  - The title: Skill Overload Report
  - By default, a legend displays. The legend will show the synonym for every skill specified in the input, or the skill number if no skill name has been defined.
- The rolling line chart consists of:
  - When the report is started, only one data point (whether unknown, normal, overload1 or overload2) is displayed for each skill. With each refresh, the new status will be added to the previous refresh. This continues for 20 refreshes, at which time the oldest data will roll off the chart.
  - The x-axis of the chart displays a tick mark for each report refresh.
  - The y-axis of the chart displays, from the bottom up, “Normal,” “Overload1,” and “Overload2.”

- The database items used for the Graphical Skill Overload Report are stored in the csplit table.
- The chart type can be changed. See the *CentreVu® Supervisor Version 8 Reports* document (585-210-929) for more information.

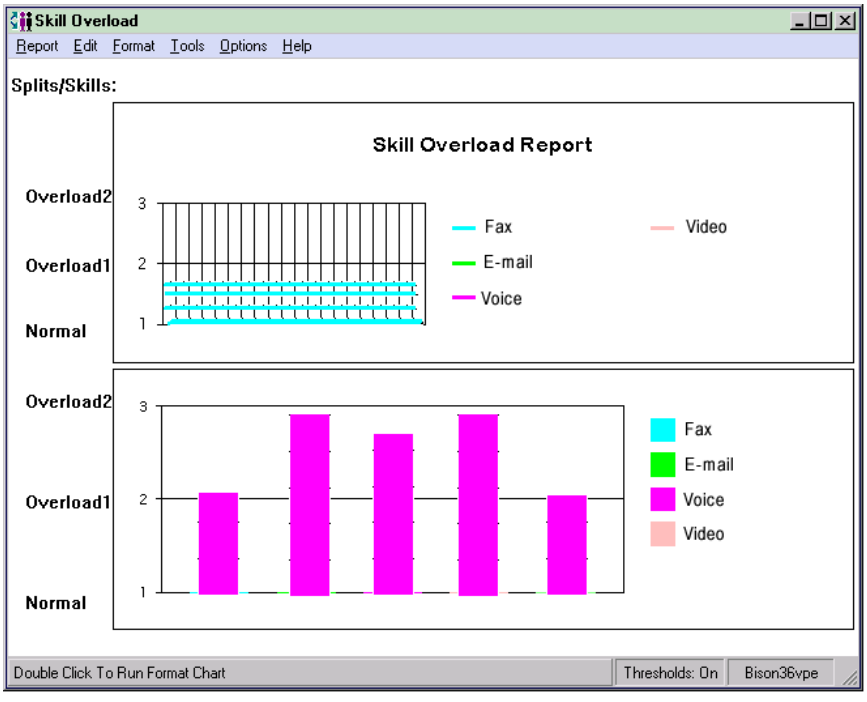
Input Fields

The following table describes the input fields on the real-time Graphical Skill Overload report input windows. You must fill in the fields on the input window to run the report.

Item	Description
Skill:	Fill in the Skill input name(s) or number(s) for which you want to run the report. You can enter a skill name only if the name has been defined in the Dictionary.
Refresh Every <#> Seconds	Enter the number of seconds (3 to 600) to specify how rapidly *CentreVu* CMS should update the report data. The default for the Refresh Every <#> Seconds: field in this window is your assigned minimum refresh rate plus 15 seconds. To find out what your minimum refresh rate is, or to change it, check with your *CentreVu* CMS administrator.
Enable Report Thresholds	Check the Enable Report Thresholds option to start the report with report thresholds running. Uncheck the option if you do not want to run report thresholds.
Run Minimized	Check the Run Minimized option to run the report in a minimized window. Uncheck the option to run the report at full size.

Report Example

The following report is an example of a Graphical Skill Overload report.



Report Description

The following table describes the report fields.

Report Heading	Description	Database Item/ Calculation, Table Name
Skill State	The current state of the skill, compared to the administered thresholds. This displays as Normal, Overload 1, and Overload 2 on the report. Requires *DEFINITY* ECS R6 or later with *CentreVu* Advocate.	SKSTATE

Real-Time Graphical Staffing Profile Report

This report is available only for customers who have *DEFINITY* ECS R6 or later switches with EAS and have purchased *CentreVu* Advocate. It shows how many of what type of agents are staffing a specified skill as Active, in Other, or in AUX.

If *CentreVu* Advocate is not activated, the fields of the report which pertain to *CentreVu* Advocate will not be populated.

Things to Know for *CentreVu* Advocate

Here are some things you need to know about this report.

- You can access this report from the Real-Time Split/Skill Category selector menu.
- Call center supervisors can use this report to see how many agents are active, in Other or in auxiliary work (AUX). This report will also show the supervisor what type of agents are in those fields.
- This report has four charts, with the following information:
  - The upper left quadrant chart shows Top agents staffed, active, in AUX, and in Other for the specified skill.
  - The upper right quadrant chart shows Flex agents staffed, active, in AUX, and in Other for the specified skill.
  - The lower right quadrant chart shows Reserve2 agents staffed, active, in AUX, and in Other for the specified skill.
  - The lower left quadrant chart shows Reserve1 agents staffed, active, in AUX, and in Other for the specified skill.
- The database items used for the Graphical Staffing Profile Report are stored in the `csplit` table.
- You may change the report in Report Designer to display information on agents who are available (AVAIL).
- The chart type can be changed. See the *CentreVu® Supervisor Version 8 Reports* document (585-210-929).

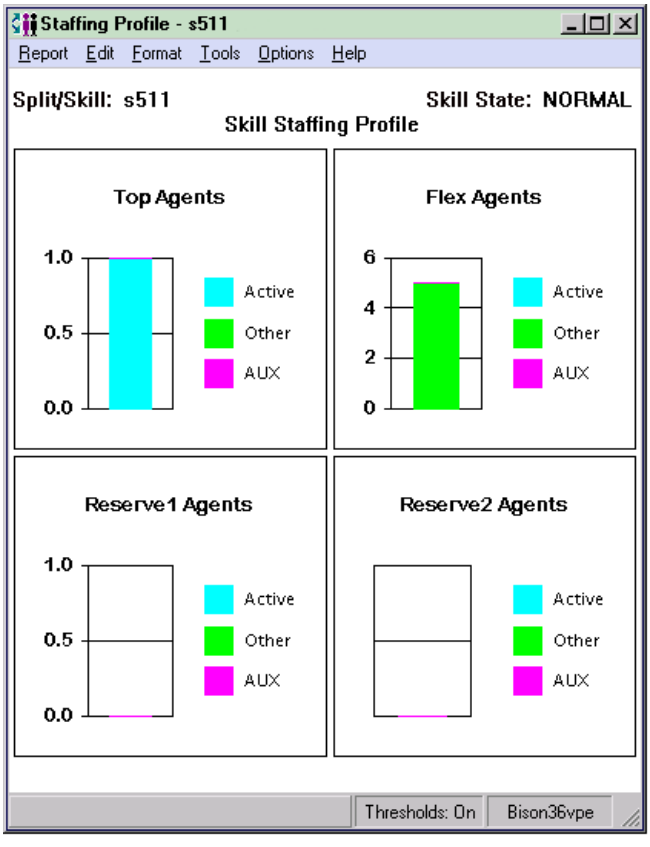
Input Fields

The following table describes the input fields on the real-time Graphical Staffing Profile report input windows. You must fill in the window to run the report.

Item	Description
Split/Skill:	Fill in the Skill input name or number for which you want to run the report. You can enter a skill name only if the name has been defined in the Dictionary.
Refresh Every <#> Seconds	Enter the number of seconds (3 to 600) to specify how rapidly *CentreVu* CMS should update the report data. The default for the Refresh Every <#> Seconds: field in this window is your assigned minimum refresh rate plus 15 seconds. To find out what your minimum refresh rate is, or to change it, check with your *CentreVu* CMS administrator.
Enable Report Thresholds	Check the Enable Report Thresholds option to start the report with report thresholds running. Uncheck the option if you do not want to run report thresholds.
Run Minimized	Check the Run Minimized option to run the report in a minimized window. Uncheck the option to run the report at full size.

Report Example

The following report is an example of a Graphical Staffing Profile report.



Report Description

The following table describes the report fields.

Report Heading	Description	Database Item/ Calculation, Table Name
Split/Skill:	The name or number of the skill (up to 20 characters) that is selected for this report.	syn(SPLIT)
Skill State	The current state of this skill, compared to the administered thresholds. Requires *DEFINITY* ECS R6 or later with *CentreVu* Advocate.	syn(SKSTATE)

Report Heading	Description	Database Item/ Calculation, Table Name
Top Agents (AUX)	The number of top agents logged into the skill who are in the AUX work mode. This includes agents on AUXIN/AUXOUT calls. Available on Generic 3 and Generic 2.2 switches with the EAS feature for top skills. However, “top” database items are only significant for Generic 3 switches and the ECS with EAS. **TINAUX** includes **TINAUX0, TINAUX1-9, TONACDAUXOUT, TONAUXIN,** and **TONAUXOUT.**	TINAUX
Top Agents (Other)	The number of top agents that are doing other work. Agents are logged into multiple skills and doing work for a skill other than this one (on an ACD call or in after call work [ACW], or ACD calls ringing). For Generic 3, while in Auto-in or Manual-in mode; the agent put any call on hold and has performed no further action; the agent is on a direct agent call or in ACW for a direct agent call; the agent is dialing to place a call or to activate a feature; an extension call or a direct agent ACD call is ringing with no other activity. For Generic 3 EAS with multiple call handling, agents are available for other, multiple call handling skills. Agent **POSITIONS** will show up in **TOTHER** directly after the link to the switch comes up and directly after the agents log in before the *CentreVu* CMS is notified of the agent’s work state. Available with Generic 3 and Generic 2.2 switches with the EAS feature. However, “top” database items are only significant for Generic 3 switches and the ECS with EAS. **TOTHER** includes **TDA_INACW** and **TDA_ONACD**.	TOTHER

Report Heading	Description	Database Item/ Calculation, Table Name
Top Agents (Active)	The number of top agents logged into the skill, who are on inbound and outbound ACD calls, plus the number of top agents who are in ACW for ACD calls, plus the number of top agents who have ACD calls ringing and are not doing anything else.	(TONACD + TINACW + TAGINRING)
Flex Agents (AUX)	The number of flex agents in AUX. Requires *DEFINITY* ECS R6 or later with *CentreVu* Advocate.	FINAUX
Flex Agents (Other)	The number of flex agents in the OTHER state. Requires *DEFINITY* ECS R6 or later with *CentreVu* Advocate.	FOTHER
Flex Agents (Active)	The number of flex agents on ACD calls, plus the number of flex agents in ACW, plus the number of flex agents with this skill that have an ACD call ringing.	(FONACD + FINACW + FAGINRING)
Reserve1 Agents (AUX)	The number of reserve1 agents in AUX. Requires *DEFINITY* ECS R6 or later with *CentreVu* Advocate.	R1INAUX
Reserve1 Agents (Other)	The number of reserve 1 agents in the OTHER state. Requires *DEFINITY* ECS R6 or later with *CentreVu* Advocate.	R1OTHER
Reserve1 Agents (Active)	The number of reserve1 agents on ACD calls, plus the number of reserve1 agents in ACW, plus the number of reserve1 agents with this skill that have an ACD call ringing.	(R1ONACD + R1INACW + R1AGINRING)
Reserve2 Agents (AUX)	The number of reserve2 agents in AUX. Requires *DEFINITY* ECS R6 or later with *CentreVu* Advocate.	R2INAUX
Reserve2 Agents (Other)	The number of reserve2 agents in the OTHER state. Requires *DEFINITY* ECS R6 or later with *CentreVu* Advocate.	R2OTHER

Report Heading	Description	Database Item/ Calculation, Table Name
Reserve2 Agents (Active)	The number of reserve2 agents on ACD calls, plus the number of reserve2 agents in ACW, plus the number of reserve2 agents with this skill that have an ACD call ringing. Reserve2 agents (Active) = **R2ONACD** + **R2INACW** + **R2AGINRING.**	(R2ONACD + R2INACW + R2AGINRING)

Historical Graphical Skill Overload Report

The Graphical Skill Overload report shows how much time each skill has spent in normal versus overload condition for the intervals specified for a particular day.

This report is available only if you have purchased the Expert Agent Select (EAS) feature.

Things to Know for *CentreVu* Advocate

Here are some things you need to know about this report.

- The Graphical Skill Overload report is available in a daily version.
- The database items for the Graphical Skill Overload report are stored in the `hsplit` (intrahour interval) table.
- This report displays a horizontal bar chart with a horizontal bar for each skill.
- If you notice a trend toward increased time in overload state, you may need to train or hire additional agents for that skill.

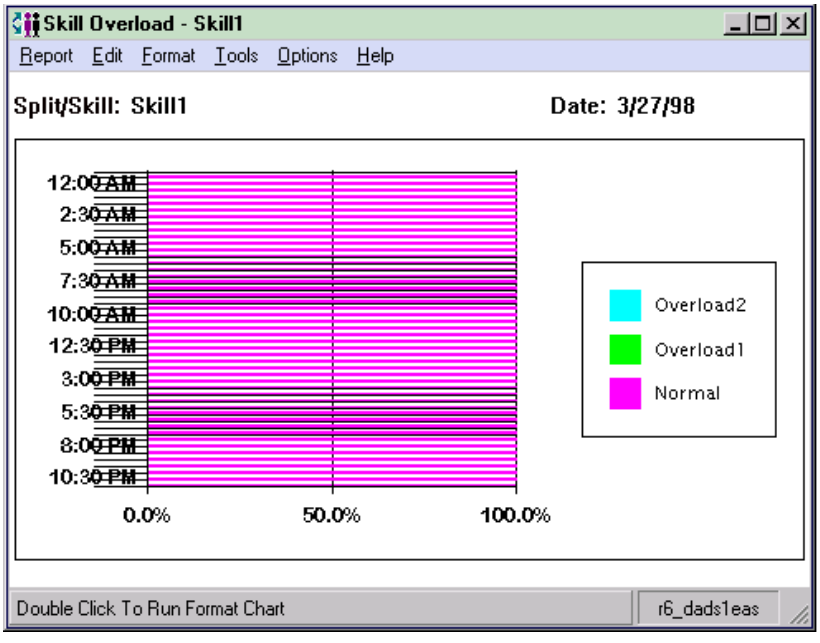
Input Fields

The following table describes the fields on the input window. You must fill in the window to run the report.

Item	Description
Skill:	Enter the name or number of the skill you want included in the report. You can enter a name only if it has been previously defined in the Dictionary subsystem. To complete the input field, do the following: • Type in the information requested. • Select the information from the pull-down list of previously used items. During each CMS session, Supervisor recalls the items you have selected for each input field. You can use the pull-down list to select an item for the input field. • Use the Browse button to view all available items for the input field, and then select an item for the input field. When you click on the Browse button, a window opens that lets you select items for the input field.
Date:	The day for which the report was run (selected in the report input window).
Destination	Choose a report destination. You can select **View Report on Screen** or **Print Report on:** and then use the Select Printer button to print the report on any Windows printer. The default printer is shown.

Report Example

The following report is an example of a Graphical Skill Overload report.



Report Description

The following table describes the report fields for the time period covered by the report.

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Date:	The day for which the report was run (selected in the report input window).	ROW_DATE
Split/Skill:	The name or number of the skill that you are currently viewing.	syn(SPLIT)
Normal	The time the skill spent under all of the thresholds.	I_NORMTIME
Overload1	The time the skill spent over threshold 1 and under threshold 2.	I_OL1TIME
Overload2	The time the skill spent over threshold 2.	I_OL2TIME

Integrated Graphical Skill Overload Report

This report shows the amount of time each specified skill has spent in normal versus overload conditions from the report start time until the report generation time since a specified start time in the last 24 hours.

This report is available only if you have purchased the Expert Agent Select (EAS) feature.

Things to Know for *CentreVu* Advocate

Here are some things you need to know about this report.

- The Graphical Skill Overload report is a vertical bar graph.
- The database items for the Graphical Skill Overload report are stored in the `csplit` (current interval) and `hsplit` (intrahour interval) table.

Input Fields

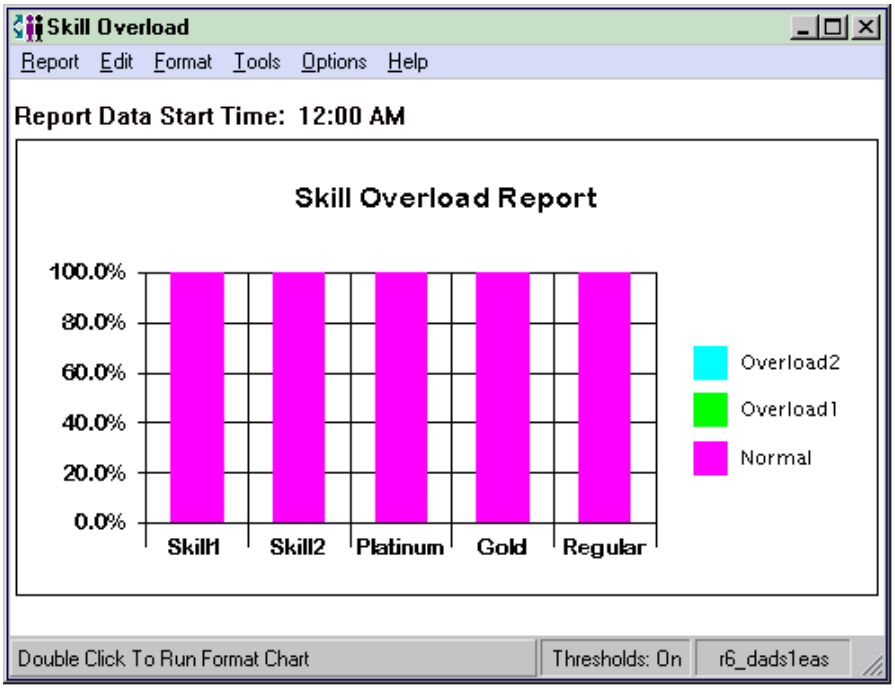
This table describes the input fields on the Integrated Graphical Skill Overload Report input window. You must fill in the fields to run the report.

Field	Description
Skills:	Enter the appropriate skill name(s). Any name you want to appear on the report must have been previously defined and entered in the Dictionary subsystem.
Report Data Start Time:	Enter the day and time (either in military time or with AM/PM specified) you want the report to start collecting data. The time entered (or the time adjusted to the nearest previous interval start time relative to the entered time) is used to populate the Report Data Start Time field on the report. **NOTE:** If no report start time is available, the start time will be midnight of the current day. The report start time must be less than 24 hours before the current time.
Refresh Every <#> Seconds	Enter the number of seconds (3 to 600) to specify how rapidly *CentreVu* CMS should update the report data. The default for the Refresh rate in seconds: field in this window is your assigned minimum refresh rate plus 15 seconds. To find out what your minimum refresh rate is, or to change it, check with your *CentreVu* CMS administrator.

Field	Description
Enable Report Thresholds	Check this box to turn on the thresholds for the report.
Run Minimized	Check this box to minimize the report.

Report Example

This report is an example of a Graphical Skill Overload report.



Report Description

This table describes the report fields.

Report Heading	Description	Database Item/ Calculation or <Calculation Name>
Skill:	The name or number of the skill that you are currently viewing.	syn(SPLIT)
Normal	The time the skill spent under all of the thresholds.	I_NORMTIME
Overload1	The time the skill spent over threshold 1 and under threshold 2.	I_OL1TIME
Overload2	The time the skill spent over threshold 2.	I_OL2TIME

Modified Reports

The following existing reports have been modified to display Skill State in relation to administered skill thresholds, and can be used to verify the Any Media Solution:

Real-Time:

- Multi-ACD Report
- Multi-ACD Top Agent Report
- Queue/Top Agent Status Report
- Queue/Agent Status Report
- Queue/Agent Summary Report
- Graphical Skill Status Report
- Graphical Split/Skill Queue Report
- Graphical Top Skill Status Report
- Skill Status Report
- Skill Top Agent Report
- Split/Skill Report
- Split/Skill Top Agent Status Report
- Drill-Down Top Agent Work State Report
- Drill-Down Work State Report.

Integrated:

- Graphical Skill View Report
- Split/Skill Comparison Report.

Skill State

The following Report Heading has been added to each of the modified reports:

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Skill State	Current state of this skill, compared to the administered thresholds. Requires ECS R6 or later with *CentreVu* Advocate.	syn(SKSTATE)

VDN Report

The Historical VDN Report has been modified for *CentreVu* Advocate to include the following fields:

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
% Aban	The percentage of calls to the VDN that abandoned.	100 * ABNCALLS/INCALLS
% Busy	The percentage of calls to the VDN that are busy.	100 * BUSYCALLS/INCALLS
% Flow Out	The percentage of inbound calls on the VDN that are directed (flowed out) to other VDNs.	100 * OUTFLOWCALLS/INCALLS

Agent Occupancy

The Historical Agent Summary and Historical Agent Group Summary reports have been modified for CentreVu Advocate to include the following fields:

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
% Agent Occup w/ACW	Agent occupancy, displayed as a percentage, including agent ACW time as work time.	100 * (sum(I_RINGTIME + I_ACDTIME + I_ACDOTHERTIME + I_ACDAUX_OUTTIME + I_ACDAUXINTIME + I_ACWTIME)/sum (TI_STAFFTIME - TI_AUXTIME + I_ACDAUX_OUTTIME + I_ACDAUXINTIME))
% Agent Occup w/o ACW	Agent occupancy, displayed as a percentage, not including agent ACW time as work time.	100 * (sum(I_RINGTIME + I_ACDTIME + I_ACDOTHERTIME + I_ACDAUX_OUTTIME + I_ACDAUXINTIME)/sum (TI_STAFFTIME - TI_AUXTIME + I_ACDAUX_OUTTIME + I_ACDAUXINTIME))

Things to Note

The following items must be noted when implementing this solution:

- Agents must be adequately trained on all media associated with their assigned skills.
- Enough agents must be video equipped to meet the objectives for that skill.
- Reserve agents must be video equipped if they are assigned to that skill.
- If you notice a trend toward increased time in overload state (in the reports), you may need to train or hire additional agents for that skill.
- With call Selection Override off, standard skill level agents do not change their priorities when a skill goes over threshold; unless they are idle, standard agents will not change their call handling tasks to assist reserve skills in this implementation. See Chapter 2, “Custom *CentreVu*® Advocate Solutions” for more information.
- Acceptable service level must be administered with the same value on the *DEFINITY* ECS as in *CentreVu* Supervisor.
- Greatest Need agents give immediate attention to standard skills and reserve skills that are over threshold.

5 Call Center Solution: Minimize Abandoned Calls

Overview

A concern for many call centers is controlling abandoned calls. Many call center customers abandon before reaching an agent because the callers believe they have waited too long in queue.

CentreVu® Advocate Features

This chapter discusses the following *CentreVu* Advocate features:

- Predicted Wait Time
- Uniform Call Distribution-Least Occupied Agent (UCD-LOA)
- Service Level Supervisor.

Use the *CentreVu* Supervisor reports presented in this chapter to verify that *CentreVu* Advocate is working.

Customer Example

A concert ticketing service has a typically long wait in queue for many callers. The ticketing service handles ticketing for local concerts: classical, popular artists, and special events. Many callers for the Classical skill are abandoning before they reach an agent because the Popular Artists skill has many more callers and, therefore, more agents to handle those calls. The call center supervisor wants to control the maximum wait time for the Classical skill while still giving good service to the more popular Special Events and Popular Artists skills.

The callers in the Classical skill often abandon around 85 seconds, while callers in the Special Events skill abandon around 40 seconds, and those in the Popular Artists skill around 55 seconds. By using the solution in this chapter, maximum wait time is reduced for the Classical skill, yet the overall level of service for all skills remains high. In general, Service Objective for each skill will be set ten seconds below the average time to abandon for each skill.

Implementation

Agent selection for this solution is based on a combination of agent expertise and availability, while calls are selected for these agents based on their predicted wait time in queue and/or call load per skill.

Agent Selection

The selection method assigned to the skill is Uniform Call Distribution-Least Occupied Agent (UCD-LOA). All agents are assigned to the Popular Artists and Special Events skills. A subset of agents with special training are assigned to the Classical skill. Certain agents assigned to the Special Events and Popular Artists skills are designated reserve1 or reserve 2 agents for the Classical skill, based on their expertise with classical orders and their overall call load. The Average Speed of Answer (ASA) should also be determined for each skill to minimize the abandons per skill. Once the ASA is determined, the thresholds can be set below the average time to abandon on each skill and above the acceptable service level.

Call Selection

There are two call selection options that are implemented to achieve this solution: Predicted Wait Time and Service Level Supervisor

Predicted Wait Time

For the important but small Classical skill with just a few assigned agents, use Predicted Wait Time to even out the maximum wait time. Predicted Wait Time will improve Average Speed of Answer (ASA) for this skill.

NOTE:

There may be a slight increase in wait time for the larger Popular Artists and Special Events skills.

Service Level Supervisor

By automatically adding agents to the Classical skill during peak call times, Service Level Supervisor will reduce both the Expected Wait Time and maximum wait time for the Classical skill, reducing the likelihood that callers for that skill will abandon before they reach an agent. This will occur if the Call Selection Override portion of Service Level Supervisor is ON (set to Yes on the System Parameters Features form).

Switch Administration

Several items must be administered on the switch administration forms for this business solution to work. See Chapter 11, “Administer *CentreVu*® Advocate on *DEFINITY*® ECS” for more information on switch administration. Before administering the solution on the *DEFINITY* switch, determine what value the thresholds should be to minimize abandons for each skill by setting up and viewing call profiles. The average times to abandon will be used as the Acceptable Service Levels. See "Real-Time Split/Skill Call Profile Report" and "Historical Split/Skill Call Profile Report" in this chapter.

Customer Options

On the System Parameters Customer Options form, set the following fields:

- `CentreVu Advocate?` must be set to Y.
- `Expert Agent Selection (EAS)?` must be set to Y.

Features

On the System Parameters Features form, set the following fields:

- `Call Selection Measurement:` set to `predicted-wait-time`.
- `Service Level Supervisor Call Selection Override` should be set to Y (the default with Service Level Supervisor).

Hunt Group

On the Hunt Group form, set the following parameters:

- Enter the skill number on the command line.
- On page 1, enter `UCD-LOA` in the `Group Type:` field.
- To use Service Level Supervisor, the `Skill?` field must be set to Y.
- On page 2, set the `Expected Call Handling Time (sec):` field to 75 seconds.
- If you are using Service Level Supervisor, on page 2, set the `Service Level Supervisor?` field to Y.
- Administer the following thresholds: Level 1: 90 seconds, Level 2: 150 seconds.

Administer these parameters for the Special Events skill, setting the `Acceptable Service Level:` to 40 seconds. Administer these parameters for the Popular Artists skill, setting the `Acceptable Service Level:` to 55 seconds, with corresponding level 1 and level 2 thresholds for each skill.

CentreVu Supervisor Administration

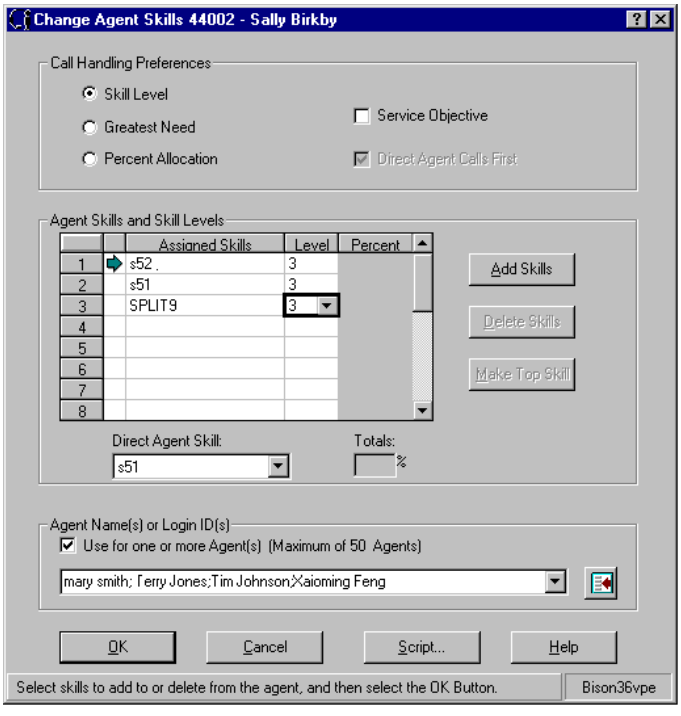
Agents need to have their call handling preferences set to Greatest Need with Service Objective, and then need to be assigned to the skills Classical, Special Events, and Popular Artists based on their expertise. New Agents must have this administered on the *DEFINITY* ECS forms (see Chapter 11, “Administer *CentreVu*® Advocate on *DEFINITY*® ECS” for more information) and must log in for the changes to take effect. Existing agents can have this administered using the following procedure.

Change Agent Skills Dialog Box

On the Change Agent Skills dialog box, set an agent’s call handling preference to Greatest Need with Service Objective.

To administer an agent’s call handling preference, use the following steps.

1. Select **Commands** from the *CentreVu* Supervisor Controller.
2. Select **Agent Administration**.
3. Select the Automatic Call Distribution (ACD) by entering the ACD in the text box or selecting an ACD from the drop-down history list.
4. Select **Change Agent Skills** on the Operations tab.
5. Select **OK**. The Select Agent/Template dialog box will display.
6. Select an agent by entering the agent’s name in the text box, using the drop-down history list or using the history button.
7. Select **OK**. The following Change Agent Skills dialog box will display with the selected agent’s information shown in the title bar. The Assigned Skills grid will display on the dialog box.



8. Select **Call Handling Preference: Greatest Need**.
9. Select the **Service Objective** check box.
10. Select **Add Skills**. The Add Agent Skills dialog box will display.
11. Add the Classical, Special Events, and Popular Artists skills for the agent based on the agent's expertise. The Assigned Skills grid will display.
12. Set the agent's skill level for each assigned skill.

    If the agent is assigned to the Classical skill, assign a skill level of 1 for that skill.

    If an agent is to have the skill as a reserve skill (the agent is not assigned to Classical as a top skill), select the reserve level: 1 or 2.
13. Select **OK** to accept the assignment on the Add Skills dialog box and select **OK** on the Change Agent Skills dialog box.

Options

If you have several agents that need to have the same assigned skills and skill levels, use the **Agent Template** options on the Change Agent Skills form to use the information for another agent.

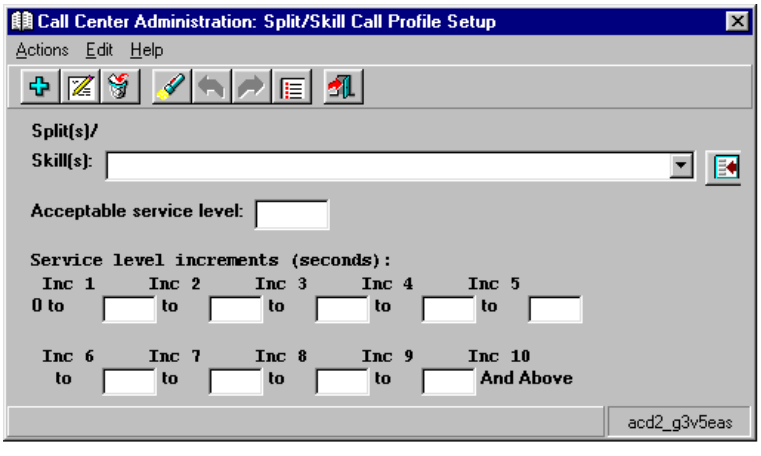
1. Using procedures in the Chapter 6, "Agent Administration," of the *CentreVu® CMS R3V8 Administration* document (585-210-910), define an agent template with the skill profiles you wish to apply to a group of agents.

2. Select the agent template in the **Select Agent/Template** dialog box. The Change Agent Skills dialog box will display with the skill profiles for that template displayed.
3. Select the **Agent Name(s)/Login ID(s)** check box and enter up to 50 agents in the agent field or select up to 50 agents using the drop-down list or Browse dialog box.
4. Select **OK**.

   CentreVu Supervisor will buffer the change agent skills requests and send them to the switch one at a time. A status dialog box will display with the status of each agent request.

Split/Skill Call Profile Setup Dialog Box

Use the Split/Skill Call Profile Setup dialog box to specify an acceptable service level for calls to wait in queue before being answered and to define the service level increments for splits/skills. The Split/Skill Call Profile setup dialog box is accessible from the **Commands** controller item, under **Call Center Administration**.



Field Descriptions

Use the following table for existing split/skill Acceptable Service Level administration. New splits/skills must be initially administered on the Hunt Group form.

NOTE:

If the information on the Split/Skill Call Profile Setup Dialog Box is changed through *CentreVu* Supervisor, it must also be changed on the *DEFINITY* forms. See Chapter 11, “Administer *CentreVu*® Advocate on *DEFINITY*® ECS” for more information.

Field	Use
Split(s)/Skill(s):	Enter the split or skill number(s) or name(s) (must be previously assigned in the Dictionary subsystem) you are searching for or modifying.
Acceptable service level: (Required entry)	Enter the number of seconds that it is acceptable for an ACD call to wait before connecting to an agent.
Service level increments (seconds): (Required entry)	Enter a progressively greater number of seconds in each “to” field. The seconds before and after each word “to” define an increment in seconds of wait time. For example,”0 to 5 to 10 to 25...” means 0-5, 6-10, and 11-25, and so on. Each of the nine increments can vary in length (for example, 0 to 15, 16 to 20, 21 to 26, 27 to 38, 39 to 43, and so on). Each increment represents a progressively longer wait time for the call and is used for both answered and abandoned calls. To get finer detail regarding when most callers abandon from the skill, use smaller time increments in the Service Level Increments fields around the average time to abandon. For example, if the average time to abandon is 40 seconds for a particular skill, the Service Level Increments field setting might be (in seconds): 0, 5,15, 25, 35, 38, 40, 42, 45, 55, and so on.

Verifying the Solution Through Reports

The average speed of answer for the Classical skill will decrease relative to the administered ASA for that skill before *CentreVu* Advocate was used. The percentage of abandoned calls should also be lower for the Classical skill, unless these callers have a much lower tolerance for waiting in queue.

Reports

The results of implementing this solution can be seen in any of the Real-Time Split/Skill reports or the Historical Split/Skill Reports. The elements in those reports that most graphically illustrate the success of this solution are the average speed of answer (ASA), wait time, time to abandon, and percent abandoned fields. The most relevant reports to this solution are listed below:

- Real-Time Split/Skill Call Profile Report
- Real-Time Queue/Agent Status Report
- Historical Split/Skill Call Profile Report
- Historical Graphical ASA Report
- Historical Graphical Busy/Abandon/Disconnect Comparison Report (new report in Release 8 *CentreVu* Supervisor).
- Integrated Graphical Split/Skill View Report.

Additional Reports

You may also use the Real-Time Queue/Agent Summary Report to display a summary of agent activity for the administered skills. The Integrated Graphical Split /Skill View Report has also been modified to include Oldest Call Waiting information.

Additional Information

These reports are fully documented in the *CentreVu® Supervisor Version 8 Reports* document (585-210-929). They are summarized as they relate to *CentreVu* Advocate in this chapter. See the *Reports* document for more information on Real-Time and Historical reports.

Database Items and Calculations

New database items and calculations for *CentreVu* Advocate, along with modified, existing database items, are described in Chapter 13, "*CentreVu®* Advocate Database Items and Calculations." Existing database items and calculations are described in the *CentreVu CMS R3V8 Database Items and Calculations* (585-210-939) document.

Real-Time Split/Skill Call Profile Report

This report shows the wait times of incoming calls that are answered and abandoned in a split or skill during the current interval. Calls are displayed in ten columns, with each column representing a progressively longer wait time (increment). You must have administered service level and wait time increments for this report to be meaningful. See the *CentreVu® Supervisor Version 8 Reports* document, 585-210-929, for information on report input fields, report generation, and a full description of all report fields.

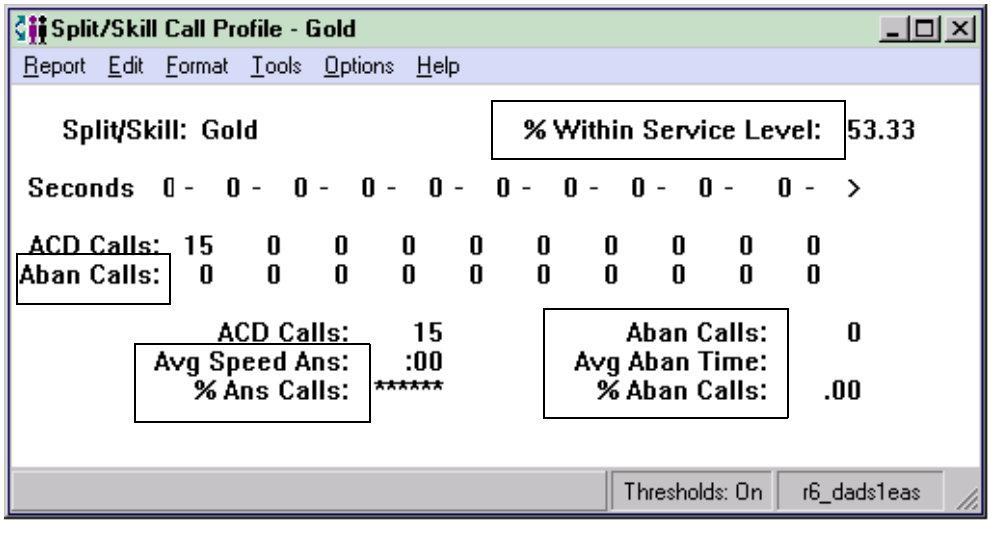
Things to Know for *CentreVu* Advocate

The following items are specific information you will need to run this report for *CentreVu* Advocate:

- **Split/Skill:** Fill in the Split/Skill input field with a name or number for which you want to run the report. You can enter a split/skill name only if the name has been defined in the Dictionary. Based on the call center example in this chapter, you can run the report for the Classical, Popular Artists or Special Events skills.
- When generating this report, select a day or interval when there were a large number of abandoned calls and view the resulting profiles for each skill. Set the Service Level Supervisor thresholds about ten seconds below the point in the skill profile at which the calls should be answered.
- Compare profiles for all VDNs that are served by a skill. If one VDN has a substantially different profile, use a separate skill to minimize abandons.

Report Example

The following report is an example of a Split/Skill Call Profile report.



Report Description

This report will show, for *CentreVu* Advocate, the number of calls that were answered for the selected split/skill within the predefined service level, the number of calls that abandoned, and the average speed of answer for each call in queue. The database items used for the Split/Skill Call Profile Report are stored in the `csplit` table.

Report Heading	Description	Database Item, Calculation or <Calculation Name>
% Within Service Level	The percentage of split/skill ACD calls that were answered by an agent within the predefined time. Calls offered to the split/skill include calls that were abandoned and calls that were not answered, but do not include direct agent calls. Calls that were not answered may include forced busy calls, forced disconnect calls, calls redirected to another destination, and calls queued to more than one split/skill and answered in another split/skill.	100*(ACCEPTABLE/ CALLSOFFERED) <PERCENT_SERV_LVL_SPL>
ACD Calls	This is the number of calls that were sent to the split/skill that were answered by an agent within each increment. This includes outbound ACD calls placed by an adjunct (also called outbound predictive dialing), for the Generic 2.2 switches with ASAI Gateway or the Generic 3 with ASAI only. For the Generic 3 switches it does not include direct agent calls.	ACDCALLS1-10
Aban Calls	The number of calls to the split/skill that were abandoned within each increment. If calls are queued to multiple splits/skills, only the first split/skill queued to records an abandon. This includes outbound ACD calls placed by an adjunct (also called outbound predictive dialing), for the Generic 2.2 switches with ASAI Gateway or the Generic 3 with ASAI only. It does not include direct agent calls.	ABNCALLS
ACD Calls	The total number of ACD calls that were sent to the split/skill that were answered by an agent in the split/skill. This includes outbound ACD calls placed by an adjunct (also called outbound predictive dialing), for the Generic 2.2 switches with ASAI Gateway or the Generic 3 with ASAI only. For the Generic 3 switches, it does not include direct agent calls.	ACDCALLS

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Avg Speed Ans	The average time calls waited in queue and ringing before an agent answered. This does not include direct agent calls, but it does include outbound ACD calls placed by an adjunct (also called outbound predictive dialing), for the Generic 2.2 switches with ASAI Gateway or the Generic 3 with ASAI only.	ANSTIME/ACDCALLS <AVG_ANSWER_SPEED>
% Ans Calls	The percentage of calls queued to the split/skill that were answered by an agent. Calls to the split/skill include abandoned calls and calls not answered. Calls not answered may include forced busy calls, forced disconnect calls, calls redirected to another destination, and calls queued to more than one split/skill and answered in another split/skill. For the Generic 3 switches, it does not include direct agent calls.	100*(ACDCALLS/ CALLSOFFERED) <PERCENT_CALL_ANS>

Real-Time Queue/Agent Status Report

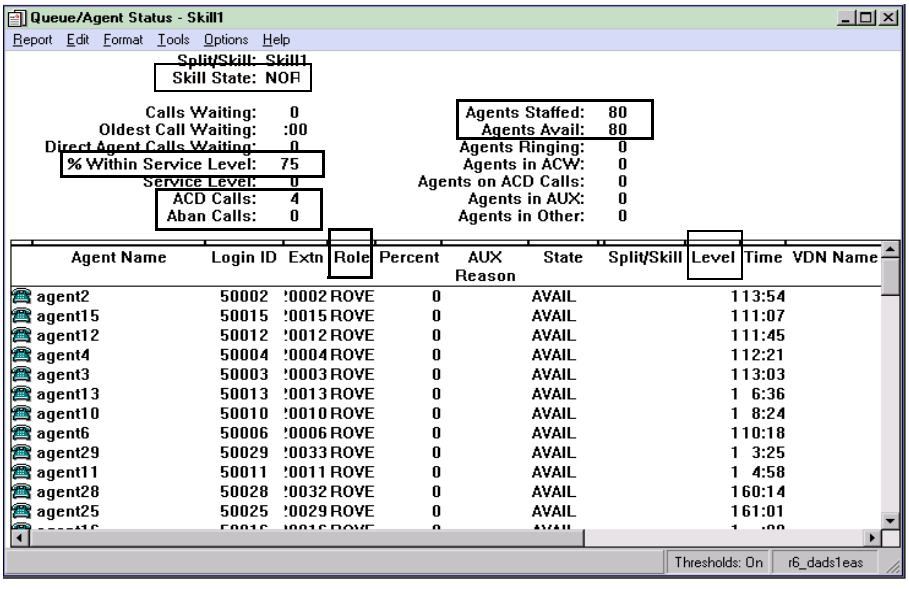
This report is a combination of the Agent report and the Queue/Agent Summary report. It displays overall split/skill information such as the number of calls waiting, oldest call waiting, and percent answered within service level. It also shows the number of agents available, on ACD calls, staffed, with calls ringing, and on after call work. It also shows what each agent in the split/skill is currently doing. See the *CentreVu® Supervisor Version 8 Reports* document (585-210-929) for information on report input fields, report generation, and a full description of all report fields.

Things to Know for *CentreVu* Advocate

For *CentreVu* Advocate, enter the split or skill name or number that you want to view in this report in the input window. Any name(s) you want to appear on the report must have been previously defined and entered in the Dictionary subsystem. Using the call center example in this chapter, this report may be run for the Classical, Popular Artists, or Special Events skill.

Report Example

The following report is an example of a Queue/Agent Status report, with the fields that are most meaningful for *CentreVu* Advocate shown in boxes.



Report Description

For *CentreVu* Advocate, this report will show the current state of the skill in comparison to the administered thresholds (that is, if the skill is in an overload 1 or overload 2 state), the number of abandoned calls, and the number of both agents staffed for the skill and agents available to take a call. The database items used for the Queue/Agent Status report are stored in `csplit` and `cagent` tables.

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Skill State	Current state of this skill, compared to the administered thresholds. Requires the ECS R6 or later with *CentreVu* Advocate.	syn(SKSTATE)
% Within Service Level	The percentage of split/skill ACD calls that were answered by an agent within the predetermined time.	100*(ACCEPTABLE/ CALLSOFFERED) <PERCENT_SERV_LVL_SPL>
ACD Calls	The number of calls that were queued to this split/skill and answered by an agent in this split/skill (includes O_ACDCALLS).	ACDCALLS

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Aban Calls	The number of calls that are abandoned by the caller when calls are in queue or when calls are ringing for this split/skill. This includes calls with talk times less than the phantom abandoned call timer value, if it is set. For Generic 2.1 and Generic 3 Version 1 switches with vectoring, this also includes calls that were queued to the split/skill and abandoned while listening to a forced disconnect announcement. NOTE: When a call is queued to multiple splits/skills and abandons from the queue, only the primary split/skill increments ABNCALLS. (Calls that are ringing at an agent's voice terminal and then abandon count as abandons for the split/skill for which they were ringing.)	ABNCALLS
Agents Staffed	The total number of agents logged into each split/skill.	STAFFED
Agents Avail	The current number of agents that are available to receive ACD calls in each split/skill.	AVAILABLE
Role	The Agent's service role for this **SPLIT**, as defined in the Dictionary. Requires *DEFINITY* ECS R6 or later with *CentreVu* Advocate.	syn(ROLE)
Level	The skill level associated with the agent's current WORKSKILL, when WORKSKILL is not null. Requires a Generic 2.2 or Generic 3 Version 2 or later switch with the EAS feature. For *CentreVu* Advocate, in the cagent table, WORKSKLEVEL contains either a skill level (1-16) for a normal skill, or a reserve level (1 or 2) for a reserve skill. This WORKSKLEVEL applies to WORKSKILL.	syn(WORKSKLEVEL)

Historical Split/Skill Call Profile Report

The Split/Skill Call Profile report shows the number of calls answered and abandoned in time increments that you administer. This report also displays your acceptable service level. See the *CentreVu® CMS R3V8 Administration* (585-210-910) document for both the time increments and acceptable service levels. Since this report shows you how long it takes for calls to be answered or abandoned, you can determine how long a caller is willing to wait for an agent before hanging up. With this information, you can determine the appropriate answering speed required to reduce abandoned calls.

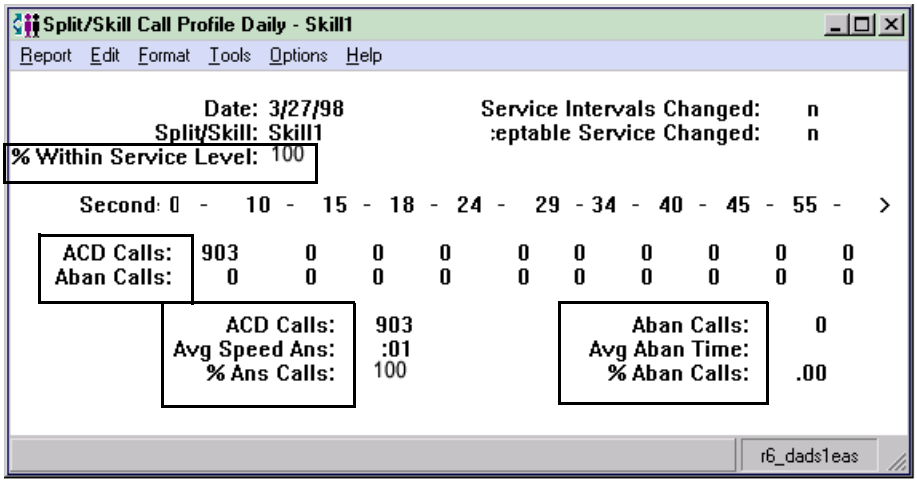
Calls are displayed in ten columns, with each column representing a progressively longer wait time. The Split/Skill Call Profile report is available in daily, weekly, and monthly versions. See the *CentreVu® Supervisor Version 8 Reports* document (585-210-929) for information on report input fields, report generation, and a full description of all report fields.

Things to Know for *CentreVu* Advocate

For *CentreVu* Advocate, enter the appropriate split/skill name or number that you want to view in this report in the input window. Any name(s) you want to appear on the report must have been previously defined and entered in the Dictionary subsystem. Using the call center example in this chapter, you may run this report for the Classical, Popular Artists, or Special Events skill.

Report Example

The following report is an example of a Split/Skill Call Profile report with the fields that are most meaningful for *CentreVu* Advocate are in boxes.



Report Description

For *CentreVu* Advocate, this report shows the percent of calls that were both inside and outside the administered service level for the skill, the number of calls that were answered and abandoned with the time to abandon. The database items for the Split/Skill Call Profile Report are stored in the `dsplit` (daily), `wsplit` (weekly), and `msplit` (monthly) tables.

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
% Within Service Level	The percentage of split/skill ACD calls that were queued to this split/skill and answered within your administered service level.	100*(ACCEPTABLE/ CALLSOFFERED) <PERCENT_SERV_LVL_SPL>
ACD Calls	The number of split/skill ACD calls answered within each service level increment.	ACDCALLS1-10
Aban Calls	The number of split/skill ACD calls that abandoned within each service level increment.	ABNCALLS1-10
ACD Calls	The number of split/skill ACD calls that were queued to this split/skill and answered by an agent for this split/skill. This total also includes O_ACDCALLS if you have the Outgoing Call Management (OCM) application of ASAI. The O_ACDCALLS is the number of ACDCALLS that were placed by an adjunct; this is also referred to as predictive dialing.	ACDCALLS
Avg Speed Ans	The average time the split/skill ACD calls were waiting in queue and ringing before being answered by an agent.	ANSTIME/ACDCALLS <AVG_ANSWER_SPEED>
% Ans Calls	The percentage of calls queued to the split/skill that were answered by an agent. Calls to the split/skill include abandoned calls and calls not answered. Calls not answered may include forced busy calls, forced disconnect calls, calls redirected to another destination, and calls queued to more than one split/skill and answered in another split/skill. For the Generic 3 switches, it does not include direct agent calls.	100*(ACDCALLS/ CALLSOFFERED) <PERCENT_CALL_ANS>

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Aban Calls	The number of ACD calls to the split/skill that disconnected while either waiting in queue (if this was the first split/skill the call was queued to), or while ringing. This total includes calls with talk time less than the phantom abandoned call timer value, if it is set. This total also includes O_ABNCALLS if you have OCM. The O_ABNCALLS is the number of outbound ACD calls that were abandoned by the far end.	ABNCALLS
Avg Aban Time	The average time the split/skill ACD calls were waiting in queue or ringing before abandoning.	ABNTIME/ABNCALLS <AVG_ABANDON_TIME>
% Aban Calls	The percentage of calls queued to the split/skill that abandoned before being answered by an agent.	100*(ABNCALLS/ (CALLSOFFERED)) <PERCENT_CALL_ABAN>

Historical Split/Skill Graphical ASA Report

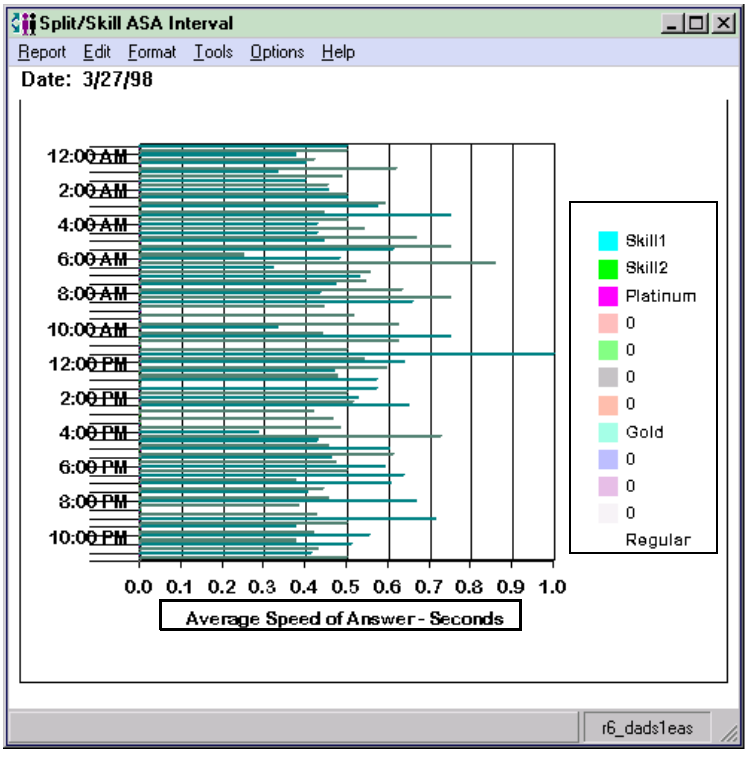
The Split/Skill Graphical ASA (Average Speed of Answer) report shows the average speed of answer for ACD calls answered in each selected split/skill for each selected interval. See the *CentreVu® Supervisor Version 8 Reports* document, 585-210-929, for information on report input fields, report generation, and a full description of all report fields, and changing chart type.

Things to Know for *CentreVu* Advocate

For *CentreVu* Advocate, enter the name(s) or number(s) of the split(s)/skill(s) you want included in the report in the input window. You can enter a name only if it has been previously defined in the Dictionary subsystem.

Report Example

The following report is an example of a Split/Skill Graphical ASA report with the fields that are most meaningful for *CentreVu* Advocate in boxes.



Report Description

The following table describes the report fields for the time period covered by the report. For *CentreVu* Advocate, this report will show the average speed of answer for the skill in the report. The database items for the Split/Skill Graphical ASA report are stored in the `cagent` (current interval) and `hsplit` (intrahour interval) tables.

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Split/Skill	The name or number of the split/skill you are currently viewing.	syn(SPLIT)
Average Speed of Ans—Seconds	The value in seconds of the average speed of answer for the split/skill during the time period covered in the report.	<AVG_ANSWER_SPEED>

Historical VDN Graphical Busy/Abandon/ Disconnect Comparison Report

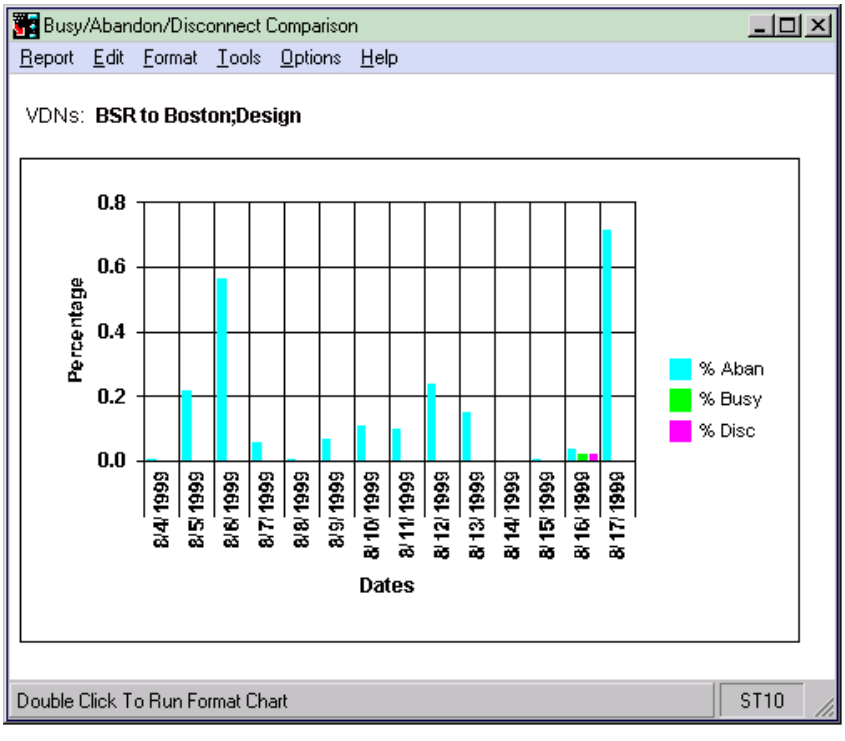
The VDN Graphical Busy/Abandon/Disconnect Comparison report shows the percent of busy, abandon, and disconnect for summarized VDNs in one ACD for each day. See the *CentreVu® Supervisor Version 8 Reports* document, 585-210-929, for information on report input fields, report generation, and a full description of all report fields, and changing chart type.

Things to Know for *CentreVu* Advocate

For *CentreVu* Advocate, enter the name(s) or number(s) of the VDN(s) you want included in the report in the input window. You can enter a name only if it has been previously defined in the Dictionary subsystem.

Report Example

The following report is an example of a VDN Graphical Busy/Abandon/ Disconnect Comparison report.



Report Description

The following table describes the report fields. For *CentreVu* Advocate, this report will show the percent of calls that were busy, abandoned, or disconnected for the VDN(s) in the report. The database items for the

VDN Graphical Busy/Abandon/Disconnect Comparison report are stored in the dvdn (daily) tables.

Report Heading	Description	Database Item, Calculation or <Calculation Name>
ACD	The name of the ACD selected for the report.	ACD
VDN	The name or number of the VDN you are currently viewing.	VDN
Date	The date selected for the report.	ROW_DATE
% Aban	The percentage of calls to the VDN that abandoned during the selected day.	100 * (sum(ABNCALLS) / sum(INCALLS)
% Busy	The percentage of calls to the VDN that were busy during the selected day.	100 * (sum(BUSYCALLS) / sum(INCALLS)
% Aban	The percentage of calls to the VDN that disconnected during the selected day.	100 * (sum(DISCCALLS) / sum(INCALLS)

Modified Report

The Integrated Graphical Split/Skill View Report has been modified for *CentreVu* Advocate to include the following fields:

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Skill State:	The current State of the skill compared to the administered thresholds.	syn(SKSTATE)

In addition, several fields on this report can be used to verify the solution in this chapter, including **% Within Service Level** and **Avg Speed Ans**.

Things to Note

For this solution, note that if the wait time for the Classical skill is too long, additional agents should be trained for this specialty skill.

6 Call Center Solution: Automate Agent Moves

Overview

A call center may need more agents per high-activity skill only at certain peak times of the day. Rather than manually notifying and activating agents for a skill during these times of peak activity, many call centers want to activate these agents on the skill or move agents to the skill automatically.

CentreVu® Advocate Feature

This chapter discusses the Service Level Supervisor *CentreVu* Advocate features. Use the *CentreVu* Supervisor reports presented in this chapter to verify that *CentreVu* Advocate is working.

Customer Example

A call center accepts customer service calls for a major credit card company. There are three skills set up, one each for Platinum cards, Gold cards, and Regular cards. Although more calls are received throughout the business day on Regular and Gold cards, the call center wants to guarantee a level of service to the Platinum card skill by moving agents from the skills assigned to Gold and Regular cards during times of peak activity for the Platinum skill. The target time for moving agents to the Platinum skill is 20 seconds, and the maximum oldest call waiting time is 40 seconds.

These thresholds are used to determine when extra agents are needed for a skill in order to provide better service. Also, Platinum card holders are given a special “800” number to be used specifically for customer service inquiries on their cards. Using the call center solution in this chapter, reserve agents are automatically activated for the Platinum skill only when needed.

Implementation

Platinum card holders are identified by the “800” number dialed using Direct Number Identification Service (DNIS). These calls are directed to a special vector that queues to the Platinum skill.

Agent Selection

Any agent selection method may be used to implement this solution. See Chapter 1, “Introduction: *CentreVu*® Advocate” for a complete list of agent selection methods.

Call Selection

Agents are assigned any call handling preference (depending on call center preference) with Service Level Supervisor. Using Service Level Supervisor, thresholds for the Platinum skill are set as follows:

- Level 1 Threshold: 20 seconds
- Level 2 Threshold: 35 seconds.

These thresholds are used by Service Level Supervisor to determine when to bring in reserve agents for a skill. As the Level 1 threshold is reached, agents with a skill level of reserve1 for that skill start receiving calls. As the Platinum skill reaches its level 2 threshold, agents with a skill level of reserve2 for that skill also start receiving calls. No thresholds are set for the Gold and Regular skills, because they generate less revenue. See Chapter 2, “Custom *CentreVu*® Advocate Solutions” in this document for more information on setting thresholds using Service Level Supervisor.

Agent Priorities

When a skill goes over threshold and you want agents to give that skill the same attention, and all reserve agents to give that skill low attention, set Call Selection Override to “N” on the System Parameters Features form. If you want all agents assigned to a skill to give it immediate attention, and all reserve agents assigned to that skill to give it immediate attention when the skill goes over thresholds, set Call Selection Override to “Y.”

Switch Administration

Several items must be administered on the switch administration forms for this business solution to work. See Chapter 11, “Administer *CentreVu®* Advocate on *DEFINITY®* ECS” for more information on switch administration. Before administering the solution on the *DEFINITY* switch, determine what value the thresholds should be to minimize abandons for each skill by setting up and viewing call profiles. The average times to abandon will be used as a basis for setting the level 1 and level 2 thresholds for the Platinum skill. See "Reports" and "Modified Reports" in this chapter.

Customer Options

On the System Parameters Customer Options form, set the following fields:

- `CentreVu Advocate?` must be set to Y.
- `Expert Agent Selection (EAS)?` must be set to Y.

Features

On the System Parameters Features form, set the following field:

- `Service Level Supervisor Call Selection Override` should be set to Y (the default with Service Level Supervisor).

Hunt Group

On the Hunt Group form, set the following parameters:

- Enter the skill number on the command line.
- To use Service Level Supervisor, the `Skill?` field must be set to Y.
- On page 2, set the `Service Level Supervisor?` field to Y.
- `Service Level Supervisor Call Selection Override` should be set to Y (the default with Service Level Supervisor) or N.
- On page 2, set the `Level 1 Threshold (sec):` field to 20 (seconds). Set the `Level 2 Threshold (sec):` field to 35 (seconds).

CentreVu Supervisor Administration

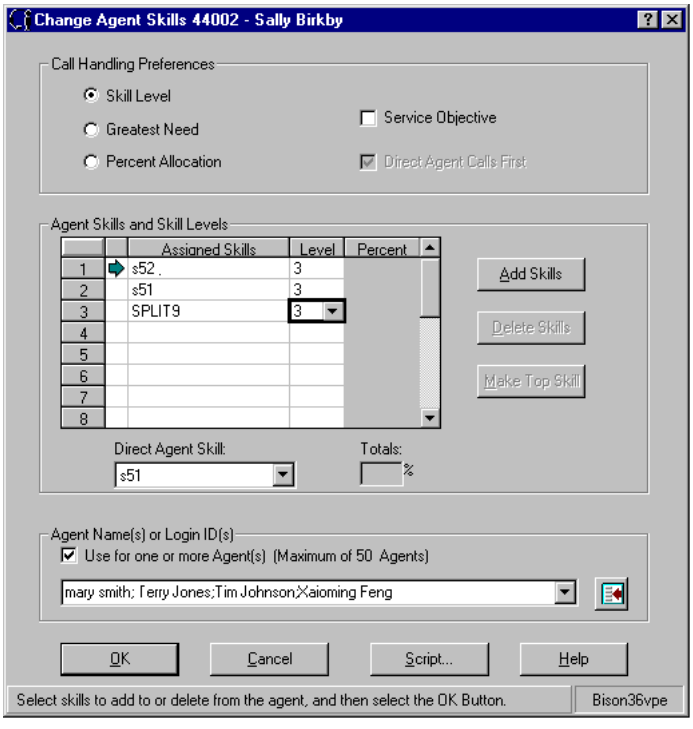
Agents need to have their call handling preferences administered, and need to be assigned to the skills Platinum, Gold, and Regular based on their expertise. New Agent Login IDs must be administered on the *DEFINITY* Enterprise Communications Server (ECS) Hunt Group form, on page 3, `AGENT LOGIN ID` (see Chapter 11, "Administer *CentreVu*® Advocate on *DEFINITY*® ECS" for more information). Existing agent login IDs can have this administered using the following procedure.

Change Agent Skills Dialog Box

On the Change Agent Skills dialog box, shown below, set an agent's call handling preference with Service Objective.

To administer an agent's call handling preference, use the following steps.

1. Select **Commands** from the *CentreVu* Supervisor Controller.
2. Select **Agent Administration**.
3. Select the Automatic Call Distribution (ACD) by entering the ACD in the text box or selecting an ACD from the drop-down history list.
4. Select **Change Agent Skills** on the Operations tab.
5. Select **OK**. The Select Agent/Template dialog box will display.
6. Select an agent by entering the agent's name in the text box, using the drop-down history list or using the history button.
7. Select **OK**. The following Change Agent Skills dialog box will display with the selected agent's information shown in the title bar. The Assigned Skills grid will display on the dialog box.



8. Select the **Call Handling Preference:** field if desired and administer a chosen call handling preference for the agent.
9. Select the **Service Objective** check box.
10. Select **Add Skills**.
11. Add the Platinum, Gold, and Regular skills for the agent based on the agent's expertise. The Assigned Skills grid will display. Set the agent's skill level for each assigned skill.
    a. If the agent is to have the Platinum skill as their highest level skill, set that skill level to 1, and the Gold skill to a lower level (such as 3). Assign these agents to the Regular skill as reserve 2 (R2).
    b. For those agents who have the Gold skill as their highest level skill, set the Gold skill to 1, the Regular skill to reserve1 (R1), and the Platinum skill to a lower skill level, such as 3, depending on their expertise with Platinum callers.
    c. For agents who have the Regular skill as their highest level skill, set the Regular skill to 1, the Gold skill to a lower level, and the Platinum skill to R1 or R2, depending on their expertise with Platinum callers. Note that Regular skill agents will rarely be called on to assist the Platinum skill, making R2 or no skill assignment the better choice.

12. Select **OK** on the Add Skills dialog box and select **OK** on the Change Agent Skills dialog box to accept the assignment.

Options

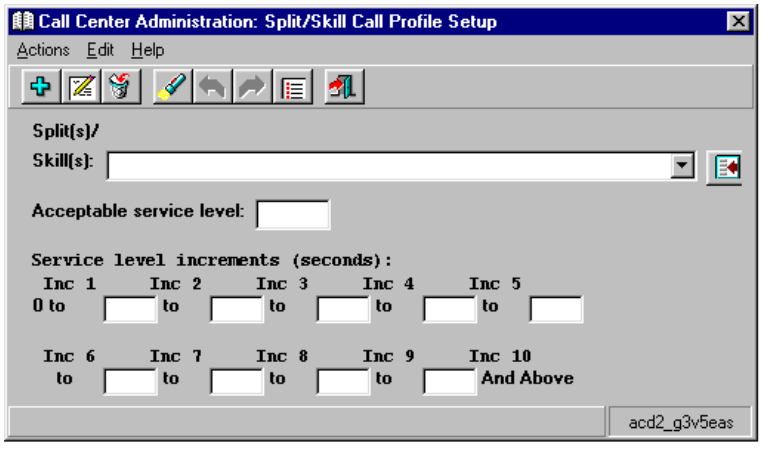
If you have several agents that need to have the same assigned skills and skill levels, use the **Agent Template** options on the Change Agent Skills form to use the information for another agent.

1. Using procedures in the Chapter 6, “Agent Administration,” of the *CentreVu® CMS R3V8 Administration* document (585-210-910), define an agent template with the skill profiles you wish to apply to a group of agents.
2. Select the agent template in the **Select Agent/Template** dialog box. The Change Agent Skills dialog box will display with the skill profiles for that template displayed.
3. Select the **Agent Name(s)/Login ID(s)** check box and enter up to 50 agents in the agent field or select up to 50 agents using the drop-down list or Browse dialog box.
4. Select **OK**.

   CentreVu Supervisor will buffer the change agent skills requests and send them to the switch one at a time. A status dialog box will display with the status of each agent request.

Split/Skill Call Profile Setup Dialog Box

Use the Split/Skill Call Profile Setup dialog box to specify an acceptable service level for calls to wait in queue before being answered and to define the service level increments for splits/skills. The Split/Skill Call Profile Setup dialog box is accessible from the **Commands** Controller item, under **Call Center Administration**.



Field Descriptions

Use the following table for existing split/skill Acceptable Service Level administration. New splits/skills must be initially administered on the Hunt Group form.

NOTE:

If the information on the Split/Skill Call Profile Setup Dialog Box is changed through *CentreVu* Supervisor, it must also be changed on the *DEFINITY* forms. See Chapter 11, “Administer *CentreVu*® Advocate on *DEFINITY*® ECS” for more information.

Field	Use
Split(s)/Skill(s):	Enter the split or skill number(s) or name(s) (must be previously assigned in the Dictionary subsystem) you are searching for or modifying.
Acceptable service level: (Required entry)	Enter the number of seconds that it is acceptable for an ACD call to wait before connecting to an agent.
Service level increments (seconds): (Required entry)	Enter a progressively greater number of seconds in each “to” field. The seconds before and after each word “to” define an increment in seconds of wait time. For example,”0 to 5 to 10 to 25...” means 0-5, 6-10, and 11-25, and so on. Each of the nine increments can vary in length (for example, 0 to 15, 16 to 20, 21 to 26, 27 to 38, 39 to 43, and so on). Each increment represents a progressively longer wait time for the call and is used for both answered and abandoned calls. To get finer detail regarding when most callers abandon from the skill, use smaller time increments in the Service Level Increments fields around the average time to abandon. For example, if the average time to abandon is 40 seconds for a particular skill, the Service Level Increments field setting might be (in seconds): 0, 5,15, 25, 35, 38, 40, 42, 45, 55, and so on.

Verifying the Solution Through Reports

In order to verify that this solution is working as implemented, you will need to verify that reserve 1, reserve 2, and flex agents are being activated on the skill as needed. The best way to do this is to generate real-time agent work state or status reports both before and after the solution is implemented to verify its effectiveness. The information regarding call profiles received through generating reports before the solution is implemented can be used to determine threshold levels for the Platinum skill based on the average time to abandon and the oldest call waiting in that skill. The call profiles and preferences should be reviewed for each skill using the following parameters: acceptable service level, percent in service level, comparable volumes of ACD calls, number of abandons, and so on.

NOTE:

You should look at reports that have comparable call and staff volume before and after implementation to determine that the solution is working.

When generating any report, select a day or interval when there were a large number of abandoned calls and view the resulting profiles for the Platinum skill. Set the Service Level Supervisor thresholds about ten seconds below the point in the skill profile at which the calls should be answered. Compare profiles for all VDNs that are served by the Platinum skill. If one VDN has a substantially different profile, use a separate skill to minimize abandons.

Reports

The results of implementing this solution can be seen in any of the Agent Reports. The Agent Reports include information on agent extensions and logins, agent work states, and agent roles (Top, Reserve1 or 2, Flex, and so on). The most relevant reports to this solution are listed here:

- Real-Time Graphical Staffing Profile Report
- Real-Time Graphical Active Agents Report
- Drill-Down Graphical Auxiliary (AUX) Reserve1 Agent Report
- Drill-Down Graphical Auxiliary (AUX) Reserve2 Agent Report
- Real-Time Multi-ACD Top Agent Report (if using Skill Level call handling preference).

Modified Reports

Several existing *CentreVu* Supervisor reports have been modified to support the *CentreVu* Advocate feature. Those reports are listed in "Modified Reports" section in this chapter, along with the report fields that will demonstrate the results of automatically moving agents.

Drill-Down Reports

If you use a customer-created drill-down report to view information related to *CentreVu* Advocate and that report uses Location ID as an input field, a completely new drill-down report will display. This report will differ from the current set of drill-down reports and will include agent location ID as a report field.

Additional Information

These reports are fully documented in the *CentreVu® Supervisor Version 8 Reports* document (585-210-929). They are summarized as they relate to *CentreVu* Advocate in this chapter. See the *Reports* document for more information on Real-Time, Historical, and Integrated reports.

Database Items and Calculations

New database items and calculations for *CentreVu* Advocate, along with modified, existing database items, are described in Chapter 13, "*CentreVu®* Advocate Database Items and Calculations." Existing database items and calculations are described in the *CentreVu CMS R3V8 Database Items and Calculations* (585-210-939) document.

Real-Time Graphical Staffing Profile Report

This report is available only for customers who have *DEFINITY* ECS R6 or later switches with Expert Agent Selection (EAS) and have purchased *CentreVu* Advocate. It shows the types of agents staffing a specified skill.

If *CentreVu* Advocate is not activated, the fields of the report which pertain to *CentreVu* Advocate will not be populated.

Things to Know for *CentreVu* Advocate

Here are some things you need to know about this report.

- You can access this report from the Real-Time Split/Skill Category selector menu.
- Call center supervisors can use this report to see how many agents are active, in Other or in auxiliary work (AUX). This report will also show the supervisor what type of agents are in those fields.
- This report has four charts, with the following information:
  - The upper left quadrant chart shows Top agents staffed, active, in AUX, and in Other for the specified skill.
  - The upper right quadrant chart shows Flex agents staffed, active, in AUX, and in Other for the specified skill.

— The lower right quadrant chart shows Reserve2 agents staffed, active, in AUX, and in Other for the specified skill.

— The lower left quadrant chart shows Reserve1 agents staffed, active, in AUX, and in Other for the specified skill.

- The database items used for the Graphical Staffing Profile Report are stored in the `csplit` table.
- You can change this report with Report Designer to display agents who are available (AVAIL).
- The chart type can be changed. See the *CentreVu® Supervisor Version 8 Reports* document (585-210-929) for more information.

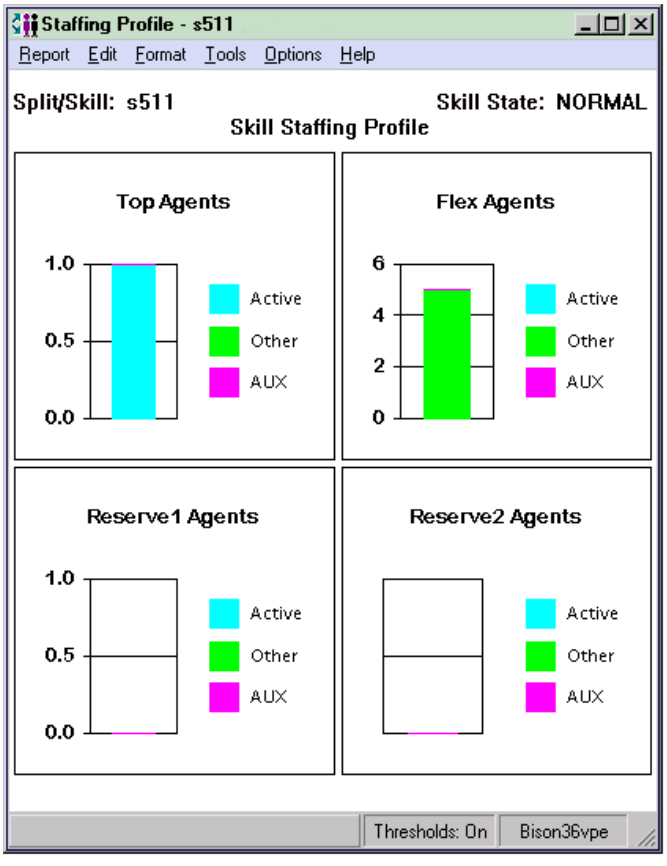
Input Fields

The following table describes the input fields on the real-time Graphical Staffing Profile report input window. You must fill in the report input window to run the report.

Item	Description
Split/Skill:	Fill in the Skill input name or number for which you want to run the report. You can enter a skill name only if the name has been defined in the Dictionary.
Refresh Every <#> Seconds	Enter the number of seconds (3 to 600) to specify how rapidly *CentreVu* CMS should update the report data. The default for the Refresh Every <#> Seconds: field in this window is your assigned minimum refresh rate plus 15 seconds. To find out what your minimum refresh rate is, or to change it, check with your *CentreVu* CMS administrator.
Enable Report Thresholds	Check the Enable Report Thresholds option to start the report with report thresholds running. Uncheck the option if you do not want to run report thresholds.
Run Minimized	Check the Run Minimized option to run the report in a minimized window. Uncheck the option to run the report at full size.

Report Example

The following report is an example of a Graphical Staffing Profile report.



Report Description

The following table describes the report fields.

Report Heading	Description	Database Item/ Calculation, Table Name
Split/Skill:	The name or number of the skill (up to 20 characters) that is selected for this report.	syn(SPLIT)
Skill State	The current state of this skill, compared to the administered thresholds. Requires *DEFINITY* ECS R6 or later with *CentreVu* Advocate.	syn(SKSTATE)

Report Heading	Description	Database Item/ Calculation, Table Name
Top Agents (AUX)	The number of top agents logged into the skill who are in the AUX work mode. This includes agents on AUXIN/AUXOUT calls. Available on Generic 3 and Generic 2.2 switches with the EAS feature for top skills. However, “top” database items are only significant for Generic 3 switches and the ECS with EAS. **TINAUX** includes **TINAUX0, TINAUX1-9, TONACDAUXOUT, TONAUXIN,** and **TONAUXOUT.**	TINAUX
Top Agents (Other)	The number of top agents that are doing other work. Agents are logged into multiple splits/skills and doing work for a skill other than this one (on an ACD call or in after call work (ACW), or ACD calls ringing). For Generic 3, while in Auto-in or Manual-in mode; the agent put any call on hold and has performed no further action; the agent is on a direct agent call or in ACW for a direct agent call; the agent is dialing to place a call or to activate a feature; an extension call or a direct agent ACD call is ringing with no other activity. For Generic 3 EAS with multiple call handling, agents are available for other, multiple call handling, skills.	TOTHER
Top Agents (Other) (contd)	Agent **POSITIONS** will show up in **TOTHER** directly after the link to the switch comes up and directly after the agents log in before the *CentreVu* CMS is notified of the agent’s work state. Available with Generic 3 and Generic 2.2 switches with the EAS feature. However, “top” database items are only significant for Generic 3 switches and the ECS with EAS. **TOTHER** includes **TDA_INACW** and **TDA_ONACD**.	TOTHER
Top Agents (Active)	The number of top agents logged into the skill, who are on inbound and outbound ACD calls, plus the number of top agents who are in ACW for ACD calls, plus the number of top agents who have ACD calls ringing and are not doing anything else.	(TONACD + TINACW + TAGINRING)
Flex Agents (AUX)	The number of flex agents in AUX. Requires *DEFINITY* ECS R6 or later with *CentreVu* Advocate.	FINAUX

Report Heading	Description	Database Item/ Calculation, Table Name
Flex Agents (Other)	The number of flex agents in the OTHER state. Requires *DEFINITY* ECS R6 or later with *CentreVu* Advocate.	FOTHER
Flex Agents (Active)	The number of flex agents on ACD calls, plus the number of flex agents in ACW, plus the number of flex agents with this skill that have an ACD call ringing.	(FONACD + FINACW + FAGINRING)
Reserve1 Agents (AUX)	The number of reserve1 agents in AUX. Requires *DEFINITY* ECS R6 or later with *CentreVu* Advocate.	R1INAUX
Reserve1 Agents (Other)	The number of reserve 1 agents in the OTHER state. Requires *DEFINITY* ECS R6 or later with *CentreVu* Advocate.	R1OTHER
Reserve1 Agents (Active)	The number of reserve1 agents on ACD calls, plus the number of reserve1 agents in ACW, plus the number of reserve1 agents with this skill that have an ACD call ringing.	(R1ONACD + R1INACW + R1AGINRIGN)
Reserve2 Agents (AUX)	The number of reserve2 agents in AUX. Requires *DEFINITY* ECS R6 or later with *CentreVu* Advocate.	R2INAUX
Reserve2 Agents (Other)	The number of reserve2 agents in the OTHER state. Requires *DEFINITY* ECS R6 or later with *CentreVu* Advocate.	R2OTHER
Reserve2 Agents (Active)	The number of reserve2 agents on ACD calls, plus the number of reserve2 agents in ACW, plus the number of reserve2 agents with this skill that have an ACD call ringing.	(R2ONACD + RSINACW + R2AGINRING)

Real-Time Graphical Active Agents Report

This report, which is available only for customers who have *DEFINITY* ECS R6 or later switches with EAS and have purchased *CentreVu* Advocate, displays how many agents of different types are active for a selected skill.

If *CentreVu* Advocate is not activated, the fields of the report which pertain to *CentreVu* Advocate will not be populated.

Things to Know for *CentreVu* Advocate

Here are some things you need to know about this report.

- You can access this report from the Real-Time Split/Skill Category selector menu.
- Call center supervisors can use this report to see the number of Top, Flex, Reserve1, and Reserve2 agents staffed. The supervisor will also be able to see the number of each of those categories of agents who are active for the skill.
- This report consists of two charts, as well as individual data items and field labels.
- This report has a two-dimensional bar chart, with the following information:
  - The title of the chart is “Top Agents Active,” and is centered above the bar chart.
  - The x-axis contains the labels, “This Skill” and “Other Skills,” while the y-axis shows the number of agents.
- This report has a three-dimensional pie chart, with the following information for the number of agents active for the specified skill:
  - The title of the chart is “Active Agents for xxx,” where xxx is the specified skill, and is centered above the pie chart.
  - The pie chart’s legend will be displayed by default, and shows Top, Flex, Reserve1, and Reserve2 agents.
  - The number of agents for each category are displayed.
- The database items used in the Graphical Active Agents report are stored in the `csplit` table.
- The chart type can be changed. See the *CentreVu® Supervisor Version 8 Reports* document (585-210-929) for more information.

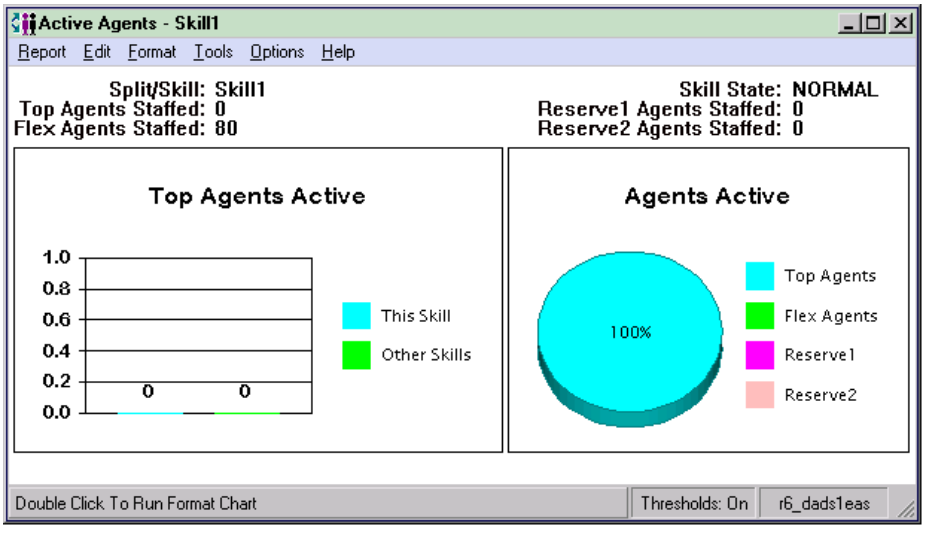
Input Fields

The following table describes the input fields on the real-time Graphical Active Agents report input window. You must fill in the report input window to run the report.

Item	Description
Skill:	Fill in the Skill input name or number for which you want to run the report. You can enter a skill name only if the name has been defined in the Dictionary.
Refresh Every <#> Seconds	Enter the number of seconds (3 to 600) to specify how rapidly *CentreVu* CMS should update the report data. The default for the Refresh Every <#> Seconds: field in this window is your assigned minimum refresh rate plus 15 seconds. To find out what your minimum refresh rate is, or to change it, check with your *CentreVu* CMS administrator.
Enable Report Thresholds	Check the Enable Report Thresholds option to start the report with report thresholds running. Uncheck the option if you do not want to run report thresholds.
Run Minimized	Check the Run Minimized option to run the report in a minimized window. Uncheck the option to run the report at full size.

Report Example

The following report is an example of a Graphical Active Agents report.



Report Description

The following table describes the report fields.

Report Heading	Description	Database Item/ Calculation, Table Name
Skill:	The name or number of the skill (up to 20 characters) that is selected for this report.	syn(SPLIT)
Top Agents Staffed:	The current number of top agents that are staffed in **SPLIT**. Available with Generic 3 and Generic 2.2 switches with the EAS feature. However, “top” database items are significant only for Generic 3 switches and the ECS with EAS. **TSTAFFED** = **TAVAILABLE** + **TAGINRING** + **TONACD** + **TINACW** + **TINAUX** + **TOTHER**.	TSTAFFED
Flex Agents Staffed:	The number of agents who are staffing the skill, but are neither top or reserve agents. This field will contain backup agents if the *CentreVu* Advocate feature is not used, because the database item consists of agents whose roll in the skill is backup (regardless of the administration of *CentreVu* Advocate), allocation, or roving. Requires *DEFINITY* ECS R6 or later with *CentreVu* Advocate.	FSTAFFED

Report Heading	Description	Database Item/ Calculation, Table Name
Skill State	The current state of the skill, compared to the administered thresholds. Requires *DEFINITY* ECS R6 or later with *CentreVu* Advocate.	syn(SKSTATE)
Reserve1 Agents Staffed:	The number of agents staffing this skill as reserve1. Requires *DEFINITY* ECS R6 or later with *CentreVu* Advocate.	R1STAFFED
Reserve2 Agents Staffed:	The number of agents staffing this skill as reserve2. Requires *DEFINITY* ECS R6 or later with *CentreVu* Advocate.	R2STAFFED
Top Agents Active chart—"This Skill"	The number of top agents logged into the skill, who are on inbound and outbound ACD calls, plus the number of top agents who are in ACW for ACD calls, plus the number of top agents who have ACD calls ringing and are not doing anything else.	TONACD + TINACW + TAGINRING

Report Heading	Description	Database Item/ Calculation, Table Name
Top Agents Active chart—"Other Skills"	The number of top agents that are doing other work. Agents are logged into multiple splits/skills other than this one (on an ACD call or in ACW, or ACD calls ringing). For Generic 3, while in Auto-in or Manual-in mode: the agent put any call on hold and has performed no further action; the agent is on a direct call or in ACW for a direct agent call; the agent is dialing to place a call or to activate a feature; an extension call or a direct agent ACD call is ringing with no other activity. For Generic 3 EAS with multiple call handling, agents are available for other, multiple call handling skills. Agent **POSITIONS** will show up in **TOTHER** directly after the link to the switch comes up and directly after the agents log in before the *CentreVu* CMS is notified of the agent's work state. Available with Generic 3 and Generic 2.2 switches with the EAS feature. However, "top" database items are only significant for Generic 3 switches and ECS with EAS. **TOTHER** includes **TDA_INACW** and **TDA_ONACD**.	TOTHER
Agents Active chart—Top Agents	The number of top agents logged into the skill, who are on inbound and outbound ACD, plus the number of top agents who are in ACW for ACD calls, plus the number of top agents who have ACD calls ringing and are not doing anything else.	TONACD + TINACW + TAGINRING
Agents Active chart—Flex Agents	The number of flex agents on ACD calls, plus the number of flex agents in ACW, plus the number of flex agents with this skill that have an ACD call ringing.	FONACD + FINACW + FAGINRING
Agents Active chart—Reserve1 Agents	The number of reserve1 agents on ACD calls, plus the number of reserve1 agents in ACW, plus the number of reserve1 agents with this skill that have an ACD call ringing.	R1ONACD + R1INACW + R1AGINRING

Report Heading	Description	Database Item/ Calculation, Table Name
Agents Active chart—Reserve2 Agents	The number of reserve2 agents on ACD calls, plus the number of reserve2 agents in ACW, plus the number of reserve2 agents with this skill that have an ACD call ringing.	R2ONACD + R2INACW + R2AGINRING

Reserve1 AUX Agents Report

This report, which is available only for customers who have *DEFINITY* ECS R6 or later switches with EAS and have purchased *CentreVu* Advocate, displays the Reserve1 agents who are in AUX and the time in AUX, for a specified skill. When this report is accessed from the report menu, it displays as the Reserve1 AUX Agents Report. When it is accessed by drilling down from the AUX work state, it displays as the Reserve1 AUX Work State Report.

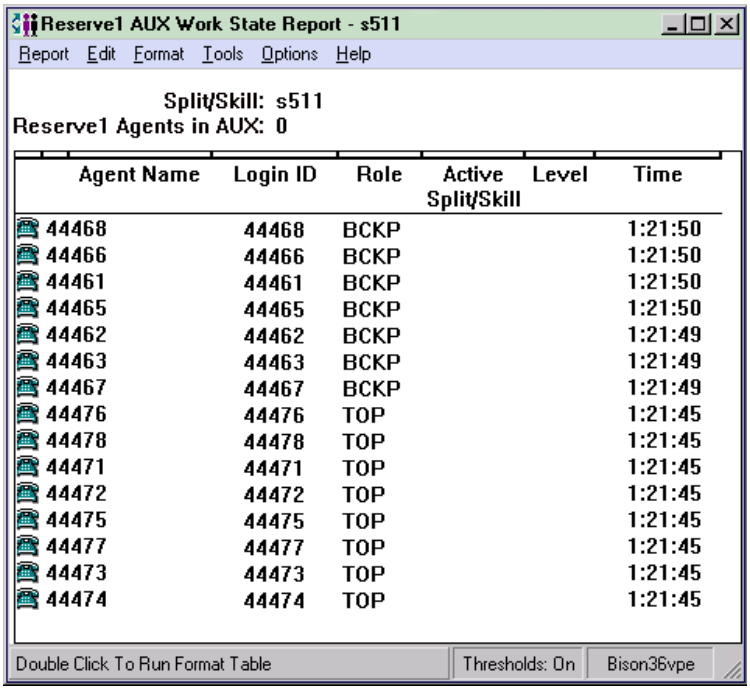
Things to Know for *CentreVu* Advocate

Here are some things you need to know about this report:

- You can access this report the following ways:
  - — From the Real-Time Agent Category selector menu.
  - — By drilling down to this report from the AUX work state of Reserve1 agents, or **R1INAUX**.
- Call center managers can use this report to see the Reserve1 agents in each AUX work state, for a specified skill. For each agent, the manager will also be able to see information such as the length of time in the AUX work state.
- The database items used for the Reserve1 AUX Agents report are stored in the `csplit and cagent` tables.
- This report consists of a table and two data fields. The report table contains a row for each agent who is in the specified state for the specified skill.
- The report caption will read “Reserve1 AUX Work State Report—xxx,” where xxx is the skill name string specified by the user.

Report Example

The following report is an example of a Reserve1 AUX Agents report.



Report Description

This table describes the report fields for the report.

Report Heading	Description	Database Item/ Calculation, Table Name
Skill:	The name or number of the skill (up to 20 characters) that is selected for this report.	syn(SPLIT)
Reserve1 Agents in AUX	The number of reserve1 agents in AUX. Requires *DEFINITY* ECS R6 or later with *CentreVu* Advocate.	R1INAUX
Agent Name	The name of the agent.	syn(LOGID)
Login ID	The Login ID that was used to staff the **EXTENSION**. Agents in multiple splits/skills have one **LOGID**.	LOGID
Role	Agent's service role for this SPLIT**,** as defined in the Dictionary. Requires *DEFINITY* ECS R6 or later with *CentreVu* Advocate.	syn(ROLE)

Report Heading	Description	Database Item/ Calculation, Table Name
Active Split/Skill	Use WORKSKILL for the following call conditions: • When an agent is on a skill or direct agent ACD call or in ACW (this is the skill associated with the call or ACW). • When an agent is available, in AUX or in OTHER (this is null [blank]). • When an agent is on an AUXIN/AUXOUT call (this is OLDEST_LOGON skill). • When an agent is on an AUXIN/AUXOUT call from the available state, while in AUX or with an AUXIN/AUXOUT call on hold (this is OLDEST_LOGON skill). • When an agent is on an AUXOUT call with an ACD call on hold (this is the skill associated with the ACD call). **NOTE:** WORKSKILL differs from WORKSPLIT only in the case that the agent is available. In this case, WORKSKILL will be blank and WORKSPLIT will contain one of the skills in which the agent is available. For releases with the EAS feature active, it is recommended to use WORKSKILL instead of WORKSPLIT in reports. Requires a Generic 2.2 or Generic 3 Version 2 or later switch with the EAS feature.	syn(WORKSKILL)
Level	The skill level associated with the agent's current WORKSKILL, when WORKSKILL is not null. Requires a Generic 2.2 or Generic 3 Version 2 or later switch with the EAS feature. For *CentreVu* Advocate, in the `cagent` table, WORKSKLEVEL contains either a skill level (1-16) for a normal skill, or a reserve level (1 or 2) for a reserve skill. This WORKSKLEVEL applies to WORKSKILL.	syn(WORKSKLEVEL)

Report Heading	Description	Database Item/ Calculation, Table Name
Time	The elapsed time since the last agent WORKMODE change for any split/skill. This item is not reset if the DIRECTION changes, but WORKMODE remains the same. For example, if the agent goes from AUX to AUXOUT to AUX, AGTIME continues without resetting.	AGTIME

Reserve2 AUX Agents Report

This report, which is available only for customers who have *DEFINITY* ECS R6 or later switches with EAS and have purchased *CentreVu* Advocate, displays the Reserve2 agents who are in AUX and the time in AUX, for a specified skill. When this report is accessed from the report menu, it displays as the Reserve2 AUX Agents Report. When it is accessed by drilling down from the AUX work state, it displays as the Reserve2 AUX Work State Report.

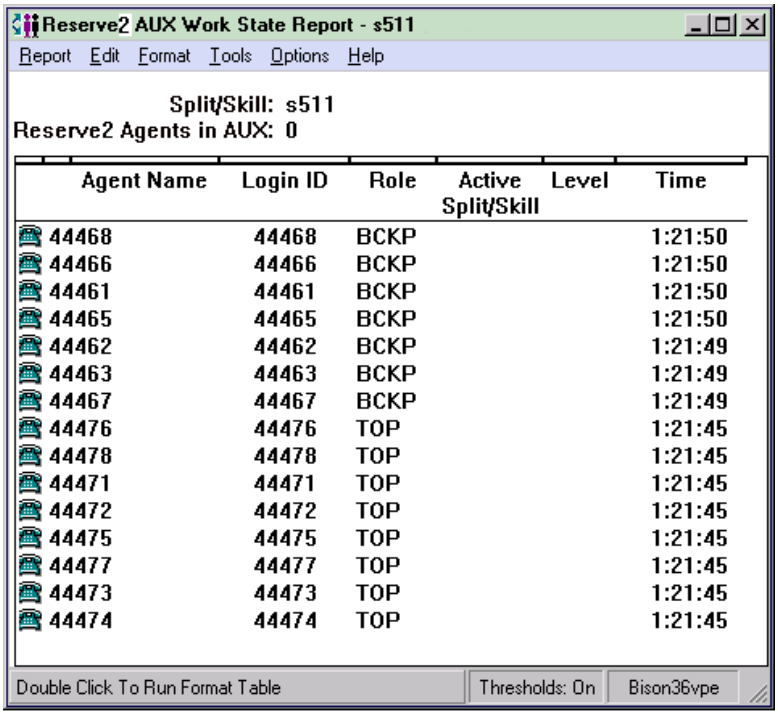
Things to Know for *CentreVu* Advocate

Here are some things you need to know about this report:

- You can access this report the following ways:
  - — From the Real-Time Agent Category selector menu.
  - — By drilling down to this report from the AUX work state of Reserve1 agents, or **R2INAUX**.
- Call center managers can use this report to see the Reserve2 agents in each AUX work state, for a specified skill. For each agent, the manager will also be able to see information such as the length of time in the AUX work state.
- The database items used for the Reserve2 AUX Agents report are stored in the `csplit and cagent` tables.
- This report consists of a table and two data fields. The report table contains a row for each agent who is in the specified state for the specified skill.
- The report caption will read “Reserve2 AUX Work State Report—xxx,” where xxx is the skill name string specified by the user.

Report Example

The following report is an example of a Reserve2 AUX Agents report.



Report Description

This table describes the report fields.

Report Heading	Description	Database Item/ Calculation, Table Name
Skill:	The name or number of the skill (up to 20 characters) that is selected for this report.	syn(SPLIT)
Reserve2 Agents in AUX	The number of reserve2 agents in AUX. Requires *DEFINITY* ECS R6 or later with *CentreVu* Advocate.	R2INAUX
Agent Name	The name of the agent.	syn(LOGID)
Login ID	The Login ID that was used to staff the **EXTENSION**. Agents in multiple splits.skills have one **LOGID**.	LOGID
Role	Agent's service role for this **skill,** as defined in the Dictionary. Requires *DEFINITY* ECS R6 or later with *CentreVu* Advocate.	syn(ROLE)

Report Heading	Description	Database Item/ Calculation, Table Name
Active Split/Skill	Use WORKSKILL for the following call conditions: • When an agent is on a skill or direct agent ACD call or in ACW (this is the skill associated with the call or ACW). • When an agent is available, in AUX or in OTHER (this is null [blank]). • When an agent is on an AUXIN/AUXOUT call (this is OLDEST_LOGON skill). • When an agent is on an AUXIN/AUXOUT call from the available state, while in AUX or with an AUXIN/AUXOUT call on hold (this is OLDEST_LOGON skill). • When an agent is on an AUXOUT call with an ACD call on hold (this is the skill associated with the ACD call). **NOTE: WORKSKILL** differs from **WORKSPLIT** only in the case that the agent is available. In this case, **WORKSKILL** will be blank and **WORKSPLIT** will contain one of the skills in which the agent is available. For releases with the EAS feature active, it is recommended to use **WORKSKILL** instead of **WORKSPLIT** in reports. Requires a Generic 2.2 or Generic 3 Version 2 or later switch with the EAS feature.	syn(WORKSKILL)
Level	The skill level associated with the agent's current **WORKSKILL**, when **WORKSKILL** is not null. Requires a Generic 2.2 or Generic 3 Version 2 or later switch with the EAS feature. For *CentreVu* Advocate, in the `cagent` table, WORKSKLEVEL contains either a skill level (1-16) for a normal skill, or a reserve level (1 or 2) for a reserve skill. This WORKSKLEVEL applies to WORKSKILL.	syn(WORKSKLEVEL)

Report Heading	Description	Database Item/ Calculation, Table Name
Time	The elapsed time since the last agent WORKMODE change for any skill. This item is not reset if the DIRECTION changes, but WORKMODE remains the same. For example, if the agent goes from AUX to AUXOUT to AUX, AGTIME continues without resetting.	AGTIME

Modified Reports

The following *CentreVu* Supervisor reports have been modified to support the *CentreVu* Advocate feature set.

Real-Time Multi-ACD Top Agent Report

The following table describes the modified report fields that will demonstrate the results of this solution:

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Skill State	Current state of this skill, compared to the administered thresholds. Requires ECS R6 or later with *CentreVu* Advocate.	syn(SKSTATE)
Flex Agents Staffed	Number of agents who are staffing the skill, but are neither top or reserve agents. Requires ECS R6 or later with *CentreVu* Advocate.	FSTAFFED
Reserve1 Agents Staffed	Number of agents staffing this skill as reserve1. Requires ECS R6 or later with *CentreVu* Advocate.	R1STAFFED
Reserve2 Agents Staffed	Number of agents staffing this skill as reserve2. Requires ECS R6 or later with *CentreVu* Advocate.	R2STAFFED

Real-Time Queue/Top Agent Status Report

The following table describes the modified report fields that will demonstrate the results of this solution:

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Skill State	Current state of this skill, compared to the administered thresholds. Requires ECS R6 or later with *CentreVu* Advocate.	syn(SKSTATE)
Flex Agents Staffed	Number of agents who are staffing the skill, but are neither top or reserve agents. Requires ECS R6 or later with *CentreVu* Advocate.	FSTAFFED
Reserve1 Agents Staffed	Number of agents staffing this skill as reserve1. Requires ECS R6 or later with *CentreVu* Advocate.	R1STAFFED
Reserve2 Agents Staffed	Number of agents staffing this skill as reserve2. Requires ECS R6 or later with *CentreVu* Advocate.	R2STAFFED

Real-Time Graphical Top Skill Status Report

The following table describes the modified report fields that will demonstrate the results of this solution:

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Skill State	Current state of this skill, compared to the administered thresholds. Requires ECS R6 or later with *CentreVu* Advocate.	syn(SKSTATE)
Flex Agents Staffed	Number of agents who are staffing the skill, but are neither top or reserve agents. Requires ECS R6 or later with *CentreVu* Advocate.	FSTAFFED
Reserve1 Agents Staffed	Number of agents staffing this skill as reserve1. Requires ECS R6 or later with *CentreVu* Advocate.	R1STAFFED
Reserve2 Agents Staffed	Number of agents staffing this skill as reserve2. Requires ECS R6 or later with *CentreVu* Advocate.	R2STAFFED

Real-Time Skill Top Agent Report

The following table describes the modified report fields that will demonstrate the results of this solution:

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Skill State	Current state of this skill, compared to the administered thresholds. Requires ECS R6 or later with *CentreVu* Advocate.	syn(SKSTATE)
Flex Agents Staffed	Number of agents who are staffing the skill, but are neither top or reserve agents. Requires ECS R6 or later with *CentreVu* Advocate.	FSTAFFED

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Reserve1 Agents Staffed	Number of agents staffing this skill as reserve1. Requires ECS R6 or later with *CentreVu* Advocate.	R1STAFFED
Reserve2 Agents Staffed	Number of agents staffing this skill as reserve2. Requires ECS R6 or later with *CentreVu* Advocate.	R2STAFFED

Drill-Down Top Agent Work State Report

The following table describes the modified report fields that will demonstrate the results of this solution:

Report Heading	Description	Database Item/ Calculation, Table Name
Skill State	Current State of this skill, compared to the administered thresholds. Requires ECS R6 or later with *CentreVu* Advocate.	syn(SKSTATE)
Role	Agent's service role for this **SPLIT**, as defined in the Dictionary. Requires ECS R6 or later with *CentreVu* Advocate.	syn(ROLE)

Drill-Down Work State Report

The following table describes the fields of the report that will demonstrate the results of this solution:

Report Heading	Description	Database Item/ Calculation, Table Name
Skill State	Current State of this skill, compared to the administered thresholds. Requires ECS R6 or later with *CentreVu* Advocate.	syn(SKSTATE)
Role	Agent's service role for this **SPLIT**, as defined in the Dictionary. Requires ECS R6 or later with *CentreVu* Advocate.	syn(ROLE)

Integrated Graphical Split/Skill View Report

The following table describes the modified report fields that will demonstrate the results of this solution. In addition, other fields on this report may be used to verify the solution in this chapter; for example, the agent work state fields and **Agents Staffed**:

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Skill State	The current state of the skill compared to the administered thresholds.	syn(SKSTATE)

.

Things to Note

The following list includes some things to be aware of when implementing the automate moving agents solution:

- You will need to determine which agents have the highest customer service abilities before assigning skills.
- Reserve agents will only be activated on a skill once it exceeds its administered threshold(s).
- If the number of agents in a skill is small, a large number of high skill levels will tend to emulate hot-seat distribution. For example, if one agent is assigned to each skill level, the call distribution will be “hot-seat” (always looks first to the level 1 agent, then the level 2 agent, and so on). To avoid hot-seat call distribution, define fewer levels of customer service (perhaps three to five levels).

7 Call Center Solution: Make Average Speed of Answer More Uniform

Overview

One of the most common call center needs is making the average speed of answer (ASA) more uniform for all calls, or across all splits/skills. *CentreVu®* Advocate offers many options to achieve these call center goals, through both agent and call selection methods.

CentreVu Advocate Features

This chapter discusses the following *CentreVu* Advocate features:

- Predicted Wait Time
- Least Occupied Agent (LOA).

Use the *CentreVu* Supervisor reports presented in this chapter to verify that *CentreVu* Advocate is working.

Customer Example

A nurse inquiry call center is offered as a public service and is run as a cost center. Although the types of inquiries and specialty training of the nurses vary, the end goal is to give equal and good service to all callers. The solution is to give all the multi-skilled nurses an equal occupancy, which will ultimately result in improved ASA. Giving single-skilled nurses the highest occupancy will give the lowest ASA.

Implementation

To improve the ASA for a skill, the pool of nurse-agents assigned to the skill must be increased in some way. Initially, cross-training nurses to handle calls from many skills will increase the size of the agent pools without having to hire more nurses, which would drive costs up. Another way to increase the size of the available agent pool is to make agents with more specialized skills more available to take calls. Previous to implementing this solution, adding agents to skills meant increasing their work load to give them higher occupancy, which lead to agent burnout. Once nurses have been cross-trained, a combination of agent and call selection using *CentreVu* Advocate should be implemented to evenly distribute calls while improving and/or equalizing ASA in the call center without driving costs up.

Option A: Agent Selection

All skills are administered with Uniform Call Distribution-Least Occupied Agent (UCD-LOA). UCD-LOA distributes the work load across all skills, giving all callers a comparable level of service and call answer time.

Option B: Agent Selection

All skills are administered with Expert Agent Distribution-Least Occupied Agent (EAD-LOA) to select the least occupied agent. Skill levels are defined as the number of skills assigned to the agent, rather than the level of expertise within a skill; for example, nurses with three skills have *skill level: 3* assigned for each skill. Nurses with only one skill (and a skill level of 1) will be selected first. Nurses who are new are given an artificially high skill level to lower their occupancy while they are being trained. These nurses should not be set at a skill level of 1 so that they will receive fewer calls while training.

Call Selection

Agents are assigned a call handling preference of Greatest Need *without* Service Objective to select the call that has been waiting longest in queue. Use Predicted Wait Time if your skills vary in size, to balance wait time between these specialized skills and large skills. Predicted Wait Time will improve ASA for the smaller, specialized skills.

Switch Administration

Several items must be administered on the switch administration forms for this business solution to work. See Chapter 11, “Administer *CentreVu* Advocate on *DEFINITY*® ECS” for more information on switch administration.

Customer Options

On the System Parameters Customer Options form, set the following fields:

- `CentreVu Advocate?` must be set to Y
- `Expert Agent Selection (EAS)?` must be set to Y.

Features

On the System Parameters Features form, set the following fields:

- `Call Selection Measurement:` should be set to `predicted-wait-time`.

Hunt Group

Set the following parameters on the Hunt Group form:

- Enter the skill number on the command line.
- On page 1, enter `EAD-LOA` (Option B) or `UCD-LOA` (Option A) in the `Group Type:` field.
- On page 2, enter the time, in seconds, in which you expect calls for a skill to be answered in the `Expected Call Handling Time (sec):` field.

CentreVu Supervisor Administration

New Agents must have their call selection method administered on the *DEFINITY* Enterprise Communications Server (ECS) forms (see Chapter 11, “Administer *CentreVu*® Advocate on *DEFINITY*® ECS” for more information). Existing agents can have the call handling preference administered using the following procedure.

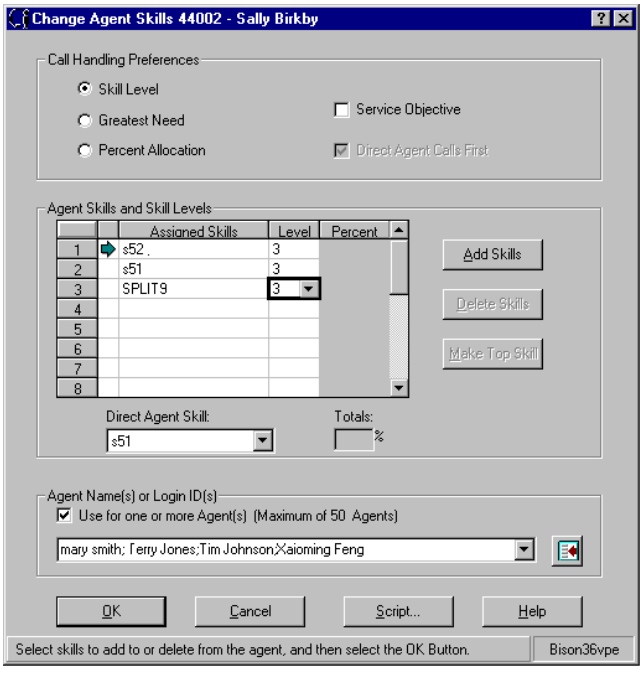
Change Agent Skills Dialog Box

On the Change Agent Skills form, shown below, set an agent’s call handling preference to Greatest Need with Service Objective.

To administer an agent’s call handling preference, use the following steps.

1. Select **Commands** from the *CentreVu* Supervisor Controller.
2. Select **Agent Administration**.
3. Select the Automatic Call Distribution (ACD) by entering the ACD in the text box or selecting an ACD from the drop-down history list.

4. Select **Change Agent Skills** on the Operations tab.
5. Select **OK**. The Select Agent/Template dialog box will display.
6. Select an agent by entering the agent's name in the text box, using the drop-down history list or using the history button.
7. Select **OK**. The following Change Agent Skills dialog box will display with the selected agent's information shown in the title bar. The Assigned Skills grid will display on the dialog box.



8. Select **Call Handling Preference: Greatest Need**.
9. Select **Add Skills**.
10. Alternately (Option B), you can add skills for the agent based on the agent's expertise. The Assigned Skills grid will display.
11. Select **OK** on the Change Agent Skills dialog box to accept the assignment.

Options

If you have several agents that need to have the same assigned skills and skill levels, use the **Agent Template** options on the Change Agent Skills form to use the information for another agent.

1. Using procedures in the Chapter 6, "Agent Administration," of the *CentreVu® CMS R3V8 Administration* document (585-210-910), define an agent template with the skill profiles you wish to apply to a group of agents.

2. Select the agent template in the **Select Agent/Template** dialog box. The Change Agent Skills dialog box will display with the skill profiles for that template displayed.
3. Select the **Agent Name(s)/Login ID(s)** check box and enter up to 50 agents in the agent field or select up to 50 agents using the drop-down list or Browse dialog box.
4. Select **OK**.

   CentreVu Supervisor will buffer the change agent skills requests and send them to the switch one at a time. A status dialog box will display with the status of each agent request.

Verifying the Solution Through Reports

If you are using Option A to administer this call center solution, you can verify its effectiveness by comparing the ASA before and after implementing the solution. The ASA should be lower and more equal after implementing Option A. Agent occupancy can also be compared, and should be more equal than before the implementation.

If you are using Option B to implement this call center solution, you may also verify its effectiveness by comparing the ASA before and after implementation. The ASA should be lower and more equal after implementing Option B. Agent occupancy for those agents with many skills should drop after implementation, while agents with one skill should have the highest occupancy. Monitor these agents for burnout.

Reports

The results of implementing this solution can be seen by comparing ASA and agent occupancy in Real-Time and Historical reports. The most relevant reports to this solution are listed here:

- Real-Time Split/Skill Report
- Historical Split/Skill Graphical Average Speed of Answer (ASA) Report
- Historical Graphical ASA Daily Report (new with Release 8 *CentreVu* Supervisor)
- Historical System Graphical Maximum Delay Report (new with Release 8 *CentreVu* Supervisor)
- Historical Agent Summary Report
- Historical Agent Group Summary Report.

Additional Reports

You may also use the Real-Time Queue/Agent Summary Report to display a summary of agent activity for the administered skills. The Integrated Graphical Split/Skill View Report has been modified to include Oldest Call Waiting, and can be used to verify this solution. Agent Occupancy, which is 100 * (sum(I_RINGTIME + I_ACDTIME + I_ACDOTHERTIME + I_ACDAUX_OUTTIME + I_ACDAUXINTIME + I_ACWTIME) / sum(TI_STAFFTIME - TI_AUXTIME + I_ACDAUX_OUTTIME + I_ACDAUXINTIME)) where I_ACWTIME is an optional component, may be used as a comparison measurement. This calculation can be used when creating a new report with *CentreVu* Report Designer or *CentreVu* Report Wizard.

Additional Information

These reports are fully documented in the *CentreVu® Supervisor Version 8 Reports* document (585-210-929). They are summarized as they relate to *CentreVu* Advocate in this chapter. See the *Reports* document for more information on Real-Time and Historical reports.

Database Items and Calculations

New database items and calculations for *CentreVu* Advocate, along with modified, existing database items, are described in Chapter 13, "*CentreVu®* Advocate Database Items and Calculations." Existing database items and calculations are described in the *CentreVu CMS R3V8 Database Items and Calculations* (585-210-939) document.

Real-Time Split/Skill Report

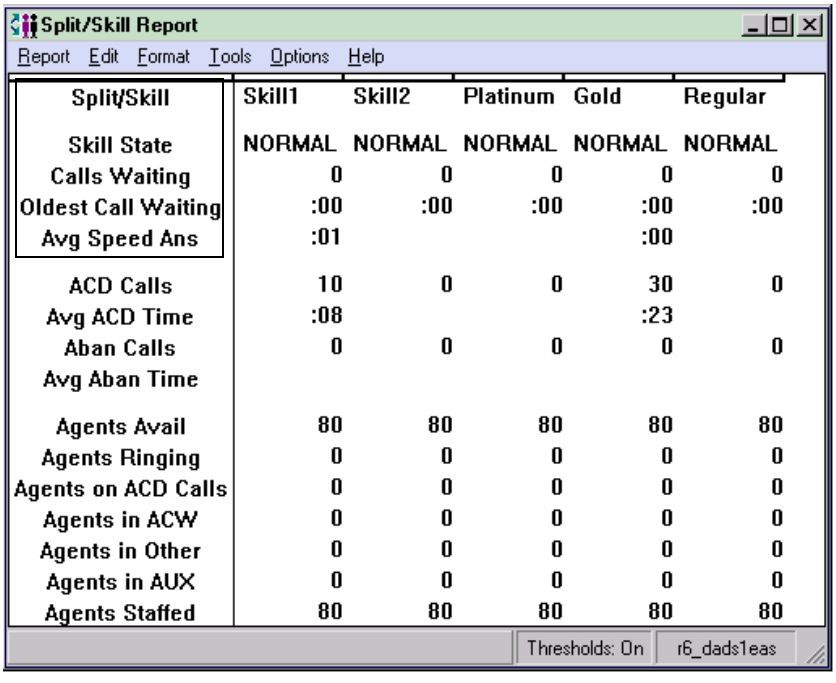
The Split/Skill **report** simultaneously displays real-time call-handling information on a number of splits or skills. It allows the supervisor to evaluate and compare the workload and call-handling performance between splits/skills, and to determine agent reassignment. Additionally, the supervisor can evaluate other ACD configuration alternatives which can be used to balance workloads and reduce abandoned calls.

Things to Know for *CentreVu* Advocate

For *CentreVu* Advocate, enter the name(s) or number(s) of the split(s)/skill(s) you want included in the report. You can enter a name only if it has been previously defined in the Dictionary subsystem.

Report Example

The following report is an example of the Split/Skill report. Fields that are useful from *CentreVu* Advocate are shown in boxes.



Report Description

The following table describes the report fields that are most meaningful for *CentreVu* Advocate. Specifically, the **Avg Speed Ans** field will demonstrate the results of this solution.

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Splits/Skill	The name or number of the split(s)/(skill(s) selected for the report.	syn(SPLIT)
Skill State	Current state of this skill, compared to the administered thresholds. Requires ECS R6 or later with *CentreVu* Advocate.	syn(SKSTATE)
Calls Waiting	The number of split or skill ACD calls waiting to be answered. This includes calls that are in queue and ringing at an agent voice terminal. It does not include direct agent calls for the Generic 3 switch.	INQUEUE+INRING

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Oldest Call Waiting	The length of time (in seconds) the oldest ACD call has waited in queue or ringing (at an agent voice terminal for each split/skill in the report) before being answered. This does not include direct agent calls.	OLDESTCALL
Avg Speed Ans	The average time calls waited in queue and ringing before an agent answered. This does not include direct agent calls, but it does include outbound ACD calls placed by an adjunct (also called outbound predictive dialing), for the Generic 2.2 switches with ASAI Gateway or the *DEFINITY* ECS Generic 3 with ASAI only.	ANSTIME/ACDCALLS <AVG_ANSWER_SPEED>

Historical Split/Skill Graphical ASA Report

The Split/Skill Graphical ASA report shows the average speed of answer for ACD calls answered in each selected split/skill for each selected interval. See the *CentreVu® Supervisor Version 8 Reports* document (585-210-929) for information on report input fields, report generation, and a full description of all report fields.

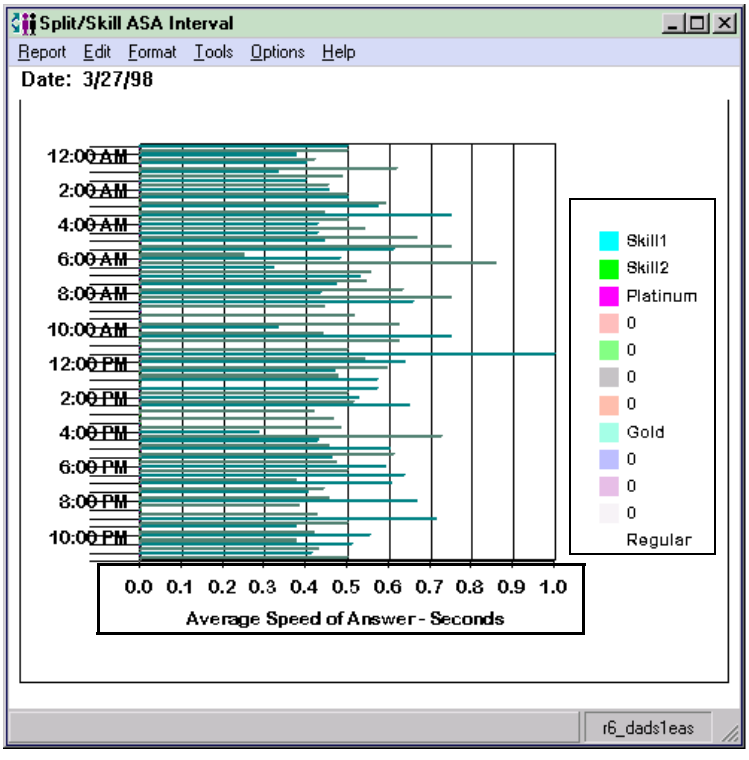
The chart type can be changed. See the *CentreVu® Supervisor Version 8 Reports* document (585-210-929) for more information.

Things to Know for *CentreVu* Advocate

For *CentreVu* Advocate, enter the name(s) or number(s) of the split(s)/skill(s) you want included in the report. You can enter a name only if it has been previously defined in the Dictionary subsystem.

Report Example

The following report is an example of a Split/Skill Graphical ASA report with the fields that are most meaningful for *CentreVu* Advocate in boxes.



Report Description

The following table describes the report fields for the time period covered by the report. For *CentreVu* Advocate, this report will show the average speed of answer for the skill in the report. You can use this information to compare average speed of answer in specific skills; for example, Exclusive, Top Ten, or Orders, and take the appropriate action. The database items for the Split/Skill Graphical ASA report are stored in the `cagent` (current interval) and `hsplit` (intrahour interval) tables.

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Split/Skill	The name or number of the split/skill you are currently viewing.	syn(SPLIT)
Average Speed of Ans—Seconds	The value in seconds of the average speed of answer for the split/skill during the time period covered in the report.	<AVG_ANSWER_SPEED>

Historical Split/Skill Graphical ASA Daily Report

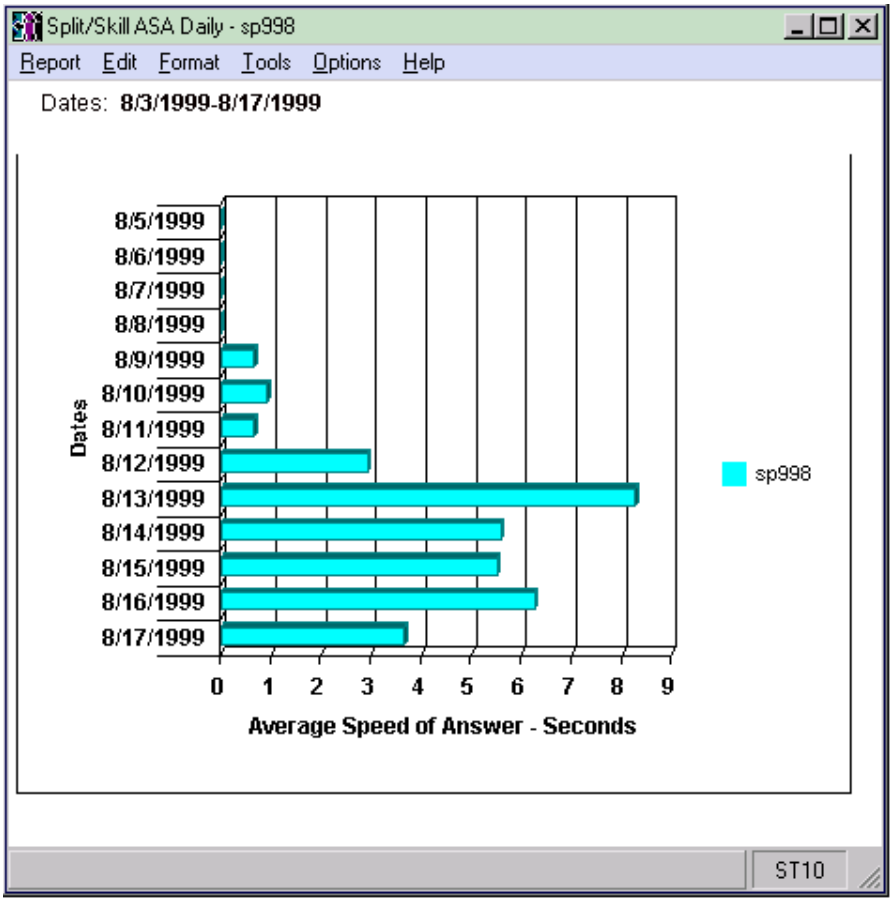
The Split/Skill Graphical ASA Daily report shows the average speed of answer for one or more splits/skills for each day. See the *CentreVu® Supervisor Version 8 Reports* document (585-210-929) for information on report input fields, report generation, and a full description of all report fields.

Things to Know for *CentreVu* Advocate

For *CentreVu* Advocate, enter the name(s) or number(s) of the split(s)/skill(s) you want included in the report, as well as the selected day. You can enter a name only if it has been previously defined in the Dictionary subsystem.

Report Example

The following report is an example of a Split/Skill Graphical ASA Daily report.



Report Description

The following table describes the report fields. For *CentreVu* Advocate, this report will show the average speed of answer in seconds for the skills in the report. You can use this information to compare average speed of answer in specific skills; for example, Exclusive, Top Ten, or Orders, and take the appropriate action. The database items for the Split/Skill Graphical ASA report are stored in the `dsplit` (daily) tables.

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Split/Skill	The name or number of the split/skill you are currently viewing.	syn(SPLIT)
Date	The selected date for the report.	ROW_DATE
Average Speed of Ans—Seconds	The value in seconds of the average speed of answer for the split/skill during the time period covered in the report.	<AVG_ANSWER_SPEED>

Historical System Graphical Maximum Delay Report

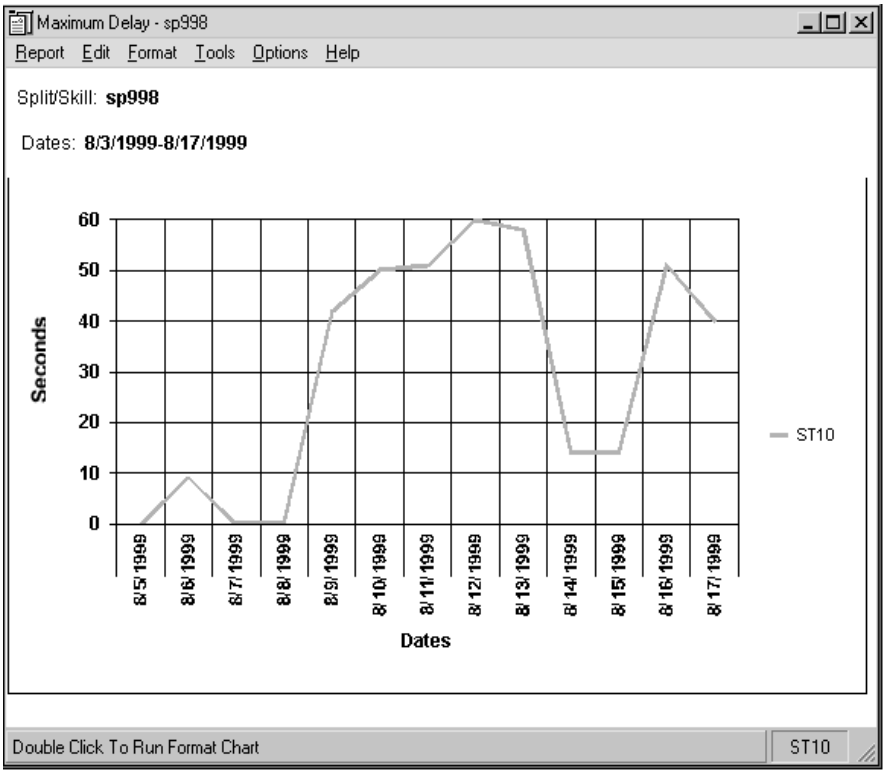
The Historical System Graphical Maximum Delay report shows the maximum delay for one split/skill in one or more ACDs for each day selected. You can compare the same skill in different ACDs and use the information to determine which ACD has the longest delay in answering calls. See the *CentreVu® Supervisor Version 8 Reports* document (585-210-929) for information on report input fields, report generation, and a full description of all report fields.

Things to Know for *CentreVu* Advocate

For *CentreVu* Advocate, enter the name or number of the split/skill you want included in the report. You can enter a name only if it has been previously defined in the Dictionary subsystem.

Report Example

The following report is an example of a System Graphical Maximum Delay report.



Report Description

The following table describes the report fields. For *CentreVu* Advocate, this report will show the maximum delay for the skill across ACDs. The database items for the System Graphical Maximum Delay report are stored in the `dsplit` (daily) tables.

Report Heading	Description	Database Item, Calculation or <Calculation Name>
ACD	The ACD selected for the report.	ACD
Split/Skill	The name or number of the split/skill you are currently viewing.	syn(SPLIT)
Dates	The dates selected for the report.	ROW_DATE
Maximum Delay—Seconds	The value in seconds of the maximum delay in answering calls for the split/skill during the time period covered in the report.	MAXOCWTIME

Modified Reports

The Integrated Graphical Split/Skill View Report has been modified for *CentreVu* Advocate to include the following fields:

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Skill State:	The current State of the skill compared to the administered thresholds.	syn(SKSTATE)

Other fields on this report may be used to verify the solution in this chapter; for example, **% Within Service Level** and **Avg Speed Ans**.

The Historical Agent Summary and Historical Agent Group Summary reports have been modified for CentreVu Advocate to include the following fields:

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
% Agent Occup w/ACW	Agent occupancy, displayed as a percentage, including agent ACW time as work time.	100 * (sum(I_RINGTIME + I_ACDTIME + I_ACDOTHERTIME + I_ACDAUX_OUTTIME + I_ACDAUXINTIME + I_ACWTIME)/sum (TI_STAFFTIME - TI_AUXTIME + I_ACDAUX_OUTTIME + I_ACDAUXINTIME))
% Agent Occup w/o ACW	Agent occupancy, displayed as a percentage, not including agent ACW time as work time.	100 * (sum(I_RINGTIME + I_ACDTIME + I_ACDOTHERTIME + I_ACDAUX_OUTTIME + I_ACDAUXINTIME)/sum (TI_STAFFTIME - TI_AUXTIME + I_ACDAUX_OUTTIME + I_ACDAUXINTIME))

Things to Note

The following list includes some things to be aware of when making average speed of answer more uniform:

- If agent pools are small, Option B may emulate a hot-seat distribution. To avoid this situation, define skill levels as ranges. For example, Level 1 is 1-2 skills, Level 2 is 3-5 skills, and so on.
- If implementing Option B, agent occupancy for those agents with many skills should drop after implementation, while agents with one skill should have the highest occupancy. Monitor these agents for burnout.
- Set a new agent's skill levels to give a moderate occupancy during the training phase. This should ensure that enough new call types are handled by the new agent to train him or her on the different skills.
- If you are using Predicted Wait Time, the smaller skills should have a greater improvement in ASA, verifiable by checking reports before and after implementation.
- Option B gives the greatest improvement in ASA. It also gives your agents incentive to learn more skills.

8 Call Center Solution: Better Serve Selected Callers

Overview

In addition to maximizing revenues and automatically reassigning agents to certain skills during peak call periods, a call center may also want certain callers to experience better service. One way to address this need is to reduce the acceptable service level for that skill, which can lower the predicted wait time for preferred call types.

CentreVu® Advocate Features

This chapter discusses the following *CentreVu* Advocate features:

- Skill Level call handling preference with Service Objective
- Expert Agent Distribution-Least Occupied Agent (EAD-LOA).

Use the *CentreVu* Supervisor reports presented in this chapter to verify that *CentreVu* Advocate is working.

Customer Example

The same company that handles orders for many catalogs (Chapter 3, “Call Center Solution: Maximize Revenues”) wants to give better service to the callers from the exclusive catalog and also to the 10 percent of their overall catalog customers who spend the most money per order, relative to callers from other skills and those who spend less money overall. This goal will be accomplished by giving better service to those potential high revenue calls by shortening the wait time in queue. Specifically, the acceptable service level for those skills and the wait time in queue should be dramatically shorter than for ordinary calls.

Implementation

Callers wanting items from the exclusive catalog are identified by the “800” number dialed using Direct Number Identification Service (DNIS). These calls are directed to a special vector that queues to the Exclusive skill. The top 10% spending customers are identified by an Automatic Number Identification (ANI) lookup table and queued to the Top Ten skill. All other customers are queued to the Orders skill, as in Chapter 3, “Call Center Solution: Maximize Revenues.”

Agent Selection

Agents are assigned skill levels based on their revenue generation within each skill. To choose the highest revenue-generating agent available in a skill, Expert Agent Distribution-Least Occupied Agent (EAD-LOA) is used. All agents are assigned to the Top Ten and Orders skills. A subset of agents are assigned to the Exclusive skill.

Call Selection

Agents are assigned a call handling preference of Skill Level with Service Objective. The Service Objective for the Exclusive skill is set to 20 seconds and the Service Objective for the Top Ten skill is set to 10 seconds. The Orders skill has a Service Objective of 40 seconds. Service Objective will select the call that is the greatest percentage of its service objective.

In addition to using Skill Level with Service Objective, Predicted Wait Time is also used to lower the Average Speed of Answer (ASA) for the smaller skills (there may be an increase in the wait time for the larger Orders skill).

Switch Administration

Several items must be administered on the switch administration forms for this business solution to work. See Chapter 11, “Administer *CentreVu®* Advocate on *DEFINITY®* ECS” for more information on switch administration.

Customer Options

On the System Parameters Customer Options form, set the following fields:

- `CentreVu Advocate?` must be set to Y.
- `Expert Agent Selection (EAS)?` must be set to Y.

Features

On the System parameters Features form, set the following fields:

- `Call Selection Measurement:` set to `predicted-wait-time`.

Hunt Group

On the Hunt Group form, set the following parameters:

- Enter the skill number on the command line.
- On page 1, enter `EAD-LOA` in the `Group Type:` field.
- On page 2, set the `Acceptable Service Level:` for the Exclusive skill to 20 seconds.

Administer these parameters for the Top Ten skill, setting the `Acceptable Service Level:` to 10 seconds. Administer these parameters for the Orders skill, setting the `Acceptable Service Level:` to 40 seconds.

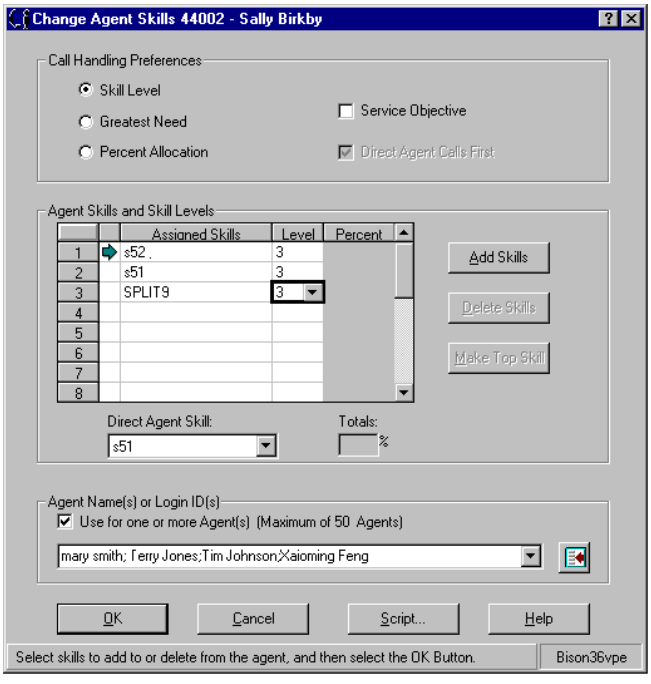
CentreVu Supervisor Administration

Agents need to have their call handling preferences set to Skill Level with Service Objective, and then need to be assigned to the skills Exclusive, Top Ten, and Orders based on their expertise. New Agents must have this administered on the *DEFINITY* ECS forms (see Chapter 11, “Administer *CentreVu*® Advocate on *DEFINITY*® ECS” for more information). Existing agents can have this administered using the following procedure.

Change Agent Skills Dialog Box

On the Change Agent Skills dialog box, shown below, set an agent’s call handling preference to Skill Level with Service Objective. To administer an agent’s call handling preference, use the following steps.

1. Select **Commands** from the *CentreVu* Supervisor Controller.
2. Select **Agent Administration**.
3. Select the ACD by entering the automatic call distribution (ACD) in the text box or selecting an ACD from the drop-down history list.
4. Select **Change Agent Skills** on the Operations tab.
5. Select **OK**. The Select Agent/Template dialog box will display.
6. Select an agent by entering the agent’s name in the text box, using the drop-down history list or using the history button.
7. Select **OK**. The following Change Agent Skills dialog box will display with the selected agent’s information shown in the title bar. The Assigned Skills grid will display on the dialog box.



8. Select **Call Handling Preference: Skill Level**. The Assigned Skills grid will display.
9. Select **Add Skills**.
10. Add the Exclusive, Top Ten, and Orders skills for the agent based on the agent's expertise. The Assigned Skills grid will display.
11. Set the agent's skill level for each assigned skill.
12. Select the **Service Objective** check box.
13. Select **OK** on the Change Agent Skills dialog box to accept the assignment.

Options

If you have several agents that need to have the same assigned skills and skill levels, use the **Agent Template** options on the Change Agent Skills form to use the information for another agent.

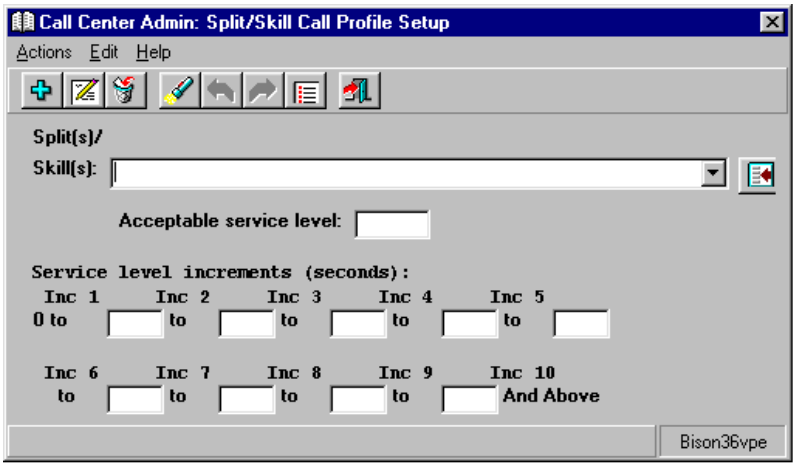
1. Using procedures in the Chapter 6, "Agent Administration," of the *CentreVu® CMS R3V8 Administration* document (585-210-910), define an agent template with the skill profiles you wish to apply to a group of agents.
2. Select the agent template in the **Select Agent/Template** dialog box. The Change Agent Skills dialog box will display with the skill profiles for that template displayed.
3. Select the **Agent Name(s)/Login ID(s)** check box and enter up to 50 agents in the agent field or select up to 50 agents using the drop-down list or Browse dialog box.

4. Select **OK**.

   CentreVu Supervisor will buffer the change agent skills requests and send them to the switch one at a time. A status dialog box will display with the status of each agent request.

Split/Skill Call Profile Setup Dialog Box

Use the Split/Skill Call Profile Setup dialog box, shown below, to specify an acceptable service level for calls to wait in queue before being answered and to define the service level increments for splits/skills. The Split/Skill Call Profile Setup dialog box is accessible from the **Commands** Controller item, under **Call Center Administration**.



Field Descriptions

Use the following table for existing split/skill Acceptable Service Level administration. New splits/skills must be initially administered on the Hunt Group form.

NOTE:

If the information on the Split/Skill Call Profile Setup Dialog Box is changed through *CentreVu* Supervisor, it must also be changed on the *DEFINITY* forms. See Chapter 11, “Administer *CentreVu*® Advocate on *DEFINITY*® ECS” for more information.

Field	Use
Split(s)/Skill(s):	Enter the split or skill number(s) or name(s) (must be previously assigned in the Dictionary subsystem) you are searching for or modifying.
Acceptable service level: (Required entry)	Enter the number of seconds that it is acceptable for an ACD call to wait before connecting to an agent. This acceptable service level will be used in determining level 1 and level 2 thresholds for the skill when using Service Level Supervisor.
Service level increments (seconds): (Required entry)	Enter a progressively greater number of seconds in each “to” field. The seconds before and after each word “to” define an increment in seconds of wait time. For example,”0 to 5 to 10 to 25...” means 0-5, 6-10, and 11-25, and so on. Each of the nine increments can vary in length (for example, 0 to 15, 16 to 20, 21 to 26, 27 to 38, 39 to 43, and so on). Each increment represents a progressively longer wait time for the call and is used for both answered and abandoned calls.

Verifying the Solution Through Reports

As in Chapter 3,"Call Center Solution: Maximize Revenues," the average speed of answer for the Top Ten skill will be lower than the Orders skill. If the Exclusive skill has an appropriate number of staff, it will have a lower average speed of answer than the Orders skill. The percentage of abandoned calls should also be lower for the Exclusive and Top Ten skills, unless these callers have a much lower tolerance for waiting in queue. The percent in service level should be similar for all skills.

Reports

The results of implementing this solution can be seen in any of the Real-Time Split/Skill reports or the Historical Split/Skill Reports. The most relevant reports to this solution are listed here:

- Real-Time Split/Skill Graphical Call Profile Report
- Historical Split/Skill Call Profile Report
- Historical Split/Skill Graphical Multi-ACD Service Level Daily Report (new with Release 8 *CentreVu* Supervisor)

Additional Reports

The following reports have been modified to work with *CentreVu* Advocate, and are meaningful for this call center solution:

- Real-Time Queue/Top Agent Status Report
- Real-Time Queue/Agent Status Report
- Real-Time Skill/Top Agent Report
- Integrated Graphical Split/Skill View Report
- Any report using ASA or Skill State as report field.

Additional Information

These reports are fully documented in the *CentreVu® Supervisor Version 8 Reports* document (585-210-929). They are summarized as they relate to *CentreVu* Advocate in this chapter. See the *Reports* document for more information on Real-Time and Historical reports.

Database Items and Calculations

New database items and calculations for *CentreVu* Advocate, along with modified, existing database items, are described in Chapter 13, "*CentreVu®* Advocate Database Items and Calculations." Existing database items and calculations are described in the *CentreVu CMS R3V8 Database Items and Calculations* (585-210-939) document.

Real-Time Graphical Split/Skill Call Profile Report

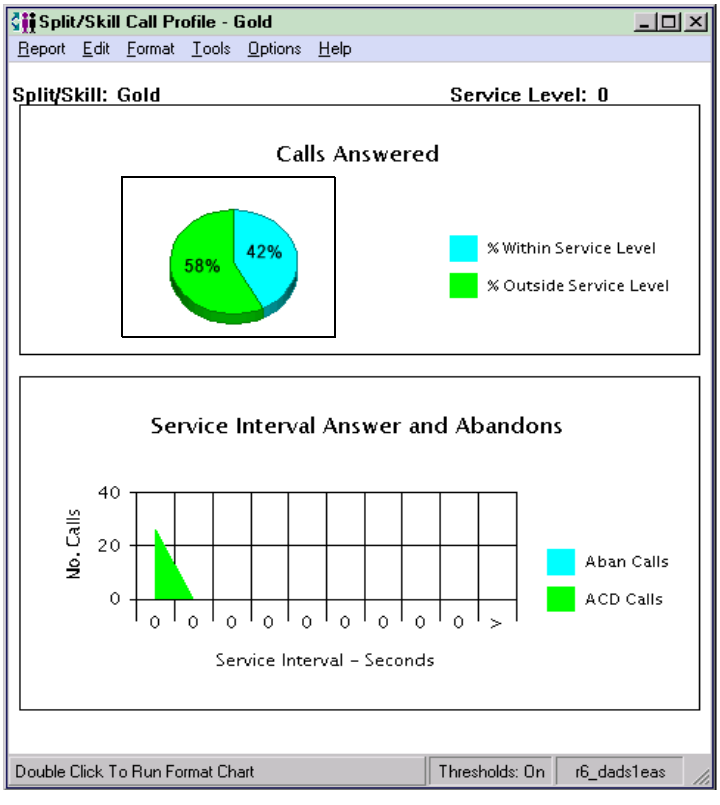
This report shows the wait times of incoming calls that are answered and abandoned in a split or skill during the current interval. Calls are displayed in ten columns, with each column representing a progressively longer wait time (increment). You must have administered service level and wait time increments for this report to be meaningful. See the *CentreVu® Supervisor Version 8 Reports* document (585-210-929) for information on report input fields, report generation, and a full description of all report fields.

Things to Know for *CentreVu* Advocate

For *CentreVu* Advocate, enter the Split/Skill input field with a name or number for which you want to run the report. You can enter a split/skill name only if the name has been defined in the Dictionary subsystem. Based on the call center example in this chapter, you can run the report for the Exclusive, Top Ten, or Orders skills.

Report Example

The following report is an example of a Split/Skill Graphical Call Profile report. The fields that are the most meaningful for *CentreVu* Advocate are shown in boxes.



Report Description

This report will show, for *CentreVu* Advocate, the number of calls that were answered for the selected split/skill within the predefined service level, the number of calls that abandoned, and the average speed of answer for each call in queue. The database items used for the Split/Skill Call Profile Report are stored in the `csplit` table.

Report Heading	Description	Database Item, Calculation or <Calculation Name>
% Within Service Level	The percentage of split/skill ACD calls that were answered by an agent within the predefined time. Calls offered to the split/skill include calls that were abandoned and calls that were not answered, but do not include direct agent calls. Calls that were not answered may include forced busy calls, forced disconnect calls, calls redirected to another destination, and calls queued to more than one split/skill and answered in another split/skill. This field should display similar values for all skills.	100*(ACCEPTABLE/ CALLSOFFERED) <PERCENT_SERV_LVL_SPL>
ACD Calls	This is the number of calls that were sent to the split/skill that were answered by an agent within each increment. This includes outbound ACD calls placed by an adjunct (also called outbound predictive dialing), for the Generic 2.2 switches with ASAI Gateway or the Generic 3 with ASAI only. For the Generic 3 switches it does not include direct agent calls.	ACDCALLS1-10
Aban Calls	The number of calls to the split/skill that were abandoned within each increment. If calls are queued to multiple splits/skills, only the first split/skill queued to records an abandon. This includes outbound ACD calls placed by an adjunct (also called outbound predictive dialing), for the Generic 2.2 switches with ASAI Gateway or the Generic 3 with ASAI only. It does not include direct agent calls.	ABNCALLS

Historical Split/Skill Call Profile Report

The Split/Skill Call Profile report shows the number of calls answered and abandoned in time increments that you administer. This report also displays your acceptable service level. See the *CentreVu® CMS R3V8 Administration* (585-210-910) document for both the time increments and acceptable service levels. Since this report shows you how long it takes for calls to be answered or abandoned, you can determine how long a caller is willing to wait for an agent before hanging up. With this information, you can determine the appropriate answering speed required to reduce abandoned calls.

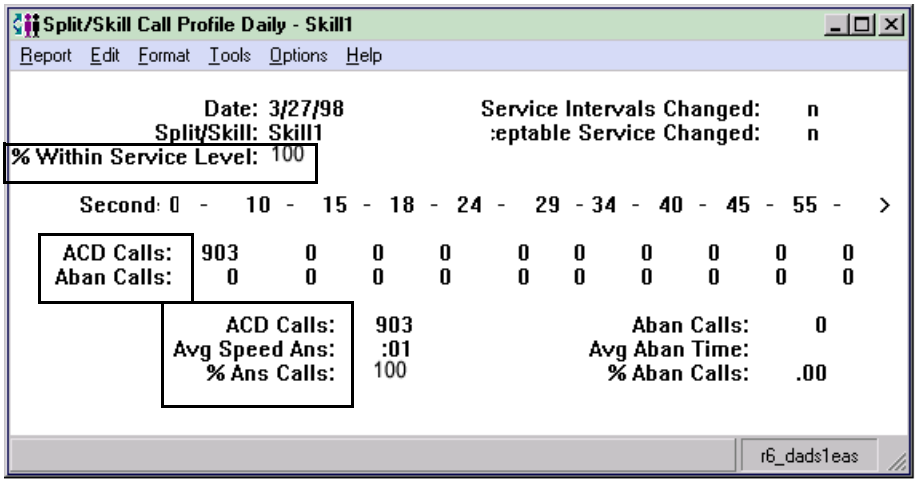
Calls are displayed in ten columns, with each column representing a progressively longer wait time. The Split/Skill Call Profile report is available in daily, weekly, and monthly versions. See the *CentreVu® Supervisor Version 8 Reports* document (585-210-929) for information on report input fields, report generation, and a full description of all report fields.

Things to Know for *CentreVu* Advocate

For *CentreVu* Advocate, enter the appropriate split/skill name or number that you want to view in this report. Any name(s) you want to appear on the report must have been previously defined and entered in the Dictionary subsystem. Using the call center example in this chapter, you may run this report for the Exclusive, Top Ten, or Orders skill.

Report Example

The following report is an example of a Split/Skill Call Profile report with the fields that are most meaningful for *CentreVu* Advocate in boxes.



Report Description

The following table describes the report fields for the time period covered by the report. For *CentreVu* Advocate, this report shows the percent of calls that were both inside and outside the administered service level for the skill, the number of calls that were answered and abandoned with the time to abandon. The database items for the Split/Skill Call Profile Report are stored in the `dsplit` (daily), `wsplit` (weekly), and `msplit` (monthly) tables.

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
% Within Service Level	The percentage of split/skill ACD calls that were queued to this split/skill and answered within your administered service level.	100*(ACCEPTABLE/ CALLSOFFERED) <PERCENT_SERV_LVL_SPL>
ACD Calls	The number of split/skill ACD calls answered within each service level increment.	ACDCALLS1-10
Aban Calls	The number of split/skill ACD calls that abandoned within each service level increment.	ABNCALLS1-10
ACD Calls (Total)	The number of split/skill ACD calls that were queued to this split/skill and answered by an agent for this split/skill. This total also includes O_ACDCALLS if you have the Outgoing Call Management (OCM) application of ASAI. The O_ACDCALLS is the number of ACDCALLS that were placed by an adjunct; this is also referred to as predictive dialing.	ACDCALLS
Avg Speed Ans	The average time the split/skill ACD calls were waiting in queue and ringing before being answered by an agent.	ANSTIME/ACDCALLS <AVG_ANSWER_SPEED>

Historical Split/Skill Graphical Multi-ACD Service Level Daily Report

The Split/Skill Graphical Multi-ACD Service Level Daily report shows the Percent in Service Level achieved for a skill selected from one or more ACDs for each day. You can compare the same split/skill in different ACDs and use the information to:

- Determine agent workload
- Review Percent in Service Level for each ACD
- Evaluate call handling performance
- Reassign agents as needed
- Perform other ACD configuration alternatives for balancing workloads and/or reducing abandoned calls.

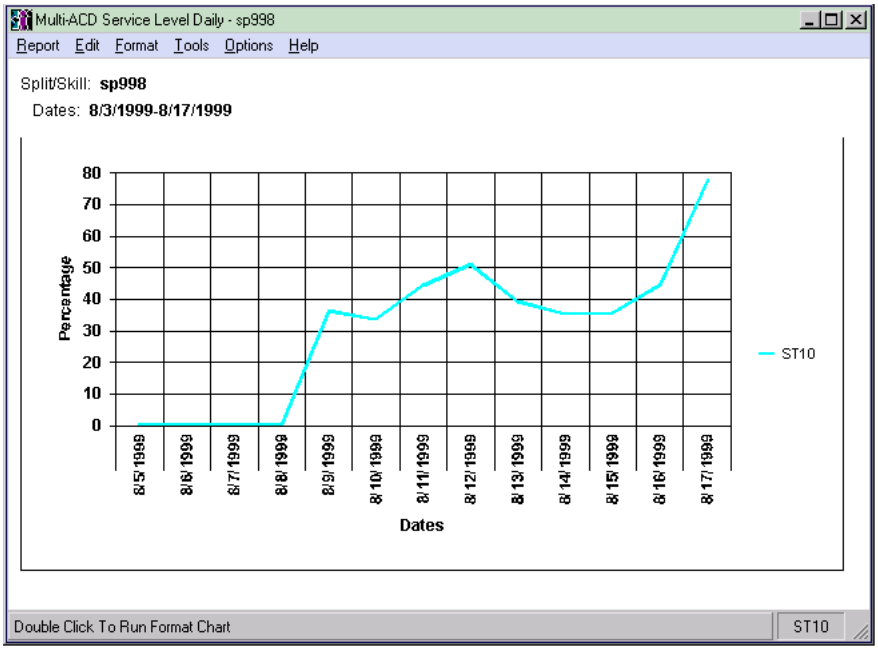
See the *CentreVu® Supervisor R8 Reports* (585-210-929) document for complete descriptions of all input fields and report fields.

Things to Know for *CentreVu* Advocate

For *CentreVu* Advocate, enter the appropriate split/skill name or number that you want to view in this report. Any name you want to appear on the report must have been previously defined and entered in the Dictionary subsystem. Using the call center example in this chapter, you may run this report for the Exclusive, Top Ten, or Orders skill.

Report Example

The following report is an example of a Split/Skill Graphical Multi-ACD Service Level report.



Report Description

The following table describes the report fields. For *CentreVu* Advocate, this report shows the percent in service level for the skill. The database items for the report are stored in the `dsplit` (daily), tables.

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
ACD	The ACD(s) selected for the report.	ACD
Split/Skill	The skill selected for the report.	syn(SPLIT)
Date	The date for which the report was run.	ROW_DATE
Percentage	The percent of calls to the split/skill that were within the defined service level for the skill.	100 * (ACCEPTABLE/ CALLSOFFERED)

Modified Reports

The following, existing *CentreVu* Supervisor reports have been modified to work with *CentreVu* Advocate. Each report description includes those fields that have changed to be meaningful for *CentreVu* Advocate.

Real-Time Queue/Top Agent Status Report

The following table describes the modified report fields:

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Skill State	Current state of this skill, compared to the administered thresholds. Requires ECS R6 or later with *CentreVu* Advocate.	syn(SKSTATE)
Flex Agents Staffed	Number of agents who are staffing this skill, but are neither top or reserve agents. Requires ECS R6 or later with *CentreVu* Advocate.	FSTAFFED
Reserve1 Agents Staffed	Number of agents staffing this skill as reserve1. Requires ECS R6 or later with *CentreVu* Advocate.	R1STAFFED
Reserve2 Agents Staffed	Number of agents staffing this skill as reserve2. Requires ECS R6 or later with *CentreVu* Advocate.	R2STAFFED

Real-Time Queue/Agent Status Report

The following table describes the modified report fields.

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Skill State	Current state of this skill, compared to the administered thresholds. Requires ECS R6 or later with *CentreVu* Advocate.	syn(SKSTATE)
Role	The Agent's service role for this **SPLIT**, as defined in the Dictionary. Requires DEFINTIY ECS R6 or later with *CentreVu* Advocate.	syn(ROLE)
Percent	The Agent's percent allocation for this SPLIT. Requires *DEFINITY* ECS R6 or later with *CentreVu* Advocate.	PERCENT
Level	The skill level associated with the agent's current WORKSKILL, when WORKSKILL is not null. Requires a Generic 2.2 or Generic 3 Version 2 or later switch with the EAS feature. For *CentreVu* Advocate, in the `cagent` table, WORKSKLEVEL contains either a skill level (1-16) for a normal skill, or a reserve level (1 or 2) for a reserve skill. This WORKSKLEVEL applies to WORKSKILL.	syn(WORKSKLEVEL)

Integrated Graphical Split/Skill View Report

The Integrated Graphical Split/Skill View Report has been modified for *CentreVu* Advocate to include the following fields. Other fields on this report may be used to verify the solution in this chapter; for example, the agent work state fields and **Agents Staffed**.

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Skill State:	The current State of the skill compared to the administered thresholds.	syn(SKSTATE)

Things to Note

The following list includes some things to be aware of when implementing the call center solution in this chapter:

- If the speed of answer for the Exclusive skill is too high, additional agents should be trained for this specialty catalog.
- The configuration described in this section will quickly give the most calls to agents who have the highest revenue-generating potential, which could lead to agent burnout. To avoid this, consider giving more breaks to these agents.
- By implementing Predicted Wait Time, callers in the larger Orders skill may experience longer wait times than callers in the smaller, more important Exclusive and Top Ten skills. The benefits of giving better service to smaller, higher-revenue callers must be weighed against making other callers wait longer in queue. One particular point to determine is the waiting tolerance of customers for the Orders skill.
- If the number of agents in a skill is small, a large number of skill levels will tend to emulate hot-seat distribution. For example, if one agent is assigned to each skill level, the call distribution will be “hot-seat” (always looks first to the level 1 agent, then the level 2 agent, and so on). To avoid hot-seat call distribution, define fewer levels of expertise (perhaps three levels).
- Acceptable Service Level should be the same value as is administered in CMS and on the switch.

9 Call Center Solution: Control Agent Time in Skill

Overview

Many call center administrators want to simplify agent scheduling, as well as control agents' time in different skills. Controlling agent time in skills more evenly spreads the overall work load between agents as well as more evenly distributes calls among agents.

CentreVu® Advocate Features

This chapter discusses the following *CentreVu* Advocate features:

- Percent Allocation call handling preference
- Service Level Supervisor.

Use the *CentreVu* Supervisor reports presented in this chapter to verify that *CentreVu* Advocate is working.

Customer Example

A travel agency call center has 20 agents and 4 skills. Since agents are paid on commission, they need an equal opportunity within each skill. The call center supervisor wants to evenly distribute the calls among agents, which will in turn more evenly distribute overall work load. Based on traffic, the percentages are assigned the same for each agent, as follows:

- Cruises: 20%
- Airlines: 50%
- Domestic: 15%
- International: 15%.

NOTE:

To better serve the higher revenue skills, such as Cruises and International, the percentages are set higher than the expected traffic.

Implementation

Agents will have their time in the four skills determined through Percent Allocation, a new call handling preference available with *CentreVu* Advocate. The agent selection method is a form of Expert Agent Distribution (EAD).

Agent Selection

Agent selection for this call center solution is through Uniform Call Distribution-Least Occupied Agent (UCD-LOA) to choose the least occupied agent available in a skill. All agents are assigned to all four skills. UCD-LOA distributes the work load across all skills, giving all agents a comparable level of occupancy. The Average Speed of Answer (ASA) should also be determined for each skill to minimize the abandons per skill. Once the ASA is determined, the thresholds can be set below the average time to abandon on each skill and above the acceptable service level.

Call Selection

Agents are given a call handling preference of Percent Allocation. Percent Allocation controls agent time in skill by selecting a mix of calls for each agent that keeps the agent as close as possible to the administered percentages per skill. Service Level Supervisor may be used with Percent Allocation, and will override the Percentages for each skill if the forecasts on which the percent allocations are based turn out to be inaccurate, if Call Selection Override is ON (see Chapter 2, “Custom *CentreVu*® Advocate Solutions,” Chapter 11, “Administer *CentreVu*® Advocate on the *DEFINITY*® ECS” and Chapter 3, “Call Center Solution: Maximize Revenues” for more information).

Direct Agent Calls First may also be administered on a per-agent basis. Selecting this option will send direct agent calls before percent-allocated calls, overriding Percent Allocation even in an over-threshold situation. If this option is not selected, then Direct Agent Calls will be treated like other skill level calls, and will be answered as Direct Agent Calls only when there is a best percentage match.

Switch Administration

Several items must be administered on the switch administration forms for this business solution to work. See Chapter 11, “Administer *CentreVu*® Advocate on *DEFINITY*® ECS” for more information on switch administration.

Customer Options

On the System Parameters Customer Options form, set the following fields:

- `CentreVu Advocate?` must be set to Y.
- `Expert Agent Selection (EAS)?` must be set to Y.

Features

In the `Service Level Supervisor Call Selection Override` field, enter Y to divert agents to over-threshold skills.

Hunt Group

On the Hunt Group form, set the following parameter:

- Enter the skill number on the command line.
- On page 1, the `Group Type:` field must be set to UCD-LOA.

If Service Level Supervisor is to be enabled, continue with the following administration:

- On page 2, enter Y in the `Service Level Supervisor` field and set the Thresholds to a level high enough that warrants agents to be redirected.

Administer these parameters for the Airlines skill, the Domestic skill, and the International skill.

CentreVu Supervisor Administration

Agents need to have their call handling preferences set to Percent Allocation, and then need to be assigned to the skills Cruises, Airlines, Domestic, and International with percentages. Direct Agent Calls First may be selected if Direct Agent Calls are to be selected on a per-agent basis; otherwise, Direct Agent Calls will be treated like other skill level calls.

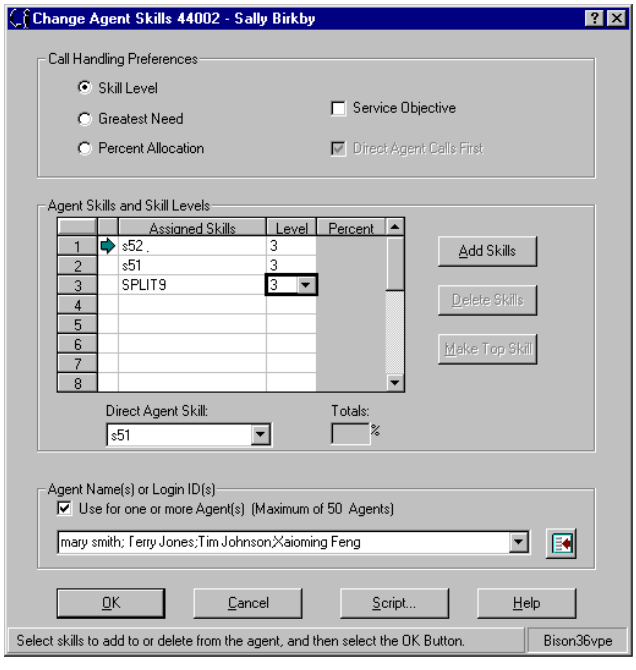
New Agents must have this administered on the *DEFINITY* ECS forms (see Chapter 11, “Administer *CentreVu*® Advocate on *DEFINITY*® ECS” for more information). Existing agents can have this administered using the following procedure.

Change Agent Skills Dialog Box

On the Change Agent Skills dialog box, shown below, set an agent's call handling preference to Percent Allocation.

To administer an agent's call handling preference, use the following steps.

1. Select **Commands** from the *CentreVu* Supervisor Controller.
2. Select **Agent Administration**.
3. Select the automatic call distribution (ACD) by entering the ACD in the text box or selecting an ACD from the drop-down history list.
4. Select **Change Agent Skills** on the Operations tab.
5. Select **OK**. The Select Agent/Template dialog box will display.
6. Select an agent by entering the agent's name in the text box, using the drop-down history list or using the history button.
7. Select **OK**. The following Change Agent Skills dialog box will display with the selected agent's information shown in the title bar. The Assigned Skills grid will display on the dialog box.



8. Select **Call Handling Preference: Percent Allocation**.
9. **Optional:** Select the **Direct Agent Calls First** check box to send direct agent calls to the agent fist, even in overload situations.
10. Set the agent's percentage for each assigned skill. The total must be equal to 100 percent of the agent's staffed time across all skills.
11. Select **OK** to accept the assignment.

Options

If you have several agents that need to have the same assigned skills and skill levels, use the **Agent Template** options on the Change Agent Skills form to use the information for another agent.

1. Using procedures in the Chapter 6, “Agent Administration,” of the *CentreVu® CMS R3V8 Administration* document (585-210-910), define an agent template with the skill profiles you wish to apply to a group of agents.
2. Select the agent template in the **Select Agent/Template** dialog box. The Change Agent Skills dialog box will display with the skill profiles for that template displayed.
3. Select the **Agent Name(s)/Login ID(s)** check box and enter up to 50 agents in the agent field or select up to 50 agents using the drop-down list or Browse dialog box.
4. Select **OK**.

   CentreVu Supervisor will buffer the change agent skills requests and send them to the switch one at a time. A status dialog box will display with the status of each agent request.

Verifying the Solution Through Reports

This solution can be verified by reviewing agent work states and time in skill. The results of implementing this solution can be seen in any of the reports that include information on agents staffed per skill and overall agent information, such as skill assignments.

Reports

The most relevant reports to this solution are listed below:

- Real-Time Graphical Allocated Agents Report
- Historical Graphical Average Positions Staffed Report
- Integrated Agent Graphical Information Report
- Real-Time Agent Information Report.

You may also use the Real-Time Queue/Agent Summary Report to display a summary of agent activity for the administered skills.

Additional Information

These reports are fully documented in the *CentreVu® Supervisor Version 8 Reports* document (585-210-929). They are summarized as they relate to *CentreVu* Advocate in this chapter. See the *Reports* document for more information on Real-Time and Historical reports.

Database Items and Calculations

New database items and calculations for *CentreVu* Advocate, along with modified, existing database items, are described in Chapter 13, "*CentreVu®* Advocate Database Items and Calculations." Existing database items and calculations are described in the *CentreVu CMS R3V8 Database Items and Calculations* (585-210-939) document.

Real-Time Graphical Allocated Agents Report

This report, which is available only for customers who have *DEFINITY* ECS R6 or later switches with Expert Agent Selection (EAS) and have purchased *CentreVu* Advocate, displays the number of active and staffed percent allocation agents who are staffing a selected skill.

If *CentreVu* Advocate is not activated then those fields on the report which pertain to *CentreVu* Advocate will not be populated.

Things to Know for *CentreVu* Advocate

Here are some things you need to know about this report:

- You can access this report from the Real-Time Split/Skill Category selector menu.
- The Graphical Allocated Agents report will show the total number of active agents and full-time equivalent agents, for a selected skill. This report will also show the number of Standard, Reserve1, and Reserve2 agents staffed and the number of each of those categories of agents who are active for the skill.
  - The Call Center manager or supervisor can use this report to determine how many agents are active from each agent pool and compare that to the number of total staffed agents.
- This report shows the following two-dimensional bar charts:
  - The chart on the left side of the report displays the agents active for the specified skill, and has a bar for the number of standard agents active, a bar for the number of reserve1 agents active and a bar for the number of reserve 2 agents active.
  - The chart on the right side of the report displays staffed agents and has a bar each for the number of standard agents staffed, number of reserve1 agents staffed, and number of reserve2 agents staffed.
- The database items used for the Graphical Allocated Agents Report are stored in the `csplit` table.
- The chart type can be changed. See the *CentreVu® Supervisor Version 8 Reports* document (585-210-929) for more information.

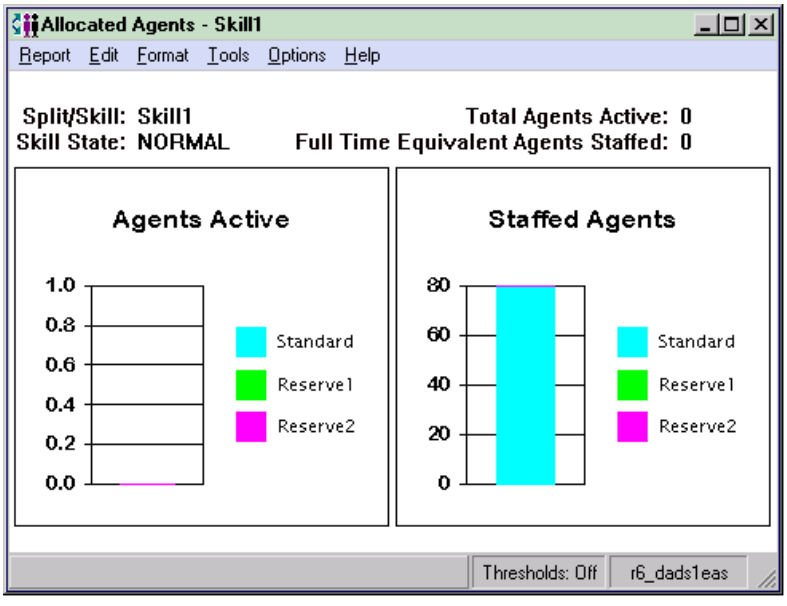
Input Fields

The following table describes the input fields on the real-time Graphical Allocated Agents report input window. You must fill in the report input window to run the report.

Item	Description
Skill:	Fill in the Skill input name or number for which you want to run the report. You can enter a skill name only if the name has been defined in the Dictionary.
Refresh Every <#> Seconds	Enter the number of seconds (3 to 600) to specify how rapidly *CentreVu* CMS should update the report data. The default for the Refresh Every <#> Seconds: field in this window is your assigned minimum refresh rate plus 15 seconds. To find out what your minimum refresh rate is, or to change it, check with your *CentreVu* CMS administrator.
Enable Report Thresholds	Check the Enable Report Thresholds option to start the report with report thresholds running. Uncheck the option if you do not want to run report thresholds.
Run Minimized	Check the Run Minimized option to run the report in a minimized window. Uncheck the option to run the report at full size.

Report Example

The following report is an example of a Graphical Allocated Agents report.



Report Description

The following table describes the report fields:

Report Heading	Description	Database Item/ Calculation, Table Name
Skill:	The name or number of the skill (up to 20 characters) that is selected for this report.	syn(SPLIT)
Skill State	The current state of the skill, compared to the administered thresholds. Requires *DEFINITY* ECS R6 or later with *CentreVu* Advocate.	syn(SKSTATE)
Total Agents Active:	The current number of **POSITIONS** that are on inbound and outbound ACD calls; plus the current number of **POSITIONS** that are in after call work (ACW), including agents on ACWIN/ACWOUT calls as well as agents in ACW not associated with an ACD call; plus the current number of **POSITIONS** at which skill or direct agent calls are ringing.	ONACD + INACW + AGRING
Full Time Equivalent Agents Staffed:	*CentreVu* Advocate full-time equivalent number of agents staffed for this skill. Full Time Equivalent Agents Staffed = TOT_PERCENTS / 100.	FTE_AGENTS

Report Heading	Description	Database Item/ Calculation, Table Name
Standard Agents (active)	The current number of **POSITIONS** that are on inbound and outbound ACD calls; plus the current number of **POSITIONS** that are in ACW, including agents on ACWIN/ACWOUT calls as well as agents in ACW not associated with an ACD call. This also includes the current number of **POSITIONS** at which skill or direct agent calls are ringing, minus the reserve1 agents (active); or the number of reserve1 agents on ACD calls, plus the number of reserve1 agents in ACW, plus the number of reserve1 agents with this skill that have an ACD call ringing. This field is minus the reserve2 agents (active); or the number of reserve2 agents on ACD calls, plus the number of reserve2 agents in ACW, plus the number of reserve2 agents with this skill that have an ACD call ringing.	(ONACD + INACW + AGINRING) - (R1ONACD + R1INACW + R1AGINRING) - (R2ONACD + R2INACW + R2AGINRING)
Standard Agents (staffed)	The current number of POSITIONS that are staffed (logged in), minus the number of agents staffing this skill as reserve1, minus the number of agents staffing this skill as reserve2.	STAFFED - R1STAFFED - R2STAFFED
Reserve1 Agents (active)	The number of reserve1 agents on ACD calls, plus the number of reserve1 agents in ACW, plus the number of reserve1 agents with this skill that have an ACD call ringing.	(R1ONACD + R1INACW + R1AGINRING)
Reserve1 Agents Staffed:	The number of agents staffing this skill as reserve1. Requires *DEFINITY* ECS R6 or later with *CentreVu* Advocate.	R1STAFFED
Reserve2 Agents (active)	The number of reserve2 agents on ACD calls, plus the number of reserve2 agents in ACW, plus the number of reserve2 agents with this skill that have an ACD call ringing.	(R2ONACD + R2INACW + R2AGINRING)
Reserve2 Agents Staffed:	The number of agents staffing this skill as reserve2. Requires *DEFINITY* ECS R6 or later with *CentreVu* Advocate.	R2STAFFED

Historical Graphical Average Positions Staffed Report

This report is available for customers who have purchased *CentreVu* Advocate and the *DEFINITY* ECS R6 or later. This report shows, for a specified skill, the maximum agent positions allocated for the skill, as well as the average positions staffed. This allows call center supervisors to see historically how many agents were counted on for a skill in comparison to how many agents were actually available on the skill.

Things to Know for *CentreVu* Advocate

Here are some things you need to know about this report.

- This report is available only on the *DEFINITY*® ECS R6 or later with EAS. If *CentreVu* Advocate is not activated, then the fields on the report that pertain to *CentreVu* Advocate will not populate.
- This report is accessed from the historical folder of the report selector window, via the Split/Skill category, under “Graphical Average Positions Staffed.”
- The report input window allows the user to specify a skill name or number, the time intervals, and the report destination.
- The caption displayed on the report is “Average Positions Staffed - xxx” where xxx is the skill string name specified by the user in the Name Format window.
- The date for which the report is run displays at the top right of the report.
- The primary component of this report is a 2-D vertical bar chart with the following components:
  - The y-axis of the chart has gradients for the number of agents.
  - The x-axis of the chart displays the specified time intervals.
  - The legend displays “Max Post Allocated” and “Avg Pos Staffed.”
- The chart type can be changed. See the *CentreVu*® *Supervisor Version 8 Reports* document (585-210-929) for more information.

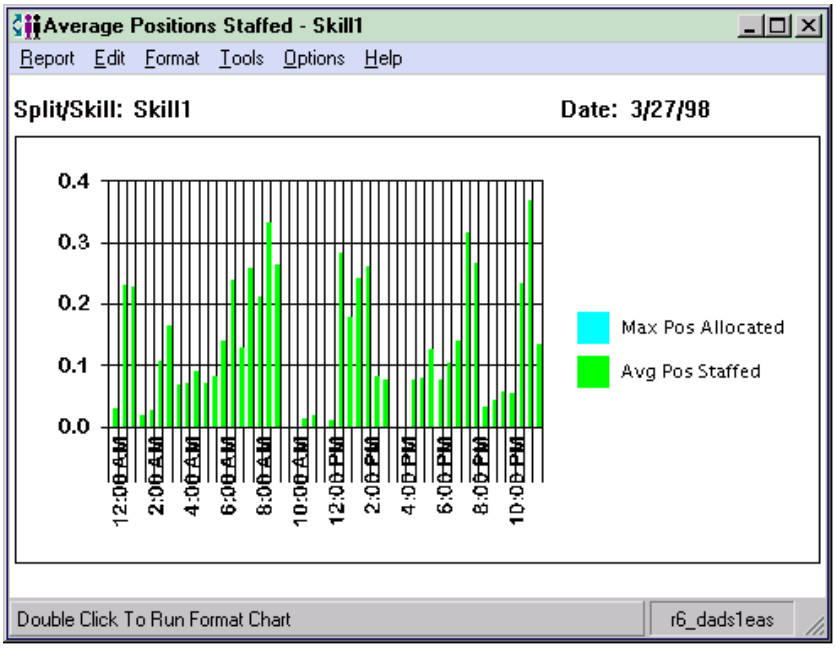
Input Fields

The following table describes the input fields on historical Graphical Average Positions Staffed report input windows. You must fill in the report input window to run the report.

Item	Description
Skill:	Fill in the Skill input name or number for which you want to run the report. You can enter a skill name only if the name has been defined in Dictionary.
Refresh Every <#> Seconds	Enter the number of seconds (3 to 600) to specify how rapidly *CentreVu* CMS should update the report data. The default for the Refresh Every <#> Seconds: field in this window is your assigned minimum refresh rate plus 15 seconds. To find out what your minimum refresh rate is, or to change it, check with your *CentreVu* CMS administrator.
Enable Report Thresholds	Check the Enable Report Thresholds option to start the report with report thresholds running. Uncheck the option if you do not want to run report thresholds.
Run Minimized	Check the Run Minimized option to run the report in a minimized window. Uncheck the option to run the report at full size.

Report Example

The following report is an example of a Graphical Average Positions Staffed report.



Report Description

The following table describes the report fields.

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Skill	The name or number of the skill that is selected for this report.	syn(SPLIT)
Max Pos Allocated	The maximum agent positions allocated for this skill.	MAX_DEDICATED_AGT
Avg Pos Staffed	The average positions staffed for this skill.	AVG_EQV_AG_STFD

Integrated Agent Graphical Information Report

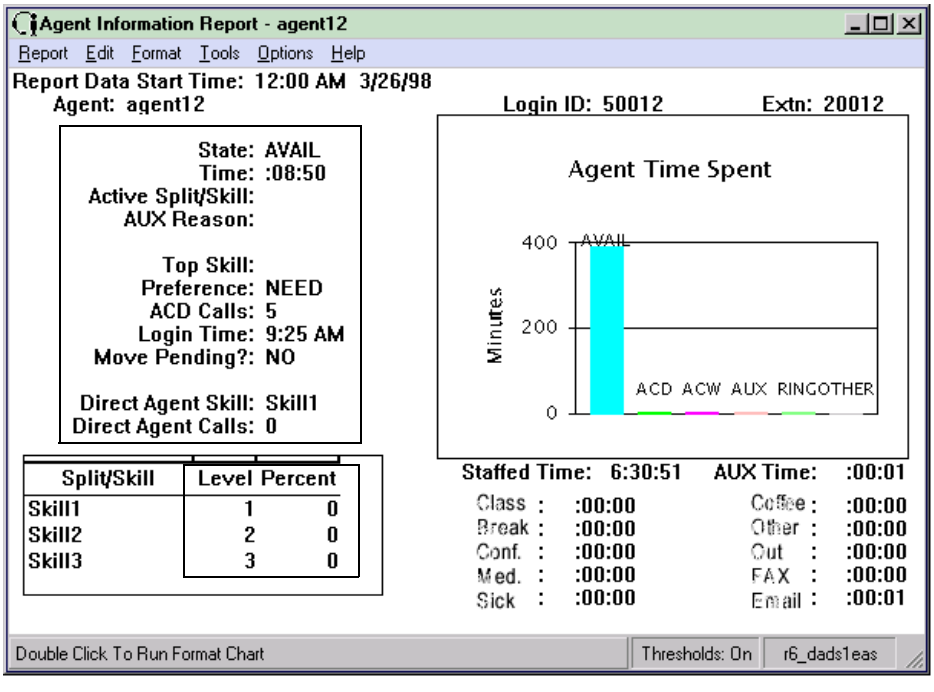
The Integrated Agent Graphical Information report shows information and statistics for an agent from a specified interval start time, within the past 24 hours.

Things to Know For *CentreVu* Advocate

Supervisors can use this report to access further information on one particular agent without having to execute several steps and several different reports to get the pertinent information. This report enables supervisors to quickly evaluate agent performance and decide whether an agent should be added to or removed from a skill.

Report Example

This figure provides an example of an Agent Graphical Information report. Fields that are meaningful for *CentreVu* Advocate are shown in boxes.



Report Description

This table describes the report fields.

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Agent:	The names (or agent IDs if the names have not been assigned in Dictionary) of the agents assigned and logged into this split/skill.	syn(LOGID)
Login ID:	The login identification of the agent.	LOGID
Extn:	The extension that the agent logged in from.	EXTENSION
State:	The current work mode (state) that the agent is in (AVAIL, ACD, ACW, AUX, DACD, DACW, RINGING, UNKNOWN, OTHER, UNSTAFF) and the call direction (blank, IN or OUT).	syn(AWORKMODE) and syn(DIRECTION)
Time:	The elapsed time since the last agent WORKMODE change for any split/skill. This item is not reset if the DIRECTION changes, but WORKMODE remains the same. For example, if the agent goes from AUX to AUXOUT to AUX, AGTIME continues without resetting.	AGTIME
Active Split/Skill:	When an agent is on a split/skill or direct agent ACD call or in ACW, this is the split/skill associated with the call or ACW. When an agent is available, in AUX or in OTHER, this is null (blank). When an agent is on an AUXIN/AUXOUT call, this is the OLDEST_LOGON split/skill. When an agent is on an AUXIN/AUXOUT call from the available state, while in AUX or with an AUXIN/AUXOUT call on hold, this is the OLDEST_LOGON split/skill. When an agent is on an AUXIN call with an ACD call on hold, this is the OLDEST_ LOGON split/skill. When an agent is on an AUXOUT call with an ACD call on hold, this is the split/skill associated with the ACD call.	syn(WORKSKILL)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
AUX Reason:	The reason code associated with the agent current state. This is blank if the agent is not in the AUX state. For agents in AUX on switch releases that are earlier than the ECS or that do not have EAS and reason codes enabled, this will only be 0 (zero).	syn(AUXREASON)
Top Skill:	The agent's first-administered, highest-level, measured skill, where skill level 1 is the highest, and skill level 16 is the lowest.	syn(TOPSKILL)
Preference:	The agent's call handling preference. Values are blank, skill level (LVL), percent (PCNT)or greatest need (NEED).	syn(PREFERENCE)
ACD Calls:	The queued ACD calls to the split/skill that were answered by an agent in the split/skill. This does not include direct agent calls, but it does include ACD calls placed by an adjunct (outbound predictive dialing - Generic 2.2 switches with ASAI Gateway or Generic switches with ASAI only).	sum(ACDCALLS)
Login Time:	The time of the day that the agent logged into this SPLIT. This field is not set unless the agent is logged in. Values include NULL and time-of-day.	LOGONSTART
Move Pending?:	A move to a new split or skill or a change of skills is pending for this agent. This is available only for Generic 3 Version 4 and later switch releases with the "Move Agent While Staffed" feature.	MOVEPENDING
Direct Agent Skill:	The skill that is currently assigned as the agent's direct agent skill. Direct agent calls to the agent are queued to this skill.	syn(DA_SKILL)
Direct Agent Calls:	The number of direct agent ACD calls that the agent answered.	DA_ACDCALLS
Split/Skill	The split/skill number for which the data was collected.	syn(SPLIT)
Level	The skill level (1-16) or reserve skill level (1 or 2) that is associated with the SPLIT.	syn(LEVEL)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Percent	Agents's percent allocation for this SPLIT**.** Requires *DEFINITY* ECS R6 or later with *CentreVu* Advocate.	PERCENT

Modified Reports

The following additional reports have been modified to support *CentreVu* Advocate. The modified report fields are described here.

Real-Time Graphical Agent Information Report

The following table describes the new field on the modified report:

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Percent	Agent's percent allocation for this **SPLIT**. Requires ECS R6 or later with *CentreVu* Advocate.	PERCENT

Real-Time Split/Skill Graphical Status Report

The following table describes the new and modified report fields:

Report Heading	Description	Database Item/ Calculation, Table Name
Skill state	Current state of this skill, compared to the administered thresholds. Requires ECS R6 or later with *CentreVu* Advocate.	syn(SKSTATE)

Report Heading	Description	Database Item/ Calculation, Table Name
Level	The skill level associated with the agent's current WORKSKILL, when WORKSKILL, is not null. Requires a Generic 2.2 or Generic 3 Version 2 or later switch with the EAS feature. For *CentreVu* Advocate, in the `cagent` table, WORKSKLEVEL contains either a skill level (1-16) for a normal skill, or a reserve level (1 or 2) for a reserve skill. This WORKSKLEVEL applies to WORKSKILL.	syn(WORKSKLEVEL)

Real-Time Queue/Agent Status Report

The following table describes the new and modified report fields

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Skill State	Current state of this skill, compared to the administered thresholds. Requires ECS R6 or later with *CentreVu* Advocate.	syn(SKSTATE)
Role	The Agent's service role for this SPLIT, as defined in the Dictionary. Requires *DEFINITY* ECS R6 or later with *CentreVu* Advocate.	syn(ROLE)
Percent	The Agent's percent allocation for this SPLIT. Requires *DEFINITY* ECS R6 or later with *CentreVu* Advocate.	PERCENT
Level	The skill level associated with the agent's current WORKSKILL, when WORKSKILL is not null. Requires a Generic 2.2 or Generic 3 Version 2 or later switch with the EAS feature. For *CentreVu* Advocate, in the `cagent` table, WORKSKLEVEL contains either a skill level (1-16) for a normal skill, or a reserve level (1 or 2) for a reserve skill. This WORKSKLEVEL applies to WORKSKILL.	syn(WORKSKLEVEL)

Things to Note

The following list includes some things to be aware of when implementing the solution in this chapter:

- Agents can be assigned percentages based on their existing skill level assignment or level of expertise within a skill.
- Having assignments of 10%, 35%, and 55% is similar to having skill levels of 3, 2, and 1, respectively.
- The configuration in this chapter will evenly distribute the work load only if percentages are administered the same for all agents.
- Actual work time will not equal the assigned percentages unless calls are waiting in all queues each time the agent becomes available. Daily results are more indicative that the solution is working.
- Expected call handling times should be fairly accurate, and are administered on the *DEFINITY* Hunt Group form.
- After agents first log in, they will need to work at least a half hour at their assigned percentages for their work time to reflect these percentages.
- Changing agents' skill assignments causes agents to start over in trying to match their assigned percentages. Moving an agent every hour will defeat the purpose of this solution.

10 Call Center Solution: Make Agent Idle Time More Uniform

Overview

Many call center administrators want to make agent idle time more uniform. Making agent idle time more uniform spreads the overall work load more equally between agents as well as reduces the possibility of “hot seat” agents and agent burnout.

CentreVu® Advocate Feature

This chapter discusses the Least Occupied Agent (LOA) *CentreVu* Advocate feature. Use the *CentreVu* Supervisor reports presented in this chapter to verify that *CentreVu* Advocate is working.

Customer Example

The travel agency call center discussed in Chapter 9, “Control Agent Time in Skill” has 20 agents and four skills. For this example, not all agents have all skills and percentages assigned. New agents start with Airlines and then learn Domestic. Each agent has one of two levels of expertise for each of the four skills. Some agents would have a skill level of 1 assigned for a particular skill, while others can handle calls more evenly over all four skills. The call center supervisor wants to evenly distribute the calls among agents, which will make agent idle time more uniform and reduce the number of “hot seat” agents in the center. The following four skills are available:

- Cruises
- Airlines
- Domestic
- International.

Implementation

The agent selection method is a form of Least Occupied Agent (LOA). In this solution, agents may be assigned any call handling preference, as determined by the call center administrator.

Agent Selection

Agent selection for this call center solution is through Expert Agent Distribution-Least Occupied Agent (EAD-LOA). With EAD-LOA, the agent will be selected who has the highest skill level for the incoming call (only two or three skill levels need to be used to benefit with LOA). LOA will select the agent who has the lowest amount of occupancy since login, which will more evenly distribute the work load between agents and make idle time more uniform. Most Idle Agent (MIA) is not used because MIA tends to give more calls to agents with more skills (“hot seat” emulation).

Call Selection

Agents may be assigned any call handling preference. All agents within a skill should have the same call handling preference assigned. No specific *CentreVu*® Supervisor administration is necessary to implement this solution.

Switch Administration

Several items must be administered on the switch administration forms for this business solution to work. See Chapter 11, “Administer *CentreVu* Advocate on *DEFINITY*® ECS” for more information on switch administration.

Customer Options

On the System Parameters Customer Options form, set the following fields:

- `CentreVu Advocate?` must be set to Y
- `Expert Agent Selection (EAS)?` must be set to Y.

Hunt Group

On the Hunt Group form, set the following parameters:

- Enter the skill number on the command line.
- On page 1, the `Group Type:` field should be set to EAD-LOA or UCD-LOA, depending on how agents are to be selected for calls.

Administer these parameters for the Airlines skill, the Domestic skill, and the International skill.

Verifying the Solution Through Reports

This solution can be verified by reviewing idle time and overall agent occupancy for the staffed agents. The results of implementing this solution can be seen in any report with AVAIL or ACD time as a report item, or in Agent Status and Agent Information reports. Agent occupancy will also indicate the results of implementing this call center solution.

Reports

The following reports have been modified to support *CentreVu* Advocate, and are meaningful for this call center solution:

- Real-Time Graphical Agent Information Report
- Real-Time Split/Skill Graphical Status Report
- Real-Time Queue/Top Agent Status Report
- Real-Time Queue/Agent Status Report
- Real-Time Split/Skill Graphical Top Skill Status Report
- Real-Time Skill Top Agent Report
- Historical Agent Summary Report
- Historical Agent Group Summary Report
- Drill-Down Top Agent Work State Report
- Drill-Down Work State Report.

The modified fields for each of these reports are described in “Modified Reports” in this section.

Drill-Down Reports

If you use a customer-created drill-down report to view information related to *CentreVu* Advocate and that report uses Location ID as an input field, a completely new drill-down report will display. This report will differ from the current set of drill-down reports and will include agent location ID as a report field.

Agent Occupancy Calculation

Agent Occupancy, which is 100 * (sum(I_RINGTIME + I_ACDTIME + I_ACDOTHERTIME + I_ACDAUX_OUTTIME + I_ACDAUXINTIME + I_ACWTIME) / sum(TI_STAFFTIME - TI_AUXTIME + I_ACDAUX_OUTTIME + I_ACDAUXINTIME)) where I_ACWTIME is an optional component, may be used as a comparison measurement. This calculation can be used when creating a new report with CentreVu Report Designer or CentreVu Report Wizard. AUX time is not included in the calculation of agent occupancy.

Additional Information

These reports are fully documented in the *CentreVu® Supervisor Version 8 Reports* document (585-210-929). They are summarized as they relate to *CentreVu* Advocate in this chapter. See the Reports document for more information on Real-Time and Historical reports. In addition, any report that illustrates agent occupancy can be used to verify this solution.

Database Items and Calculations

New database items and calculations for *CentreVu* Advocate, along with modified, existing database items, are described in Chapter 13, "*CentreVu®* Advocate Database Items and Calculations." Existing database items and calculations are described in the *CentreVu CMS R3V8 Database Items and Calculations* (585-210-939) document.

Modified Reports

Several Reports have been modified to support *CentreVu* Advocate. The reports are listed in this section, along with the report fields that have been modified to support *CentreVu* Advocate and the Make Agent Idle Time More Uniform call center solution.

Real-Time Graphical Agent Information Report

The following table describes the modified report fields:

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Top Skill:	The agent's first-administered, highest-level, measured skill, where skill level 1 is the highest, skill level 16 is the lowest. The TOPSKILL of an agent will be 0 except when PREFERENCE is a skill level (LVL). This means that an agent will not have a top skill or be counted in any split table TOPSKILL items if their call handling preference is Greatest Need (NEED) or percent allocation (PCNT). In addition, agents who have skill level preference, but only reserve levels for all their skills, will not have a TOPSKILL.	syn(TOPSKILL)
Call Handling Preference:	The agent's call handling preference. Values are blank, skill level (LVL) or greatest need (NEED), or percent allocation (PCNT).	syn(PREFERENCE)

Real-Time Split/Skill Graphical Status Report

The following table describes the modified report fields:

Report Heading	Description	Database Item/ Calculation, Table Name
Skill State	Current state of this skill, compared to the administered thresholds. Requires ECS R6 or later with *CentreVu* Advocate.	syn(SKSTATE)

Report Heading	Description	Database Item/ Calculation, Table Name
Level	The skill level associated with the agent's current WORKSKILL, when WORKSKILL, is not null. Requires a Generic 2.2 or Generic 3 Version 2 or later switch with the EAS feature. For *CentreVu* Advocate, in the `cagent` table, WORKSKLEVEL contains either a skill level (1-16) for a normal skill, or a reserve level (1 or 2) for a reserve skill. This WORKSKLEVEL applies to WORKSKILL.	syn(WORKSKLEVEL)

Real-Time Queue/Top Agent Status Report

The following table describes the modified report fields:

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Skill State	Current state of this skill, compared to the administered thresholds. Requires ECS R6 or later with *CentreVu* Advocate.	syn(SKSTATE)
Flex Agents Staffed	Number of agents who are staffing this skill, but are neither top or reserve agents. Requires ECS R6 or later with *CentreVu* Advocate.	FSTAFFED
Reserve1 Agents Staffed	Number of agents staffing this skill as reserve1. Requires ECS R6 or later with *CentreVu* Advocate.	R1STAFFED
Reserve2 Agents Staffed	Number of agents staffing this skill as reserve2. Requires ECS R6 or later with *CentreVu* Advocate.	R2STAFFED

Real-Time Queue/Agent Status Report

The following table describes the modified report fields:

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Skill State	Current state of this skill, compared to the administered thresholds. Requires ECS R6 or later with *CentreVu* Advocate.	syn(SKSTATE)
Role	The Agent's service role for this **SPLIT**, as defined in the Dictionary. Requires *DEFINITY* ECS R6 or later with *CentreVu* Advocate.	syn(ROLE)
Percent	The Agent's percent allocation for this SPLIT. Requires *DEFINITY* ECS R6 or later with *CentreVu* Advocate.	PERCENT
Level	The skill level associated with the agent's current WORKSKILL, when WORKSKILL is not null. Requires a Generic 2.2 or Generic 3 Version 2 or later switch with the EAS feature. For *CentreVu* Advocate, in the `cagent` table, WORKSKLEVEL contains either a skill level (1-16) for a normal skill, or a reserve level (1 or 2) for a reserve skill. This WORKSKLEVEL applies to WORKSKILL.	syn(WORKSKLEVEL)

Real-Time Split/Skill Graphical Top Skill Status Report

The following table describes the modified report fields:

Report Heading	Description	Database Item/ Calculation, Table Name
Skill State	Current state of this skill, compared to the administered thresholds. Requires ECS R6 or later with *CentreVu* Advocate.	syn(SKSTATE)
Level	The skill level associated with the agent's current **WORKSKILL**, when **WORKSKILL**, is not null. Requires a Generic 2.2 or Generic 3 Version 2 or later switch with the EAS feature. For *CentreVu* Advocate, in the `cagent` table, WORKSKLEVEL contains either a skill level (1-16) for a normal skill, or a reserve level (1 or 2) for a reserve skill. This WORKSKLEVEL applies to WORKSKILL.	syn(WORKSKLEVEL)
Top Agents Staffed:	The current number of top agents that are staffed in this skill.	TSTAFFED
Flex Agents Staffed:	Number of agents who are staffing the skill, but are neither top or reserve agents. Requires ECS R6 or later with *CentreVu* Advocate.	FSTAFFED*
Reserve1 Agents Staffed	Number of agents staffing this skill as reserve1. Requires ECS R6 or later with *CentreVu* Advocate.	R1STAFFED
Reserve2 Agents Staffed	Number of agents staffing this skill as reserve2. Requires ECS R6 or later with *CentreVu* Advocate.	R2STAFFED

*This field will contain backup agents if the *CentreVu* Advocate feature is not used, since the database item consists of agents whose role in the skill is backup (applicable regardless of whether *CentreVu* Advocate is administered), allocated, or roving.

Real-Time Skill Top Agent Report

The following table describes the modified report fields:

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Skill State	Current state of this skill, compared to the administered thresholds. Requires ECS R6 or later with *CentreVu* Advocate.	syn(SKSTATE)
Flex Agents Staffed	Number of agents who are staffing the skill, but are neither top or reserve agents. Requires ECS R6 or later with *CentreVu* Advocate.	FSTAFFED*
Reserve1 Agents Staffed	Number of agents staffing this skill as reserve1. Requires ECS R6 or later with *CentreVu* Advocate.	R1STAFFED
Reserve2 Agents Staffed	Number of agents staffing this skill as reserve2. Requires ECS R6 or later with *CentreVu* Advocate.	R2STAFFED

*This field will contain backup agents if the *CentreVu* Advocate feature is not used, since the database item consists of agents whose role in the skill is backup (applicable regardless of whether *CentreVu* Advocate is administered), allocated, or roving.

Historical Agent Summary and Agent Group Summary

The Historical Agent Summary and Historical Agent Group Summary reports have been modified for CentreVu Advocate to include the following fields:

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
% Agent Occup w/ACW	Agent occupancy, displayed as a percentage, including agent ACW time as work time.	100 * (sum(I_RINGTIME + I_ACDTIME + I_ACDOTHERTIME + I_ACDAUX_OUTTIME + I_ACDAUXINTIME + I_ACWTIME)/sum (TI_STAFFTIME - TI_AUXTIME + I_ACDAUX_OUTTIME + I_ACDAUXINTIME))

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
% Agent Occup w/o ACW	Agent occupancy, displayed as a percentage, not including agent ACW time as work time.	100 * (sum(I_RINGTIME + I_ACDTIME + I_ACDOTHERTIME + I_ACDAUX_OUTTIME + I_ACDAUXINTIME)/sum (TI_STAFFTIME - TI_AUXTIME + I_ACDAUX_OUTTIME + I_ACDAUXINTIME))
% Agent Group Occup w/ACW	Agent group occupancy, displayed as a percentage, including agent ACW time as work time.	100 * (sum(I_RINGTIME + I_ACDTIME + I_ACDOTHERTIME + I_ACDAUX_OUTTIME + I_ACDAUXINTIME + I_ACWTIME)/sum (TI_STAFFTIME - TI_AUXTIME + I_ACDAUX_OUTTIME + I_ACDAUXINTIME))
% Agent Group Occup w/o ACW	Agent group occupancy, displayed as a percentage, not including agent ACW time as work time.	100 * (sum(I_RINGTIME + I_ACDTIME + I_ACDOTHERTIME + I_ACDAUX_OUTTIME + I_ACDAUXINTIME)/sum (TI_STAFFTIME - TI_AUXTIME + I_ACDAUX_OUTTIME + I_ACDAUXINTIME))

Drill-Down Top Agent Work State Report

This table describes the modified report fields:

Report Heading	Description	Database Item/ Calculation, Table Name
Skill State	Current State of this skill, compared to the administered thresholds. Requires ECS R6 or later with *CentreVu* Advocate.	syn(SKSTATE)
Role	Agent's service role for this **SPLIT**, as defined in the Dictionary. Requires ECS R6 or later with *CentreVu* Advocate.	syn(ROLE)

Drill-Down Work State Report

This table describes the fields of the report:

Report Heading	Description	Database Item/ Calculation, Table Name
Skill State	Current State of this skill, compared to the administered thresholds. Requires ECS R6 or later with *CentreVu* Advocate.	syn(SKSTATE)
Role	Agent's service role for this **SPLIT**, as defined in the Dictionary. Requires ECS R6 or later with *CentreVu* Advocate.	syn(ROLE)

Things to Note

The following list includes some things to be aware of when implementing this solution:

- Agents should be assigned skills based on their existing skill level assignment or level of expertise within a skill.
- Current R3V5 algorithms give more calls to agents with more skills, resulting in a higher occupancy for those agents. Because LOA gives agents with more skills more idle time over current methods, ASA is improved. This is because the probability of leaving an agent available with the needed skill for the next call increases.
- This solution can help increase both agent and customer satisfaction. Agents will have a reduced chance of being in the “hot seat” and will experience more even idle time throughout the call center, while callers should still have their calls answered promptly by skilled agents.

11 Administer *CentreVu®* Advocate on *DEFINITY®* ECS

Introduction

While *CentreVu®* Advocate features can be administered through *CentreVu* Supervisor or *DEFINITY®* ECS software for existing agent login IDs and hunt groups, both login IDs and hunt groups must be created on *DEFINITY* ECS through the System Administration Terminal (SAT) or a terminal emulator. Call selection Measurements (Current Wait Time and Predicted Wait Time) can only be administered on *DEFINITY* software. This chapter presents step-by-step instructions for administering all the *CentreVu* Advocate features on *DEFINITY* ECS through the SAT or a terminal emulator.

System Requirements

To use any of the *CentreVu* Advocate features, your system must meet the requirements shown below

NOTE:

Individual features may have additional requirements. Refer to the appropriate procedures under “Administering Agent Selection”.

Form	Page	Field	Must display…
Software Versions	1	Memory Resident	G3V6i.03 or G3V6r.03
System-Parameters Customer-Options	3	Expert Agent Selection (EAS)?	Y
	3	*CentreVu* Advocate?	Y
Feature-Related System Parameters	8	Adjunct CMS Release	R3V6 or higher, or left blank

Administering Agent Selection

Agent Selection Methods

When more than one agent in a skill is available to receive an incoming call, *DEFINITY* ECS must select which of the available agents will handle the call. There are four agent selection methods. The following table lists the methods and describes the result of using each.

If the agent selection method for a skill is…	***DEFINITY* ECS will select…**
Uniform Call Distribution-Most Idle Agent (UCD-MIA)	The available agent who has been idle the longest since their last ACD call.
Uniform Call Distribution-Least Occupied Agent (UCD-LOA)	The available agent with the lowest percentage of work time since login.
Expert Agent Distribution-Most Idle Agent (EAD-MIA)	The available agent with the highest skill level who has been idle the longest since their last ACD call (compared to other available agents with the same skill level).
Expert Agent Distribution-Least Occupied Agent (EAD-LOA)	The available agent with the highest skill level and the lowest percentage of work time since login (compared to other available agents with the same skill level).

Uniform Call Distribution (UCD) treats all agents the same by distributing calls evenly. Expert Agent Distribution (EAD) delivers calls to the available agent with the highest skill level. Within each skill level, EAD also distributes calls evenly.

Most Idle Agent (MIA) selects the available agent in a skill who has been idle the longest since their last ACD call. Least Occupied Agent (LOA) compares agents' occupancy and selects the available agent with the lowest occupancy.* Least Occupied Agent is most useful when you need to balance the work load more evenly among agents.

*Agent "occupancy" is the ratio of time an agent spends on ACD calls to the total time the agent is staffed on a skill. "Time spent on ACD calls" is an agent's total time since login with one or more ACD calls ringing, active, or on hold in any of their assigned skills. Staffed time does not include time in AUX work. If the ACW Agents Considered Idle option on the Feature-Related System Parameters form is not set, total After-Call Work (ACW) time is also counted in calculating agent occupancy. "Occupancy" is thus a percentage that represents an agent's work load.

Before You Start

- Lucent recommends using UCD-LOA or EAD-LOA in most situations: compared to MIA, work will be distributed more evenly among agents and Average Speed of Answer will be lower.
- EAD-LOA works best if you have only 2–4 skill levels.
- If you use the Most Idle Agent agent selection method, Lucent recommends that you set MIA Across Splits or Skills? to Y. (LOA is always applied across skills.)

Setting Up Agent Selection

This procedure provides instructions for administering agent selection methods on *DEFINITY* ECS. These instructions assume you are using the System Administration Terminal (SAT) or terminal emulation software to administer the switch.

To Administer an Agent Selection Method

1. At the command line prompt of your SAT or terminal emulator, type `change hunt-group xxx` and press **Return**. ("xxx" is the number of the skill you want to change.)

   The Hunt Group form for the skill appears.

```
change hunt-group xxx                                        Page 1 of X

                                   HUNT GROUP

           Group Number: ___                                    ACD? _
             Group Name: _____________________________          Queue? _
        Group Extension: ____                                 Vector? _
             Group Type: _______                     Coverage Path: ____
                     TN: ___                 Night Service Destination: _____
                    COR: _                             MM Early Answer? _
          Security Code: ____
       ISDN Caller Disp: ________

           Queue Length: ___
Calls Warning Threshold: ___   Port: _____  Extension: ____
 Time Warning Threshold: ___   Port: _____  Extension: ____
```

2. In the Group-Type field, enter one of the following options:

UCD-MIA	Selects the available agent who has been idle the longest since their last call.
UCD-LOA	Selects the available agent with the lowest percentage of work time since login.
EAD-MIA	Selects the available agent with the highest skill level who has been idle the longest since their last call (compared to other available agents with the same skill level).
EAD-LOA	Selects the available agent with the highest skill level and the lowest percentage of work time since login (compared to other available agents with the same skill level).

3. Press **Enter** to save your changes.

To Administer MIA Across Skills

1. At the command line prompt, type `change system-parameters features` and press **Return**.

   The Feature-Related System Parameters form appears.

2. Go to page 8 of the System-Parameters Features form.

```
change system-parameters features                              Page 8 of 8

CALL CENTER SYSTEM PARAMETERS
AGENT AND CALL SELECTION
                     MIA Across Splits or Skills? _
                      ACW Agents Considered Idle? _
                      Call Selection Measurement: ____________________
Service Level Supervisor Call Selection Override? _

REASON CODES
                       Aux Work Reason Code Type: ____
                         Logout Reason Code Type: ____

CALL MANAGEMENT SYSTEM
                              Adjunct CMS Release: ____
                 ACD Login Identification Length: _
               BCMS/VuStats Measurement Interval: ____
      BCMS/VuStats Abandon Call Timer (seconds): ____
                 Validate BCMS/VuStats Login IDs? _
                        Clear VuStats Shift Data: ________
```

3. In the MIA Across Splits or Skills? field, enter one of the following:
   - `Y` sets up one idle-agent queue for the entire system. When the EAD-MIA or UCD-MIA agent selection method is used, the time since an agent's last ACD call in any of their assigned skills determines his or her place in this idle agent queue.
   - `N` sets up an idle-agent queue for each skill. When the EAD-MIA or UCD-MIA agent selection method is used, the time since an agent's last ACD call in a given skill determines his or her place in that skill's idle agent queue.
4. Press **Enter** to save your changes.

To Include ACW in the Calculation of Agent Occupancy

1. At the command line prompt, type `change system-parameters features` and press **Return**.

   The Feature-Related System Parameters form appears.
2. Go to page 8 of the System-Parameters Features form.

```
change system-parameters features                              Page 8 of 8

CALL CENTER SYSTEM PARAMETERS
AGENT AND CALL SELECTION
                     MIA Across Splits or Skills? _
                      ACW Agents Considered Idle? _
                      Call Selection Measurement: ____________________
Service Level Supervisor Call Selection Override? _

REASON CODES
                       Aux Work Reason Code Type: ____
                         Logout Reason Code Type: ____

CALL MANAGEMENT SYSTEM
                              Adjunct CMS Release: ____
                 ACD Login Identification Length: _
               BCMS/VuStats Measurement Interval: ____
      BCMS/VuStats Abandon Call Timer (seconds): ____
                 Validate BCMS/VuStats Login IDs? _
                        Clear VuStats Shift Data: ________
```

3. In the ACW Agents Considered Idle? field, enter one of the following:
   - `Y` means that agents' time in ACW is counted as idle time.
   - `N` means that agents' time in ACW is counted as work time.
4. Press **Enter** to save your changes.

Administering Call Selection

Overview

When an agent becomes available and one or more calls are in queue for any of the agent's skills, or more than one of the skills has calls waiting, *DEFINITY* ECS must choose which call to deliver to the agent. This section describes the features you can use to control call selection:

- Call Selection Measurements
  - Current Wait Time
  - Predicted Wait Time
- Service Level Supervisor
- Call Handling Preferences
  - greatest need
  - skill level
  - percent allocation
- Service Objective
- Direct Agent Calls First

Call Selection Measurements

DEFINITY ECS provides two call selection measurements: Current Wait Time and Predicted Wait Time. When an agent becomes available

Current Wait Time selects the call that has currently waited the longest.

Predicted Wait Time selects the call that will wait the longest if the current agent does not answer it.

Predicted Wait Time is most useful when you need to balance wait times between specialized skills with a few agents and one or more skills with large staffs.

Before You Start

These instructions assume you are using the System Administration Terminal (SAT) or terminal emulation software to administer the switch.

To Administer Call Selection Measurements

1. At the command line prompt, type `change system-parameters features` and press **Return**.

   The Feature-Related System Parameters form appears.

2. Go to page 8 of the System-Parameters Features form.

```
change system-parameters features                              Page 8 of 8

CALL CENTER SYSTEM PARAMETERS
AGENT AND CALL SELECTION
                     MIA Across Splits or Skills? _
                      ACW Agents Considered Idle? _
                      Call Selection Measurement: ____________________
Service Level Supervisor Call Selection Override? _

REASON CODES
                      Aux Work Reason Code Type: ____
                        Logout Reason Code Type: ____

CALL MANAGEMENT SYSTEM
                              Adjunct CMS Release: ____
                 ACD Login Identification Length: _
               BCMS/VuStats Measurement Interval: ____
      BCMS/VuStats Abandon Call Timer (seconds): ____
                 Validate BCMS/VuStats Login IDs? _
                        Clear VuStats Shift Data: ________
```

3. In the Call Selection Measurement field, enter one of the following options:
   - `predicted-wait-time`
   - `current-wait-time`
4. Press **Enter** to save your change.

Service Level Supervisor

Service Level Supervisor automatically manages agents during periods of peak load. Using criteria you supply, Service Level Supervisor can change the priorities of agents logged into a specified skill and add predefined reserve agents to the skill when Expected Wait Time exceeds preset thresholds. When the skill is no longer in trouble, Service Level Supervisor can reset the priorities of the agents normally assigned to the skill and remove the reserve agents. Your call center automatically adapts to changes in call volume without supervisor intervention, keeping wait time (and thus abandonments) low for important customers.

Before You Start

Administering Hunt Groups and Agent Login IDs

- New hunt groups and agent login IDs must be created on the *DEFINITY* ECS System Administration Terminal (SAT) before they can be administered for Service Level Supervisor. Acceptable Service level must always be administered on *DEFINITY* ECS.

- You can administer Service Level Supervisor for existing agents and hunt groups from the SAT or from the Change Agent Skill screen in *CentreVu* Supervisor. You can also set agent reserve levels for existing agents from the Move Agents Between Skills dialog box in the Multi-Agent Skill Change screen. These instructions assume you are using the System Administration Terminal (SAT) or terminal emulation software to administer the switch.
- Direct Agent calls will not put a skill over threshold, so do not set thresholds on Direct Agent skills. The thresholds will not do anything.

Important Interactions

- An agent cannot receive Direct Agent calls on a reserve skill.
- Percentage allocations cannot be assigned to reserve skills.

For a complete list of feature interactions on *DEFINITY* ECS, see "Feature Interactions".

Recommended Initial EWT Setting

For your first implementation of Service Level Supervisor, Lucent recommends setting threshold levels as shown in the following table. You must set the Acceptable Service level for a skill before you set the thresholds.

NOTE:

Use this table for implementing Service Level Supervisor only when Service Level Supervisor Call Selection Override on page 8 of the Feature-Related System Parameters form is set to N. For guidelines on setting thresholds when call selection override is set to Y, see Chapter 2, "Custom *CentreVu*® Advocate Solutions."

Initially set this threshold…	To an EWT …
Level 1	5 seconds lower than your Acceptable Service Level **For example** If the Acceptable Service Level is 30 sec., initially set the Level 1 threshold to 25 seconds.
Level 2	Set the Level 2 threshold 5 seconds below the skill's Average Time to Abandon.

After you've implemented Service Level Supervisor in a skill with the recommended Level 1 threshold, determine the Average Time to Abandon in the skill. Set the skill's Level 2 threshold about 5 seconds below its Average Time to Abandon. For example, if this time for a hypothetical skill is 25 seconds, set the Level 1 threshold to 20 seconds. If Average Time to Abandon is 40 seconds, set the Level 2 threshold to 35 seconds.

Calculating the Maximum Number of Reserve Agents for a Skill

Use the formula below to calculate the number of dedicated reserve agents for a skill that will yield the lowest Average Speed of Answer.*

$$MaxNumberofReserveAgents = \frac{ThresholdLevel(\text{seconds}) \times NumberofStdAgents}{AverageCallHandlingTime(\text{seconds})}$$

For example, assume you want to determine the optimal number of Level 1 reserve agents for a skill that has 12 standard agents, a Level 1 threshold of 30 seconds, a Level 2 threshold of 60 seconds, and an average call handling time of 180 seconds. The formula would look like this:

$$2 = \frac{30 \times 12}{180}$$

You would not want to assign more than 2 Level 1 reserve agents to this skill. If you did, you would see no significant reduction in the Average Speed of Answer.

How many Level 2 reserve agents might you assign to this skill?

$$4 = \frac{60 \times 12}{180}$$

Using the same formula, we see that you would want to assign no more than 4 Level 2 reserve agents in order to obtain the maximum improvement in ASA.

NOTE:

In general, the longer a skill's call handling time, the fewer reserve agents you'll want to assign to the skill. The greater the difference between FTEs and agents logged into a skill, the fewer reserve agents you'll want to

*"Dedicated reserved agents" means agents who are only assigned to skills as reserve agents. Standard agents in some skills may also be assigned to other skills as reserve agents. This formula is for calculating the optimal number of dedicated reserve agents only.

assign. For example, with 10 agents logged in but only 1.3 FTEs occupied by calls, you might not need any reserve agents. If 10 agents are logged in and 8.6 FTEs are occupied by calls, you might need close to the maximum number of recommended reserve agents.

If you assign more than the optimal number of reserve agents to a skill, you will increase the average time between calls for the reserve agents. This may be desirable if there are other tasks you want the agents to perform between calls.

To Administer Service Level Supervisor

1. Start by answering the following questions for your application. You may want to copy the worksheet on page 13 and use it to organize information. Use one worksheet for each skill that will use Service Level Supervisor.
   a. Which skills will use Service Level Supervisor?
   b. What EWT will you set as the Level 1 threshold? What EWT will you set as the Level 2 threshold?
   c. Which reserve agents will become available at Level 1? Which will become available at Level 2?
2. At the command line prompt of your SAT or terminal emulator, type `change system-parameters features` and press **Return**.

   The Feature-Related System Parameters form appears.
3. Go to page 8 of the System-Parameters Features form

```
change system-parameters features                              Page 8 of 8

CALL CENTER SYSTEM PARAMETERS
AGENT AND CALL SELECTION
                     MIA Across Splits or Skills? _
                      ACW Agents Considered Idle? _
                      Call Selection Measurement: ____________________
Service Level Supervisor Call Selection Override? _

REASON CODES
                       Aux Work Reason Code Type: ____
                         Logout Reason Code Type: ____

CALL MANAGEMENT SYSTEM
                              Adjunct CMS Release: ____
                 ACD Login Identification Length: _
               BCMS/VuStats Measurement Interval: ____
      BCMS/VuStats Abandon Call Timer (seconds): ____
                 Validate BCMS/VuStats Login IDs? _
                        Clear VuStats Shift Data: ________
```

4. In the Service Level Supervisor Call Selection Override field, enter
   - Y, if you want to override the normal call handling preferences of a skill's assigned agents whenever the skill exceeds its thresholds.
   - N, if you do not want to override the normal call handling preferences of a skill's assigned agents whenever the skill exceeds its thresholds.

   This setting applies to all agents (regularly assigned agents and reserve agents as well as top agents, backup agents, and roving agents). Since this setting is made at the system level, it will automatically apply to every skill for which Service Level Supervisor is enabled. For more information on the effects of the call selection override setting, see Chapter 2, "Custom *CentreVu®* Advocate Solutions."
5. Press **Enter** to save your changes.
6. At the command line prompt of your SAT or terminal emulator, type `change hunt-group xxx` and press **Return**. ("xxx" is the number of a skill on which you want to activate Service Level Supervisor.)

   The Hunt Group form for the specified skill appears.

```
change hunt-group xxx                                        Page 2 of X

                                  HUNT GROUP
                    Skill? _              Acceptable Service Level (sec): ___
                      AAS? _           Expected Call Handling Time (sec): ___
                 Measured: _______                     VuStats Objective: _____
     Supervisor Extension: _____                Timed ACW Interval (sec): ___
    Priority on Intraflow? _                    Service Level Supervisor? _
   Inflow Threshold (sec): _____                 Level 1 Threshold (sec): ___
      Controlling Adjunct: _____                 Level 2 Threshold (sec): ___
   Adjunct Link Extension: _____
   Multiple Call Handling: ____________    Redirect on No Answer (rings): ___
                                                        Redirect to VDN: _____
                       Forced Entry of Stroke Counts or Call Work Codes? _
```

7. If the Service Level Supervisor? field is not already set to Y, enter Y in this field.
8. In the Level 1 Threshold (sec) field, enter the Level 1 EWT you chose in step 1.
9. In the Level 2 Threshold (sec) field, enter the Level 2 EWT you chose in step 1.
10. Press **Enter** to save your changes.

11. At the command line prompt, type `change agent-loginID xxxxx` and press **Return**. ("xxxxx" is the loginID for the agent you want to change.)

    The Agent LoginID form appears

```
change agent-loginID xxxxx                                    Page  1 of  1

                              AGENT LOGINID

                 Login ID: _____                                  AAS? _
                     Name: ____________________________         AUDIX? _
                       TN: ___                          LWC Reception: _______
                      COR: _                    AUDIX Name for Messaging: _______
            Coverage Path: ____    Messaging Server Name for Messaging: _______
            Security Code: ____                LoginID for ISDN Display? _
       Direct Agent Skill: ___                              Password: _________
Call Handling Preference: ___________          Password (enter again): _________
       Service Objective? _                                Auto Answer: ______

   SN  RL SL  PA       SN  RL SL  PA       SN  RL SL  PA       SN  RL SL  PA
1: __  _  __  ___  6: __  _  __  ___  11: __  _  __  ___  16: __  _  __  ___
2: __  _  __  ___  7: __  _  __  ___  12: __  _  __  ___  17: __  _  __  ___
3: __  _  __  ___  8: __  _  __  ___  13: __  _  __  ___  18: __  _  __  ___
4: __  _  __  ___  9: __  _  __  ___  14: __  _  __  ___  19: __  _  __  ___
5. __  _  __  ___ 10: __  _  __  ___  15: __  _  __  ___  20: __  _  __  ___

      WARNING:  Agent must log in again before skill changes take effect
```

12. Assign this agent to the skill as a reserve agent by doing the following:

    a. In an available space of the SN (Skill Number) column, enter the number of the skill for which you want this agent on reserve.

    b. In the RL (Reserve Level) column, in the space next to the skill number, enter one of the following:

    - 1, if this agent will be activated at the Level 1 Threshold.
    - 2, if this agent will be activated at the Level 2 Threshold.

13. When you finish, press **Enter** to save your changes.

14. Repeat steps 7–9 for each agent you are assigning as a reserve agent for the skill.

NOTE:

To make station administration easier, leave Auto Answer for reserve agents' stations set to the default and control auto answer for the agents from the Auto Answer field on the Agent LoginID form. When EAS is optioned, agents' auto answer setting overrides the setting of the station they log into.

Worksheet for Service Level Supervisor

Complete one worksheet for each skill.

Skill Number: _____

Level 1 Threshold: _____

Reserve Agent Names

Level 2 Threshold: _____

Reserve Agent Names

Call Handling Preferences

DEFINITY ECS provides three call handling preferences. Call handling preferences are set for each agent. When calls are waiting in queue and an agent becomes available, that agent's assigned preference determines which call is selected.

NOTE:

Call selection only takes place when calls are waiting in queue. When agents are available and there are no calls in queue, *DEFINITY* ECS uses the agent selection methods described above to select an agent for a call.

If an agent's call handling preference is…	When calls are in queue for several of an agent's assigned skills and the agent becomes available…
Greatest Need	The agent receives the oldest, highest priority call from all their assigned skills.
Percent Allocation	The agent receives a call from the skill that will otherwise deviate most from its administered allocation.
Skill Level	The agent receives the oldest, highest priority call for the skill in which the agent has the highest skill level (lowest skill number).

Service Objective

When you use the greatest need or skill level call handling preferences, you may also use the Service Objective feature.

When Service Objective is enabled, *DEFINITY* ECS selects calls for agents according to the ratio of Predicted Wait Time or Current Wait Time to the administered Acceptable Service Level in an agent's assigned skills. Setting a lower Acceptable Service Level for more important skills will improve Average Speed of Answer for those skills as compared to less important skills.

Call Handling Preferences and Service Objective

The table on the following pages shows how each call handling preference works with the different agent and call selection methods. When reading the "Call Selection" column, remember that when an agent becomes available *DEFINITY* ECS first selects the agent's skill from which a call will be chosen. Once a skill has been selected, the call chosen from that skill is always the highest priority call that has waited the longest.

Agent Selection Method	Call Handling Preference	**Agent Selection** Agents are available: When a new call arrives, it is delivered to the available agent who…	**Call Selection** Agents are not available and calls are in queue: When an agent becomes available, the switch picks the agent's skill that…
UCD-MIA	Greatest Need	Has been idle the longest since the last call.	Has the oldest, highest priority call.
	Greatest Need with Service Objective		Has the highest priority call with the longest wait time in comparison to the skill's Acceptable Service Level.
	Skill Level		Is the agent's highest level skill with calls in queue and has the oldest, highest priority call.
	Skill Level with Service Objective		Is the agent's highest level skill with calls in queue and has the highest priority call with the longest wait time in comparison to the skill's Acceptable Service Level.
	Percent Allocation		Will otherwise deviate most from its administered allocation.

Agent Selection Method	**Call Handling Preference**	**Agent Selection** Agents are available: When a new call arrives, it is delivered to the available agent who…	**Call Selection** Agents are not available and calls are in queue: When an agent becomes available, the switch picks the agent's skill that…
UCD-LOA	Greatest Need	Has the lowest percentage of work time since login.	Has the oldest, highest priority call.
	Greatest Need with Service Objective		Has the highest priority call with the longest wait time in comparison to the skill's Acceptable Service Level.
	Skill Level		Is the agent's highest level skill with calls in queue and has the oldest, highest priority call.
	Skill Level with Service Objective		Is the agent's highest level skill with calls in queue and has the highest priority call with the longest wait time in comparison to the skill's Acceptable Service Level.
	Percent Allocation		Will otherwise deviate most from its administered allocation.

Agent Selection Method	**Call Handling Preference**	**Agent Selection** Agents are available: When a new call arrives, it is delivered to the available agent who…	**Call Selection** Agents are not available and calls are in queue: When an agent becomes available, the switch picks the agent's skill that…
EAD-MIA	Greatest Need	1. Has the highest skill level for the call's skill. 2. Has been idle the longest since the last call for that skill.	Has the oldest, highest priority call.
	Greatest Need with Service Objective		Has the highest priority call with the longest wait time in comparison to the skill's Acceptable Service Level.
	Skill Level		Is the agent's highest level skill with calls in queue and has the oldest, highest priority call.
	Skill Level with Service Objective		Is the agent's highest level skill with calls in queue and has the highest priority call with the longest wait time in comparison to the skill's Acceptable Service Level.
	Percent Allocation		Will otherwise deviate most from its administered allocation.

Agent Selection Method	Call Handling Preference	**Agent Selection** Agents are available: When a new call arrives, it is delivered to the available agent who…	**Call Selection** Agents are not available and calls are in queue: When an agent becomes available, the switch picks the agent's skill that…
EAD-LOA	Greatest Need	1. Has the highest skill level for the call's skill. 2. Has the lowest percentage of work time since login for that skill.	Has the oldest, highest priority call.
	Greatest Need with Service Objective		Has the highest priority call with the longest wait time in comparison to the skill's Acceptable Service Level.
	Skill Level		Is the agent's highest level skill with calls in queue and has the oldest, highest priority call.
	Skill Level with Service Objective		Is the agent's highest level skill with calls in queue and has the highest priority call with the longest wait time in comparison to the skill's Acceptable Service Level.
	Percent Allocation		Will otherwise deviate most from its administered allocation.

Setting Up Call Handling Preference

Before You Start

- Any new hunt groups and agent login IDs must be created on the *DEFINITY* ECS System Administration Terminal (SAT). However, you can administer call handling preferences for existing agents from the SAT or from the Change Agent Skill screen in *CentreVu* Supervisor. These instructions assume you are using the System Administration Terminal (SAT) or terminal emulation software to administer the switch.

- When administering Percent Allocation, each entry in a PA field must be a number between 1 and 100. Each skill (except for reserve skills) must have an entry in this field, and together all the entries must add up to 100.
- Percentages cannot be assigned to reserve skills.
- When you use Service Level Supervisor, the Call Handling Preference administered for dedicated reserve agents (agents assigned to skills only as reserve agents) has no effect on call selection. A dedicated reserve agent will always receive the call that is the highest percentage over threshold for any of their assigned skills.
- For easier management, consider giving all agents in a skill (and an organization) the same Call Handling Preference.
- If you use the Service Objective feature, set the Acceptable Service Level for your most important skills lower than for less important skills. If the Acceptable Service Level for all skills is the same, Service Objective will yield no improvement.

  NOTE:

  Only the Acceptable Service Level setting on *DEFINITY* ECS will affect agent call selection in a skill. Changing the Acceptable Service Level setting in *CentreVu* CMS will have no affect on call selection. It is important that the Acceptable Service Level assigned to a skill in CMS match the setting on the switch.
- To use Service Objective, the Call Handling Preference field on the Agent LoginID Form must be set to greatest-need or skill-level.

To Administer Greatest Need or Skill Level

1. At the command line prompt, type `change agent-loginID xxxxx` and press **Return**. (“xxxxx” is the loginID for the agent you want to change.)

The Agent LoginID form appears

```
change agent-loginID xxxxx                                    Page  1 of  1

                              AGENT LOGINID

                 Login ID: _____                                  AAS? _
                     Name: ____________________________         AUDIX? _
                       TN: ___                          LWC Reception: _______
                      COR: _                  AUDIX Name for Messaging: _______
            Coverage Path: ____   Messaging Server Name for Messaging: _______
            Security Code: ____              LoginID for ISDN Display? _
       Direct Agent Skill: ___                                Password: _________
Call Handling Preference: ___________          Password (enter again): _________
       Service Objective? _                                Auto Answer: ______

   SN  RL SL  PA      SN  RL SL  PA       SN  RL SL  PA       SN  RL SL  PA
1: __  _  __  ___  6: __  _  __  ___  11: __  _  __  ___  16: __  _  __  ___
2: __  _  __  ___  7: __  _  __  ___  12: __  _  __  ___  17: __  _  __  ___
3: __  _  __  ___  8: __  _  __  ___  13: __  _  __  ___  18: __  _  __  ___
4: __  _  __  ___  9: __  _  __  ___  14: __  _  __  ___  19: __  _  __  ___
5. __  _  __  ___ 10: __  _  __  ___  15: __  _  __  ___  20: __  _  __  ___

      WARNING:  Agent must log in again before skill changes take effect
```

2. In the Call Handling Preference field, enter one of the following options:
   - `greatest-need`
   - `skill-level`
3. In the Service Objective field, enter one of the following options:
   - Y, if you want to use Service Objective
   - N, if you do not want to use Service Objective
4. Press **Enter** to save your changes.

To Administer Service Objective

If you are using Service Objective, Lucent recommends you set the Acceptable Service Level for more important skills lower than for less important skills.

NOTE:

Acceptable Service Level defaults to 30 seconds on the SAT unless you choose a different setting. Set Acceptable Service Level on CMS and *DEFINITY* ECS the same.

1. At the command line prompt of your SAT or terminal emulator, type `change hunt-group xxx` and press **Return**. ("xxx" is the number of a skill on which you want to activate Service Objective.)

The Hunt Group form for the specified skill appears.

```
change hunt group xxx                                          Page 2 of X

                                  HUNT GROUP
                     Skill? _              Acceptable Service Level (sec): ___
                       AAS? _            Expected Call Handling Time (sec): ___
                  Measured: _______                    VuStats Objective: ____
      Supervisor Extension: ____                Timed ACW Interval (sec): ___
     Priority on Intraflow? _                   Service Level Supervisor? _
    Inflow Threshold (sec): ____                 Level 1 Threshold (sec): ___
       Controlling Adjunct: ____                 Level 2 Threshold (sec): ___
    Adjunct Link Extension: ____
    Multiple Call Handling: ___________    Redirect on No Answer (rings): ___
                                                      Redirect to VDN: _____
                         Forced Entry of Stroke Counts or Call Work Codes? _
```

2. In the Acceptable Service Level field, type your target speed of answer in seconds.
3. Press **Enter** to save your changes.

To Administer Percent Allocation

1. At the command line prompt, type `change agent-loginID xxxxx` and press **Return**. ("xxxxx" is the loginID for the agent you want to change.)

   The Agent LoginID form appears

```
change agent-loginID xxxxx                                      Page  1 of  1

                              AGENT LOGINID

                 Login ID: _____                                  AAS? _
                     Name: ____________________________         AUDIX? _
                       TN: ___                          LWC Reception: _______
                      COR: _                  AUDIX Name for Messaging: _______
          Coverage Path: ____    Messaging Server Name for Messaging: _______
          Security Code: ____               LoginID for ISDN Display? _
      Direct Agent Skill: ___                              Password: _________
Call Handling Preference: ___________          Password (enter again): _________
Direct Agent Calls First? _                          Auto Answer: ______

   SN  RL SL  PA      SN  RL SL  PA       SN  RL SL  PA       SN  RL SL  PA
1: __  _  __  ___  6: __  _  __  ___  11: __  _  __  ___  16: __  _  __  ___
2: __  _  __  ___  7: __  _  __  ___  12: __  _  __  ___  17: __  _  __  ___
3: __  _  __  ___  8: __  _  __  ___  13: __  _  __  ___  18: __  _  __  ___
4: __  _  __  ___  9: __  _  __  ___  14: __  _  __  ___  19: __  _  __  ___
5. __  _  __  ___ 10: __  _  __  ___  15: __  _  __  ___  20: __  _  __  ___

      WARNING:  Agent must log in again before skill changes take effect
```

2. In the Call Handling Preference field, type `percent-allocation` and press Enter.

   When you enter percent-allocation as the agent's call handling preference, the Direct Agent Calls First? field replaces the Service Objective field.

3. Choose one of the following options for the Direct Agent Call First? field:

   - If you want the agent to receive direct agent calls before all other ACD calls, enter Y. Direct Agent calls will now override the Percent Allocation call selection method.
   - If you want to treat direct agent calls just like skill calls and answer them only when there is a best percentage match, enter N. Now Percent Allocation will control the selection of Direct Agent calls just as it controls the selection of other ACD calls.

     NOTE:

     If Direct Agent calls represent a significant portion (roughly 33% or higher) of an agent's work time, Lucent recommends entering N in this field. Otherwise, we recommend that you enter Y.

4. Move the cursor to the PA field for the agent's first standard skill.
5. Enter a percentage from 1 to 100.
6. Repeat step 5 for each of the agent's remaining standard skills.
7. Once you've checked that the assigned percentages total 100%, press Enter to save your changes.

To Administer Direct Agent Skills

Before you begin this procedure, use the Hunt Group form to create a skill dedicated to receive Direct Agent calls. If you already have a skill dedicated to receiving Direct Agent calls, begin at step 1.

1. At the command line prompt, type `change agent-loginID xxxxx` and press Return. ("xxxxx" is the loginID for the agent you want to change.)

The Agent LoginID form appears.

```
change agent-loginID xxxxx                                    Page  1 of  1

                              AGENT LOGINID

                 Login ID: _____                                  AAS? _
                     Name: ____________________________         AUDIX? _
                       TN: ___                          LWC Reception: _______
                      COR: _                  AUDIX Name for Messaging: _______
           Coverage Path: ____   Messaging Server Name for Messaging: _______
           Security Code: ____              LoginID for ISDN Display? _
      Direct Agent Skill: ___                                Password: _________
Call Handling Preference: ___________          Password (enter again): _________
Direct Agent Calls First? _                              Auto Answer: ______

   SN  RL SL  PA      SN  RL SL  PA       SN  RL SL  PA       SN  RL SL  PA
1: __  _  __  ___  6: __  _  __  ___  11: __  _  __  ___  16: __  _  __  ___
2: __  _  __  ___  7: __  _  __  ___  12: __  _  __  ___  17: __  _  __  ___
3: __  _  __  ___  8: __  _  __  ___  13: __  _  __  ___  18: __  _  __  ___
4: __  _  __  ___  9: __  _  __  ___  14: __  _  __  ___  19: __  _  __  ___
5. __  _  __  ___ 10: __  _  __  ___  15: __  _  __  ___  20: __  _  __  ___

      WARNING:  Agent must log in again before skill changes take effect
```

2. In the Direct Agent Skill field, enter the number of the skill used for direct agent calls.

   NOTE:

   If you are not using a dedicated skill for direct agent calls, leave this field blank.

3. Decide whether you want to give preference to direct agent calls, then follow the instructions in the table below.

If the call handling preference is…	And you want to give DA calls preference…	And you do not want to give DA calls preference…
Greatest Need	Do nothing: DA calls always get top preference when the call handling preference is Greatest Need.	

If the call handling preference is…	And you want to give DA calls preference…	And you do not want to give DA calls preference…
Skill Level	For each agent, set their skill level for the DA skill to a level equal to the highest skill level in the rest of their assigned skills. (For example: If an agent's highest assigned skill level is 2, set their skill level for the DA skill to 2 as well.)	For each agent, set their skill level for the DA skill below their highest assigned skill level for other skills.
Percent Allocation	Enter Y in the Direct Agent Calls First? field on the Agent Login ID form.	Enter N in the Direct Agent Calls First? field on the Agent Login ID form.

NOTE:

If DA calls are administered to be selected first, they will be given preference over any other skill call in normal, overload 1, and overload 2 states. If DA calls are not administered to be selected first, they will not be given preference in any of the skill states.

4. Press Enter to save your changes.

Feature Interactions

Abandoned Calls

An abandoned call may change the state of a skill that is over threshold. That is, an abandoned call might cause a skill to drop from level 2 to level 1 or from level 1 to normal.

Add/Remove Skill Via FAC

If `percent-allocation` is entered in the Call Handling Preference field on the Agent Loginid form, the Add Skill and Remove Skill features cannot be used. If you attempt to use the Add Skill or Remove Skill features when Percent Allocation is enabled, the attempt will be denied and you'll hear intercept tone.

Agent Hold – With and Without Multiple Call Handling

In calculating agents' work time for occupancy and percentage allocations, all time with one or more ACD calls on hold is included in the calculation of an agent's work time and occupancy regardless of whether Multiple Call Handling is activated. With Multiple Call Handling, agents can accrue work time in multiple skills simultaneously.

Agent Login/Logout

The agent work time measurement used by Least Occupied Agent and Percent Allocation is initialized to 0 when an agent logs in. If an agent logs out during a shift and then logs back in, their measurements for work time and occupancy will reset to 0.

Therefore, if an agent's skill set is changed from CMS, using either the Change Agent Skills or Multi-Agent Skill Change command, the agent will be logged in with the new skill set and their work time and occupancy measurements will be initialized to zero.

Agent Work Modes

CentreVu Advocate features do not change the operation of agent work modes.

A pending work mode change will not affect an agent's work time or occupancy.

Agent Work States

The table below shows how Service Level Supervisor affects agents' work states.

When this event occurs…	The agent's state in standard skills is…	And the agent's state in…	
		Reserve skills under threshold is…	Reserve skills over threshold is…
Agent logs in	AUX	AUX	AUX
Agent becomes available	AVAILABLE	OTHER	AVAILABLE

Attendants

Attendant consoles administered as members of splits and Expert Agent Selection (EAS) agents logged in on attendant consoles will have the same interactions with *CentreVu* Advocate features as do other voice terminals.

AUDIX

An EAS AUDIX agent cannot be administered with a reserve skill.

Auto Available Splits/Skills (AAS)

An EAS Auto Available agent cannot be administered with a reserve skill.

Basic Call Management System (BCMS)

No existing BCMS reports or measurements are modified by these features. No new BCMS reports or measurements have been added.

Interaction with Service Level Supervisor

Reserve agents for skills that are not in an over threshold state are counted as "Other" on the MONITOR BCMS SKILL report; reserve agents for skills that are over threshold are counted as "ACD," "ACW," "AUX," or "Other" depending on the work mode and state of the agent.

Call Coverage

All time with one or more ACD calls ringing is included in the calculation of an agent's work time and occupancy. This includes calls that are later redirected as a result of the Call Coverage feature.

Call Forwarding

All time with one or more ACD calls ringing is included in the calculation of an agent's work time and occupancy. This includes calls that are later redirected as a result of the Call Forwarding feature.

Call Park

After a call is parked by an agent, the call does not affect that agent's work time or occupancy.

Call Pickup

All time with one or more ACD calls ringing is included in the calculation of an agent's work time and occupancy. This includes calls that are later redirected as a result of the Call Pickup feature.

Conference/ Transfer

All time with one or more ACD calls on hold as a result of initiating a conference or transfer will be included in the calculation of an agent's work time and occupancy.

Direct Agent Calls

Agents receive Direct Agent calls before other ACD calls in most situations. However, Direct Agent calls are not received first if:

- An agent's call handling preference is skill-level, a skill is administered for Direct Agent calls, and this skill is assigned a low skill level (high number) relative to the agent's other assigned skills
- An agent's call handling preference is percent-allocation, and the Direct Agent Calls First option is not set.

Interaction with Percent Allocation

The Percent Allocation call selection method affects the handling of direct agent calls. If the Direct Agent Calls First option is set, an agent will receive direct agent calls before any other ACD calls. If the Direct Agent Calls First option is not set, an agent will receive direct agent calls only when the direct agent skill is the best percentage match. Time on direct agent calls counts as work time for the direct agent skill.

Interaction with Service Level Supervisor

Agents who only have reserve skills cannot receive Direct Agent calls. Callers will hear intercept tone when the call is received. If you have agents who are only assigned reserve skills and you want them to be able to receive direct agent calls, assign them to a direct agent skill as standard agents.

Agents will receive direct agent calls in their standard skills in the same way regardless of whether the skill is above or below its thresholds. That is, if the agent is administered to receive direct agent calls before other ACD calls, this will happen regardless of whether a standard skill is over its thresholds. If the agent does not normally receive direct agent calls first, this preference will be maintained when the agent's standard skills are over threshold.

Lucent recommends that you do not use the Service Level Supervisor feature with a direct agent skill.

Interaction with Least Occupied Agent

All an agent's time on a direct agent call is included in the agent's work time and occupancy.

Distributed Communications System (DCS)

The *CentreVu* Advocate features are not transparent over the Distributed Communications System (DCS) link.

Expected Wait Time

When reserve agents are used (Service Level Supervisor), Expected Wait Time (EWT) calculations are less accurate. Specifically, when reserve agents are eligible to receive calls, EWT may be overestimated. When reserve agents are not eligible to receive calls, EWT may be underestimated.

Expert Agent Distribution (EAD)

In Expert Agent Distribution (EAD) skills using the LOA agent selection method, *DEFINITY* ECS searches the idle agent queue by skill level for the least occupied agent. In other words, the switch first searches for the least occupied skill level 1 agent. If no skill level 1 agent is available, the switch searches for the least occupied skill level 2 agent, and so on.

Extension Calls and LOA

The following table illustrates how LOA tracks extension calls since agent AUX time is not included in the calculation of agent occupancy:

The Extension Call is:	LOA:
in AUX	ignores this time
in Auto-In/Manual-In with no ACD call on hold	tracks this as idle time
with an ACD call on hold	tracks this as work time
in ACW	If “ACW Considered Idle?” is Y on the *DEFINITY* System Parameters form, LOA tracks as idle time If “ACW Considered Idle?” is N on the *DEFINITY* System Parameters form, LOA tracks this as work time

Most Idle Agent (MIA)

The Most Idle Agent (MIA) agent selection method may be used with Service Level Supervisor, Percent Allocation, Predicted Wait Time, and Service Objective.

The Most Idle Agent (MIA) and Least Occupied Agent (LOA) agent selection methods are mutually exclusive.

Move Agent While Staffed

All existing restrictions (for example, removing an agent’s only skill) are unaffected by *CentreVu* Advocate features.

Multiple Call Handling (MCH)

When a reserve agent in an MCH skill becomes available and the skill is over threshold, the agent is eligible to receive calls for that skill and all existing MCH rules apply. When a reserve agent in an MCH skill becomes available and the skill is not over threshold, the agent is not eligible to receive calls for that skill regardless of the MCH type.

The administered Multiple Call Handling type for a skill does not change when the skill is over threshold.

Interaction with Percent Allocation

All time with one or more ACD calls ringing, active, or on hold for two or more skills is included in the calculation of an agent's work time for each of the skills, in effect "double counting" the agent's work time. This "double counting" affects call selection using the Percent Allocation feature.

NOTE:

"Double counting" does not occur with Least Occupied Agent, since agents' time is not tracked by skill.

Multiple Priority Queuing

Queue priority is used in the skill selection process with the following *CentreVu* Advocate features:

- Service Level Supervisor (over threshold skills only)
- Predicted Wait Time
- Service Objective.

Queue priority is not used in the skill selection process with Percent Allocation. (Least Occupied Agent is an agent selection process, so queue priority is not a factor.)

Queue priority is always considered in selecting a call within a queue. The highest priority call that has waited the longest is always selected.

Multiple Skill Queuing

When using Service Level Supervisor, a call queued as a result of the Multiple Skill Queuing feature may change the state of a skill from normal to level 1 or from level 1 to level 2. Similarly, dequeuing a call queued as a result of the Multiple Skill Queuing feature may change the state of a skill from level 2 to level 1 or from level 1 to normal.

Non-ACD Calls

Time for non-ACD calls ringing, active, or on hold is not included in the calculation of an agent's work time for Least Occupied Agent and Percent Allocation.

Redirect on No Answer (RONA)

All time with one or more ACD calls ringing is included in the calculation of an agent's work time and occupancy. This time includes calls that are ultimately redirected by RONA.

Interaction with Service Level Supervisor

A call queued after being redirected may change the state of a skill from normal to level 1 or from level 1 to level 2, and such calls may be routed to reserve agents.

Timed ACW

If the "ACW Agents Considered Idle" option is not set, Timed ACW time is included in the calculation of an agent's work time for Least Occupied Agent and Percent Allocation.

Interaction with Service Level Supervisor

The administered Timed ACW Interval for a skill does not change, in the *DEFINITY* ECS R6 release or later, when that skill is over the level 1 or level 2 threshold.

Uniform Call Distribution (UCD)

The Least Occupied Agent selection method may be used with Uniform Call Distribution (UCD).

VDN of Origin Announcement

All time listening to a VDN of Origin Announcement is included in the calculation of an agent's work time for Least Occupied Agent and Percent Allocation.

VuStats

No VuStats data types have been modified for *CentreVu* Advocate. No new VuStats data types have been added.

12 Administer *CentreVu®* Advocate through *CentreVu®* Supervisor

Overview

This chapter covers the following areas of *CentreVu®* Advocate implementation through *CentreVu* Supervisor:

Agent Administration:

- Change Agent Skills Dialog Box
  - — Get Agent Skills
  - — Add Skills per Agent
  - — Delete Skills per Agent
  - — Administer Call Handling Preferences:
    - — Greatest Need:

      Service Objective
    - — Skill Level:

      Service Objective

      Make Top Skill
    - — Percent Allocation:

      Direct Agent Calls First
  - — Assign Reserve Agents
  - — Use an Agent Template
  - — Select Direct Agent Skill
- Multi-Agent Skill Change Dialog Box
  - — Add Agents to Skill
  - — Remove Agents From Skill
  - — Move Agents Between Skills

Call Center Administration: Set Acceptable Service Levels.

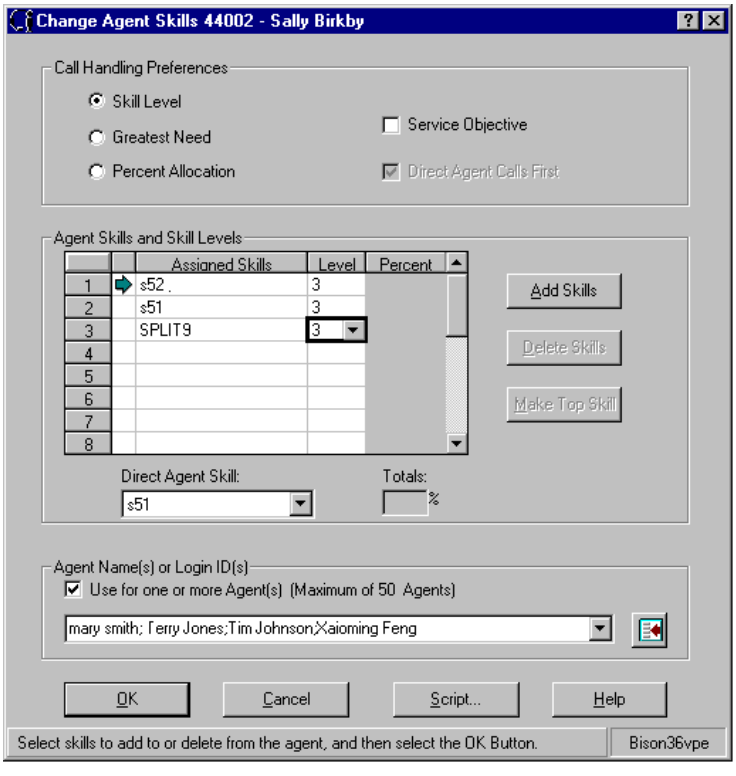
Agent Administration

Introduction

Agents and agent groups with existing login IDs can be administered to use *CentreVu* Advocate through *CentreVu®* Supervisor, rather than through the *DEFINITY®* ECS administration dialog boxes (Chapter 11 “Administering *CentreVu* Advocate on *DEFINITY®* ECS”). New agent login IDs must be initially administered on the *DEFINITY*, and then the agent must log in for the changes to take effect. Agents are administered in *CentreVu* Supervisor using either the Change Agent Skills dialog box or the Multi-Agent Skill Change dialog box.

Change Agent Skills Dialog Box

To access the Change Agent Skills dialog box, use the following steps.



1. Select **Commands** from the *CentreVu* Supervisor Controller.
2. Select **Agent Administration**.
3. Select the Automatic Call Distribution (ACD) by entering the ACD in the text box or selecting an ACD from the drop-down history list.

4. Select **Change Agent Skills** on the Operations tab.

   Alternately, the Change Agent Skills dialog box is accessible from the Multi-Agent Skill Change dialog box. After opening the Multi-Agent Skill Change dialog box from Agent Administration, select a skill from the skill list by double-clicking on it. An active agents list will display. Select an agent by double-clicking on an agent ID. The Change Agent Skills dialog box will display. In addition, selecting **Agent: Change Agent Skills** on the Multi-Agent Skill Change dialog box after first selecting an agent will open the Change Agent Skills dialog box

5. Select **OK**. The Select Agent/Template dialog box will display.
6. Select an agent or agent template by entering the agent or template name in the text box, using the drop-down history list or using the history button.
7. Select **OK**. The Change Agent Skills dialog box will display with the selected agent's information.

Review Agent Skills

On the Change Agent Skills dialog box, review an agent's skill assignments.

1. Once an agent or template is selected on the Select Agent/Template Dialog Box, the Change Agent Skills dialog box will display with the agent's skill assignments populated.
2. Review the agent's skill assignments.
3. Select **OK** to accept the skill assignments.

Add Skills per Agent

Individual agent login IDs can be added to a skill through either individual administration or copying an existing skill mix definition from one agent login ID to another (see "Assign Direct Agent Skill" in this chapter). On the Change Agent Skills dialog box, assign an agent to a skill.

1. Select **Add Skills**.
2. Add skills for the agent. The Add Agent Skills dialog box will display.
3. Select a skill for the agent and administer the agent's skill level or percent allocation for that skill (see "Administer Call Handling Preferences").
4. Select **OK** to accept the skill assignments.

Delete Skills per Agent

You may remove an agent from a skill using the following procedure on the **Change Agent Skills** dialog box.

1. Select the skill from which you want to remove the agent by selecting the entire line of the skill assignment.
2. Select **Delete Skills**.
3. The Delete Skills dialog box will display.
4. Select **OK** to delete the skill(s).

Administer Call Handling Preferences

Agent call handling preferences can be administered through the Change Agent Skills Dialog Box. Three call handling preferences are available with *CentreVu* Advocate: Greatest Need, Skill Level, and Percent Allocation. Greatest Need and Skill Level can be administered in conjunction with Service Objective, and Percent Allocation can be administered in conjunction with Direct Agent Calls First. Skill Level can be administered in conjunction with Make Top Skill. See Chapter 6, “Agent Administration,” in the *CentreVu® CMS R3V8 Administration* document (585-210-910), and “Use an Agent Template” in this section for additional information.

Greatest Need

To administer Greatest Need, use the following procedure.

1. Select **Call Handling Preference: Greatest Need**.
2. To administer Service Objective, Select the **Service Objective** check box.
3. Select **Add Skills**.
4. Add the Agent’s Skills. The Assigned Skills grid will display.
5. Set the agent’s skill level for each assigned skill.
6. To make a skill the agent’s top skill (skill level: 1), select the skill in the Grid and select **Make Top Skill**.
7. Select **OK** to accept the assignment.

Skill Level

To administer Skill Level call handling preference for an agent, use the following procedure.

1. Select **Call Handling Preference: Skill Level**.
2. To administer Service Objective, Select the **Service Objective** check box.

3. Select **Add Skills**.
4. Add the Agent's Skills. The Assigned Skills grid will display.
5. Set the agent's skill level for each assigned skill.
6. To make a skill the agent's top skill (skill level: 1), select the skill in the Grid and select **Make Top Skill**.
7. Select **OK** to accept the assignment.

Percent Allocation

On the Change Agent Skills dialog box, set an agent's call handling preference to Percent Allocation.

1. Select **Call Handling Preference: Percent Allocation**.
2. **Optional:** Select the **Direct Agent Calls First** check box. Selecting **Direct Agent Calls First** will override the administered percentages if calls do not mirror the forecast used to determine percentages. In addition, Direct Agent Calls First will ensure that Direct Agent Calls are sent to the agent first, even in an over threshold situation.
3. Set the agent's percentage for each assigned skill. The total must be equal to 100 percent across all skills.
4. **Optional:** To make a skill the agent's top skill (skill level: 1), select the skill in the Grid and select **Make Top Skill**.
5. Select **OK** to accept the assignment.

Assign Reserve Agents

Reserve agents are agents assigned a skill level of Reserve 1 or Reserve 2 for the skills that they are backing up (not set as their Top Skill). An agent may have a reserve 1 skill level set for more than one skill, in addition to his or her top skill and other skill(s) that may have skill levels of 2-16. To assign reserve agents, use the following steps on the Change Agent Skills dialog box:

1. Select **Call Handling Preference: Greatest Need** or **Skill Level** or **Percent Allocation**
2. To administer Service Objective, Select the **Service Objective** check box.
3. Select **Add Skills**.
4. Add skills for the agent based on the agent's expertise. The Assigned Skills grid will display.

5. Set the reserve agent's skill level to Reserve 1 (R1) or Reserve2 (R2) for each assigned skill that the agent will receive calls for only after that skill has exceeded its administered level 1 or level 2 thresholds.
6. Select **OK** to accept the assignment.

Use an Agent Template

If you have several agents that need to have the same assigned skills and skill levels, use the **Agent Template** options on the Change Agent Skills form to use the information for another agent.

1. Using procedures in the Chapter 6, "Agent Administration," of the *CentreVu® CMS R3V8 Administration* document (585-210-910), define an agent template with the skill profiles you wish to apply to a group of agents.
2. Select the agent template in the **Select Agent/Template** dialog box. The Change Agent Skills dialog box will display with the skill profiles for that template displayed.
3. Select the **Agent Name(s)/Login ID(s)** check box and enter up to 50 agents in the agent field or select up to 50 agents using the drop-down list or Browse dialog box.
4. Select **OK**.

   CentreVu Supervisor will buffer the change agent skills requests and send them to the switch one at a time. A status dialog box will display with the status of each agent request.

   NOTE:

   You may assign a script to change agent skills for up to 50 agents by selecting the Script button. See the *CentreVu® CMS R3V8 Administration* document (585-210-910) for more information.

Assign Direct Agent Skill

Optionally, you may select the agent's **Direct Agent Skill**. This will also override the percentages administered if a call comes in for this skill.

1. To select a Direct Skill for the agent, select the skill from the drop-down **Direct Agent Skill:** list.
2. The skill selected will become the skill for which the agent will always receive calls.

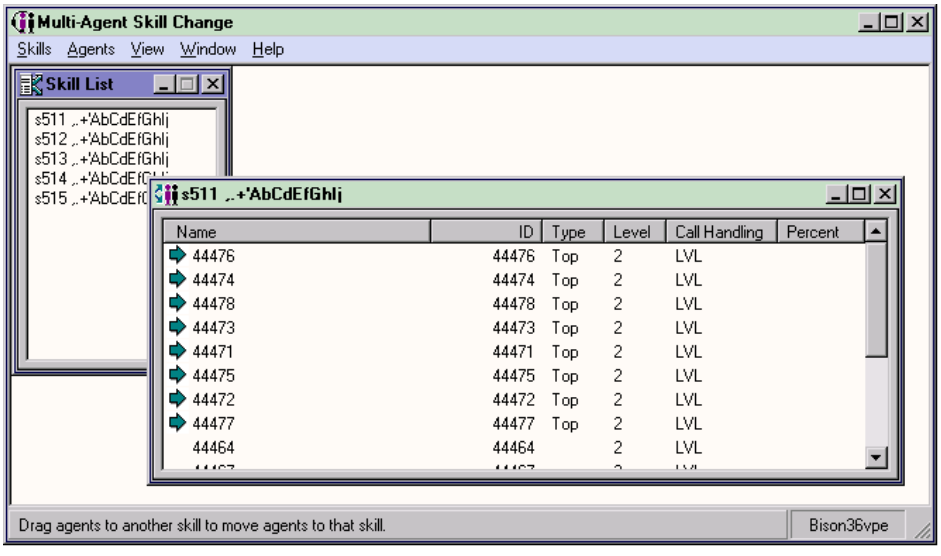
Multi-Agent Skill Change Dialog Box

The Multi-Agent Skill Change dialog box is used in *CentreVu* Supervisor to move groups of agents between skills or to add agents to or remove agents from a skill. This dialog box can only be used with active agents with existing login IDs. As with administering an agent login ID, new agent login IDs must be administered on the ECS.

NOTE:

If a change is requested for an agent or agents that are active on calls or unavailable (on non-ACD calls, on hold, or with direct agent calls waiting in queue), a pending flag will display next to the agent login ID. The pending flag will display until the move can be completed. Update the Multi-Agent Skill Change dialog box by pressing F5 or by double-clicking on the skill in the skill list to see a list of agents assigned to that skill.

Access the Multi-Agent Skill Change dialog box with the following steps:



1. Select **Commands** from the *CentreVu* Supervisor controller.
2. Select **Agent Administration**.
3. Select the ACD by entering the ACD in the text box or selecting an ACD from the drop-down history list.
4. Select **Multi-Agent Skill Change** on the Operations tab.
5. Select **OK**. The Multi-Agent Skill Change dialog box will display.

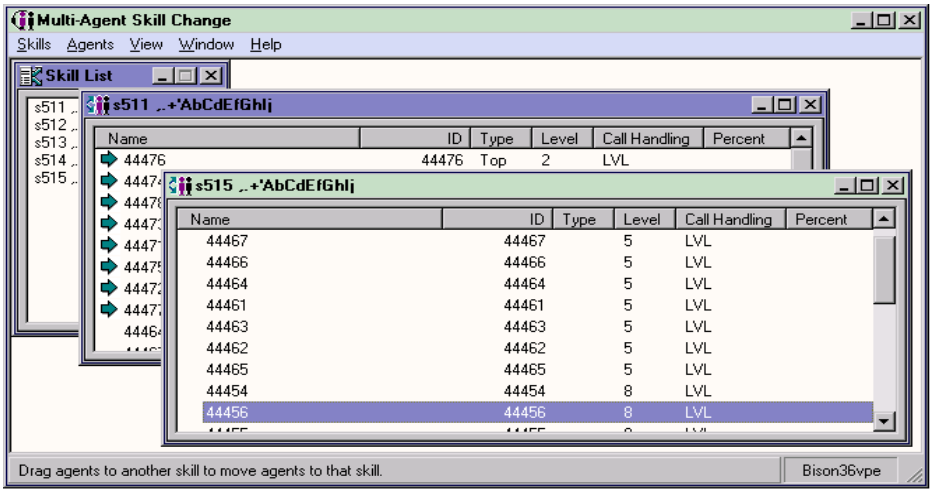
Add Agents to Skill

Agents are added to a skill by using the Add Agents to Skill dialog box, accessed from the Multi-Agent Skill Change dialog box.

NOTE:

You cannot use this procedure to add multiple agents to a skill if those agents have a call handling preference of Percent Allocation. Doing so would remove the administered percentages.

1. Select **Skills: Skill List**. The Skill List dialog box will display.
2. Select a skill that has agents assigned to it who you want to assign to another skill.
3. Select the agents to assign to another skill by using **Ctrl, click** or **Shift, click** to select multiple agents.
4. Select **Agents: Add Agents to Skill**. The Add Agents to Skill dialog box will display.



5. Select the skill in the **Add: To Skill** field.
6. Select the **Skill Level** that the added agents will have for the skill (1-16, r1, r2).
7. Select **OK** to accept the skill assignment, or **Script** to save the procedure as a script.

Options

Once the agent list is open for a skill, you may add or reassign agents using one of the following two options:

- Select an agent or agents form the list. Click the right mouse button and select **Add Agents to Skill**. The Add Agents to Skill dialog box displays. proceed with step 5, above.
- Open an agent list for the skill to which you want to add agents. Select the agent or agents from the original skill's agent list and drag and drop the agents into the new skill using the mouse.

Remove Agents from Skill

Agents can be removed from a skill by using the Remove Agents from Skill dialog box, accessed from the Multi-Agent Skill Change dialog box.

NOTE:

You cannot use this procedure to remove multiple agents from a skill if those agents have a call handling preference of Percent Allocation. Doing so would also remove the administered percentages.

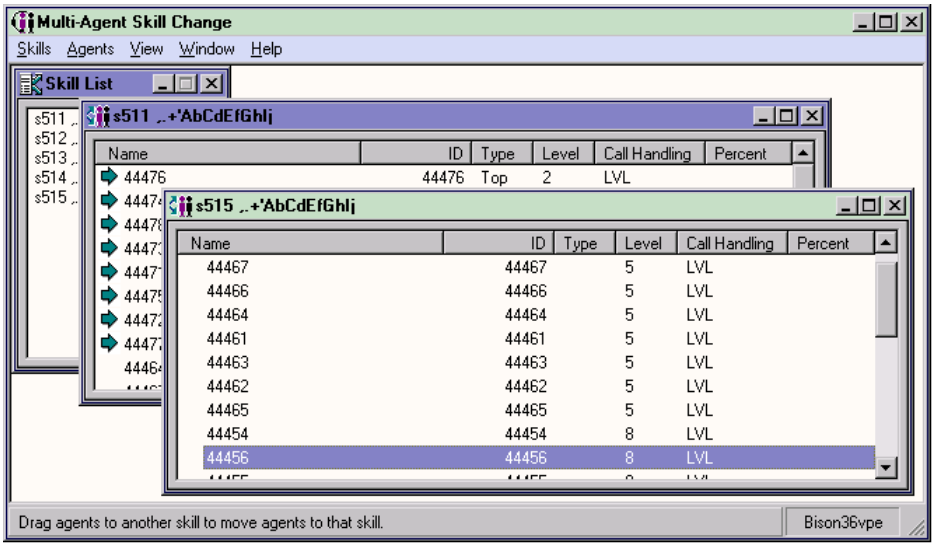
1. Select **Skills: Skill List**. The Skill List dialog box will display.
2. Select a skill that has agents assigned to it who you want to remove from the skill.
3. Select the agents to remove from the skill by using **Ctrl, click** or **Shift, click** to select multiple agents.
4. Select **Agents: Remove Agents from Skill**. The Remove Agents from Skill dialog box will display.
5. Select **OK** to remove the agents from the skill, or **Script** to save the procedure as a script.

Option

Once the agent list is open for a skill, you may remove agents from the skill by selecting an agent or agents from the list, clicking the right mouse button, and selecting **Remove Agents from Skill**. The Remove Agents from Skill dialog box will display. Proceed with step #5, above.

Move Agents Between Skills

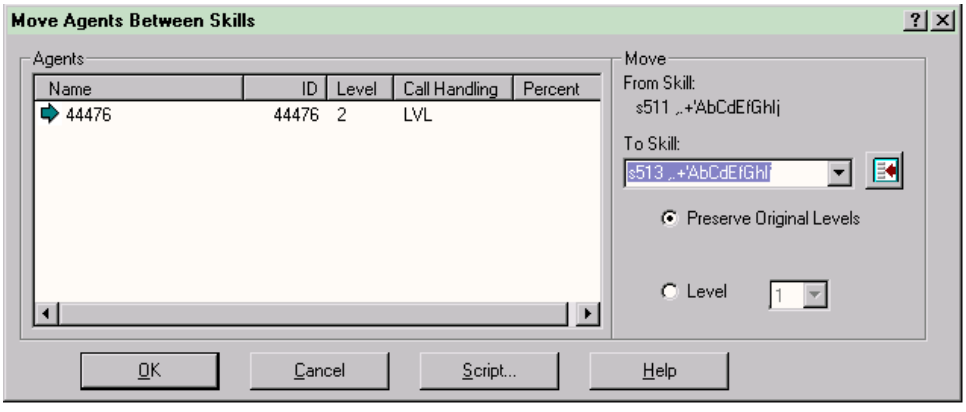
The Multi-Agent Skill Change dialog box may be used to move a group of agents between skills.



1. Select **Skills: Skill List.** A list of administered skills will display.
2. Select **Agents: List All Staffed Agents**. A list of active, logged in agents will display.
3. Select a skill by double clicking on that skill in the **Skill List**. A list of active agents assigned to that skill will display. Alternately, Select **Skills: Open Selected Skill and open a specific skill.**
4. Select the names of agents that you want to move to this skill in the **Agent List** window.
5. Hold down the **Ctrl** key and drag the agents to the open skill.

Move Agents Between Skills Dialog Box

Agents may also be moved between skills by using the Move Agents Between Skills dialog box, accessed from the Multi-Agent Skill Change dialog box.



1. Select the agents from the Agent List that you want to move to another skill.
2. Select **Agents: Move Agent to Another Skill**. The Move Agents Between Skills dialog box Will Display.
3. Select the Skill in the **Move: To Skill** field.
4. If you want to preserve the agents' original levels for this skill, select **Preserve Original Levels**.
5. If you want to assign new skill levels (the same level will be chosen for all agents moved), select **Level, and set the skill level** that the added agents will have for the skill (1-16, r1, r2).
6. Select **OK** to accept the skill assignment, or **Script** to save the procedure as a script.

Call Center Administration

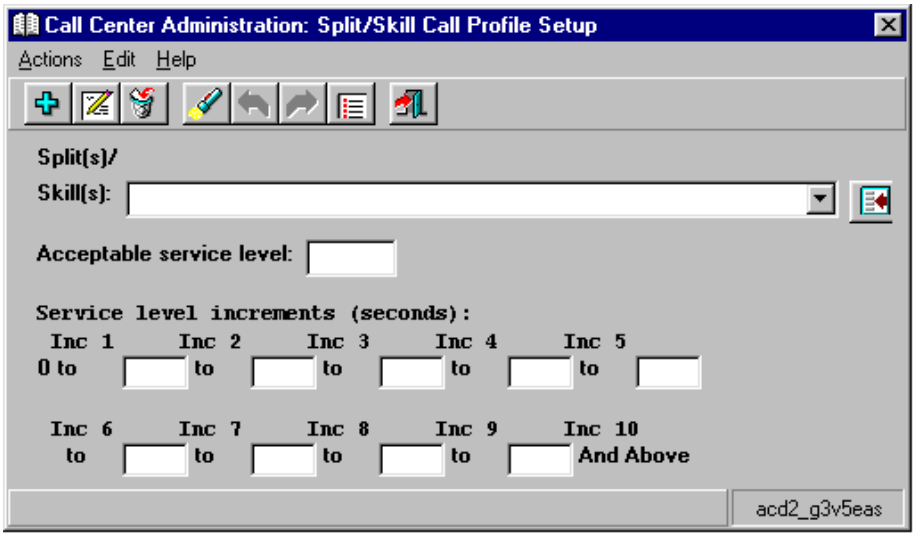
Acceptable Service Levels for a skill may be administered through *CentreVu* Supervisor, using the Split/Skill Call Profile Setup dialog box. As with agent login IDs and agent groups, initial skill (hunt group) administration must happen on the *DEFINITY* ECS (see Chapter 11, "Administering *CentreVu®* Advocate on *DEFINITY®* ECS" for more information on hunt groups).

Set Acceptable Service Levels

Acceptable Service Levels for a skill may be administered for exiting skills through *CentreVu* Supervisor. New skills must be initially administered on the *DEFINITY* ECS.

Split/Skill Call Profile Setup Dialog Box

Use the Split/Skill Call Profile Setup dialog box to specify an acceptable service level for calls to wait in queue before being answered and to define the service level increments for splits/skills. The window is accessed from the **Commands** Controller item, on the **Call Center Administration** tab.



Field Descriptions

Use the following table for existing split/skill Acceptable Service Level administration. New splits/skills must be initially administered on the Hunt Group form. If the information on the Split/Skill Call Profile Setup Dialog Box is changed through *CentreVu* Supervisor, it must also be changed on the *DEFINITY* forms. See Chapter 11, “Administer *CentreVu*® Advocate on *DEFINITY*® ECS” for more information.

Field	Use
Split(s)/Skill(s):	Enter the split or skill number(s) or name(s) (must be previously assigned in the Dictionary subsystem) you are searching for or modifying.
Acceptable service level: (Required entry)	Enter the number of seconds that it is acceptable for an ACD call to wait before connecting to an agent. This acceptable service level must be the same as the service level administered on the *DEFINITY* ECS forms.
Service level increments (seconds): (Required entry)	Enter a progressively greater number of seconds in each “to” field. The seconds before and after each word “to” define an increment in seconds of wait time. For example,”0 to 5 to 10 to 25...” means 0-5, 6-10, and 11-25, and so on. Each of the nine increments can vary in length (for example, 0 to 15, 16 to 20, 21 to 26, 27 to 38, 39 to 43, and so on). Each increment represents a progressively longer wait time for the call and is used for both answered and abandoned calls.

13 *CentreVu®* Advocate Database Items and Calculations

Overview

This chapter describes the *CentreVu®* Call Management System (CMS) database tables, the items in the database tables, and the standard Dictionary calculations that use the database items. The chapter is organized as follows:

- How Database Items and Calculations Are Presented
- Database Table Names
- Split/Skill Database Items
- Agent Database Items
- Agent Login/Logout Database Items
- Standard Dictionary Calculations
- Reports-specific Calculations.

How Database Items and Calculations Are Presented

Introduction

This section outlines how the *CentreVu* CMS database items and calculations are presented later in the chapter.

Database Items

This chapter defines database items used in *CentreVu* CMS reports. All new *CentreVu* Advocate items are available on the *DEFINITY*® Enterprise Communications Server (ECS), Release 6 (R6) and later.

Sample Database Item Table

The database items are presented in a table format, according to ACD element (split/skill, agent, vector, vector directory number [VDN], trunk, trunk group, exception, and so on). Below is an example of how the table information is presented:

Database Item	Description	Type
DATABASE ITEM	The definition of the database item is given here. Any additional information, such as other database items that are included in the sum of the database item, or specific switches that the database item applies to, is also listed.	C, A, S, I, N, M, or B

Database Tables

The following database item tables are included in this chapter:

- Split/Skill
- Agent
- Agent Login/Logout.

Items in Different Tables

Many database items are included in more than one database table. When an item is in more than one table, the definition may or may not be the same from table to table.

Items in Definitions

Database items that are used in the description of another database item are in boldface type.

Index Database Items

The index database items in each table are marked. Indexes add structure to table rows so that *CentreVu* CMS can retrieve data faster. The row search criteria you define for custom reports should be based on indexes whenever possible. For historical custom reports, always include a “where” clause based on the **ROW_DATE** database item.

Database Item Types

Each database item contains one of the following types of data:

- **C =Cumulative data:** accumulates throughout the collection interval. Most real-time database items contain cumulative data.
- **A =Administrative data:** administered on the switch or on *CentreVu* CMS. For example, the database item INTRVL in the split/skill real-time table contains the number of minutes in the intrahour interval (15, 30, 60) currently assigned to the specified split/skill on *CentreVu* CMS.
- **S =Status data:** gives the current status (a snapshot of a particular ACD element). For example, the database item INQUEUE in the split/skill real-time table contains the number of split/skill calls currently waiting in queue.
- **I = Row Identifier data:** gives data that is common to all tables, such as time, date, split in the split/skill tables, and so on.
- **N = Special Table data:** belongs only to a specific table, such as the Historical Agent Login/Logout table or Current Day Forecast table.
- **M = Maximum Interval Value data:** gives data that is the maximum reached for any value in the specified interval.
- **B = Busy Hour data:** gives data that is only meaningful for the busy hour.

The letter **C**, **A**, **S, I, N, M, or B** appears in the Type column for each database item.

Historical and Real-Time Data

Cumulative, **Administrative, Maximum Value, Row Identifier and Busy Hour** data items apply to historical and real-time database items. **Status** items apply only to real-time database items. **Special Table** data items apply only to historical database items.

Call-Based Data

In addition to the types of data described above, items in the *CentreVu* CMS database can be either call-based or interval-based. Most *CentreVu* CMS database items are call-based. **Call-based data** is committed to the database after a call completes. Therefore, if a call starts and ends in different collection intervals, all of the data is recorded in the interval in which the call and any after call work are completed.

Interval-Based Data

Interval-based data represents the amount of time during a collection interval spent doing a particular activity. Interval-based items are updated throughout the collection interval and timing is restarted at the end of the interval. Most interval-based items start with **I_** or **TI_**. The database items **ALLINUSETIME** (trunk-group tables) and **MBUSYTIME** (trunk and trunk-group tables) are also interval-based.

Interval-based items should only be used to calculate percentages such as percentage of time staffed or in auxiliary (AUX) work. Interval-based items should not be used, for example, to calculate average talk time; use call-based items for this type of calculation. Furthermore, because call-based and interval-based items may not track the same events, a calculation should use only one type of item and comparisons of call-based calculations and interval-based calculations may not be relevant or meaningful. For example, the call-based Automatic Call Distribution (ACD) time and interval-based ACD time for an agent will not be equal if the agent handled one or more ACD calls that crossed over interval boundaries.

NOTE:

Report data may not add up if the report has a combination of call-based and interval-based items.

New Tracking Items with *CentreVu* Advocate

CentreVu Advocate is available on the *DEFINITY* ECS, Release 6 and later versions. *CentreVu* Advocate has introduced a number of new database tracking items for CMS.

- **Skill State:** Skills can now be in one of four states (unknown, normal, overload 1 or overload 2), based on the Expected Wait Time (EWT) threshold. Time spent in each state except “unknown” is tracked in the split/skill tables. The state is unknown when the link is down or the split is non-Expert Agent Selection (EAS), or when a new skill is added and the state message has not yet arrived. The skill state is unknown if the CMS is connected to a non-R3V6 switch.
- **Reserve Agent:** Agents can have a skill level of reserve1 or reserve2 that corresponds to skill states overload 1 and overload 2.

Only when the skill is in an overload state will the appropriate reserve agents serve that skill. These agents have a special agent "service" role. When the agents are available, but the skill is not in the appropriate state, the agent is tracked as "other."

- **Agent Counts:** The number of agents in various states are stored in the split/skill tables by agent type. Reserve agents are stored in R1*xxx* and R2*xxx* database items. Top agents are stored in T*xxx* and flex agents are stored in F*xxx* database items. Flex agents can have a role of roving, backup, or allocated.
- **Agent Time in Skill:** Agents' ACD/After Call Work (ACW) time can be tracked by skill. Non-ACD time in standard skills is as follows: agents with the tracked skill as the top skill use 100 percent, while agents who are percent allocated use the same percentage for both ACD and non-ACD time. Backup, Roving, or Reserve agents track none of their non-ACD time toward this skill.
- **Agent Role:** ROLE is a new database item that has been added to the agent tables to describe how an agent participates in a skill. The agent's role is based on both the agent's Skill Level and Call Handling Preference. Agents with a reserve skill have a role of Reserve. Non-EAS agents and agents with Greatest need Call Handling Preference have a role of Roving. Top agents have a role of Top. Skill Level Call Handling Preference agents who are neither top or reserve have a role of Backup. Agents who are Percent Allocated have a role of Allocated.

Calculations

CentreVu CMS uses calculations of database items in many reports. All standard *CentreVu* CMS Dictionary calculations are listed alphabetically and described at the end of this chapter. You can use standard calculations in custom reports, or you can create new ones. You should never modify standard calculations or the meaning of the data will be changed.

Sample Dictionary Calculations Table

Below is an example of how the Calculation table information is presented:

Calculation Name	Calculation	Description
CALCULATION NAME (as in the CMS Dictionary)	mathematical definition	short description

Database Terminology

For full definitions of database terminology, refer to the *CentreVu CMS R3V8 Database Items and Calculations* (585-210-939) document. For definitions of other terms used in this chapter, see the Glossary.

Database Table Names

Introduction

To select data for custom reports, you must use the names listed in the tables in this section. The database items are described in later sections of this chapter.

Real-Time Table Names

The following tables lists the real-time database tables with new or modified data for *CentreVu* Advocate and the type of data stored in them.

Name	Data Stored
csplit	Split/Skill data for the current interval.
psplit	Split/Skill data for the previous interval.
cagent	Agent data for the current interval.
pagent	Agent data for the previous interval.

Historical Database Tables

The following table lists historical database tables with new or modified data and the type data stored in them.

Name	Data Stored
hsplit	Split/Skill data for each intrahour interval.
dsplit	Split/Skill data summarized by day.
wsplit	Split/Skill data summarized by week.
msplit	Split/Skill data summarized by month.
hagent	Agent data for each intrahour interval.
dagent	Agent data summarized by day.
wagent	Agent data summarized by week.
magent	Agent data summarized by month.

Interactions With Switch Features

For a full description of the switch features with which the database items and calculations interact, see the *CentreVu CMS R3V8 Database Items and Calculations* (585-210-939) document.

Split/Skill Database Items

Introduction

The Split/Skill database item descriptions apply to real-time and historical items.

Type Column

The **Type** column refers to **Cumulative (C)**, **Administrative (A)**, **Status (S)**, **Row Identifier (I), Busy Hour (B), Special Table (N),** or **Maximum Value (M)** data. Cumulative, Administrative, Row Identifier, Busy Hour, and Maximum Value items typically apply to both the current and previous interval real-time tables. Status items apply only to the current interval tables. Special Table items are historical, and apply only to the table in which they are stored.

Real Time Database Items

Real-Time split/skill database items apply to the Current Interval Split/Skill (`csplit`) and Previous Interval Split/Skill (`psplit`) tables. The real-time indexes are **ACD** and **SPLIT**.

Historical Database Items

Historical split/skill database items apply to the Intrahour Split/Skill (`hsplit`), Daily Split/Skill (`dsplit`), Weekly Split/Skill (`wsplit`), and Monthly Split/Skill (`msplit`) tables, except as noted. The historical indexes are **SPLIT** and **ROW_DATE**.

Customizing Reports

Row data will be archived for the I_OL1TIME and I_OL2TIME items if the row spent any time in the overload 1 or overload 2 threshold states. If the row (skill) spent all of its time in the normal state, and has no other reason to he archived (that is, no agent staffed time, no calls handled, and so on), then it will not be archived. When creating a report through *CentreVu* Report Designer or CMS Custom reports, data should be summed across user-specified intervals in order to see meaningful report results.

Split/Skill Database Items

The following split/skill database items have been added or modified to support *CentreVu* Advocate.

Database Item	Description	Item Type
FAGINRING	The number of flex agents (0-999) with this skill ACD call ringing. Requires a *DEFINITY* ECS R6 or later with EAS.	S
FAVAILABLE	The number of flex agents available (0-999). Requires a *DEFINITY* ECS R6 or later with EAS.	S
FINACW	The number of flex agents in ACW for this skill (0-999). Requires a *DEFINITY* ECS R6 or later with EAS.	S
FINAUX	The number of flex agents in AUX work for this skill (0-999). Requires a *DEFINITY* ECS R6 or later with EAS.	S
FONACD	The number of flex agents on ACD calls for this skill (0-999). Requires a *DEFINITY* ECS R6 or later with EAS.	S
FOTHER	The number of flex agents in the OTHER work state (0-999). Requires a *DEFINITY* ECS R6 or later with EAS.	S
FSTAFFED	The number of agents staffing this skill as neither top or reserve agents (0-999). Requires a *DEFINITY* ECS R6 or later with EAS.	S
GNAGINRING	The number of greatest need agents logged into the split/skill who currently have ACD calls.	S
GNAVAILABLE	The number of greatest need agents logged into the split/skill who are available in the split/skill.	S
GNINACW	The number of greatest need agents logged into the split/skill who are in after call work (ACW) for ACD calls to the split/skill. This includes agents on ACWIN/ACWOUT calls, as well as agents who are in after call work not associated with an ACD call. Available on the R6 ECS and later.	S
GNINAUX	The number of greatest need agents logged into the split/skill who are on inbound and outbound ACD calls for the split/skill. Available on the R6 ECS and later.	S

Database Item	Description	Item Type
GNINAUX0	The current number of greatest need POSITIONS that are in AUX with reason code 0 (zero) for all splits/skills including greatest need agents on AUXIN/AUXOUT calls. For ECS with EAS and later ECS switches, reason code 0 (zero) is for "system" AUX work when reason codes are active. For switches without EAS and for releases prior to ECS, GNINAUX0 will be the same as GNINAUX.	S
GNINAUX1-9	The current number of greatest need POSITIONS that are in AUX with the reason codes 1-9 for all splits/skills including greatest need agents on AUXIN/AUXOUT calls. Available on the ECS and later	S
GNONACD	The number of greatest need agents logged into the split/skill who are on inbound and outbound ACD calls for the split/skill. Available on the R6 ECS and later.	S
GNONACDAUXOUT	The current number of greatest need POSITIONS that are on AUXOUT calls with an ACD call on hold for this split/skill. For greatest need agents in multiple skills with multiple call handling, the last call the agent put on hold was for this skill. Available for Generic 3 switches.	S
GNONACDOUT	The current number of greatest need POSITIONS that are on outbound calls placed by an adjunct to this split/skill. Available for Generic 3 switches with the ASAI feature.	S
GNONACWIN	The current number of greatest need POSITIONS that are in ACW for this split/skill and on inbound extension calls. These greatest need agents also appear in INACW. GNONACWIN includes agents receiving extension calls from ACW associated with split/skill ACD calls and from ACW not associated with an ACD call.	S
GNONACWOUT	The current number of greatest need POSITIONS that are in ACW for this split/skill and on outbound extension calls. These agents also appear in INACW. GNONACWOUT includes agents making extension calls from ACW associated with split/skill ACD calls and from ACW not associated with an ACD call.	S

Database Item	Description	Item Type
GNONAUXIN	The current number of greatest need POSITIONS that are in AUX work or AVAILABLE, or, for Generic 3 switches, including greatest need agents who have an ACD or AUXIN/AUXOUT call on hold, and on inbound extension calls, where SPLIT is OLDEST LOGON.	S
GNONAUXOUT	The current number of greatest need POSITIONS that are in AUX work or AVAILABLE or, for Generic 3 switches, including greatest need agents who have an ACD or AUXIN/AUXOUT call attributed to this split/skill on hold, and on outbound extension calls.	S
GNDA_INACW	Current number of greatest need POSITIONS that are in after call work associated with direct agent calls. This includes greatest need agents who are on ACWIN/ACWOUT calls. GNDA_INACW is a subset of GNOTHER. Note: The total number of agents in after call work = GNINACW + GNDA_INACW. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	S
GNDA_ONACD	Current number of greatest need POSITIONS that are on direct agent ACD calls. GNDA_ONACD is a subset of GNOTHER. Note: The total number of greatest need agents on split/skill and direct agent ACD calls = GNONACD + GNDA_ONACD. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	S

Database Item	Description	Item Type
GNOTHER	The number of greatest need agents who are doing other work. Available on the R6 ECS and later. For the G3 ECS with EAS, while in Auto-In or Manual-In, the agent is in other work if: • the agent put any call on hold and has performed no further action • the agent is on a direct agent call or in ACW for a direct agent call • the agent is dialing to place a call or to activate a feature • an extension call or direct agent ACD call is ringing with no other activity • the agent is logged into multiple splits/skills and doing work for a split/skill other than this one (on an ACD call or in ACW). With multiple call handling, the agent is available for other call handling and splits/skills. The agent will display in the GNOTHER state after the link to the switch comes up and directly after the agent logs in before the CMS is notified of the agent's work state.	S
GNSTAFFED	Current number of greatest need agents that are staffed in SPLIT. Available on the R6 ECS and later.	S
I_NORMTIME	The amount of time in seconds (0-3600) that this skill spent under all administered thresholds. Requires a *DEFINITY* ECS R6 or later with EAS.	C
I_OL1TIME	The amount of time, in seconds (0-3600), that the skill spent over threshold 1. Requires a *DEFINITY* ECS R6 or later with EAS.	C
I_OL2TIME	The amount of time, in seconds (0-3600), that this skill spent over threshold 2. Requires a *DEFINITY* ECS R6 or later with EAS.	C
MAX_TOT_PERCENTS	The maximum total staffed agent percentages allocated to a skill. Requires a *DEFINITY* ECS R6 or later with EAS.	N
R1AGINRING	The number of reserve1 agents with this skill ACD call ringing (0-999). Requires a *DEFINITY* ECS R6 or later with EAS.	S

Database Item	Description	Item Type
R1AVAILABLE	The number of reserve1 agents who are available to take a call (0-999). Requires a *DEFINITY* ECS R6 or later with EAS.	S
R1INACW	The number of reserve1 agents in ACW for this skill (0-999). Requires a *DEFINITY* ECS R6 or later with EAS.	S
R1INAUX	The number of reserve1 agents in AUX work for this skill (0-999). Requires a *DEFINITY* ECS R6 or later with EAS.	S
R1ONACD	The number of reserve1 agents on ACD calls for this skill (0-999). Requires a *DEFINITY* ECS R6 or later with EAS.	S
R1OTHER	The number of reserve1 agents in the OTHER work state for this skill (0-999). Requires a *DEFINITY* ECS R6 or later with EAS.	S
R1STAFFED	The number of agents staffing this skill as reserve1 (0-999). Requires a *DEFINITY* ECS R6 or later with EAS.	S
R2AGINRING	The number of reserve2 agents with this skill ACD call ringing (0-999). Requires a *DEFINITY* ECS R6 or later with EAS.	S
R2AVAILABLE	The number of reserve2 agents who are available to take a call. (0-999). Requires a *DEFINITY* ECS R6 or later with EAS.	S
R2INACW	The number of reserve1 agents in ACW for this skill (0-999). Requires a *DEFINITY* ECS R6 or later with EAS.	S
R2INAUX	The number of reserve2 agents in AUX work for this skill (0-999). Requires a *DEFINITY* ECS R6 or later with EAS.	S
R2ONACD	The number of reserve2 agents on ACD calls for this skill (0-999). Requires a *DEFINITY* ECS R6 or later with EAS.	S
R2OTHER	The number of reserve2 agents in the OTHER work state for this skill (0-999). Requires a *DEFINITY* ECS R6 or later with EAS.	S
R2STAFFED	The number of agents staffing this skill as reserve2 (0-999). Requires a *DEFINITY* ECS R6 or later with EAS.	S

Database Item	Description	Item Type
SKSTATE	The current state for the skill compared to all administered thresholds. Requires a *DEFINITY* ECS R6 or later with EAS.	S
TOT_PERCENTS	The total staffed agent percentages allocated to the skill. Requires a *DEFINITY* ECS R6 or later with EAS.	S

Switch Cross-Reference for Split/Skill Database Items

All new items for *CentreVu* Advocate are only available on the *DEFINITY* ECS R6 and later. No existing split/skill database items were modified for *CentreVu* Advocate.

Agent Database Items

Introduction

The Agent database item descriptions apply to real-time and historical items.

Type Column

The **Type** column refers to **Cumulative (C)**, **Administrative (A)**, **Status (S)**, **Row Identifier (I), Busy Hour (B), Special Table (N),** or **Maximum Value (M)** data. Cumulative, Administrative, Row Identifier, Busy Hour, and Maximum Value items apply to both the current and previous interval real-time tables. Status items apply only to the current interval tables. Special Table items are historical, and apply only to the table in which they are stored.

Real-Time Database Items

Real-Time agent database items apply to the Current Interval Agent (`cagent`) and Previous Interval Agent (`pagent`) tables. The real-time indexes are **ACD**, **LOGID**, **POSITION**, and **SPLIT**.

Historical Database Items

Historical agent database items apply to the Intrahour Agent (`hagent`), Daily Agent (`dagent`), Weekly Agent (`wagent`), and Monthly Agent (`magent`) tables, except as noted. The historical indexes are **LOGID**, **SPLIT,** and **ROW_DATE**.

Agent Database Items

The following agent database items have been added or modified to support *CentreVu* Advocate.

Database Item	Description	Item Type
DACALLS_FIRST	Indicates if a percent allocated agent (PCNT) has requested direct agent calls first. Values are: 1 = YES, 0=NO. Requires a *DEFINITY* ECS R6 or later with EAS.	S
GNSKILL	For the greatest need call handling preference, the agent's first-administered, highest-level, measured skill, where skill level 1 is the highest and skill level 16 is the lowest.	S
LEVEL	Indicates the agent's skill level (1-16) for a normal skill or reserve level (1 or 2) for a reserve skill. This **LEVEL** applies to **SPLIT**. Requires a *DEFINITY* ECS R5 or R6 or later with EAS. Reserve levels are only available on the ECS R6 or later.	S

Database Item	Description	Item Type
PERCENT	The agent's percent allocation (0-100) for a skill. Requires a *DEFINITY* ECS R6 or later with EAS.	S
PREFERENCE	The agent's call handling preference. Values are NEED (greatest need) LVL (skill level), and PCNT (percent allocation). Requires a *DEFINITY* ECS R5 or R6 or later with EAS. PCNT is only available on the ECS R6 or later.	S
ROLE	The agent's service role for the split. Values are: Top, Reserve, Backup, Standard, Roving, and Flex. Requires a *DEFINITY* ECS R6 or later with EAS.	S
SKLEVEL	Indicates the agent's skill level (1-16) for a normal skill or reserve level (1 or 2) for a reserve skill. This **SKLEVEL** applies to **LOGONSKILL.** Requires a *DEFINITY* ECS R5 or R6 or later with EAS. Reserve levels are only available on the ECS R6 or later.	S
SKLEVEL2-20	Indicates the agent's skill level (1-16) for a normal skill or reserve level (1 or 2) for a reserve skill. This **SKLEVEL2-20** applies to **LOGONSKILL2-20.** Requires a *DEFINITY* ECS R5 or R6 or later with EAS. Reserve levels are only available on the ECS R6 or later.	S
SKPERCENT	The agent's percent allocation for **LOGONSKILL.** Requires a *DEFINITY* ECS R6 or later with EAS.	S
SKPERCENT2-20	The agent's percent allocation for **LOGONSKILL2-20.** Requires a *DEFINITY* ECS R6 or later with EAS.	S
TOPSKILL	The **TOPSKILL** of an agent will be 0 except when **PREFERENCE** is skill level (LVL). This means that an agent will not have a top skill or be counted in any split/skill table Top Skill items if their call handling preference is greatest need (NEED) or percent allocation (PCNT). In addition, agents who have skill level preference but only reserve levels for all their skills will not have a **TOPSKILL.** Requires a *DEFINITY* ECS R5 or R6 or later with EAS. PCNT and reserve levels are only available on the ECS R6 or later.	S
USE_SVC_OBJ	The agent requests calls based on the administered service objective for this skill. Values are 1=YES, 2=NO. Requires a *DEFINITY* ECS R6 or later with EAS.	S

Database Item	Description	Item Type
WORKSKLEVEL	Contains either a skill level (1-16) for a normal skill or a reserve level (1 or 2) for a reserve skill. This **WORKSKLEVEL** applies to **WORKSKILL**. Requires a *DEFINITY* ECS R5 or R6 or later with EAS. Reserve levels are only available on the ECS R6 or later.	S

Switch Cross-Reference for Agent Database Items

The following table lists the switch cross-references for the modified agent database items. All new items for *CentreVu* Advocate are only available on the *DEFINITY* ECS R6 or later, and are not included in this table.

Database Item	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	ECS R5	ECS R6	ECS R7	ECS R8
DACALLS_FIRST							EAS	EAS	
GNSKILL							EAS	EAS	EAS
LEVEL						EAS	EAS	EAS	EAS
PERCENT							EAS	EAS	EAS
PREFERENCE							X	X	X
SKILLTYPE				EAS	EAS	X*	X	X	X
SKILLTYPE2-4				EAS	EAS	X	X	X	X
SKLEVEL				EAS	EAS	EAS	EAS	EAS	EAS
SKLEVEL2-4				EAS	EAS	EAS	EAS	EAS	EAS
SKLEVEL5-20						EAS	EAS	EAS	EAS
SKPERCENT							EAS	EAS	EAS
SKPERCENT2-20							EAS	EAS	EAS
TOPSKILL	X	X	X	X	X	X	X	X	X
USE_SVC_OBJ							EAS	EAS	EAS
WORKSKLEVEL				EAS	EAS	EAS	EAS	EAS	EAS

*These items are populated with “p” for skill level 1, “s” for skill level 2, and “blank” for skill levels 3-16. Customers with Generic 3 Version 5 or later EAS should use the SKLEVEL items instead to see all skill levels.

Agent Login/Logout Database Items

Introduction

The Agent Login/Logout database item descriptions are **historical** items specific to the Agent Login/Logout (`haglog`) table. The indexes are **SPLIT** and **ROW_DATE**.

Agent Login/Logout Database Items

The following historical agent login/logout database items have been added or modified to support *CentreVu* Advocate.

Database Item	Description
PREFERENCE	The agent's call handling preference. Values are NEED (greatest need) LVL (skill level), and PCNT (percent allocation). Requires a *DEFINITY* ECS R5 or R6 or later with EAS. PCNT is only available on the ECS R6 or later.
SKLEVEL	Indicates the agent's skill level (1-16) for a normal skill or reserve level (1 or 2) for a reserve skill. This **SKLEVEL** applies to **LOGONSKILL.** Requires a *DEFINITY* ECS R5 or R6 or later with EAS. Reserve levels are only available on the ECS R6 or later.
SKLEVEL2-20	Indicates the agent's skill level (1-16) for a normal skill or reserve level (1 or 2) for a reserve skill. This **SKLEVEL2-20** applies to **LOGONSKILL2-20.** Requires a *DEFINITY* ECS R5 or R6 or later with EAS. Reserve levels are only available on the ECS R6 or later.
SKPERCENT	The agent's percent allocation for **LOGONSKILL.** Requires a *DEFINITY* ECS R6 or later with EAS.
SKPERCENT2-20	The agent's percent allocation for **LOGONSKILL2-20.** Requires a *DEFINITY* ECS R6 or later with EAS.

Switch Cross-Reference for Agent Login/Logout Database Items

The following table lists the switch cross-references for the modified agent login/logout database items. All new items for *CentreVu* Advocate are only available on the *DEFINITY* ECS R6 or later, and are not included in this table.

Database Item	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	ECS R5	ECS R6	ECS R7	ECS R8
PREFERENCE						X	X	X	X
SKLEVEL				X (EAS)	X (EAS)	X (EAS)	X (EAS)	X (EAS)	X (EAS)
SKLEVEL2-4				X (EAS)	X (EAS)	X (EAS)	X (EAS)	X (EAS)	X (EAS)
SKLEVEL5-20						EAS	EAS	EAS	EAS
SKPERCENT							X	X	X
SKPERCENT2-20							X	X	X

Calculations

The following table lists all of the standard *CentreVu* CMS Dictionary calculations that have been added or modified to support *CentreVu* Advocate. These calculations are used in real-time and historical reports. You can also use them in Report Designer reports.

CAUTION:

Do **NOT** modify any of the standard *CentreVu* CMS Dictionary calculations. If you modify the standard calculations the meaning of the data will be changed.

Calculation Name	Calculation	Description
AVG_EQV_AGENTS_STFD	(<TOTAL_I_ACDACW> + <TOTAL_I_ACDHOLD> + <TOP_AVAUXTIME> + FTEA_AVAUX) / (INTERVL*60)	The average positions staffed for this skill across all call handling preferences.
DEDICATED_AGT	<FTE_AGENTS> + TSTAFFED	The number of agents considered dedicated to this skill.
FACTIVE_AG	FAGINRING + FONACD + FINACW	The number of flex agents on ACD calls, ringing, or in ACW for this skill.
FTE_AGENTS	TOT_PERCENTS / 100	The number of full-time equivalent agents staffed for this skill.
FTEA_AVAUX	(I_AVAILTIME + I_AUXTIME) * (<MAX_FTE_AGENTS> / MAXSTAFFED)	The proportion of non-ACD time for this skill for percent allocated (PCNT) agents.
MAX_DEDICATED_AGT	<MAX_FTE_AGENTS> + MAXTOP	The maximum agents (top agents plus full-time equivalent agents) considered dedicated to this skill.
MAX_FTE_AGENTS	MAX_TOT_PERCENTS / 100	The maximum number of full-time equivalent agents on this skill.

Calculation Name	Calculation	Description
R1ACTIVE_AGT	R1AGINRING + R1ONACD + R1INACW	The number of reserve1 agents on ACD calls, ringing, or in ACW for this skill.
R2ACTIVE_AGT	R2AGINRING + R2ONACD + R2INACW	The number of reserve2 agents on ACD calls, ringing, or in ACW for this skill.

Reports-specific Calculations

The following calculations have been added to *CentreVu* Supervisor reports to support *CentreVu* Advocate. They are not stored in the database, but are rather stored with the reports. The report names listed indicate where the calculations are used.

Calculation Name	Calculation	Description	Database Table
% Aban	100 * (sum(ABNCALLS) / sum(INCALLS))	The number of the total calls to all VDNs on a selected ACD that abandoned, expressed as a percentage. Used in daily reports.	dvdn
% Busy	100 * (sum(BUSYCALLS) / sum(INCALLS))	The number of the total calls to all VDNs on a selected ACD that were busy, expressed as a percentage. Used in daily reports.	dvdn
% Disconnect	100 * (sum(DISCCALLS) / sum(INCALLS))	The number of the total calls to all VDNs on a selected ACD that were disconnected, expressed as a percentage. Used in daily reports.	dvdn
% Aban	100 * ABNCALLS / INCALLS	The number of the total calls to a VDN that abandoned, expressed as a percentage. Used in interval, weekly, and monthly reports.	hvdn, mvdn, wvdn
% Busy	100 * BUSYCALLS / INCALLS	The number of the total calls to a VDN that were busy, expressed as a percentage. Used in interval, weekly, and monthly reports.	hvdn, mvdn, wvdn

Calculation Name	Calculation	Description	Database Table
% Flow Out	100 * OUTFLOWCALLS) / INCALLS	The number of the total calls to a VDN that were redirected to another VDN, expressed as a percentage. Used in interval, weekly, and monthly reports.	hvdn, wvdn, mvdn
% Agent Occup (Group) w/ACW	100 * (sum(I_RINGTIME + I_ACDOTHERTIME + I_ACDAUX_OUTTIME + I_ACDAUXINTIME + I_ACWTIME) / (sum(TI_STAFFTIME – TI_AUXTIME + I_ACDAUX_OUTTIME + I_ACDAUXINTIME))	The percentage of an agent or agent group's occupancy, including after call work time. This calculation is used in interval, daily, weekly, and monthly Historical Agent Summary and Agent Group Summary reports. When it is used in an Agent Summary report, the field is % Agent Occup.	hagent
% Agent Occup (Group) w/o ACW	100 * (sum(I_RINGTIME + I_ACDOTHERTIME + I_ACDAUX_OUTTIME + I_ACDAUXINTIME) / (sum(TI_STAFFTIME – TI_AUXTIME + I_ACDAUX_OUTTIME + I_ACDAUXINTIME))	The percentage of an agent or agent group's occupancy, excluding after call work time. This calculation is used in interval, daily, weekly, and monthly Historical Agent Summary and Agent Group Summary reports. When it is used in an Agent Summary report, the field is % Agent Occup.	hagent

Glossary

Abandoned Call — A call in which a caller hangs up before receiving an answer from an agent. The call could be queued to a split or in a vector/vector directory number (VDN) before it is abandoned.

Abandoned Call Search — An Automatic Call Distribution (ACD) capability that enables the system to make sure that the caller is on the line before passing the call to an agent.

Acceptable Service Level — The time within which a call center has determined that calls for a particular skill should be answered. The Acceptable Service Level is determined after reviewing call profiles for a skill.

Access Permissions — Permissions assigned to a Call Management system (CMS) user so that the user can access different subsystems in CMS or administer specific elements (splits/skills, trunks, vectors, etc.) of the ACD. Access permissions are specified as **read** or **write** permission. Read permission means the CMS user can access and view data (for example, run reports or view the Dictionary subsystem). Write permission means the CMS user can add, modify, or delete data and execute processes.

ACD — See *Automatic Call Distribution*.

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

Acknowledgment — A window that requires you to confirm an action or to acknowledge a system message (for example, system going down, warning, or fatal error for the user window). This window cannot be moved, sized, or scrolled and disappears only when you confirm the message.

Active Agents — Agents who are in ACD, RINGING, and/or After Call Work (ACW) work states.

Activate Agent Trace — From this window you can start CMS tracing of agent activities. These activities include all agent state changes until the trace is turned off. You must activate an agent trace to obtain an Agent Trace report.

Active VDN Calls — The number of calls currently active in a VDN. The G3V4 vector enhancement “VDN Calls Routing” refers to the ability to program a vector step according to the number of active VDN calls. The number of active calls is referred to as “counted-calls” in the vector step.

ACW — See *After Call Work*.

Adjunct/Switch Applications Interface (ASAI)	An AT&T recommendation for interfacing adjuncts and communications systems, 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 generally representing work related to the preceding ACD call. Going on-hook after an ACD call during MANUAL-IN operation places the call in ACW. With Generic 1 and Generic 3, ACW is accessible by a key on the agent's set and may not be related to an ACD call.
Agent	A person who answers calls to an extension in an ACD split/skill. The agent is known to CMS by a login identification keyed into a voice terminal.
Agent Login ID	A 1- to 4-digit number (Generic 2/System 85) or a 1- to 9-digit number (Generic 1/Generic 3) entered by an ACD agent from a voice terminal to activate the agent position. Agent logins are required for all CMS-measured ACD agents.
Agent Occupancy	The total time with one or more ACD calls ringing, active, or on hold for any of an agent's assigned skills, and, optionally, the total call related and non-call-related ACW time for any of an agent's assigned skills divided by the total time staffed in any assigned skill expressed as a percentage. The calculation for agent occupancy is: 100 * (sum(I_RINGTIME + I_ACDTIME + I_ACDOTHERTIME + I_ACDAUX_OUTTIME + I_ACDAUXINTIME + I_ACWTIME) / sum(TI_STAFFTIME - TI_AUXTIME + I_ACDAUX_OUTTIME + I_ACDAUXINTIME)) where I_ACWTIME is an optional component, may be used as a comparison measurement. This calculation can be used when creating a new report with *CentreVu* Report Designer or *CentreVu* Report Wizard. AUX time is not included in the calculation of agent occupancy
Agent Position (Non-EAS)	The combination of agent login ID and split the agent logged into. Agents logged into multiple splits have multiple positions associated with them. Call data are collected separately for each agent/split combination.
Agent Position (EAS)	The combination of agent login ID and the skills the agent is assigned. Data are collected for the agent by skill, so the total work for the agent must be summed over all skills in which the agent worked.

Agent Role

Agent role is used in the agent table to describe how an agent participates in the skill through *CentreVu®* Advocate. This role is based on Skill Level and Call Handling Preference. Agents with a reserve skill level have a role of Reserve, non-Expert Agent Selection (EAS) agents and agents with Greatest Need call handling preference have a role of Roving, top agents have a role of Top, skill-level agents who are not either top or reserve have a role of Backup, and agents who are percent allocated to skill(s) have a role of Allocated.

Agent Selection

Selection of an agent when a call arrives for a skill and that skill is in an agent surplus condition.

Agent Skill

An attribute that is associated with an ACD agent. Agent Skills can be thought of as the ability for an agent with a particular set of skills to handle a call that requires one of a set of skills. An agent can be assigned up to four skills. The meaning of each Agent Skill is defined by the customer. Examples are the ability to speak a particular language or the expertise to handle a certain product.

See also *Primary Skill* and *Secondary Skill*.

Agent State

A feature of agent call handling. Agent states are the different call work modes an agent can be in (ACD, ACW, AVAIL, AUX, UNSTAFF, DACD, DACW, OTHER, UNKNOWN, RING). Data about these states is displayed in real-time and historical reports.

See the definition of each state for additional information.

Agent Surplus Condition

One or more agents available for a specific skill.

Agent Terminal

The voice terminal used by a call-center agent.

Agent Trace

You must start an agent trace before you can obtain an Agent Trace report. You can activate traces for a maximum of 25 agents at any one time. You can select the dates in which the trace will receive information. This report lists each agent activity and the time it occurred.The Agent Trace report can be helpful when evaluating how well individual agents are using their time.

Agent Work Time

The total time with one or more ACD calls ringing, active, or on hold for any of an agent's assigned skills, and, optionally, the total call-related and non-call-related ACW time divided by the total time staffed in this skill expressed as a percentage.

AI

See *Auto-In*.

Algorithm	A prescribed set of well-defined rules or instructions for the solution of a problem; for example, the performance of a calculation, in a finite number of steps. Expressing an algorithm in a formal notation is one of the main parts of a software program.
Allocated Agents	Allocated agents are agents with an assigned role of Allocated; that is, they have Percent Allocation assigned as a call handling preference through *CentreVu* Advocate.
ANI	See *Automatic Number Identification*.
Announcement	A recorded message that normally tells the caller what destination the call has reached. The announcement also often tries to persuade the caller to stay on the line. With Call Vectoring, announcements can be part of a vector's call processing. An announcement is assigned to a vector by entering an announcement number.
ASA	See *Average Speed of Answer*.
ASAI	See *Adjunct/Switch Applications Interface*.
Auto-Available Split	An ACD capability that ensures that after a power failure or a system restart, Voice Response Units (for example, the CONVERSANT Voice Information System) are brought on line again immediately, 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)	A switch feature. Automatic Call Distribution (ACD) is software that channels high-volume incoming call traffic to agent groups (splits or skills). Also an agent state where the extension is engaged in an ACD call (with the agent either talking to the caller or the call waiting on hold). See also *Redirect on no Answer* and *Auto-Available Split*.
Automatic Number Identification (ANI)	A general industry term referring to knowledge of the calling party number (CPN). When the calling party is behind a switch, the number provided can be either a billing number for the switch or the station identification number.
AUX	See *Auxiliary Work*.

Auxiliary Work (AUX)
An agent state. For example, the agent is engaged in non-ACD work, is on break, in a meeting, or at lunch. An agent can reach this state by pressing the AUX WORK button or dialing the proper access code from the voice terminal. The agent can also reach the state 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 state. The extension is able to accept an ACD call.

Available Agent
A logged in agent in Auto-In (AI) or Manual-In (MI) with no ringing, active, or held call appearances. (See also Multiple Call Handling (MCH) for alternative definitions of an available agent.)

Available Work State
An agent work state in which the agent is in either the AI or MI work mode and is available to receive ACD calls. In general, agents in either the AI or MI work mode are not available to receive calls if they are currently on a call or have placed a call on hold.

Average Agent Service Time
The average time you are expecting or targeting for each agent to spend on an ACD call, including talk time and after-call-work time.

Average Speed of Answer (ASA)
The average amount of time a caller waits in queue before connecting to an agent. ASA is usually an objective set by your call center's management.

The ASA for a split/skill includes the time spent in queue and the time ringing an agent. 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.

Interval ASA has been used for BCMS and pre-R3V4 CMS reporting where the ASA is calculated on reporting interval boundaries and the ASA is cleared to zero at the start of each reporting interval. Rolling ASA is used, beginning with R3V4 CMS, for vector routing. Rolling ASA is a running weighted average calculation without regard to any interval boundaries. Rolling ASA is calculated on the G3V4 switch and sent to R3V4 CMS.

Backup Agents
Backup agents are those agents who are assigned skill level as their call handling preference and they are not Top agents on the skill.

Calculation
A menu selection in the CMS Dictionary subsystem which gives the abbreviated name (calculation name) for the calculation that generates the data for a field in a report.

Call-Based Items
The category of database items in CMS that are committed to the database after the call completes. If a call starts and ends in different intrahour intervals, all of the call-based data is recorded in the interval in which the call completed. Most database items are call-based.

Call Handling Preference
CentreVu Advocate agent Call Handling Preference—can be either Skill Level, Greatest Need, or Percent Allocation.

Call Queue
An ordered list of calls per skill. The order is based on queue priority followed by time in queue; that is, a higher priority call will be serviced before a lower priority call regardless of time in queue.

Call Selection
Selection of a call when an agent becomes available and one or more of the agent's assigned skills is in a call surplus condition.

Call Selection Measurement
The measurement used in the call selection process if an agent's call handling preference is administered as either Skill Level or Greatest Need, or if a skill is over threshold. There are currently two call selection measurements, Current Wait Time and Predicted Wait Time, both of which are adjusted for queue priority.

Call Selection Override
A parameter used in Service Level Supervisor to determine whether to reprioritize agents when a skill goes over threshold to select a call from an over-threshold skill. If the field on the System Parameters Features *DEFINITY* form is set to Yes (Y), agents will be reprioritized. If it is set to No (N), standard agents will continue with their primary tasks. Reserve agents will take a call from the over-threshold skill only if their are no calls waiting in their standard skills or if those agents are reserve-only agents.

Call Surplus Condition
One or more calls queued for a specific skill.

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 treatment of calls that is independent of splits.

Similar to a computer program, a call vector is a set of instructions that control the routing of incoming calls based on conditions that occur in a call center environment. Examples of call vector conditions include time of day and the number of calls in queue.

Call Work Code (CWC)
An ACD capability that makes sure that during or after the call, the agent can enter a string of digits and send these digits to the DEFINITY Call Management System for management reporting.

Caller Needs	The reason(s) a customer calls your call center (used with the Expert Agent Selection feature).
Calls Carried	Trunk data. The number of inbound/outbound calls carried.
***CentreVu* Advocate**	A collection of ECS features that provide new flexibility in the way a call is selected for an agent in a call surplus situation and in the way that an agent is selected for a call.
***CentreVu* Supervisor**	The Call Management System application for the *Microsoft* Windows operating environment.
Change Agent Skills	An agent's skills may be changed from CMS by using the Change Agent Skills Window. The Change Agent Skills Window allows the user to change the skill assignments for **one** agent. Through this window a user can quickly see what skills are currently assigned to an agent and the user can easily change the agent's skill assignment. Users can close a window using the Close command on the Control menu. Closing an application's main window is the same as quitting it.
CMS	See *Call Management System*.
CONN	See *Connected*.
Connected (CONN)	A trunk state. A caller and an agent are connected on an ACD call.
Connected Call	A non-ACD call is considered to be connected to an extension (not a VDN or direct agent) when the call rings at the station and the caller does not abandon.
Current	A CMS action that displays data from the current interval.
Current Interval	Represents 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 (CWT)	The time the call has already waited for service in a call queue adjusted for call priority.
CWC	See *Call Work Code*
DABN	See *Direct Abandon*.
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 CMS is not collecting ACD data. If you turn off data collection, CMS will not void data on current call activity.

Data Collection On CMS is collecting ACD data.

Data Points Points of historical data. A data point should include data for each interval of the working day.

Database A group of tables that store ACD data according to a specific time frame: current and previous intrahour real-time data and intrahour, daily, weekly, and monthly historical data.

Database Item A name for a specific type of data stored in one of the CMS databases. A database item may store ACD identifiers (split numbers or names, login IDs, VDNs, etc.) or statistical data on ACD performance (number of ACD calls, wait time for calls in queue, current states of individual agents, etc.).

Database Tables CMS uses these tables to collect, store, and retrieve ACD data. Standard CMS items (database items) are names of columns in the CMS database tables.

Date Format The standard format for entering dates on CMS reports. Acceptable formats are:

- Month/day/year (for example, 3/21/93).
- A “-” offset based on today's date (for example, -1 for yesterday). You can also enter a range of numbers (for example, 0 through -7).
- Separating individual data entry items using a semicolon (for example, 3/21/93;3/23/93;3/25/93).
- Entering ranges by placing a hyphen between entries (for example, 3/21/93-3/25/93).

When you specify a date for a weekly report, that date or range of dates must correspond to the week start day selected in the System Setup—Storage Intervals window. If the date and day do not match, the message “No records found” displays in the status line.

The month start date must be the first day of the month.

Default Skill (Generic 2.2 with EAS)	Every skill that ends with a “0” is called a default skill, since every agent in the skill group is logged into this skill by default. The default skill is the first skill for each skill group.
Delete	A CMS action that removes the entry on the window from the database.
Designer Reports	Customized reports that can be created using *CentreVu* Supervisor’s Report Designer feature, and which are run from *CentreVu* Supervisor.
Dialed Number Identification Service (DNIS)	An ACD capability that enables calls to be routed based on the number dialed by the caller (for example, a specific 800 number set up for a promotion).
Dictionary	A CMS subsystem that can be used to assign names to various call center elements such as login IDs, splits/skills, trunk groups, VDNs and vectors. These names appear on reports, making them easier to interpret.
Direct Abandon (DABN)	A trunk state. The caller abandoned the call, and the trunk quickly goes to idle.
Direct Agent ACD (DACD)	An agent state. The agent is on a direct agent ACD call.
Direct Agent ACW (DACW)	An agent state. The agent is in the after call work state for a direct agent ACD call.
Direct Agent Calling	An EAS capability that makes it possible for a caller to reach the same agent every time and still include the call in the management tracking of the call center. This is ideal for claims processing, where a client needs to speak with the agent handling the claim. This flexibility ensures a high level of customer service without reducing management control.
Direct Agent Calls First	In *CentreVu* Advocate, the Direct Agent Calls First option is associated with Percent Allocation. With this option selected, even though an agent is percent allocated to a skill or skills, calls to the agent’s Direct Agent Skill will take precedence over calls to the allocated percentages. In addition, if an agent has Direct Agent Calls First Assigned, then those calls will also take precedence over other calls, even in an over-threshold situation.
EAD	See *Expert Agent Distribution*.
EAS	See *Expert Agent Selection*.

Entity	A generic term that refers to one of the following: Agent, Agent Group, Split/Skill, Trunk, Trunk Group, VDN, Vector, or Call Work Code.
Error Message	A response from a program indicating that a problem has arisen or something unexpected has happened, requiring your attention.
EWT	See *Expected Wait Time*.
Exception	A type of activity on the ACD which falls outside of the limits you have defined. An exceptional condition is defined in the CMS Exceptions subsystem, and usually indicates abnormal or unacceptable performance on the ACD (by agents, splits/skills, VDNs, vectors, trunks, or trunk groups).
Exception Reports	Display occurrences of unusual call-handling events.
Expected Wait Time (EWT)	An estimate of how much longer a caller will have to wait to be served by a call center while in queue considering the current and past traffic, handling time, and staffing conditions. Time spent in vector processing before being queued and the time spent ringing an agent with manual answering operation is not included in the EWT prediction. With the G3V5 and R3V5 CMS, the EWT is a switch-based calculation.
Expert Agent Distribution (EAD)	An agent selection method, available only in an Expert Agent Selection (EAS) environment, in which idle agents are grouped by skill level (1 through 16, if the EAS-PHD customer option is set; primary or secondary if the EAS-PHD customer option is not set). The least occupied (EAD-LOA) or most idle (EAD-MIA) skill level 1 agent is selected or, if no skill level 1 agent is available, the least occupied or most idle skill level 2 agent, and so on. Reserve agents are considered to have a level of 16.

Expert Agent Selection (EAS)

Expert Agent Selection (EAS) is an optional switch feature that builds on the power of the Call Vectoring and ACD features of the switch to match the skills required to handle a particular call to an agent who has at least one of the skills that a caller requires. The ACD queuing and the vector commands *Queue-to-Main* and *Check-Backup* are used to route a call to an agent with the appropriate skill to handle that call. With EAS call distribution is based on **skill**. You can match the skills required to handle a particular call to an agent who has at least one of the skills that a caller requires.

CMS collects data on skills in the same manner as it collects data on splits. Real-Time agent reports generally indicate which skills the agents have, and in which skill they are currently working. Skill reports show the performance of the skill overall, displaying such items as the ASA, the number of calls, and the percentage of calls answered within the target service level for the skill.

CMS also reports VDN data by VDN skill preference, so that customers can assess the call center performance relative to calls requiring particular skills. CMS reports how many calls were handled, how long these calls waited for service, and the average talk time for calls queued to a particular skill preference in a particular VDN.

Expected Wait Time

An estimation of the time that a call will wait for service in a queue.

Extension Call

Extension calls are any calls originated by agents and non-ACD calls received by agents. For the Generic 2.2 and Generic 3 switches, these include calls an agent makes to set up a conference or transfer.

FBUSY

See *Forced Busy*.

FDISC

See *Forced Disconnect*.

Flex Agents

Flex agents are agents who have a role of Roving, Backup, or Allocated through *CentreVu* Advocate. Top and Reserve agents are not Flex agents.

Flexible Routing

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

FMCH

See *Forced Multiple Call Handling*.

Forced Busy (FBUSY)

A trunk state. The caller receives a forced busy signal.

Forced Disconnect (FDISC)	A trunk state. The caller receives a forced disconnect.
Forced Multiple Call Handling (FMCH)	A feature available with G3V4 or later switches that, when activated for a split/skill, allows calls to be automatically delivered to an idle line appearance, if the agent is in the Auto-In/Manual-In work mode and an unrestricted line appearance is available on the voice terminal.
Greatest Need	Agents with a call handling preference of Greatest Need will receive calls based on the queue priority and wait time (current wait time or predicted wait time).
Historical Database	Contains 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	Display past ACD data for various agent, split/skill, trunk, trunk group, vector, or VDN activities. A report summary of call data into daily, weekly or monthly totals.
HOLD	A trunk state. The agent has put the call on this trunk on hold.
IDLE	A trunk state. The trunk is not is use and waiting for a call.
II	See *Information Indicator*.
Idle Agent Queue	An ordered list of agents per split or skill based on completion of the last ACD call used in the Uniform Call Distribution (UCD-MIA) and Expert Agent Distribution (EAD-MIA) agent selection methods.
Information Indicator (II)	A two-digit code that identifies the type of originating line (for example: hotel or pay phone) for incoming ISDN PRI calls.
Integrated Services Digital Network (ISDN)	A digital standard for telephony that enables, among other things, telephone, television, and computer signals on the same lines. This system may someday replace our existing telephone lines.
Interval-Based Items	A category of database items. These items represent the amount of time during a collection interval spent doing a particular activity. Interval-based items are updated throughout the collection interval and timing is restarted at the end of the interval. Interval-based items should only be used to show amount of time in an interval for an activity or to calculate percentages of time spent in an interval. Interval-based items should not be used to calculate averages (such as average hold time).

Intrahour Interval	A 15, 30, or 60 minute segment of time starting on the hour. An intrahour interval is the basic unit of CMS report time.
Least Occupied Agent (LOA)	An agent selection method that uses agent occupancy since logging in, rather than position in an idle agent queue, to determine which agent to select when a call arrives. LOA can be used with either Uniform Call Distribution (UCD-LOA) or Expert Agent Distribution (EAD-LOA). This agent selection method is specific to *CentreVu* Advocate
List Trace Advocate	A function used to trace advocate agent activities. These activities include all agent state changes until the trace is turned off. You must activate an agent trace to obtain List Trace Advocate information.
Location	A location, or site, refers to a physical location. This can be a building, a section of a building, or it can be what was once a separate ACD before the ATM WAN capability was used to merge separate ACDs with other ACDs into one large call center. A location will typically be assigned one (or more) location IDs. A location, despite being part of a larger call center, may continue to have sole responsibility for handling certain 800 numbers. A location may also share responsibility for handling an 800 number by having some of its agents be part of a larger split/skill that includes agents from other locations.
Location ID for agents	An agent location ID is the ID of the agent terminal the agent is logged into. It is associated with the DEFINTY port network ID to which the agent terminal is attached. An agent cannot be assigned a location ID for reporting purposes until he or she logs into the ACD. Available on the DEFINITY ECS R7.1 with ATM and later.
Location ID for trunks	The *DEFINITY* network location ID (1-44) associated with a trunk. A Location ID is not directly assigned to an trunk, instead, it is assigned to a port network (via the *chcabinetx* form). Therefore, each trunk whose equipment location belongs to that port network will be associated with that port network’s location ID.

Logical Agent

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

Agents are assigned a single set of work mode buttons, rather than one set per skill. This simplifies the agent's interface to the work mode buttons. When the "MI" or "AI" button is lit, the agent is available to take a call in any assigned skills.

The Logical Agent capability allows calling agents to connect by dialing into their login IDs. Calls to login IDs may be treated as direct agent ACD calls, given the proper class of restriction, or may be treated as extension (personal) calls. Treating the calls as direct agent calls can be used to help distinguish business-related from personal calls.

LOGOFF

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

LOGON

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

Maintenance

A CMS subsystem that is used for doing routine maintenance of the *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. The trunk is maintenance busy, out of service for maintenance purposes.

Manual In (MI)

An ACD work mode. MI makes the agent available to receive an ACD call and automatically places the agent into the ACW state upon release from the call.

MBUSY

See *Maintenance Busy*.

MCH

See *Multiple Call Handling*.

Measured

A term that means an ACD element (agent, split/skill, trunk, trunk group, vector, VDN) has been identified to CMS for collection of data. If the ACD element is not measured, no data is collected.

MI

See *Manual In*.

MIA

See *Most Idle Agent*.

Modify

A CMS action that changes the 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 in the list as long as the agent remains staffed and in ACW, available, or on AUXIN/OUT extension calls from the available state. In G3V2, if the agent is in ACW or is on an AUXIN/OUT extension call from the available state, then the agent is marked as unavailable to take an ACD call but remains in the list, moving up. An agent in the AUX mode (either by pressing the AUX button or by logging in) is not in the list of eligible agents.

Agents in multiple splits/skills are in multiple “eligible agent” lists, one list for each split/skill. An agent who is in ACW, on an AUXIN/OUT extension call from the AVAIL state, of on an ACD call for another split/skill continues to move up the list of eligible agents for other split/skills.

With EAS, if there are no calls waiting in queue for an agent’s primary skill(s), the agent is put into the MIA queue for primary and secondary skills, and then receives the next call for any of the skills logged into.

Multiple Call Handling (MCH)

A feature that allows a single agent to handle multiple ACD and/or non-ACD calls simultaneously. All but one of the calls must be on hold and only one call can be ringing. There are four types of Multiple Call Handling, each of which provides an alternative definition of an available agent as follows:

- **on-request:** An agent is considered available if all calls are on hold, an unrestricted call appearance is available, and the agent requests an ACD call by pressing the AI or MI button.
- **many-forced:** An agent is considered available if an unrestricted call appearance is available and the agent is in the AI or MI work mode.
- **one-forced:** An agent is considered available if no ACD calls are ringing, active, or on hold, an unrestricted call appearance is available, and the agent is in the AI or MI work mode.
- **one-per-skill:** An agent is considered available for a skill if an unrestricted call appearance is available and the agent is in the AI or MI work mode and is not currently handling a call for the skill.

Multi-Agent Skill Change Window	This window allows the user to perform the following administration actions: add one or more agents to a skill; move one or more agents from one skill to another; and remove one or more agents from a skill.
Multiple Call Handling (MCH)	Allows an agent to receive 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 in order to receive another ACD call.
Multiple Split Queuing	With Call Vectoring, a call can be directed to up to four splits at the same time, with the first agent who is free getting the call.
Multiuser Mode	Any administered CMS user can log into CMS. Data continues to be collected if data collection is "on."
Name (Synonym) Fields	Fields in which you may enter a name (synonym) that has been entered in the Dictionary subsystem (for example, names of agents, splits/skills, agent groups, trunk groups, vectors, VDNs).
Nonprimary Split/Skill	When a call is queued to multiple splits/skills, the second and third splits/skills to which the call queues in a VDN are called nonprimary splits/skills. They are also referred to as secondary and tertiary splits/skills, respectively.
Nonzero (0) Skill (Generic 2.2 with EAS)	Any skill that does not end in "0" is called a nonzero skill.
Normal Condition	A graph term. The bars in the graph report are within your defined acceptable limits.
OTHER	An agent state. The agent is working on a direct agent call, working on a call for another split or skill, or has put a call on hold and has not chosen another work mode.
Over Threshold State	An overload 1 or overload 2 state exists for a skill when a call is queued and the EWT for the skill (for the call currently being queued) is greater than or equal to one of the administered thresholds. The state exists until a call is dequeued for the skill and the EWT for the skill (for the next call to be queued) is less than both of the administered thresholds.
Percent Allocation	Percent allocation is a new call handling preference used only with *CentreVu* Advocate. This preference specifies that calls are to be selected for the agent based on a comparison of the time spent on calls for each skill and the percentage of time allocated for that skill for the agent. Optionally, after call work can be included in the time spent.

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.
Phantom Abandon Call Timer	A CMS capability that tracks information about abandoned calls. When the capability is enabled, calls with a duration shorter than the administered value (zero to ten seconds) are counted as phantom abandon calls. Setting the timer to zero disables it.
Predicted Wait Time (PWT)	An estimation of the time a call will wait for service in a call queue if the currently available agent does not answer the call.
Previous Interval	Represents one intrahour interval and 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	Skills assigned to an agent. Primary skills are the areas in which the agent has the most expertise. See also *Agent Skill*.
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. An ACD call has seized the trunk and is queued to a split/skill waiting for an agent to answer.
Read Permission	The CMS user can access and view data (for example, run reports or view the Dictionary subsystem). Read permission is granted from the User Permissions subsystem.
Real-Time Database	Consists of the current and previous intrahour data on each CMS-measured agent, split, trunk, trunk group, vector, and Vector Directory Number (VDN).
Real-Time Reports	Display current ACD call activity on agents, splits/skills, trunks, trunk groups, vectors, and VDNs for the current or previous intrahour interval. Current intrahour interval real-time reports are constantly updated as data changes during the interval. Previous intrahour interval real-time reports show data totals for activity that occurred in the 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 (preset by the call center Manager). 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 CMS should wait for each update of the real-time report data. A user's fastest allowable refresh rate is defined in the User Permissions — User Data window as a minimum refresh rate. The default refresh rate when a user brings up the report input window is the administered minimum refresh rate plus 15 seconds.

Reserve Agent

A reserve agent in *CentreVu* Advocate is an agent who is activated on that agent's assigned reserve skill(s) when that skill(s) is in an overload 1 or 2 state, based on administered thresholds. Reserve agents can be reserve1 or reserve2. Reserve2 agents only serve a skill that is in overload 2.

Reserve Level

A reserve level is a parameter of agent administration that specifies a certain skill as being handled by this agent only when an administered, *CentreVu* Advocate Service Level Supervisor threshold has been exceeded. There are two reserve levels, corresponding to the two administrable thresholds on a skill.

RINGING

An agent state. The time a call rings at an agent's voice terminal after leaving the queue and before the agent answers the call. *Available only with Generic 2, Load 3.1 or later with the ring state enabled and with Generic 3*.

A trunk state. A call is ringing at the agent's voice terminal.

Rolling ASA

See *Average Speed of Answer (ASA).*

Roving Agents

Agents with Greatest Need call handling preference have a role of Roving for that skill; that is, they receive calls based on the call's wait time in queue, rather than on an assigned skill level. Non-EAS agents are also considered roving.

Scripting

The Scripting feature lets you create a script to run a specified report or run a report and export the data on schedule. The scripts require a customer-provided scheduler to be run at a later time.

For more information on the Scripting feature, see Chapter 3, "Scripting," in the *CentreVu® CMS R3V6 Administration* (585-215-850) guide.

Secondary Skill

Skills assigned to an agent. Secondary skills are the areas in which the agent does not have extensive expertise.

See also *Agent Skill*.

SEIZED

A trunk state. A call is using the trunk either incoming or outgoing.

Service Level	A time specified in seconds within which all calls should be answered. Normally set as an objective by management. Usually referred to as Acceptable Service Level.
Service Level Supervisor	Service Level Supervisor is an override feature used to select skills for agents. Service Level Supervisor has Expected Wait Time (EWT) thresholds set for skills and can override normal agent call handling preferences to handle calls from a skill whose threshold has been exceeded (automatically changing call answering priorities for standard agents). Optionally, standard agents can keep their normal agent call handling preferences. Additional reserve agents can also be activated automatically when the skill is in the over threshold condition.
Service Objective	Service Objective works in conjunction with the Greatest Need and Skill Level call handling preferences to assign calls to agents as the agents become available. This feature is designed to give different levels of service to different skills. Service Objective allows you to administer an acceptable service level per skill. *DEFINITY* ECS R6 will determine which skill has a call with the highest percentage of time accrued toward the administered service objective time.
Service Observing—Remote Single-User Mode	Only one person can log into CMS. Data collection continues if data collection is “on.” This mode is required to change some CMS administration.
Service Observing—VDNs	A feature available with G3V4 or later switches that gives a voice terminal user the ability to monitor the treatment a call receives as it is processed by a VDN.
Single-User Mode	Only one person can log into CMS. Data continues to be collected if data collection is “on.” This mode is required to change some CMS administration.
Site	see *Location*
Skill	An attribute that is assigned to an ACD Agent. Agent Skills can be thought of as the ability for an Agent with a particular set of skills to handle a call which requires one of those skills. In relationship to your call center, think of skill as a specific customer need/requirement or perhaps a business need of your call center. You will be defining your skills based on the needs of your customers and your call center.
Staffed Agent	An Agent who is currently logged in to the switch.

Standard Agents

Standard agents are agents in a skill who are assigned a skill level from 1 to 16, rather than being reserve agents. Standard agents are also known as non-reserve agents. Standard agents can have roles of top, roving, backup, or allocated.

Standard Reports

The set of reports that are delivered with the CMS or *CentreVu* Supervisor software.

Station

An unmeasured extension. An extension that is not currently staffed by an agent or that is a member of an unmeasured split/skill or hunt group.

Subsystem

Each CMS main menu selection (for example, Reports, Dictionary, System Setup, Exceptions, etc.) along with Timetable and Shortcut is referred to as a subsystem of the Call Management System throughout this document.

Switch

A private switching system providing voice-only or voice and data communications services (including access to public and private networks) for a group of terminals within a customer's premises.

System AUX

The *DEFINITY* switches use the reason code 0 as the default code for situations in which the switch places the agent in the AUX mode automatically (for example, on login, when agents make or receive extension calls from AI/MI mode, when the agent is taken out of service due to failure to answer a ringing call) or logs the agent out (for example, during a Move Agent while Staffed operation). ASAI applications that change the agent's work mode to AUX or log the agent out without specifying a reason code will result in change to AUX or logout with the default reason code.

Tertiary Split/Skill

Generic 3 with vectoring, Generic 2.2 with EAS only. When a call is queued to multiple splits/skills, the third split/skill the call queued to in a VDN is called the tertiary split/skill.

Thresholds

Supervisor thresholds are defined as Caution or Warning. Threshold highlight settings apply only to some real-time data items in real-time and integrated reports. For information on setting threshold highlights, see the *CentreVu® CMS R3V6 Administration* (585-215-850) document.

Time Format

The standard format for entering times on CMS reports. Acceptable formats are:

- AM/PM format (for example, 7:30AM-5:00PM).
- Military time format (for example, 7:30-17:00).

Timetable	An activity task or group of activities tasks (like reports) scheduled for completion at a time that is convenient and nondisruptive for your call center's operation.
Top Agents	Top agents are agents who have skill level call handling preference and have the lowest level number (and highest skill level) administered for that skill and have been designated Top Agent for that skill (first administered, highest level). An agent can only be Top Agent on one skill at a time, but may have many skills with a level of 1, based on expertise. Also, an agent can have an assigned skill level lower than 1 for a skill, but can still be Top Agent for that skill is there are no other higher skill levels assigned on that skill.
Top Skill	For an agent with Skill Level call handling preference, the designated highest priority skill is known as the agent's "top skill." The "top skill" represents the skill for which the agent is most likely to receive a call. Any time the agent becomes available, he/she will receive a call for the top skill. The agent will handle calls for other skills only if there are no calls queued for the agent's top skill. The agent is considered a "top agent" for a skill if the agent has a skill level of "1" assigned for that skill. For agent tracking purposes, the top skill can also be considered the first-assigned, highest-level skill. This is the skill that the agent first logs into when logging in. In this case, any non-ACD call related time, such as AUX or after call work, would be recorded in this top skill. This is a key consideration in reports. Also, if an agent receives calls in two skills for which that agent has the same assigned skill level, and the calls queue at the same priority, the agent will receive the call in the agent's first-assigned skill.
Trunk	A telephone circuit that carries calls between two switches, between a Central Office (CO) and a switch, or between a CO and a phone.
Trunk Group	A group of trunks that are assigned the same dialing digits — either a phone number or a Direct Inward Dialed (DID) prefix.
UCD	See *Uniform Call Distribution*.
Uniform Call Distribution (UCD)	The most idle agent for the skill will receive 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. This number will be a part of the records in the Call History feature of CMS.

UNKNOWN	An agent state. CMS does not recognize the current state. A trunk state. CMS does not recognize the state of the trunk.
Upgrade	Moving an existing CMS customer from one release/load to another, giving the customer the additional functionality provided in the new release. Depending on which release the customer is upgrading from, and to, the upgrade may involve upgrading the software only, or may involve upgrading software and hardware. When an upgrade involves a major release, then data migration may be a necessary part of the upgrade procedure.
User ID	The login ID for a CMS user.
User Permissions	A CMS subsystem that allows the CSM administrator to define user access permissions.
User Window	A window you can move, size, or scroll. It may contain input fields, reports, or help information.
Vector	A list of steps that process calls in a user-defined manner. 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. Calls enter vector processing via VDNs, which may have received calls from assigned trunk groups, from other vectors, or from extensions connected to the switch.
Vector Directory Number (VDN)	An extension number that enables calls to connect to a vector for processing. A VDN is not assigned an equipment location. It is assigned to a vector. A VDN can connect calls to a vector when the calls arrive over an assigned automatic-in trunk group or when calls arrive over a dial-repeating (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.
VDN Calls-Counted	Also known as counted-calls to VDN and active VDN calls. A Call Vectoring capability available with G3V4 or later switches. Counted-calls to VDN is a parameter of the “go to step” and “go to vector” commands 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 currently processing.
VDN Skill Preference	Up to three skill(s) can be assigned to a VDN. Calls use VDN skills for routing based on your preference (as you administer it in the vector). VDN skill preferences are referred to in the vector as “1st,” “2nd,” or “3rd.”

	A prioritized list of agent skills administered for a VDN that are required or preferred for the answering agent. VDN Skill Preferences represent the requirement that a call be routed to an ACD agent with a particular ability or set of abilities.
Voice Terminal	A telephone set, usually with buttons, that gives an agent some control over the way calls are handled.
Weekly Data	Daily data that have been converted to a weekly summary.
Window Count	The number of primary windows that can be open at any one time.
Write Permission	The CMS user can add, modify, or delete data and execute processes. Write permission is granted from the User Permissions subsystem.
Zero (0) Skill (Generic 2.2 with EAS)	Every skill that ends with a “0” is called a zero skill. The zero skill is the first skill for each skill group.

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How Are We Doing?

Document Title: *CentreVu®* Release 8 Advocate User Guide

Document No.: 585-210-927 Issue 1 Date: December 1999

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When you have completed this form, please fold, tape, and return to address on back or you can fax the form to 303-538-2195.