

Avaya PDS Tables and Data Elements

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Change History

Version	Date	Author	Comments
1.0	7/3/08	Ram Iyer	First Release.
1.1	7/10/08	Ram Iyer	Typo in one of the heading. Fixed "Job Agent Stats by Job Name" to "Agent Aggregate Job Stats by Job Name"

Avaya PDS Real-time Agent Job Stats

SQL View Name: vwAvayaPDSRTAgentJobStats

SQL Table Name: tblAvayaPDSRTAgentJobStats

DataSourceID	TinyInt	Reserved
AgentName	Varchar(64)	Name of the agent
JobNumber	Int	The number of the job that the agent was logged in to.
JobName	Varchar(64)	The job name.
UnitID	Varchar(64)	The unit identifier for the job.
AgentType	char1)	Type of agent: 73 = I for Inbound, 79 = O for Outbound, 66 = B for Blend, 77 = M for Managed, 80 = P for Person to Person, 65 = A for ACD
PDSTimeStamp	Datetime	PDS Time stamp
LastLonTimeStamp	Datetime	Date and time when the agent logged Into of the job
LastLoffTimeStamp	Datetime	Date and time that the last time an agent logged out of the job
LastStatusChgTimeStamp	Datetime	Date and time of the agent's last status change.
MgdPreviewTime	Int	Total preview time for managed calls.
TotalCallsWorked	Int	Number of calls worked, a total for all inbound and outbound calls.
TotalIdleCount	Int	The number of times an agent is idle between calls, a total for all inbound and outbound calls.
TotalIdleTime	Int	The time the agent has been idle, a total for all inbound and outbound calls.
TotalTalkTime	Int	Talk time, a total for all inbound and outbound calls.
TotalUpdateTime	Int	Time updating customer records, a total for all inbound and outbound calls.
TotalWorkTime	Int	Work time, a total for all inbound and outbound calls
LastUpdate	Datetime	Reserved

Avaya PDS Real-time Agent Stats

SQL View Name: vwAvayaPDSRTAgentStats

SQL Table Name: tblAvayaPDSRTAgentStats

DataSourceID	TinyInt	Reserved
AgentName	Varchar(64)	Name of the agent
WkStn	Varchar(64)	Work time, a total for all inbound and outbound calls
HeadsetID	Varchar(64)	The agent's headset ID
CurrentType	Char(1)	The agent's current type: 79 = O outbound 73 = I inbound 90 = Z not on a call.
CurrentState	Char(1)	An agent's current state: 84 = T for talk 85 = U update 73 = I for idle 76 = L transferring to another job 79 = O off job 82 = R released to inbound 88 = X logged off system 90 = Z log off requested
CurrentJobNumber	Int	The number of the job that the agent is currently working on.
PDSTimeStamp	Datetime	PDS Time stamp
LoginTimeStamp	Datetime	The time at which agent logged in to the dialer system.
OfflineTimeStamp	Datetime	The time an agent logged off last job. Invalid for all states other than 88-X above.
AcqFmAcidTimeStamp	Datetime	The time an agent was acquired from inbound calling to handle outbound calls.
RelToAcidTimeStamp	Datetime	The time an agent was released from outbound calling to handle inbound calls.
ElapsedJobTime	Int	Total of all time on jobs, in seconds, including the current job
ElapsedSessionTime	Int	Total of all time logged in, in seconds, including current session.
LastUpdate	Datetime	Reserved

Avaya PDS Real-time Agent Job Stats by Agent

SQL View Name: vwAvayaPDSRTAgentJobStatsByAgent

DataSourceID	TinyInt	Reserved
AgentName	Varchar(64)	Agent name
CurrentType	Char(1)	The agent's current type: 79 = O outbound 73 = I inbound 90 = Z not on a call.
CurrentState	Char(1)	An agent's current state: 84 = T for talk 85 = U update 73 = I for idle 76 = L transferring to another job 79 = O off job 82 = R released to inbound 88 = X logged off system 90 = Z log off requested
CurrentJobNumber	Int	The number of the job that the agent is currently working on.
NumberOfJobs	Int	Total number of jobs assigned to this agent
TotalTalkTime	Datetime	Total talk time for the agent
TotalUpdateTime	Datetime	Total update time for the agent
TotalIdleTime	Datetime	Total idle time for this agent

Avaya PDS Real-time Current state data by Agent

SQL View Name: vwAvayaPDSRTCurentAgentState

DataSourceID	TinyInt	Reserved
AgentName	Varchar(64)	Agent name
JobNumber	Int	Job number of the current job for the agent
TimeInState	Datetime	Number of seconds in the state (as SQL Datetime value)
CurrentState	Varchar(10)	Possible values are: TALK UPDATE IDLE LOFF UNKNOWN
LastStatusChgTimeStamp	Datetime	Time stamp of the last status change
LastUpdate	Datetime	Reserved

Avaya PDS Real-time Job Stats

SQL View Name: vwAvayaPDSRTJobStats

SQL Table Name: tblAvayaPDSRTJobStats

DataSourceID	TinyInt	Reserved
JobNumber	Int	The job number
JobName	Varchar(64)	The job name
JobType	Char(1)	I, B, O, M, or C, designating respectively an inbound, blend, outbound, managed, or cruise control job
JobSlot	Int	The shared memory slot on the PDS
CallingList	Varchar(64)	Calling list name.
RecordSelectionFile	Varchar(64)	The name of the job's record selection file.
PhoneStrategyFile	Varchar(64)	The name of the job's phone strategy file.
LinesAssigned	Int	The number of telephone lines assigned to each job that is monitored on the PDS
TotalRecordsToCall	Int	The total number of records selected for calling.
JobStartTime	Datetime	The date and time that the job started running on the PDS.
JobEndTime	Datetime	The time at which the job ended.
RunningHitRate	Int	The overall hit rate for the job since the job started, which is calculated by measuring the percentage of call completions measured against call attempts
CurrentHitRate	Int	The hit rate for the job during the last 5 to 10 minutes, which is calculated by measuring the percentage of call completions against call attempts; Avaya Proactive Contact uses this number to make adjustments to the dialing model.
RecordsCalled	Int	The total number of calls made or handled for the job includes both inbound and outbound calls.
RecordsAvailable	Int	The number of eligible records not yet called for the job.
RecordsRecalled	Int	The number of recalls remaining for the job.
InbConnects	Int	The total number of inbound connections since the job started.
OutbConnects	Int	The total number of Outbound connections since the job started.
InbTotalQueueCalls	Int	The total number of inbound calls placed in the wait queue since the job started.
InbOutQueueCalls	Int	Total number of calls removed from the inbound queue
InbAverageQueueTime	Int	The average amount of time that inbound calls were in the wait queue.
InbTotalQueueTime	Int	The total queue time for inbound calls.
OutbTotalQueueCalls	Int	The number of outbound calls placed in the wait

		queue since the job started.
OutbOutQueueCalls	Int	Total calls removed from the outbound queue.
OutbAverageQueueTime	Int	The average amount of time that outbound calls were in the wait queue.
OutbTotalQueueTime	Int	The total queue time for outbound calls.
JobCallsAnswered	Int	JOB total IN/OUT connects.
JobCallsInWait	Int	JOB total IN/OUT calls in WAITQ.
JobCallsWorked	Int	JOB total IN/OUT calls worked.
JobIdleCount	Int	JOB total idle.
JobIdleTime	Int	JOB total idle time in seconds.
JobTalkTime	Int	JOB total talk time in seconds.
JobUpdateTime	Int	JOB total update time in seconds.
JobWaitQueueTime	Int	JOB total waitq time in seconds.
JobWorkTime	Int	JOB total work time in seconds.
MgdPreviewTime	Int	Total preview time for managed calls.
JobStatus	TinyInt	Identifies the job's current status. Values include: 0=active 1=job finished setup phase 2=job in shutdown phase 3=no more calls to ops
InbCallsAnswered	Int	Inbound Calls Answered
InbCallsInWait	Int	Inbound Calls waiting
InbCallsWorked	Int	Inbound Calls passed for operations (for answered)
InbIdleCount	Int	Number of times inbound is idle
InbIdleTime	Int	Inbound idle time
InbTalkTime	Int	Inbound total talk time
InbUpdateTime	Int	Inbound total update time
InbWaitQueueTime	Int	Inbound total time in queue
InbWorkTime	Int	INB tot VOICE<->REC/REL
OutCallsAnswered	Int	Outbound total call connects
OutCallsInWait	Int	Outbound call in queue
OutCallsPlaced	Int	Outbound total calls made
OutCallsWorked	Int	Outbound total calls passed to operations (for answering)
OutIdleCount	Int	Number of times idle between outbound calls
OutIdleTime	Int	Outbound total idle time
OutRecallsPlaced	Int	Outbound total calls recalled
OutTalkTime	Int	Outbound total talk time
OutUpdateTime	Int	Outbound total update time
OutWaitQueueTime	Int	Outbound total queue time
OutWorkTime	Int	Outbound total work time
OutboundAgentCount	Int	Number of agents in Outbound
InboundAgentCount	Int	Number of agents in Inbound
ManagedAgentCount	Int	Number of agents in Managed

BlendAgentCount	Int	Number of agents in Blended
ACDAgentCount	Int	Total agents of type ACD
PTPAgentCount	Int	Total agents in person-to-person
ExpertCalling	Varchar(64)	The current rate at which Avaya Proactive Contact predicts when to make the next call.
LastUpdate	Datetime	Reserved

Avaya PDS Real-time Agent Aggregate Job Stats by Job Name

SQL View Name: vwAvayaPDSRTAgentJobStatsByJobName

DataSourceID	TinyInt	Reserved
JobName	Varchar(64)	Job name
JobNumber		Job number
TotalTalkTime	Datetime	Total talk time for the job
TotalUpdateTime	Datetime	Total update time for the job
TotalIdleTime	Datetime	Total idle time for the job
AvgTalkTime	Datetime	Average talk time for the job
AvgUpdateTime	Datetime	Average update time for the job
AvgIdleTime	Datetime	Average idle time for the job
TotalAgentsLoggedIn	Int	Total number of agents logged-in
TotalAgentsLoggedOut	Int	Total number of agents logged-out
TotalAgentsInTalk	Int	Total number of agents in talk
TotalAgentsInIdle	Int	Total number of agents in idle
TotalAgentsInUpdate	Int	Total number of agents in update
TotalAgentsAsInboundType	Int	Total number of agents as inbound type
TotalAgentsAsOutboundType	Int	Total number of agents as outbound type
TotalAgentsAsBlendType	Int	Total number of agents as blend type
TotalAgentsAsManagedType	Int	Total number of agents as managed type
TotalAgentsAsPersonToPersonType	Int	Total number of agents as P2P type
TotalAgentsAsACDType	Int	Total number of agents as ACD type

Avaya PDS Real-time Call Completion Codes for Jobs

SQL View Name: vwAvayaPDSRTJobCompletionCodeStats

SQL Table Name: tblAvayaPDSRTJobCompletionCodeStats

DataSourceID	TinyInt	Reserved
JobNumber	Int	The Job number
CompletionCode	Int	Completion code – Values range from 0-99. Many are predefined by the PDS. Some may be custom defined by the customer. Refer to Avaya PDS documentation for more details.
CallType	Char(1) ,	To be defined
CallCount	Int	Number of call with that completion code
RacCode	Int	To be defined
LastUpdate	Datetime	Reserved

Avaya PDS Real-time Line Stats

SQL View Name: vwAvayaPDSRTLLineStats

SQL Table Name: tblAvayaPDSRTLLineStats

DataSourceID	TinyInt	Reserved
LineNumber	Int	Line number
JobNumber	Int	Job number
LineStatus	TinyInt	The current status of the line. 0=ready, 1=unassigned, and 2=in use
LastUpdate	Datetime	Reserved

Avaya PDS Real-time System Stats

SQL View Name: vwAvayaPDSRTSystemStats

SQL Table Name: tblAvayaPDSRTSystemStats

DataSourceID	TinyInt	Reserved
SystemTime	Datetime	PDS Time Stamp
Lines	Int	The number of lines that can be used for PDS.
Agents	Int	The maximum number of agents allowed on the dialer server.
Jobs	Int	The maximum number of jobs allowed on the dialer server.
UpdateTime	Datetime	The update Interval, in seconds, at which PDS returns data to the client application.
LastUpdate	Datetime	Reserved

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

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