

Data Collectors - General

AgentView data connectors are built ground-up to be flexible, scalable and efficient.

OmniCollector™ is designed and built as an integrated native component of the AgentView platform.

The OmniCollector service initiates individual thread collectors for each defined source.

After the collector thread starts successfully, the configuration database delivers the collection schedule. Each collector thread sets-up the collection of the objects based on those schedules.

Depending on the type of schedule, some objects may be requested each cycle, while certain other objects are requested just once (active collection). In some instances, the data-sources can be programmed to deliver data periodically to collector threads (passive collection).

The Avaya BCMS connector uses the Telnet connection for the real-time data and historical data.

Depending on the availability of new data on the CMS, the interface will read data every “n” seconds. There are two types of connectors available.

The Type A connector delivers real-time split statistics. See below for a list of available statistics for the Type A connector.

The Type B connector delivers real-time and historical information. Multiple Telnet sessions can be configured to scale the data collection for large environments. See below for a list of available statistics for the Type B connector.

The following tables provide the detail specifications for these interfaces.

Avaya BCMS data interface Specifications

| | |
|---------------|--|
| Communication | TCP/IP |
| Ports | Telnet - Default Port: 21. May need more than one Telnet session. Depends on the type, quantity and frequency of information collected. |
| Protocol | VT220 – terminal emulation |
| Network load | Aprox. 1000 chars (8K bytes) per page - Number of pages depend on the number of agents and splits in the system that need to be collected. |
| Account | BCMS user |

Avaya BCMS Data Collector Type A Statistics

System Status

| Column | Description |
|-----------------|---|
| Group Name | Split name |
| Calls Waiting | Number of calls waiting in group |
| Oldest Call | Length of time oldest call has been waiting |
| Avg Speed Ans | Average speed of answered calls |
| Avail Agents | Available agents in group |
| Aband Calls | Number of calls abandoned by group |
| Avg Aband Time | Average abandon time |
| ACD Calls | ACD Calls to group |
| Avg Talk Time | Average Talk Time by group |
| Avg After Call | Average After Calls by group |
| % in Serv Level | Percentage of group in service level |
| Screen Time | Current time from the BCMS. |

Avaya BCMS Data Collector Type B & C Statistics

Agent Status by Agent

| Column | Description |
|---------------|--------------------|
| Agent Name | Agent Name |
| SplitName | Split name |
| AgentName | Agent name |
| LoginID | Login ID of agent |

| | |
|------------------|--------------------------|
| Extension | Agent extension |
| State | Agent state |
| TimeStateChanged | Time agent entered state |
| SplitTime | Split time |
| ACDCalls | Number of ACD Calls |
| ExtInCalls | Extension of In Calls |
| ExtOutCalls | Extension of In Calls |

System Status by Splits

| Column | Description |
|---------------|---|
| Split | Split name or number |
| CallsWait | Number of Calls waiting |
| OldestCall | Length of time oldest call has been waiting |
| AvgSpeedAns | Average speed of answered calls |
| AvailAgent | Available agents |
| AbandCalls | Number of calls abandoned |
| AvgAbandTime | Average abandon time |
| AcdCalls | Number of ACD Calls received |
| AvgTalkTime | Average talk time by group |
| AvgAfterCall | Average After Calls |
| PerInServLev | Percentage of in service level |

VDN Status by VDN

| Column | Description |
|---------------|--|
| VDN | VDN name |
| CallsWait | Number of Calls waiting |
| OldestCall | Length of time oldest call has been waiting |
| AcdCalls | Number of ACD Calls received |
| AvgSpeedAns | Average speed of answered calls |
| AbandCalls | Number of calls abandoned |
| AvgAbandTime | Average abandon time |
| AvgTalkHold | Average talk hold time |
| ConnCalls | Number of completed calls routed to a station |
| FlowOut | Number of calls routed to a VDN or trunk |
| CallsBusyDisc | Number of calls that were forced busy or forced disconnect |
| PerInServLevl | Percent of calls completed and answered in defined service level |

Agent Summary

| Column | Description |
|------------------|------------------------------|
| Agentname | Agent Name |
| AcdCalls | Number of ACD Calls received |
| AvgTalkTime | Average talk time |
| TotalAfterCall | Total of all after calls |
| TotalAvailTime | Total of all available time |
| TotalAuxOther | Total of all auxiliary time |
| ExtnCalls | Number of extension calls |
| AvgExtnTime | Average of extension time |
| TotalTimeStaffed | Total time staffed |
| TotalHoldTime | Total time hold time |

Split Summary by Splits

| Column | Description |
|----------------|---|
| Split | Split name or number |
| AcdCalls | Number of ACD Calls received |
| AvgSpeedAns | Average speed of answered calls |
| AbandCalls | Number of calls abandoned |
| AvgAbandTime | Average abandon time |
| AvgTalkTime | Average talk time |
| TotalAfterCall | Total of after calls |
| FlowIn | Total completed calls that this split received from another split |
| FlowOut | Number of calls routed to a VDN or trunk |
| TotalAuxTime | Time that agents in this split were unavailable to receive calls |
| AvgStaff | Average number of agents who were logged into this split |
| PerInServLevl | Percentage of in service level |

Split Status by Splits

| Column | Description |
|----------------|---|
| Split | Split name or number |
| CallsWaiting | Number of calls currently queued and calls ringing at an agent's phone. |
| AccptServLevel | Desired time for an agent to answer a call for a given hunt group or VDN. |

| | |
|--------------|--|
| OldestCall | Length of time oldest call has been waiting |
| PerServLevel | Percentage of group in service level |
| Staffed | Number of agents currently logged into the split. |
| Avail | Agents in this split currently available to receive an ACD call. |
| ACD | Agents who are currently on an ACD call for this split |
| ACW | Agents in this split who are currently in ACW mode |
| AUX | Agents in split who are currently in the AUX work mode |
| ExtnCalls | Agents in this split who are currently on non-ACD calls. |
| Other | Number of agents in this split who: Are on a call from another split Are in ACW work mode for another split Have placed a call on HOLD and made no other state selections Have a call ringing at their telephones Are dialing a number (to place a call or activate a feature) |

TrunkGroup Summary by Trunk Group Name/Number

| Column | Description |
|---------------|--|
| TrunkGroup | Trunk Group name or number |
| IncomCalls | Total number of incoming calls carried by this trunk group. |
| IncomAband | Number of incoming calls queued to ACD splits, then abandoned |
| IncomTime | Average holding time for incoming calls to this trunk group |
| IncomCCS | Total holding time (usage) for incoming calls to the trunk group |
| OutCalls | Total number of outgoing calls for this trunk group |
| OutComp | Total number of outgoing calls placed over this trunk group and answered |
| OutTime | Average holding time for outgoing calls |
| OutCSS | Total holding time for outgoing calls from this trunk group. |
| PerAllBusy | Percentage of time that all trunks in this trunk group were busy. |
| PerTimeMaint | Percentage of time trunks have been busied-out for maintenance |

VDN Summary by VDN

| Column | Description |
|---------------|--|
| VDN | VDN name |
| CallsOffered | Total number of completed calls that accessed the VDN |
| AcdCalls | Number of ACD Calls received |
| AvgSpeedAns | Average speed of answered calls |
| AbandCalls | Number of calls abandoned |
| AvgAbandTime | Average time calls spent waiting before being abandoned |
| AvgTalkHold | Average duration of calls (from answer to disconnect) |
| ConnCalls | Number of completed calls that were routed to a station, |
| FlowOut | Number of calls routed to a VDN or trunk |
| CallsBusyDisc | Total number of calls that were forced busy or forced disconnect |
| PerInServLevl | Percentage of calls that were answered |

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