

# **AgentView Interface to Aspect Spectrum**

## **(Formerly Concerto/Rockwell Spectrum ACD)**

### **Overview**

AgentView collects real-time data from your single or multiple site ACD and additional call center data sources and relays this critical information to your call center staff. This provides call center managers with the necessary tools to communicate.

- Mission-critical performance information
- Messages to a large number of viewers via electronic display panel(s) and on-screen displays.
- Allows call center managers control which data or messages to display, where they display, and how they display.
- Data collection interfaces for different types of switches and multiple ACD systems, i.e., Aspect, Lucent (AT&T), Nortel, Rockwell, Siemens, etc.
- Panel configuration feature that supports the definition of multiple display panel (wallboard) types, i.e., a 1-line, 15 character panel through a 16-line, 40 character panel
- Multi-frame option that allows data from multiple reporting entities (Groups/Queues /Splits) to display on a single display panel
- System calendar that triggers messages based on specific dates letting the user preprogram messages for birthdays and promotional events
- An interface to AgentLink that provides the same functionality at the agents' workstations

AgentView gives call center managers a method of communicating important call center information effectively and promptly. Real-time information is put in front of the agents by means of a display panel or a window on their workstation.

- Mathematical functions that can be used to define performance indicators (PIs) enabling data values to be created with complex mathematical computations
- Thresholds that can be defined for each performance indicator (PI) based on time-of-day and the day of the week allowing thresholds to be tailored to the call center's operating conditions
- Threshold, alarm, and message setup for multi-site combined data
- Automatic messaging if certain predetermined thresholds of performance are exceeded
- Free-form threshold (conditional) and online/offline (scheduled) message feature that lets text be mixed with performance indicator (PI) information within the message
- Color-coded data that provides a visual alert to the call center manager for threshold violations and special messages

- Audible alerts that can warn agents of a particularly important message via a PC and or a display panel

AgentView interface to the Concerto Spectrum is one of the most efficient methods of collecting information for publishing purposes. Data elements can be combined and aggregated using the AgentView native computational engine.

Computations can be applied to these basic data elements to create smart stats. Mathematical operators like : +, -, \*, /, Sum, Average, Min, Max can be applied to create complex formulas.

**Compatibility**

Applicable Product Packages	AgentView Express 3.x AgentView Enterprise 3.x, AgentView Enterprise Express 4.x AgentView Enterprise 4.x AgentView Enterprise Performance Management 4.x
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**Data Tables**

Spectrum Table Number	AgentView Table Name
1	Agent Group Logging Period
26	Real-Time Agent Group
27	Real-Time Agent I-Group
3	Application Logging Period
28	Real-Time Application
4	Application Call Delay Profile
29	Real-Time Trunk Group
45	Real-Time Application Longest Delay

**Agent Group Logging Period and Real-Time Agent I-Group (Some stats below may not be available for the Agent I-Group)**

Number of Calls Queued
Number of Calls Abandoned
Number of Position Calls Handled
Number of Out Calls
Number of Auxiliary In-Calls
Number of Auxiliary Out-Calls
Number of Calls Dequeued
Number of Dial Attempts
Number of Barge-Ins
Number of Assists
Number of Calls Transferred Out

Maximum Queue Length
Longest Delay
Delay Time to Abandoned
Delay Time to Handled
Agent Position Call Talk Time
Agent Outcall Talk Time
Auxiliary In-Call Talk Time
Auxiliary Out-Call Talk Time
Agent Position Call-Work Time
Agent Outcall Call-Work Time
Agent Out Call Hold Time
Agent Position Call Hold Time
Auxiliary In-Calls Host Time
Auxiliary Out-Calls Hold Time
Primary Agent Signed-In Time
Secondary Agent Signed-In Time
Primary Plugged-In Time
Secondary Plugged-In Time
Available Time
Unavailable Time
Barge-In Time
Assist Time
Dial Time
Primary Cumulative Calls Handled
Primary Cumulative Talk Time
Primary Cumulative Call Work Time
Primary Cumulative Call Hold Time
Secondary Cumulative Calls Handled
Secondary Cumulative Talk Time
Secondary Cumulative Call Work Time
Secondary Cumulative Call Hold Time
Call-Back Time

**Real-Time Agent Group**

Number in Positions Call Talking
Number in Out Call Talking
Number in Aux. in Call Talking
Number in Aux. out Call Talking
Number in Position Call Work
Number in Out Call Work
Number of Agents in Out Call Hold Time
Number of Agents in Pos. Call Hold Time
Number of Agents in Aux. In Hold time
Number of Agents in Aux. Out Hold time
Primary Number of Agents Signed-In
Secondary Number of Agents Signed-In
Primary Number of Agents Plugged-In
Secondary Number of Agents Plugged-In

Number of Agents Available
Number of Agents Unavailable
Number of Agents in Barge-in
Number of Agents in Assist
Number of Agents Dialling
Logging Period Number of Calls Offered
Number of Calls Offered
Total Time of Calls Offered
Number of Calls Delayed
Total Time of Calls in Queue
Primary Cumulative Number in Talk Time
Primary Cumulative Number in Work Time
Primary Cumulative Number in Hold Time
Secondary Cumulative Number in Talk Time
Secondary Cumulative Number in Work Time
Secondary Cumulative Number in Hold Time
Current Number of Agents in ACD Mail
Current Number of Calls Waiting

**Application Logging Period**

Number of Transferred Applic Calls Handled
Number of In-Calls Handled
Number of Calls Transferred Out
Number of Calls Transferred In
Number of Applic In-Calls Abandoned
Number of Routed In-Calls
Number of Routed Out-Calls
Applic In-Call Talk Time
Applic In-Call Call-Work Time
Applic In-Call Hold Time
Number of Calls Offered
Number of Overflow In-Calls Handled
Number of Overflow Out Calls
Number of Overflow In-Calls Canceled
Delay Time to Overflow

**Real-Time Application**

Cumulative Calls Offered
Cumulative Calls Held
Cumulative Calls Abandoned
Cumulative Calls Handled
Logging Per. Number Appl Calls Handled
Logging Per. Number of Appl Calls Held
Number of Appl Calls Offered
Total Time of Appl Calls Offered
Number of Calls Delayed
Total Time of Calls in Appl
Number of Appl Calls Held

Number of Calls Transferred in
Number of Calls Routed in
Number of Calls in In-Call Talk
Number of Calls in In-Call Call Work
Number of Calls in In-Call Hold Time
Current Overflow In Request Accept
Current Overflow In Calls
Current Overflow Out Attempts
Current Overflow Out Calls
Current Routed / Diverted OFFNET Calls

### **Application Call Delay Profile**

Number of Calls Held
Number of Calls Abandoned in 0 to 180+ secs.
Number of Calls Handled in 0 to 180+ secs.
Maximum Number of Calls Delayed
Longest Delay Time before being Handled
Total Delay Time before being Lost
Total Delay Time before being Handled

### **Real-Time Trunk Group**

Number of Trunks Assigned
Number of Trunks Idle
Number of Trunks on In-Call State
Number of Trunks on Out-Call
Number of Trunks Maintenance Busy
Number of Trunks Hung
All Trunks Busy Indicator

### **Real-Time Application Longest Delay**

Longest Application Delay
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*To learn more about Centergistic Solutions and our award winning AgentView family of products please contact us at*

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