

Introduction

The AgentView and AgentView Enterprise Performance Management interface to Aspect Concerto EnsemblePro collects and processes information from the EnsemblePro Platform. The list of available statistics is divided into logical grouping to make it easier for users to configure Centergistic systems. In order to maintain consistency, data elements are similar to the EnsemblePro definitions.

This document lists the data elements that will be available on AgentView and AgentView Enterprise Performance Management interfaced to the EnsemblePro system. **Note:** Information here is for reference purposes and can change without notice.

EnsemblePro Data Availability

- AcdData
- AgdData
- AgentData
- AlertNotificationData
- AmdData
- AmdSummaryByQueueData
- AodData
- ChatData
- CtiData
- DistListMailQueueData
- IvrData
- WorkgroupData

Data item definitions.

Please refer to Concerto “Online Statistical Management System (OSMS) API Reference Guide Version 5” for detailed information on each of these data elements.

AcdData

AgentsInActive	Current number of Agents in Active state for the requested service.
AgentsInHold	Current number of Agents in Hold state for the requested service.
AgentsInIdle	Current number of Agents in Idle state for the requested service.
AgentsInInternal	Current number of Agents in Internal state for the requested service.
AgentsInManual	Current number of Agents in Manual state for the requested service.
AgentsInNotReady	Current number of Agents in Not Ready state for the requested service.
AgentsInOther	Current number of Agents in Other state for the requested service.
AgentsInPreview	Current number of Agents in Preview state for the requested service.
AgentsInWrap	Current number of Agents in Wrap state for the requested service.
AgentsInLoggedIn	Current number of Agents in loggedIn state for the requested service.
Application	Application name

ApplicationId	Application Id of the requested entity
AvgAgentActiveTime	Average amount of time all agents have been in the Active state
AvgAgentIdleTime	Average amount of time all agents have been in the Idle state
AvgAgentWrapTime	Average amount of time all agents have been in the Wrap state
AvgSpeedOfAnswer	Average amount of time it takes a customer to pickup the phone to answer
AvgTimeInQueue	Average amount of time a call stays in the queue before being processed
AvgTimeToAbandon	Average amount of time it takes a customer to hangup a call
CallsAbandonedBeforeQueue	Number of calls abandoned before being placed in a queue
CallsAbandonedInQueue	Number of calls abandoned after being placed in a queue
CallsAnswered	Number of calls answered
CallsInProgress	Number of calls in progress
CallsInQueue	Number of calls in the queue
CallsInVoiceMail	Number of calls currently in voice mail
CallsOffered	Number of calls that have been offered
CallsOverflowed	Number of calls overflowed
CallsRejected	Number of calls rejected
CallsRerouted	Number of calls re-routed
CallsServicedWithinServiceLevel	Number of calls serviced within the service level
CallsTransferredToAgent	Number of calls transferred to an agent
CallsTransferredToExternal	Number of calls transferred to external source
CallsTransferredToService	Number of calls transferred to another service
MaxCallsInQueue	Most calls in queue at any time (high watermark)
MaxWaitInQueue	Most wait in the queue (high watermark)
Occupancy	Agents productive time
PersentServicewithServiceLevel	Quotient of CallswithinServiceLevel by CallsOffered
Service	Name of this service entity
ServiceId	Service Id for this service
ServiceType	Type of the service
ServiceTypeId	Service type Id for this service
StartTimeMilitary	Time when the service was started
Status	The current status for this service
StatusId	Status id for this service
StopTimeMilitary	Time when the service was stopped

AgdData

AgentsInActive	Current number of Agents in Active state for the requested entity.
AgentsInHold	Current number of Agents in Hold state for the requested entity.
AgentsInIdle	Current number of Agents in Idle state for the requested entity.
AgentsInInternal	Current number of Agents in Internal state for the requested entity.
AgentsInManual	Current number of Agents in Manual state for the requested entity.
AgentsInNotReady	Current number of Agents in Not Ready state for the requested entity.
AgentsInOther	Current number of Agents in Other state for the requested entity.
AgentsInWrap	Current number of Agents in Wrap state for the requested entity.
AgentsInLoggedIn	Current number of Agents in loggedIn state for the requested entity.
Application	Application name
ApplicationId	Application Id of the requested entity

AvgAgentActiveTime	Average amount of time all agents have been in the Active state
AvgAgentIdleTime	Average amount of time all agents have been in the Idle state
AvgAgentWrapTime	Average amount of time all agents have been in the Wrap state
AvgSpeedOfAnswer	Average amount of time it takes a customer to pickup the phone to answer
AvgTimeInQueue	Average amount of time a call stays in the queue before being processed
AvgTimeToAbandon	Average amount of time it takes a customer to hangup a call
CallsAnswered	Number of calls answered
CallsInQueue	Number of calls in the queue
CallsOffered	Number of calls that have been offered
CallsOverflowed	Number of calls overflowed
CallsRejected	Number of calls rejected
CallsRerouted	Number of calls re-routed
CallsServicedWithinServiceLevel	Number of calls serviced within the service level
CallsTransferredToAgent	Number of calls transferred to an agent
CallsTransferredToService	Number of calls transferred to another service
CurrentLongestQueueWaitSeconds	Current high watermark for queue wait time
MaxCallsInQueue	Most calls in queue at any time (high watermark)
MaxWaitInQueue	Most wait in the queue (high watermark)
Occupancy	Agents productive time
PersentServiceWithServiceLevel	Quotient of CallsWithinServiceLevel by CallsOffered
Service	Name of this service entity
ServiceId	Service Id for this service
ServiceType	Type of the service
ServiceTypeId	Service type Id for this service
StartTimeMilitary	Time when the service was started
Status	The current status for this service
StatusId	Status id for this service
StopTimeMilitary	Time when the service was stopped

AgentData

AcdCalls	Number of ACD type calls made by the agent
AgdCalls	Number of AGD type calls made by the agent
ChatCalls	Number of Chat type calls made by the agent
EmailCalls	Number of Email type calls made by the agent
ActiveSeconds	Number of seconds the agent has been active
AodCalls	Number of AOD type calls made by the agent
AgentIndex	Index number of the agent
Application	Application name
ApplicationId	Application Id of the requested entity
ConferenceCalls	Number of Conference type calls made by the agent
ConsultationCalls	Number of Consultation type calls made by the agent
CurrentServiceId	Current service Id the agent is associated with
DidCalls	Number of DID type calls made by the agent
FirstName	First name of the agent
HeldCalls	Number of held calls made by the agent

HeldSeconds	Number of seconds the agent was on hold.
IdleSeconds	Number of seconds the agent was idle
InternalCalls	Number of Internal type calls made by the agent
InternalSeconds	Number of seconds on internal calls
LastDisposition	Description of the disposition of the last call
LastDispositionId	Id for the disposition
LastName	Last name of the agent
LoggedInSeconds	Number of seconds the agent has been logged in.
ManualCalls	Number manual type calls made by the agent
ManualSeconds	Number of seconds the agent has been in manual
MonitoringCalls	Number of Monitoring type calls made by the agent
NotReadySeconds	Number seconds the agent has been in the Not Ready state
NumberOfSales	Number of calls that ended in the 'Sales' disposition
OtherSeconds	Number of seconds the agent has been in the Other state
PreviewSeconds	Number of seconds the agent has been in the preview state
Service	Name of this service entity
ServiceId	Service Id for this service
ServiceType	Type of the service
ServiceTypeId	Service type Id for this service
Station	The station to which the agent belongs
Status	The current status of the agent
StatusId	Status id for this status
StatusSeconds	The number of seconds the agent has been in the current status
StatusStartTimeMilitary	The start time for the current status
TransferredCalls	The number of calls transferred by the agent
UserId	The id for the agent
WorkGroup	The current workgroup the agent belongs to
WorkGroupId	The id for the workgroup
WrapSeconds	The number of seconds the agent has been in the wrap state.

AmdData

AgentsInActive	Current number of Agents in Active state for the requested service.
AgentsInIdle	Current number of Agents in Idle state for the requested service.
AgentsInInternal	Current number of Agents in Internal state for the requested service.
AgentsInManual	Current number of Agents in Manual state for the requested service.
AgentsInNotReady	Current number of Agents in Not Ready state for the requested service.
AgentsInOther	Current number of Agents in Other state for the requested service.
AgentsInWrap	Current number of Agents in Wrap state for the requested service.
AgentsInLoggedIn	Current number of Agents in loggedIn state for the requested service.
Application	Application name
ApplicationId	Application Id of the requested entity
AvgAgentActiveTime	Average amount of time all agents have been in the Active state
AvgAgentIdleTime	Average amount of time all agents have been in the Idle state
AvgAgentWrapTime	Average amount of time all agents have been in the Wrap state
AvgSpeedOfAnswer	Average amount of time it takes a customer to pickup the phone to answer
AvgTimeInQueue	Average amount of time a call stays in the queue before being processed
CallsAnswered	Number of calls answered

CallsInAutoResponded	Number of emails auto-responded by the system
CallsInQueue	Number of calls in the queue
CallsOffered	Number of calls that have been offered
CallsOverflowed	Number of calls overflowed
CallsPendingProcessing	Number of emails pending processing
CallsRerouted	Number of calls re-routed
CallsServicedWithinServiceLevel	Number of calls serviced within the service level
CurrentLongestQueueWaitSeconds	Current high watermark for queue wait time
MaxCallsInQueue	Most calls in queue at any time (high watermark)
MaxWaitInQueue	Most wait in the queue (high watermark)
MessagesInReviewList	Number of emails pending review by Center Directors
NumberOfOutboundEMails	Number of emails sent by the service
Occupancy	Agents productive time
PersentServicewithServiceLevel	Quotient of CallswithinServiceLevel by CallsOffered
Service	Name of this service entity
ServiceId	Service Id for this service
ServiceType	Type of the service
ServiceTypeId	Service type Id for this service
StartTimeMilitary	Time when the service was started
Status	The current status for this service
StatusId	Status id for this service
StopTimeMilitary	Time when the service was stopped

AodData

AbandonedByCustomer	Number of calls abandoned by the customer
AbandonedBySwitch	Number of calls abandoned by the switch
AbandonedPercent	Percent of calls abandoned
AgentsInActive	Current number of Agents in Active state for the requested service.
AgentsInHold	Current number of Agents in Hold state for the requested service
AgentsInIdle	Current number of Agents in Idle state for the requested service.
AgentsInInternal	Current number of Agents in Internal state for the requested service.
AgentsInManual	Current number of Agents in Manual state for the requested service.
AgentsInNotReady	Current number of Agents in Not Ready state for the requested service.
AgentsInOther	Current number of Agents in Other state for the requested service.
AgentsInPreview	Current number of Agents in Preview state for the requested service.
AgentsInWrap	Current number of Agents in Wrap state for the requested service.
AgentsInLoggedIn	Current number of Agents in loggedIn state for the requested service.
Application	Application name
ApplicationId	Application Id of the requested entity
AvgAgentActiveTime	Average amount of time all agents have been in the Active state
AvgAgentIdleTime	Average amount of time all agents have been in the Idle state
AvgAgentWrapTime	Average amount of time all agents have been in the Wrap state
BusyHourCallRate	Amount of time taken to dial the last 100 calls
CallsAnswered	Number of calls answered
CallsDialed	Number of calls dialed
CallsInProgress	Number of calls in progress
CallsInQueue	Number of calls in the queue

CallsTransferredToAgent	Number of calls transferred to an agent
CallsTransferredToExternal	Number of calls transferred to external source
CallsTransferredToService	Number of calls transferred to another service
Hangup	Number of hang-ups
HitRate	Number of calls dialed where the calls were picked-up
MaxCallsInQueue	Most calls in queue at any time (high watermark)
NumberOfSales	Number calls that ended with a 'Sales' disposition
Occupancy	Agents productive time
PeakHourCallRate	High watermark of the seconds taken to dial 100 calls
PlayMessage	Number of times a message was played after a call was picked-up
PlayScript	The number of times a script was run after a call was picked-up
ScheduledCallbacks	The number of callbacks scheduled
SendDigits	The number of times a beeper message was sent after a call was picked-up
SendFax	The number of times a fax message was sent after a call was picked-up
Service	Name of this service entity
ServiceId	Service Id for this service
ServiceType	Type of the service
ServiceTypeId	Service type Id for this service
StartTimeMilitary	Time when the service was started
Status	The current status for this service
StatusId	Status id for this service
StopTimeMilitary	Time when the service was stopped

ChatData

AgentsInActive	Current number of Agents in Active state for the specified service.
AgentsInHold	Current number of Agents in Hold state for the specified service.
AgentsInIdle	Current number of Agents in Idle state for the specified service.
AgentsInInternal	Current number of Agents in Internal state for the specified service.
AgentsInManual	Current number of Agents in Manual state for the specified service.
AgentsInNotReady	Current number of Agents in Not Ready state for the specified service.
AgentsInOther	Current number of Agents in Other state for the specified service.
AgentsInWrap	Current number of Agents in Wrap state for the specified service.
AgentsLoggedIn	Current number of Agents in logged in state for the specified service.
Application	Application name
ApplicationId	Application Id of the specified entity
AvgAgentActiveTime	Average amount of time all agents have been in the Active state
AvgAgentIdleTime	Average amount of time all agents have been in the Idle state
AvgAgentWrapTime	Average amount of time all agents have been in the Wrap state
AvgSpeedOfAnswer	Average amount of time it takes a customer to connect to an agent
AvgTimeInQueue	Average amount of time a call stays in the queue before being processed
AvgTimeToAbandon	Average amount of time it takes a customer to hang up a chat request
CallsAbandonedBeforeQueue	Number of calls terminated before being placed in a queue
CallsAbandonedInQueue	Number of calls terminated after being placed in a queue

CallsAnswered	Number of calls answered
CallsInEmail	Number of calls currently in Email
CallsInQueue	Number of calls in the queue
CallsOffered	Number of calls that have been offered
CallsOverflowed	Number of calls overflowed
CallsRejected	Number of calls rejected
CallsRerouted	Number of calls re-routed
CallsServicedWithinServiceLevel	Number of calls serviced within the target queue time
CallsTransferredToAgent	Number of calls transferred to an agent
CallsTransferredToService	Number of calls transferred to another service
MaxCallsInQueue	Most calls in queue (high watermark)
MaxWaitInQueue	Most wait in the queue (high watermark)
Occupancy	Agents productive time
PersentServiceWithServiceLevel	Quotient of CallsServicedwithinServiceLevel by CallsOffered
Service	Name of this service entity
ServiceId	Service Id for this service
ServiceType	Name of type of the service
ServiceTypeId	Service type Id for this service
StartTimeMilitary	Time (military) when the service was started
Status	Name of the current status for this service
StatusId	Status id for this service
StopTimeMilitary	Time (Military) when the service was stopped
CurrentLongestQueueWaitSeconds	Current high-water mark for queue wait time for a specified service

CtiData

AgentsInActive	Current number of Agents in Active state for the requested service.
AgentsInHold	Current number of Agents in Hold state for the requested service.
AgentsInIdle	Current number of Agents in Idle state for the requested service.
AgentsInInternal	Current number of Agents in Internal state for the requested service.
AgentsInManual	Current number of Agents in Manual state for the requested service.
AgentsInNotReady	Current number of Agents in Not Ready state for the requested service.
AgentsInOther	Current number of Agents in Other state for the requested service.
AgentsInPreview	Current number of Agents in Preview state for the requested service.
AgentsInWrap	Current number of Agents in Wrap state for the requested service.
AgentsInLoggedIn	Current number of Agents in loggedIn state for the requested service.
Application	Application name
ApplicationId	Application Id of the requested entity
AvgAgentActiveTime	Average amount of time all agents have been in the Active state
AvgAgentIdleTime	Average amount of time all agents have been in the Idle state
AvgAgentWrapTime	Average amount of time all agents have been in the Wrap state
AvgSpeedOfAnswer	Average amount of time it takes a customer to pickup the phone to answer
AvgTimeInQueue	Average amount of time a call stays in the queue before being processed
AvgTimeToAbandon	Average amount of time it takes a customer to hangup a call
CallsAbandonedBeforeQueue	Number of calls abandoned before being placed in a queue
CallsAbandonedInQueue	Number of calls abandoned after being placed in a queue
CallsAnswered	Number of calls answered
CallsInProgress	Number of calls in progress

CallsInQueue	Number of calls in the queue
CallsInVoiceMail	Number of calls currently in voice mail
CallsOffered	Number of calls that have been offered
CallsOverflowed	Number of calls overflowed
CallsRejected	Number of calls rejected
CallsRerouted	Number of calls re-routed
CallsServicedWithinServiceLevel	Number of calls serviced within the service level
CallsTransferredToAgent	Number of calls transferred to an agent
CallsTransferredToExternal	Number of calls transferred to external source
CallsTransferredToService	Number of calls transferred to another service
MaxCallsInQueue	Most calls in queue at any time (high watermark)
MaxWaitInQueue	Most wait in the queue (high watermark)
Occupancy	Agents productive time
PersentServicewithServiceLevel	Quotient of CallswithinServiceLevel by CallsOffered
Service	Name of this service entity
ServiceId	Service Id for this service
ServiceType	Type of the service
ServiceTypeId	Service type Id for this service
StartTimeMilitary	Time when the service was started
Status	The current status for this service
StatusId	Status id for this service
StopTimeMilitary	Time when the service was stopped

DistListMailQueueData

Application	Current Application to which the service belongs
ApplicationId	Current Application ID
DistributionList	Name of the current distribution list
DistributionListId	the current distribution list ID
Emailed	Amount of emails that have been sent
EndTimeMilitary	Time in military when the service was stopped
LeftToBeMailed	Amount of emails that have not yet been sent
MailQueue	Current mail queue
MailQueueId	Current mail queue ID
Selected	Amount of emails that have been selected for sending
SendFailedCount	Amount of emails that the service could not send
Service	Name of the service
ServiceId	Service ID for the service
ServiceType	Name of the service type
ServiceTypeId	Service type ID for the service
StartTimeMilitary	Time in military when the service was started
Status	Name of the current status
StatusId	Name of the current status ID

WorkGroupData

AcdCalls	Number of ACD type calls made by the agent
AgdCalls	Number of AGD type calls made by the agent

ChatCalls	Number of Chat type calls made by the agent
ActiveSeconds	Number of seconds the agent has been active
AodCalls	Number of AOD type calls made by the agent
ConferenceCalls	Number of Conference type calls made by the agent
ConsultationCalls	Number of Consultation type calls made by the agent
CTICalls	Current service Id the agent is associated with
DidCalls	Number of DID type calls made by the agent
EMailCalls	First name of the agent
HeldCalls	Number of held calls made by the agent
HeldSeconds	Number of seconds the agent was on hold.
IdleSeconds	Number of seconds the agent was idle
InternalCalls	Number of Internal type calls made by the agent
InternalSeconds	Number of seconds on internal calls
LoggedInSeconds	Number of seconds the agent has been logged in.
ManualCalls	Number manual type calls made by the agent
ManualSeconds	Number of seconds the agent has been in manual
NotReadySeconds	Number seconds the agent has been in the Not Ready state
NumberOfCallbacks	* Number of callback calls
NumberOfRefusals	* Number of refusal calls
NumberOfSuccesses	* Number of success calls
OtherSeconds	Number of seconds the agent has been in the Other state
PreviewSeconds	Number of seconds the agent has been in the preview state
TransferredCalls	The number of calls transferred by the agent
WorkGroup	The current workgroup the agent belongs to
WorkGroupId	The id for the workgroup
WrapSeconds	The number of seconds the agent has been in the wrap state.

IvrData

Application	Application name
ApplicationId	Application Id of the requested entity
AvgTimeBeforeAbandon	*Average time all agents customer holds before abandoning
AvgTimeInService	Average amount of time all agents have been in the Idle state
CurContactsMsgPlayed	*Current contact message played
CurContactsOffered	*Current contacts offered
CurNumNoAttnRetainer	*Current number of no attention retainers
LongestTimeInService	*Longest time in service
NumCallsAbandoned	*Number of calls abandoned
NumCallsAcdRoute	*Number of calls to the ACD Route
NumCallsAgdXfer	*Number of Agd calls transferred
NumCallsAgentXfer	*Number of Agent calls transferred
NumCallsChatXfer	*Number of Chat calls transferred
NumCallsEmailXfer	*Number of Email calls transferred
NumCallsExternalXfer	* Number of External calls transferred
NumCallsTerminated	* Number of calls terminated
NumVoiceMailXfer	* Number of voice mail transfers
Service	Name of this service entity
ServiceId	Service Id for this service
ServiceType	Type of the service

ServiceTypeld	Service type Id for this service
StartTimeMilitary	Time when the service was started
Status	The current status for this service
StatusId	Status id for this service
StopTimeMilitary	Time when the service was stopped
TotalContactsMsgPlayed	*Total contact message played
TotalContactsOffered	* Total contacts offered
TotalNumNoAttnRetainer	* Total number of no attention retainers

Note: * Descriptions are provided by Centergistic and may be incorrect.

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