



Call Detail Reporting

for AltiWare ACC Release 5.2
and AltiWare ACM Release 5.2

Manual

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Toll fraud is committed when individuals unlawfully gain access to customer telecommunication systems. This is a criminal offense. Currently, we do not know of any telecommunications system that is immune to this type of criminal activity. AltiGen Communications, Inc. will not accept liability for any damages, including long distance charges, which result from unauthorized and/or unlawful use. Although AltiGen Communications, Inc. has designed security features into its products, it is your sole responsibility to use the security features and to establish security practices within your company, including training, security awareness, and call auditing.

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Warranty

What The Warranty Covers

AltiGen Communications warrants its hardware products to be free from defects in material and workmanship during the warranty period. If a product proves to be defective in material or workmanship during the warranty period, AltiGen Communications will, at its sole option, repair, refund or replace the product with a like product.

How Long the Warranty Is Effective

All AltiGen Communications products are warranted for one year for all parts from the date of the first end user purchase.

Whom the Warranty Protects

This warranty is valid only for the first end user purchaser.

What the Warranty Does Not Cover

1. Any product on which the serial number has been defaced, modified or removed.
2. Damage, deterioration or malfunction resulting from:
 - a) Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with the product.
 - b) Repair or attempted repair by anyone not authorized by AltiGen Communications.
 - c) Any damage of the product due to shipment.
 - d) Removal or installation of the product.
 - e) Causes external to the product, such as electric power fluctuations or failure.
 - f) Use of supplies or parts not meeting AltiGen Communications' specifications.
 - g) Normal wear and tear.
 - h) Any other cause which does not relate to a product defect.
3. Shipping, installation, set-up and removal service charges.

How to Obtain Service

End user customers should contact your Authorized AltiGen Dealer for service.

Authorized AltiGen Dealers must follow the steps below for service:

1. Take or ship the product (shipment prepaid) to your AltiGen distributor or to AltiGen Communications, Inc.

All materials being returned to AltiGen must have an associated RMA number. RMA numbers are issued by AltiGen Customer Service and can be obtained by calling 1-888-ALTIGEN (258-4436) or faxing an RMA form to 510-252-9738, attention to Customer Service. AltiGen reserves the right to refuse return of any material that does not have an RMA number. The RMA number should be clearly marked on the outside of the box in which the material is being returned. For example:

Attn.: RMA # 123
AltiGen Communications, Inc.
4555 Cushing Pkwy.
Fremont, CA 94538

Upon authorization of return, AltiGen will decide whether the malfunctioning product will be repaired or replaced.

2. To obtain warranty service, you will be required to provide:
 - a) the date and proof of purchase
 - b) serial number of the product
 - c) your name and company name
 - d) your shipping address
 - e) a description of the problem.
3. For additional information contact your AltiGen Dealer or AltiGen Communications, Inc. via e-mail at support@altigen.com.

Effect of State Law

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow limitations on implied warranties and/or do not allow the exclusion of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

Sales Outside the U.S.A.

For AltiGen Communications products sold outside of the U.S.A., contact your AltiGen Communications dealer for warranty information and services.

Installing CDR Search on a Client System

CDR Search is a client application that lets you search a Call Detail Reporting database. You can install CDR Search on either the system server or on an administrator client desktop. CDR Search 5.2 works only with AltiWare ACC 5.2 or AltiWare ACM 5.2.

Important: AltiWare client programs earlier than 5.2 cannot be installed in the same PC running 5.2 client programs.

System Requirements

The client system must meet the following minimum requirements.

- IBM/PC AT compatible system
- 1G Hz CPU or above
- Windows XP Professional with SP2 or Windows Vista Business Edition
- 250 MB available hard drive disk space
- 256 MB RAM
- SVGA monitor (800 x 600) with 256 color display, or better
- Keyboard and mouse
- AltiWare ACC/ACM 5.2 running on a server accessible to this client.

Hardware Requirements

- External database server should be at least Pentium 4, 1 GHz with 512M RAM.

Important: Refer to “Limitations” on page 37 for a list of limitations for CDR Search.

Pre-Installation Checklist

Before installing CDR Search, make sure the following is done:

- AltiWare ACC 5.2 or AltiWare ACM 5.2 has been installed on the system server.
- TCP/IP is enabled on both machines.
- The client is able to connect to the server on the network.
- The person installing CDR Search has local administrator rights on the client PC.

To install CDR Search on a Client Machine

1. Log in to the client machine using a domain account and make sure it is connected to the network on which the system is running.
2. Exit all Windows applications.
3. Insert the AltiWare CD into the CD ROM drive.
4. In the CDR > CDRSearch_Client folder, run **Setup.exe**. Follow the step-by-step installation instructions as they appear on the screen.

Installation Note

If CDR Search is running outside of a network and is used to query internal databases, ports 10025, 10027 and 10029 need to be opened.

Uninstalling CDR Search

1. From the Windows Start menu, select **Programs > CDR Search > Uninstall CDR Search 5.2**.
2. Click **OK** when the dialog box asks if you want to uninstall the program, and respond to any additional prompts.

Downgrade Procedure

1. Go to **Control Panel > Add/Remove Programs** and remove the CDR Search 5.2 program and ALL OTHER 5.2 client applications (including AltiAgent, AltiView, AltiSupervisor and AltiConsole).
2. Reboot your system.

3. Go to “<local drive>:\Program Files\AltiGen\Shared Files\” and remove **AlpInterface.dll**.

Note: The **AlpInterface** might be located under “\WinNT\System32\”, “\Windows\System32\” or some other location. Use the **Search for Files and Folders** feature to locate and remove all **AlpInterface.dll** files from the system.

4. Install the CDR Search 5.0A or 5.1 software, as appropriate.

Downgrade Procedure

Using CDR Search

CDR client offers three ways to search call records.

- **CDR Search** lets you define a search by the type of call, incoming or outgoing. To perform this search, you must log in as the administrator.
- **Group CDR** lets you specify a search by workgroup. To perform this search, you can log in as the administrator or as a workgroup supervisor.
- **WG Statistics** lets you search workgroup call data captured from the real-time monitoring functions in the **Workgroup Statistics** tab of the Altisupervisor client. To perform this search, you can log in as the administrator or as a workgroup supervisor.

Logging In

There are two ways to log in to CDR search:

Administrator login lets you perform all three types of searches described above. To log in as an administrator, your extension must be designated as the Manager Extension in Altisupervisor Administrator. See your system administrator for details.

Workgroup supervisor login lets you run a Group CDR search or a WG Statistics search. To log in as a workgroup supervisor, the option-pack license must be installed on the server. For information on obtaining a license, contact your authorized Altisupervisor dealer.

Before you log in

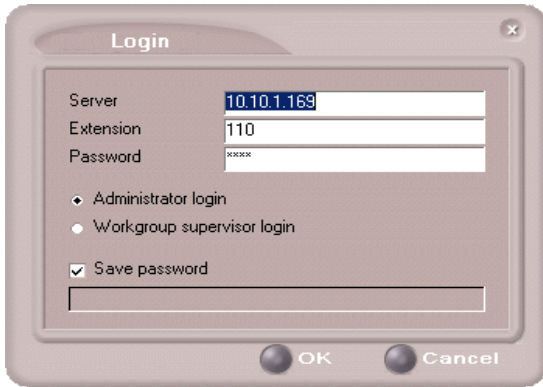
When you log in for the first time, you need to know either the IP address or the name of the server you'll be linking to. (If you use the server name rather than the IP address, CDR Search replaces the name with the IP address the next time you log in.)

To obtain the IP address, ask your system administrator.

Note: If you are connecting to the Internet through a modem, establish a connection from your PC to your ISP before you log in to CDR search.

Logging in - Administrator Login

1. From the Windows **Start** menu, select **Programs > CDR Search > CDR Search 5.2**. The Login window appears.

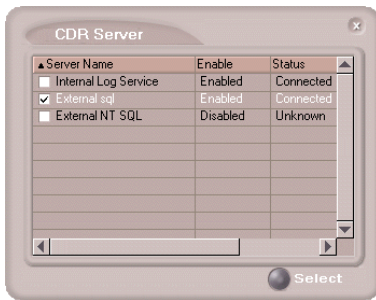


2. Enter the IP address or name of the **Server**.
3. Enter your **Extension** and **Password**.

Check the **Save password** check box to store your login password for the next time you access CDR Search.

Note: AltiServ maintains a counter for each extension to track login failures. Up to 8 login attempts are allowed, after which login will be disabled from 1 to 24 hours (depending on the Administrator's setting).

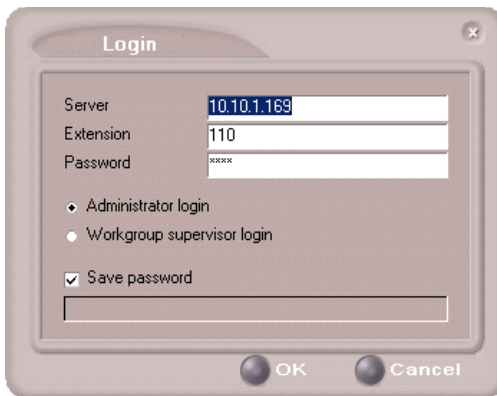
4. Select **Administrator login** and click **OK**.
5. In the **CDR Server** dialog box, select the database containing the data you want to access, then click **Select**.



Note: This option is available only when the external logger service is installed on the SQL Server, and External CDR Logging is enabled. Consult your system administrator for more information.

Logging in - Workgroup Supervisor Login

1. From the Windows **Start** menu, select **Programs > CDR Search > CDR Search 5.2**. The Login window appears.



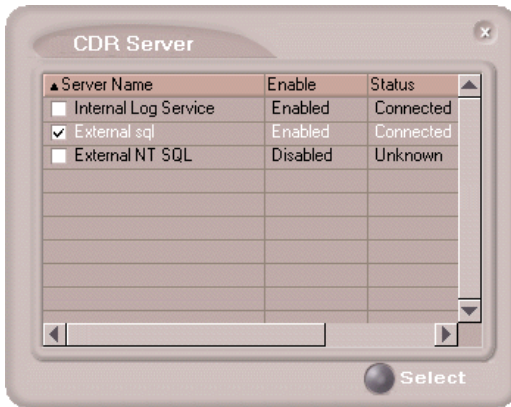
2. Enter the IP address or name of the **Server**.
3. Enter your **Extension** and **Password**.

Check the **Save password** check box to store your log in password for the next time you access CDR Search.

Logging In

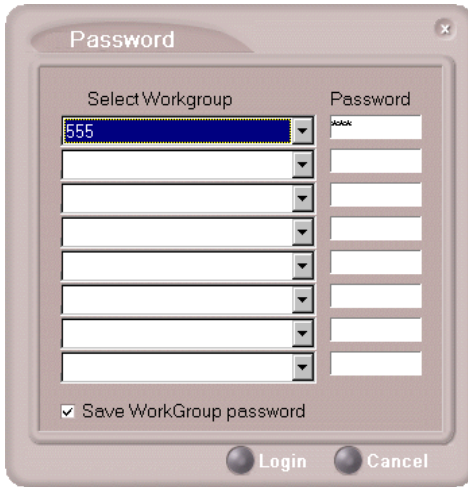
Note: AltiServ maintains a counter for each extension to track login failures. Up to 8 login attempts are allowed, after which login will be disabled from 1 to 24 hours (depending on the settings in AltiWare Administrator).

4. Select **Workgroup supervisor login**, and click **OK**.
5. In the **CDR Server** dialog box, select the database containing the data you want to access, then click **Select**.



Note: This option is available only when the external logger service is installed on the SQL Server, and External CDR Logging is enabled. Consult your system administrator for more information.

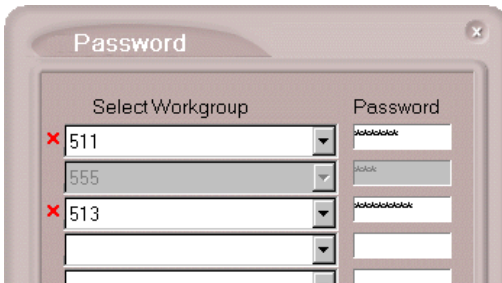
6. In the **Password** dialog box that appears, select the workgroups you want, enter the password for each, and click **OK** to open the CDR Search main window.



This will allow access to the workgroup CDR and workgroup statistics.

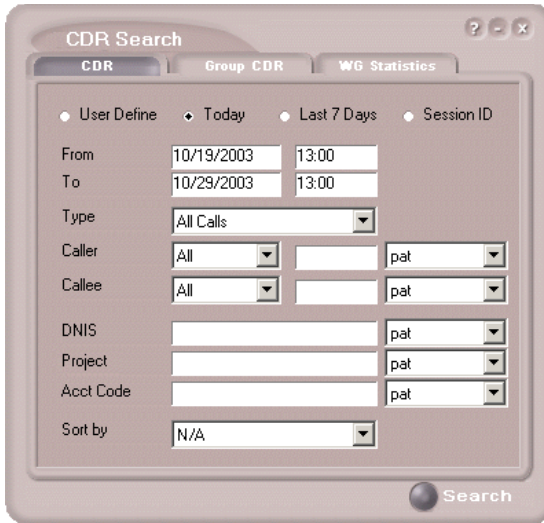
If you enter an invalid password, the Password window reappears. A red X appears before the problem workgroup. Re-enter the password and click **OK**.

For multiple workgroups: If you re-enter an invalid password for *one* workgroup, the CDR Search main window will open, but the workgroup will not appear in the **Workgroup** drop-down and thus will not be available as a search criterion.



Running a Search

The CDR Search main window has three tabs: **CDR**, **Group CDR**, and **WG Statistics**.



CDR Search

CDR Search lets you search all calls, internal and external. To perform this search, you must log in as the administrator.

To run a CDR search:

1. Select the time range for the search:
 - **User Define**—the From/To fields default to a range that includes the 10 previous days. Edit the date and time for a custom range.
 - **Today**—sets the From/To fields to the current date.
 - **Last 7 Days**—sets the From/To range to the previous seven days.
 - **Session ID**—searches calls by Session ID.

2. Select the **Type** of search:

Note: If searching by **Session ID**, enter a Session ID number in the blank field, then press the **Search** button.

- **All Calls**—calls involving: Auto Attendant/IVR, Ring No Answer, Queue, Voice Mail (no VM recorded or VM recorded), Connect, Logon, Logoff, All Trunks Busy, No session, VM Access, Forward, Transfer, VM Notify, WG Abandoned, Park, System Park, Conference, Call Monitor, Transfer Cancel, Call Redirect, Call Pick Up, Dial Cancel
- **Connected Calls & Messages**—Connected Calls plus Messages (see below)
- **Connected Calls**—incoming calls answered by a person, and outgoing calls that entered “Connected” state

Note: For CDR records, Connected Calls refer to calls in these states: connected, transfer, park, system park, conference call and transfer cancel.
- **Messages**—incoming calls directed to voicemail
- **Unanswered Calls**—incoming or outgoing calls not answered by a person

Note: For CDR records, Unanswered calls refer to calls abandoned while in these states: AA, forward, RNA, queue, voicemail, WG abandoned, call redirect, no more session, pick up by and dial cancel. Calls abandoned also include all calls routed to go somewhere other than a workgroup, where a workgroup has busy call handling set not to queue.

- **All Trunks Busy**—outgoing calls aborted due to busy signals

Note: See “CDRMAIN” on page 66 for call data details.

3. Define the type of calls in the Caller/Callee fields and enter values for the Trunk and Extension, if applicable.

- **All**—searches for both incoming and outgoing calls
- **To search for outgoing calls only**—set Caller to Extension and Callee to Trunk, then enter the appropriate numbers
- **To search for incoming calls only**—set Caller to Trunk and Callee to Extension, then enter the appropriate numbers
- **To search for internal (station to station) calls**—set Caller and Callee to Extension

Use the drop down lists (located to the right of the **Caller** and **Callee** value fields) to further define the value match for your record search:

- **Exact** - retrieves records that exactly match the field value entered
- **Like** - retrieves records that begin with the field value entered
- **Pat** - retrieves records that contain the field value in any part of the extension/trunk digits.

Example: “252” is the Callee value entered in the blank field. If **exact** is selected, any record with only “252” in the Callee field is retrieved. If **like** is selected with this value, any records where “252” begins the Callee field (for example, **252**-9712, **252**-9713) is retrieved. If **pat** is selected with this value, any records with “252” in any part of the Callee field is retrieved (for example, **252**-9712, 946-**2525**).

4. In the search criteria fields, enter data for **DNIS**, **Project**, or **Acct Code** as desired.

Use the drop-down lists (located to the right of the **DNIS**, **Project** and **Acct Code** value fields) to further define the value match for your record search:

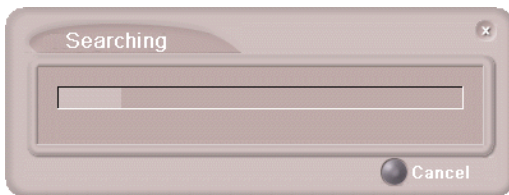
- **Exact**—retrieves records that exactly match the field value entered
 - **Like**—retrieves records that begin with the field value entered
 - **Pat**—retrieves records that contain the field value in any part of the DNIS/Project/Acct Code digits.
5. Select to **Sort by**:
- **Date/Time**—sorts day-by-day (or hour-by-hour if you select Today as the time range for the search).
 - **Extension**—sorts by extension.
 - **Trunk**—sorts by trunk.
 - **N/A**—search without sorting, retrieves total number of records.

Note: For faster searching, using **N/A** to sort records is recommended.

(For example, when you search for Connected Calls, the time range as “Today,” and sorting by N/A, CDR will retrieve the total number of connected calls for “today.”)

- Note:** If the time range for the search is less than 1 day, and Date/Time is selected for Sort by, CDR will list records hourly. If time range for the search is longer than 1 day, and Date/Time is selected for Sort by, CDR will list records daily.

6. Click **Search**. During the search, a progress window appears



To cancel the search, click **Cancel**.

7. Search results appear in the **Summary** window. Refer to “Search Results” on page 17 for details on working with search results.

Group CDR Search

Group CDR search lets you specify a search by group. To perform this search, you can log in as the administrator or as a workgroup supervisor.

The screenshot shows a window titled "CDR Search" with three tabs: "CDR", "Group CDR" (selected), and "WG Statistics". Under the "Group CDR" tab, there are three radio buttons: "User Define", "Today" (selected), and "Last 7 Days". Below these are several input fields and dropdown menus:

| | | |
|-----------|------------|-------|
| From | 10/19/2003 | 13:00 |
| To | 10/29/2003 | 13:00 |
| Type | All Calls | |
| Group | 100 wg one | Both |
| Caller | | pat |
| Target | | pat |
| DNIS | | pat |
| Project | | pat |
| Acct Code | | pat |
| Sort by | N/A | |

At the bottom right of the dialog is a "Search" button.

To run a Group CDR search:

1. Select the time range for the search:
 - **User Define**—the From/To fields default to a range that includes the 10 previous days. Edit the date and time for a custom range.
 - **Today**—sets the From/To fields to the current date
 - **Last 7 Days**—sets the From/To range to the previous seven days
2. Select the **Type** of search:
 - **All Calls**—calls involving: Auto Attendant/IVR, Ring No Answer, Queue, Voice Mail (no VM recorded or VM recorded), Connect, Logon, Logoff, All Trunks Busy, No session, VM Access, Forward, Transfer, VM Notify, WG Abandoned, Park, System Park, Conference, Call Monitor, Transfer Cancel, Call Redirect, Call Pick Up, Dial Cancel

Note: When searching for All Calls in WG CDR, the search results will not include workgroup agent login/logout, as the system does not recognize logging in/out as a call.

- **Connected Calls & Messages**—Connected Calls plus “Messages (see below)
- **Connected Calls**—incoming calls answered by agent and outgoing calls made by agent (when an **Outgoing Workgroup** is selected for the agent in the Workgroup Extension Configuration in AltWare Administrator).
- **Messages**—calls directed to voicemail
- **Unanswered Calls**—incoming calls not answered by agent or workgroup (abandoned in AA, forward, RNA, queue, voicemail, WG abandoned, call redirect, no more session, pick up by and dial cancel). Calls abandoned also include all calls routed to go somewhere other than a workgroup, where a workgroup has busy call handling set not to queue.
- **All Trunks Busy**—outgoing calls aborted due to busy signals
- **Agent Login/out**—calls sorted by the login/out times of workgroup member extension numbers

Note: See “CDRMAIN” on page 66 for call data details.

3. Select the **Workgroup** whose call records you want to search.
4. In the search criteria fields, enter data for **Caller, Target, DNIS, Project, or Acct Code** as desired.

Use the drop-down lists (located to the right of the **Caller, Target, DNIS, Project or Acct Code** value fields) to further define the value match for your record search:

- **Exact**—retrieves records that exactly match the field value entered
 - **Like**—retrieves records that begin with the field value entered
 - **Pat**—retrieves records that contain the field value in any part of the extension/trunk digits.
5. Select to **Sort by**:
 - **Date/Time**—sorts day-by-day (or hour-by-hour if you select Today as the time range for the search)
 - **Agent**—sorts by agent
 - **Workgroup**—sorts by workgroup
 - **Trunk**—sorts by trunk
 - **N/A**—search without sorting, retrieves total number of records.

Running a Search

Note: For faster searching, using **N/A** to sort records is recommended.

(For example, when you search for Connected Calls, the time range as “Today,” and sorting by N/A, CDR will retrieve the total number of connected calls for “today.”)

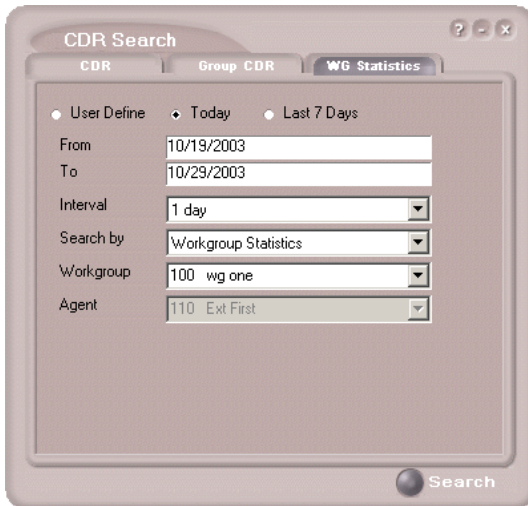
Note: If the time range for the search is less than 1 day, and Date/Time is selected for Sort by, CDR will list records hourly. If time range for the search is longer than 1 day, and Date/Time is selected for Sort by, CDR will list records daily.

6. Click **Search**. During the search, a progress window appears.
7. To cancel the search, click **Cancel**.

Search results appear in the Summary window. Refer to “Search Results” on page 17 for details on working with search results.

Workgroup Statistics Search

Workgroup Statistics lets you search workgroup call data (rtmData.mdb records) captured from the real-time monitoring function in the Workgroup Statistics tab of the Altisupervisor client. To perform this search, you can log in as the administrator or as a workgroup supervisor



To run a WG Statistics search:

1. Select the time range for the search:
 - **User Define**—the From/To fields default to a range that includes the 10 previous days. Edit the date and time for a custom range
 - **Today**—sets the From/To fields to the current date
 - **Last 7 Days**—sets the From/To range to the previous seven days
2. Select the **Interval** (1 day, 1 hour, or 15 minutes) to specify the granularity of your search results.

Note: This selection is overridden by the interval setting in AltWare Administrator. If your search results produce greater intervals than you specified, consult your system administrator.

3. Select the type of search:
 - **Workgroup Statistics**—statistics on a specific workgroup
 - **Agent Statistics per Workgroup**—statistics on a specific agent for a specific workgroup
 - **Agent Statistics**—statistics on a specific agent for every workgroup to which the agent belongs

Note: See “CDR Search and Group CDR Search Results Windows” on page 45 for workgroup statistics call data details.

4. Depending on the type of search you selected, specify a **Workgroup** and/or **Agent** to search on.
5. Click **Search**. During the search, a progress window appears. To cancel the search, click **Cancel**.

Search results appear in the Statistics window. Refer to “Search Results” on page 17 for details on working with search results.

Search Results

The type of search you perform determines the type of results you see:

- **Summary** (which also enables drilldown to call **Details** and **Records** windows)
- **Statistics**

All Results windows have the following buttons:

Search Results

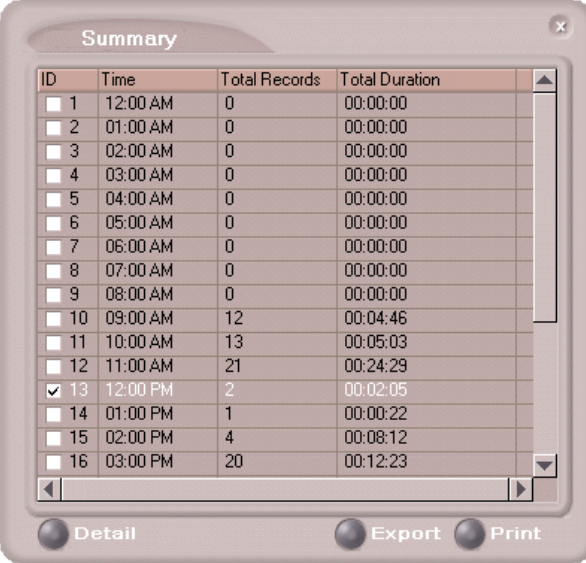
- **Export**—exports selected calls to a csv file. Refer to “Exporting Records” on page 24 for details.
- **Print**—prints the selected calls. Refer to “Printing Records” on page 24 for details.

All Statistics windows (WG, Agent Statistics Per WG, Agent) also have a **Stop** button.

For explanations of records and database schema, see *Chapter 5, Records and Data Schema*.

Summary (CDR Search and Group CDR Search)

For CDR Search and Group CDR Search, the Summary window displays the results.



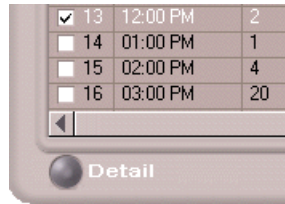
| ID | Time | Total Records | Total Duration |
|--|----------|---------------|----------------|
| <input type="checkbox"/> 1 | 12:00 AM | 0 | 00:00:00 |
| <input type="checkbox"/> 2 | 01:00 AM | 0 | 00:00:00 |
| <input type="checkbox"/> 3 | 02:00 AM | 0 | 00:00:00 |
| <input type="checkbox"/> 4 | 03:00 AM | 0 | 00:00:00 |
| <input type="checkbox"/> 5 | 04:00 AM | 0 | 00:00:00 |
| <input type="checkbox"/> 6 | 05:00 AM | 0 | 00:00:00 |
| <input type="checkbox"/> 7 | 06:00 AM | 0 | 00:00:00 |
| <input type="checkbox"/> 8 | 07:00 AM | 0 | 00:00:00 |
| <input type="checkbox"/> 9 | 08:00 AM | 0 | 00:00:00 |
| <input type="checkbox"/> 10 | 09:00 AM | 12 | 00:04:46 |
| <input type="checkbox"/> 11 | 10:00 AM | 13 | 00:05:03 |
| <input type="checkbox"/> 12 | 11:00 AM | 21 | 00:24:29 |
| <input checked="" type="checkbox"/> 13 | 12:00 PM | 2 | 00:02:05 |
| <input type="checkbox"/> 14 | 01:00 PM | 1 | 00:00:22 |
| <input type="checkbox"/> 15 | 02:00 PM | 4 | 00:08:12 |
| <input type="checkbox"/> 16 | 03:00 PM | 20 | 00:12:23 |

- The **Detail** button opens the Detail window for a selected call. Refer to “Call Details” on page 19 for details.

Call Details

You can drill down for detailed information on call records.

- To see details on a call, select a record in the Summary window and click **Detail**.

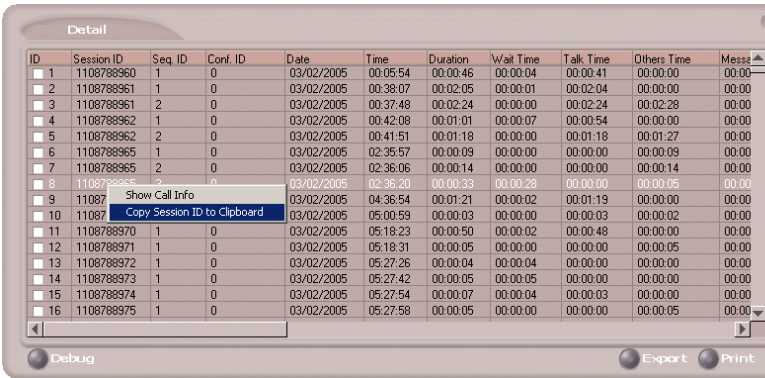


The Detail window opens.

| ID | Session ID | Seq. ID | Conf. ID | Date | Time | Duration | Wait Time | Talk Time | Others Time | Message |
|----|------------|---------|----------|------------|----------|----------|-----------|-----------|-------------|---------|
| 1 | 1108788960 | 1 | 0 | 03/02/2005 | 00:05:54 | 00:00:46 | 00:00:04 | 00:00:41 | 00:00:00 | 00:00 |
| 2 | 1108788961 | 1 | 0 | 03/02/2005 | 00:38:07 | 00:02:05 | 00:00:01 | 00:02:04 | 00:00:00 | 00:00 |
| 3 | 1108788961 | 2 | 0 | 03/02/2005 | 00:37:48 | 00:02:24 | 00:00:00 | 00:02:24 | 00:02:28 | 00:00 |
| 4 | 1108788962 | 1 | 0 | 03/02/2005 | 00:42:08 | 00:01:01 | 00:00:07 | 00:00:54 | 00:00:00 | 00:00 |
| 5 | 1108788962 | 2 | 0 | 03/02/2005 | 00:41:51 | 00:01:18 | 00:00:00 | 00:01:18 | 00:01:27 | 00:00 |
| 6 | 1108788965 | 1 | 0 | 03/02/2005 | 02:35:57 | 00:00:09 | 00:00:00 | 00:00:00 | 00:00:09 | 00:00 |
| 7 | 1108788965 | 2 | 0 | 03/02/2005 | 02:36:06 | 00:00:14 | 00:00:00 | 00:00:00 | 00:00:14 | 00:00 |
| 8 | 1108788965 | 2 | 0 | 03/02/2005 | 02:36:20 | 00:00:33 | 00:00:28 | 00:00:00 | 00:00:05 | 00:00 |
| 9 | 11087 | | | 03/02/2005 | 04:36:54 | 00:01:21 | 00:00:02 | 00:01:19 | 00:00:00 | 00:00 |
| 10 | 11087 | | | 03/02/2005 | 05:00:59 | 00:00:03 | 00:00:00 | 00:00:03 | 00:00:02 | 00:00 |
| 11 | 1108788970 | 1 | 0 | 03/02/2005 | 05:18:23 | 00:00:50 | 00:00:02 | 00:00:48 | 00:00:00 | 00:00 |
| 12 | 1108788971 | 1 | 0 | 03/02/2005 | 05:18:31 | 00:00:05 | 00:00:00 | 00:00:00 | 00:00:05 | 00:00 |
| 13 | 1108788972 | 1 | 0 | 03/02/2005 | 05:27:26 | 00:00:04 | 00:00:04 | 00:00:00 | 00:00:00 | 00:00 |
| 14 | 1108788973 | 1 | 0 | 03/02/2005 | 05:27:42 | 00:00:05 | 00:00:05 | 00:00:00 | 00:00:00 | 00:00 |
| 15 | 1108788974 | 1 | 0 | 03/02/2005 | 05:27:54 | 00:00:07 | 00:00:04 | 00:00:03 | 00:00:00 | 00:00 |
| 16 | 1108788975 | 1 | 0 | 03/02/2005 | 05:27:58 | 00:00:05 | 00:00:00 | 00:00:00 | 00:00:05 | 00:00 |

- To view call records, right-click a record in the Detail window and select **Show Call Info**.

For detailed information on this call record, select the record and click the **Detail** button.



The screenshot shows a window titled "Detail" containing a table of call records. The table has columns for ID, Session ID, Seq. ID, Conf. ID, Date, Time, Duration, Wait Time, Talk Time, Others Time, and Message. A context menu is open over the 9th row, showing two options: "Show Call Info" and "Copy Session ID to Clipboard".

| ID | Session ID | Seq. ID | Conf. ID | Date | Time | Duration | Wait Time | Talk Time | Others Time | Message |
|----|------------|---------|----------|------------|----------|----------|-----------|-----------|-------------|---------|
| 1 | 1108788960 | 1 | 0 | 03/02/2005 | 00:05:54 | 00:00:46 | 00:00:04 | 00:00:41 | 00:00:00 | 00:00 |
| 2 | 1108788961 | 1 | 0 | 03/02/2005 | 00:38:07 | 00:02:05 | 00:00:01 | 00:02:04 | 00:00:00 | 00:00 |
| 3 | 1108788961 | 2 | 0 | 03/02/2005 | 00:37:48 | 00:02:24 | 00:00:00 | 00:02:24 | 00:02:28 | 00:00 |
| 4 | 1108788962 | 1 | 0 | 03/02/2005 | 00:42:08 | 00:01:01 | 00:00:07 | 00:00:54 | 00:00:00 | 00:00 |
| 5 | 1108788962 | 2 | 0 | 03/02/2005 | 00:41:51 | 00:01:18 | 00:00:00 | 00:01:18 | 00:01:27 | 00:00 |
| 6 | 1108788965 | 1 | 0 | 03/02/2005 | 02:35:57 | 00:00:09 | 00:00:00 | 00:00:00 | 00:00:09 | 00:00 |
| 7 | 1108788965 | 2 | 0 | 03/02/2005 | 02:36:06 | 00:00:14 | 00:00:00 | 00:00:00 | 00:00:14 | 00:00 |
| 8 | 1108788965 | 3 | 0 | 03/02/2005 | 02:36:20 | 00:00:23 | 00:00:00 | 00:00:00 | 00:00:05 | 00:00 |
| 9 | 11087 | | | 03/02/2005 | 04:38:54 | 00:01:21 | 00:00:02 | 00:01:19 | 00:00:00 | 00:00 |
| 10 | 11087 | | | 03/02/2005 | 05:00:59 | 00:00:03 | 00:00:00 | 00:00:03 | 00:00:02 | 00:00 |
| 11 | 1108788970 | 1 | 0 | 03/02/2005 | 05:18:23 | 00:00:50 | 00:00:02 | 00:00:48 | 00:00:00 | 00:00 |
| 12 | 1108788971 | 1 | 0 | 03/02/2005 | 05:18:31 | 00:00:05 | 00:00:00 | 00:00:00 | 00:00:05 | 00:00 |
| 13 | 1108788972 | 1 | 0 | 03/02/2005 | 05:27:26 | 00:00:04 | 00:00:04 | 00:00:00 | 00:00:00 | 00:00 |
| 14 | 1108788973 | 1 | 0 | 03/02/2005 | 05:27:42 | 00:00:05 | 00:00:05 | 00:00:00 | 00:00:00 | 00:00 |
| 15 | 1108788974 | 1 | 0 | 03/02/2005 | 05:27:54 | 00:00:07 | 00:00:04 | 00:00:03 | 00:00:00 | 00:00 |
| 16 | 1108788975 | 1 | 0 | 03/02/2005 | 05:27:58 | 00:00:05 | 00:00:00 | 00:00:00 | 00:00:05 | 00:00 |

Right-clicking on an entry opens a drop-down menu to **Show Call Info** or **Copy Session ID to Clipboard**.

Statistics (WG Statistics)

For Workgroup Statistics searches, the Statistics windows display the results of your search. There are different windows for the three types of WG Statistics searches you can perform.

The screenshot shows a window titled "Statistics" with a table of call data and a summary table below it.

| Date | Time | Incoming Calls | Calls in Queue | Calls Answered | Calls Answered Duration | Outgoing Calls | Outgoing Calls Duration | Calls |
|------------|----------|----------------|----------------|----------------|-------------------------|----------------|-------------------------|-------|
| 10/04/2004 | 00:00:00 | 6 | 0 | 0 | 00:00:00 | 0 | 00:00:00 | 2 |
| 10/05/2004 | 00:00:00 | 1 | 0 | 0 | 00:00:00 | 0 | 00:00:00 | 1 |
| 10/06/2004 | 00:00:00 | 0 | 0 | 0 | 00:00:00 | 0 | 00:00:00 | 0 |
| 10/07/2004 | 00:00:00 | 0 | 0 | 0 | 00:00:00 | 0 | 00:00:00 | 0 |
| 10/08/2004 | 00:00:00 | 1 | 0 | 0 | 00:00:00 | 0 | 00:00:00 | 0 |
| 10/09/2004 | 00:00:00 | 0 | 0 | 0 | 00:00:00 | 0 | 00:00:00 | 0 |
| 10/10/2004 | 00:00:00 | 0 | 0 | 0 | 00:00:00 | 0 | 00:00:00 | 0 |
| 10/11/2004 | 00:00:00 | 3 | 0 | 0 | 00:00:00 | 0 | 00:00:00 | 1 |
| 10/12/2004 | 00:00:00 | 4 | 0 | 0 | 00:00:00 | 0 | 00:00:00 | 1 |

| Title | Value | Percentage | Title | Value |
|-----------------------------------|-------|------------|---|----------|
| Group Inbound Calls Summary | | | | |
| Group Total Inbound Calls | 16 | 100.00% | Total Inbound Talk Time | 00:00:00 |
| Total Calls without Queuing | 16 | 100.00% | Average Inbound Talk Time | 00:00:00 |
| Total Calls in Queue | 0 | 0.00% | | |
| Group Total Inbound Calls | 16 | 100.00% | | |
| Total Calls Answered | 0 | 0.00% | Average Wait Time for Answered Calls | 00:00:00 |
| Total Calls Overflowed/Redirected | 5 | 31.25% | Average Wait Time for Overflowed/Redirected Calls | 00:00:00 |
| Total Calls Abandoned | 11 | 68.75% | Average Wait Time for Abandoned Calls | 00:00:00 |
| Abandoned in Queue | 0 | 0.00% | Total Wait Time for Answered Calls | 00:00:00 |
| Abandoned during Ring | 0 | 0.00% | Total Wait Time for Overflowed/Redirected Calls | 00:00:00 |
| Abandoned to Voice Mail | 11 | 68.75% | Total Wait Time for Abandoned Calls | 00:00:00 |
| Leave VM | 5 | 31.25% | | |
| Without VM | 6 | 37.50% | | |
| Abandoned to App or Others | 0 | 0.00% | | |
| Historical Service Level | | | | |
| Total Calls Answered within SL | 0 | 0.00% | | |
| Group Outbound Calls Summary | | | | |
| Total Outbound Connected Calls | 0 | | Total Outbound Talk Time | 00:00:00 |

Figure 1. The Workgroup Statistics window

| ID | Date | Time | In Call Ans | In Talk Time | Out Call Ans | Out Talk Time | Login Time | Logout Time |
|----|------------|----------|-------------|--------------|--------------|---------------|----------------|----------------|
| 1 | 04/10/2004 | 00:00:00 | 0 | 00:00:00 | 0 | 00:00:00 | -/-/- 00:00:00 | -/-/- 00:00:00 |
| 2 | 04/11/2004 | 00:00:00 | 0 | 00:00:00 | 0 | 00:00:00 | -/-/- 00:00:00 | -/-/- 00:00:00 |
| 3 | 04/12/2004 | 00:00:00 | 0 | 00:00:00 | 0 | 00:00:00 | -/-/- 00:00:00 | -/-/- 00:00:00 |
| 4 | 04/13/2004 | 00:00:00 | 0 | 00:00:00 | 0 | 00:00:00 | -/-/- 00:00:00 | -/-/- 00:00:00 |
| 5 | 04/14/2004 | 00:00:00 | 0 | 00:00:00 | 0 | 00:00:00 | -/-/- 00:00:00 | -/-/- 00:00:00 |
| 6 | 04/15/2004 | 00:00:00 | 0 | 00:00:00 | 0 | 00:00:00 | -/-/- 00:00:00 | -/-/- 00:00:00 |
| 7 | 04/16/2004 | 00:00:00 | 0 | 00:00:00 | 0 | 00:00:00 | -/-/- 00:00:00 | -/-/- 00:00:00 |
| 8 | 04/17/2004 | 00:00:00 | 0 | 00:00:00 | 0 | 00:00:00 | -/-/- 00:00:00 | -/-/- 00:00:00 |

| Title | Value |
|--------------------------------|--------------|
| Total Logged In Time | 004 07:05:00 |
| Total Inbound Calls Answered | 0 |
| Total Talk Time | 00:00:00 |
| Average Talk Time | 00:00:00 |
| Total Connected Outbound Calls | 0 |
| Total Talk Time | 00:00:00 |
| Average Talk Time | 00:00:00 |
| Total Number of Wrap-up | 0 |
| Total Wrap-up Time | 00:00:00 |
| Average Wrap-up Time | 00:00:00 |

Figure 2. The Agent Statistics per Workgroup window

| ID | Date | Time | In Call Ans | In Talk Time | Out Call Ans | Out Talk Time |
|----|------------|----------|-------------|--------------|--------------|---------------|
| 1 | 04/10/2004 | 00:00:00 | 0 | 00:00:00 | 0 | 00:00:00 |
| 2 | 04/11/2004 | 00:00:00 | 0 | 00:00:00 | 0 | 00:00:00 |
| 3 | 04/12/2004 | 00:00:00 | 0 | 00:00:00 | 0 | 00:00:00 |
| 4 | 04/13/2004 | 00:00:00 | 0 | 00:00:00 | 0 | 00:00:00 |
| 5 | 04/14/2004 | 00:00:00 | 0 | 00:00:00 | 0 | 00:00:00 |
| 6 | 04/15/2004 | 00:00:00 | 0 | 00:00:00 | 0 | 00:00:00 |
| 7 | 04/16/2004 | 00:00:00 | 0 | 00:00:00 | 0 | 00:00:00 |
| 8 | 04/17/2004 | 00:00:00 | 0 | 00:00:00 | 0 | 00:00:00 |

| Title | Value |
|--------------------------------|----------|
| Total Inbound Calls Answered | 0 |
| Total Talk Time | 00:00:00 |
| Average Talk Time | 00:00:00 |
| Total Connected Outbound Calls | 0 |
| Total Talk Time | 00:00:00 |
| Average Talk Time | 00:00:00 |
| Total Number of Wrap-up | 0 |
| Total Wrap-up Time | 00:00:00 |
| Average Wrap-up Time | 00:00:00 |

Figure 3. Agent Statistics window

Exporting Records

You can export records in csv format from the Statistics, Summary, Detail, and Record windows.

To export records from the Statistics window:

1. Click **Export**.
2. Click **OK** to open the Save As dialog box.

To export records from the Summary, Detail, and Record windows:

1. Do one of the following:
 - To export specific records, select the records you want, then click **Export**. In the Select window that appears, select **Export only selected records**.
 - To export all records, click **Export**. In the Select window that appears, select **Export All Records**.
2. Click **OK** to open the Save As dialog box.

Printing Records

You can print records from the Statistics, Summary, Detail, and Record windows.

To export records from the Statistics window:

1. Click **Print**.
2. Click **OK** to open the Windows Print dialog box.

To print records from the Summary, Detail, and Record windows:

1. Do one of the following:
 - To print all records, click **Print**. In the Select window that appears, select **Print out all records**.
 - To print specific records, select the records you want, then click **Print**. In the Select window that appears, select **Print out only selected records**.
2. Click **OK** to open the Windows Print dialog box.

CDR Overview

AltiGen's Call Detail Recording (CDR) solutions include data creating, recording, collecting, and reporting. While CDR can be used for individual and departmental billing, timecards, and market analysis, this manual places special emphasis on CDR's use for call center applications. The data schema are designed to provide information for PBX, call center, billing, multi-project, and performance tracking information.

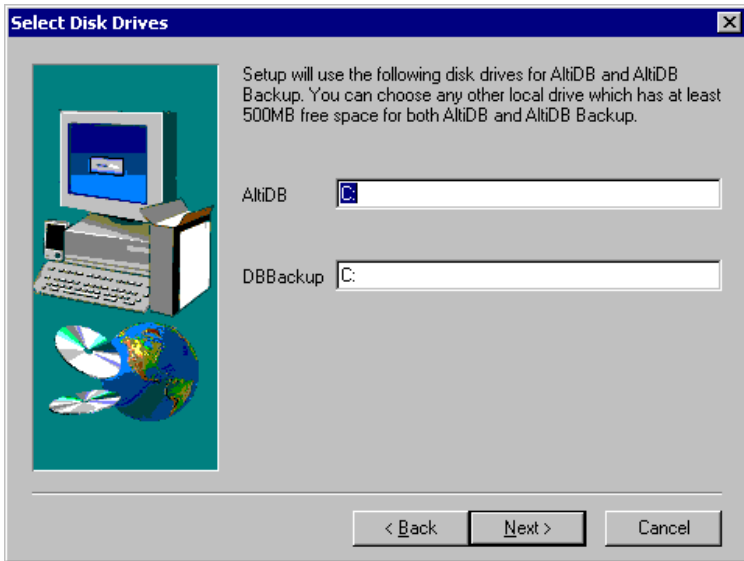
Real-Time Monitoring and the CDR Client

Workgroup call data is captured from the real-time monitoring function of the Altisupervisor client application and made available to a dedicated feature—the “WG Statistics” tab—in the CDR Search client. The difference between call detail recording (described immediately below) and the RTM records is that call detail recording tracks every individual call, from auto-attendant through disconnect, while RTM reporting takes “snapshots” of call center data at continuous intervals ranging from every 15 minutes to every 24 hours.

Such data contains statistics—counts, sums, totals, averages, and percentages—on items such as the number of calls in the workgroup's queue, the amount of time callers waited in the queue, and the number of calls that were abandoned from the queue, during the searched time period. This data is stored in its own database, which is configured for backups, storage limits, and the granularity of your data (determined by the interval size) via settings in AltiWare Administrator.

The RTM Statistics Database

The RTM statistics database, called "rtmData.mdb," is installed automatically with AltiWare in a folder called "AltiDB," in any location the user chooses



You can set up call reporting if AltiWare and AltiWare Administrator are installed on the same server.

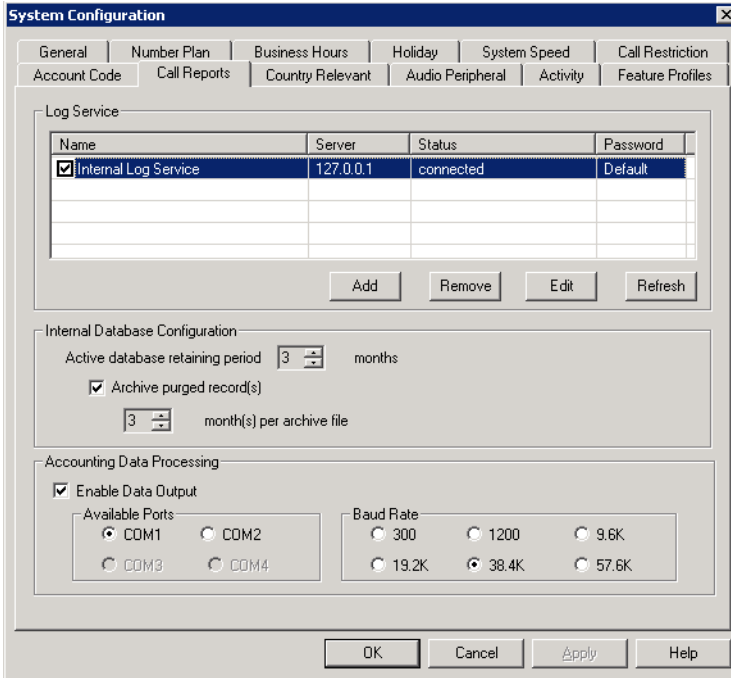
In AltiWare, call reporting distinguishes between *call detail* data, which records every call made to, out of, and within the AltiServ system, and *RTM* data, which is workgroup-related statistical data captured from the real-time monitoring function used in the AltiSupervisor client application. Both types of data can be set up for call reporting, or logging, although their storage systems are different.

- **Call detail data** can be logged to your local drive, to a remote server, and/or exported via a COMM port.
- **RTM data** is always logged to your local drive.

Data logged to your local drive is stored in a directory called **AltIDB**, which is located by default on the root of the drive where AltiWare is installed. Files are stored in .mdb format.

Backups, if you choose to make them, are created in a subdirectory called **DBBackup**, which in turn contains three subdirectories: **MCDR** for Advanced Call Data, **RTMCALL** for Call Data, and **RTMDATA** for RTM data. These three types of data have separate report screens in the CDR Search client, and are described in the CDR documentation.

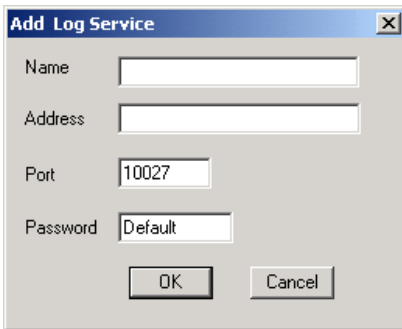
To set up and use call reports, in AltiWare Administrator select **System > System Configuration**, then click the **Call Reports** tab.



When **RTM Data - MDB** is selected, the **Config** button opens a dialog box where the user can enable and configure these records.

Internal Database Configuration (Internal Logger Service)

To set up and enable CDR collection to the local drive, click the **Add** button. A dialog box appears



Add a **Name** and **IP Address** for the Internal Log Service, then click **OK**.

In the **Internal Database Configuration** section, select the **Active database retaining period** in months. Check the **Archive purged record(s)** field and select the number of months per archive file if you wish to archive purged Internal Logger Service records.

External (Remote) Logging of Call Data

AltiWare allows you to output call accounting to a Microsoft SQL 2000 database.

The database cannot be on the same server as the AltiWare system. A system integrator or database developer will need to write a custom query to extract data from the SQL database.

You can send reports from a number of different AltiServ systems to the same database.

Note: Before you enable external logging using this window, you need to set up and configure the database. It should be ready to receive the reports before you enable the export here.

Note: AltiGen does not provide any SQL backup and restore utility. We strongly recommend that you use SQL Backup and Maintenance utility to perform daily backup and maintenance jobs, and use a restore utility to restore the database. If you need to reconstruct the SQL server, run the External Logger Setup to create an empty calldb database before restore.

To set up and enable RTM data collection to the local drive, click the **Add** button. A dialog box appears

The image shows a dialog box titled "Add External Log Service". It has a standard Windows-style title bar with a close button (X) in the top right corner. The dialog contains four text input fields arranged vertically: "Name" (empty), "Address" (empty), "Port" (containing the text "10027"), and "Password" (containing the text "Default"). Below the input fields are two buttons: "OK" and "Cancel".

Add a **Name** and IP **Address** for the External Log Service, then click **OK**.

Call Center Events and CDR

In call detail recording, every individual call is tracked from its start time to its end time. An incoming trunk call, for instance, starts with auto-attendant answer. The auto attendant/IVR offers the caller specific routing choices, and/or collects information to intelligently route a call. Queuing, if it happens, starts with the call leaving the auto attendant/IVR, includes ring time of the agent phone, and ends when an agent answers the phone. Disconnects (call abandons) can happen at any time during the process. All of this activity is summarized under talk time and wrap-up time. It is searchable via the “CDR” and “WG CDR” tabs of the CDR Search client.

Past and Present CDR

Database Schema. The CDR data schema has been redesigned and streamlined. If you have a reporting package using past versions of AltiGen’s CDR or SMDR, the reporting package vendor will have to rewrite the reporting program to work with the new schema.

Rate Tables. AltiWare 4.0 and higher does not support rate tables, unlike previous releases. This function must now be obtained by external applications found in reporting tools. The CDR database has sufficient information to support rate and charge evaluation by external applications.

Migration. If you are upgrading from OE 4.5 or earlier, you will not be provided with any conversion tool for CDR records stored under OE 4.5 or prior releases.

Extension-to-Extension Call Reporting. CDR Search includes records for internal calls between extensions, and from internal extensions to workgroups. This is in addition to information on incoming and outgoing trunk calls.

SMDR Cautions. SMDR is a Mitel-defined data schema for delivering basic call information out the RS232 serial port to external recording and reporting applications. While AltiGen has provided an SMDR interface, it has had many problems in terms of accuracy and consistency of information delivery. SMDR is **not** CDR. CDR is historical, and is a database containing call records. SMDR is a real time delivery of a subset of this information. We recommend that you use the new CDR, not the SMDR, for reporting and billing applications. No improvements or corrections have been made to SMDR.

Configuration Areas Affecting CDR Information

Routing and Route Name

How calls are routed in outcall routing is reflected in the CDR record. The route names configured in AltiWare Administrator will appear in the route table name area of the records.

Multi-Project Naming

Each extension table entry in AltiWare Administrator has a field to identify the extension owner. If a name is placed in this field, that name will be used in the CDR record to represent the project or department associated with the particular extension.

Wrapup

Setting the wrapup time or supporting AltiX ActiveX controls can affect the level of CDR information. For example, using ActiveX for AltiLinkPlus, a client application can place wrapup data into the User Defined data field of the CDR record. This is useful if the user wants to correlate business information with call handling information; revenue achieved versus talktime by agent. A system integrator is required to use AltiGen's AltiX ActiveX control.

Ring No Answer Configurations and VM

Agents sign on to workgroups and answer calls. On occasion, an agent might be signed on but walk away from their station. Under these conditions, AltiWare Administrator allows the administrator to define what AltiWare should do if it encounters a Ring No Answer condition on a phone.

For example, the call can be sent to voice mail, to another agent, back to queue, or to auto attendant/IVR. How this configuration is set up determines the types of CDR records that will be recorded for this condition. Since AltiWare tracks all incoming calls from a trunk to an extension, this also applies to calls routed to regular extensions, not just workgroups.

Login and Log-out

The CDR records database also supports a special record type. This record type records when agents login and log-out from a workgroup. The information tells only when the action has taken place and which agent logged in and out. Therefore, a reporting program should always check to see if the record it is using or examining is for logon/log-out or for tracking the nature of a call. An agent logon/log-out record should have the agent's extension number and PAD information.

Conference Call Limitation

When an extension initiates a conference call with another extension, this "Conference" state between extensions is NOT logged in the CDR or RTM database.

Changing Time Settings

If an administrator changes the time setting in Windows, it will affect active calls' CDR records. It may cause large, negative or zero talk time in CDR records.

Data Storage

AltiWare can store data using either an Internal Logger Service (ILS) or up to two External Logger Service (ELS). CDR Search can use either ILS or CDR to search stored data.

Call detail record data (CDR) and workgroup-related statistical data (RTM) are stored in the same database but in different tables. These two storage systems are described below.

Common Features of ILS and ELS

- Status can be monitored in AltiWare Administrator through the bottom of the Main Window or through the Call Report window (**System > Call Report**)
- Broken and reconnection mechanism implemented on:
 - TCP connection between AltiWare/ACM and Logger Service
 - database connection between Logger Service and database.

When the connection is broken, the sender will cache all data to the first-in-first-out buffer. The sender will try to reconnect the receiver automatically. Once the connection is back, all data will be sent. The buffer is stored in memory and hard disk. The size limitation of each buffer is 1G (data for approximately two months), or free size of hard drive is less than 512 MB, whatever is met first. When the buffer is overflowed, the earliest data is dropped.

- Auto check and upgrade database at startup—when Logger Service starts, it performs the following:
 1. Compares CDR structure with the current database used by configuration.
 2. If they are the same, there is no change.
 3. If they are different, and the data can be upgraded, it will be automatically upgraded.
 4. If the database cannot be upgraded, it will rename the old database and create a new database; the new database will then be used to store data.

Differences between ILS and ELS

- Status monitoring of connection between AltiWare/ACM and Logger Service—User Database ID and Client ID can be used to verify connection to Logger Service. “Database ID” is fixed to “Default” and cannot be found on any GUI. “Client ID” is mentioned as “Password” in AltiWare Administrator and External Logger Service Configuration. If the verification fails, the status of the Logger Service is “Invalid Password,” which can be monitored by the administrator.
- If no database is set up correctly, or the database is shut down when Logger Service is starting, it will be stopped.

Differences between ILS and ELS

Internal Logger Service

- Implements auto retain and backup mechanism (1-12 months)
- Only AltiWare/AltiWare Administrator within the same computer can connect to the Internal Logger Service.

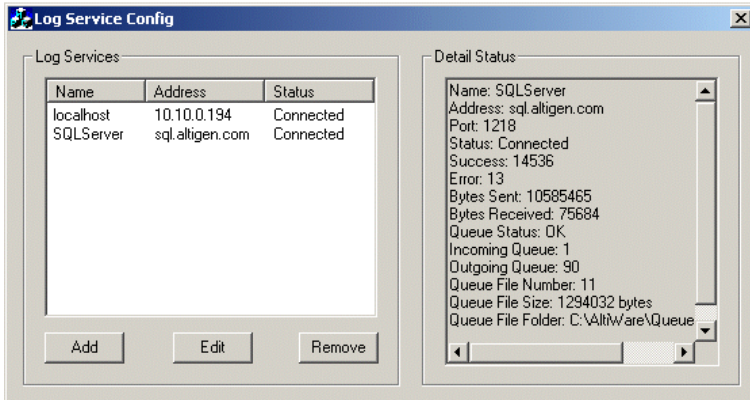
External Logger Service

- Supports Microsoft SQL 2000
- No retain/backup mechanism
- Any computer can connect to the server (TCP port 10027)
- Any number of AltiWare systems with different System IDs can connect to the same Logger Service. If two AltiWare systems with the same System ID try to connect to the same Logger Service, the second Logger Service will get a “System ID conflicted” error.
- When ELS is installed within Microsoft SQL 2000, the installation program will create the database, ODBC configuration, and other configuration by default. If it is installed to work with remote SQL 2000, the customer must manually configure the Logger Service first.

Logger Service Configuration

AltiWare Administrator can configure CDRLogDLL, add (register) and remove New Logger Server for AltiWare remotely, but they cannot configure Logger Server.

In order to implement remote manager ability, a Log Service configuration window can be accessed in AltWare Administrator.



Use the Log Service Configuration window to **Add**, **Edit** and/or **Remove** a Log Service.

External Logger Server Configuration Tool

The External Logger Configuration Tool is used to configure Logger Server. Currently, all configurations are saved into registry, so any change in configuration will not work unless Logger Service is restarted. When the configuration is changed, the Configuration Tool will automatically restart Logger Service.

Note: There is no configuration tool for Internal Logger Server because all parameters are fixed.

Configuration GUI for External Logger Server

The screenshot shows a Windows-style dialog box titled "External Logger Server Config". It contains the following fields and controls:

- Database ID:** A dropdown menu currently showing "Default". To its right is an "About" button.
- External Logger Password:** A text input field containing the text "Default".
- ODBC Section:**
 - Source Name:** A dropdown menu showing "External Logger Database". To its right is a "Test" button.
 - Description:** A text field containing "Microsoft Access Driver (*.mdb)".
 - Login ID:** A text input field containing "admin".
 - Password:** An empty text input field.
- Purge (Microsoft Access Database only) Section:**
 - Active database retaining period:** A spinner box set to "3" followed by "month(s)".
 - Archive purged records:** A checked checkbox followed by a spinner box set to "3" followed by "month(s) per archive file".
- Buttons:** "OK" and "Cancel" buttons are located at the bottom right of the dialog.

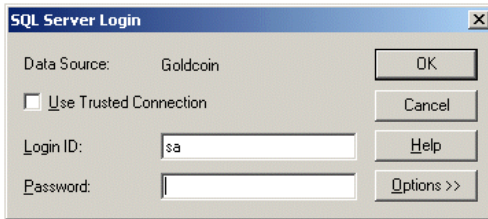
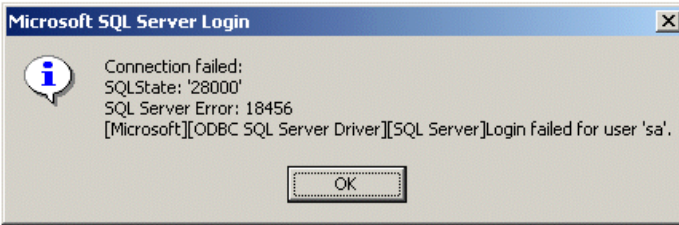
For ELS, only **Database ID**, **Password**, **ODBC Source Name**, **Login ID** and **Password** are configurable. Other parameters, such as **TCP port** and **buffer folder**, cannot be changed. If the database is a **Microsoft Access Database**, ELS can purge and back up the database on demand.

Testing the DB Dialog

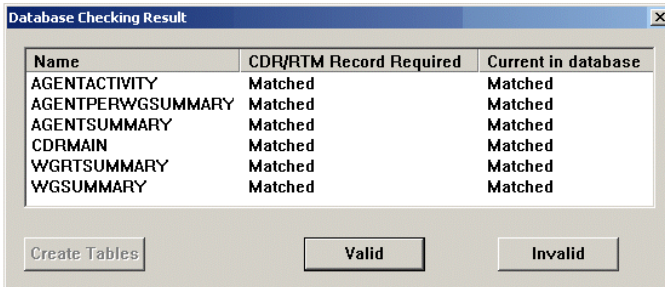
The **Test** button is used for testing and diagnosing the ODBC database. It can test whether the ODBC source, Login ID and password are correct and that the CDR/RTM tables of the database are compatible with the current Logger Server.

Important: It is strongly recommended that you run this test after you have changed any database parameters.

If the configuration tool cannot connect to the ODBC source, it will pop up the following dialog boxes to report error information and to re-input login information.



When the ODBC information is correct, the tool will check all tables required and will try to find all differences. If the database is not compatible, the **OK** button will be disabled.



Limitations

- One Internal Logger Server per computer.
- One External Logger Server per computer.
- One Super Logger Server per computer.
- One Internal, External and Super Logger Server can be installed in the same computer.

External Logger Server Configuration Tool

- One AltWare can only output data to, at most, one Internal Logger Server and two External Logger Servers.
- Internal Logger Server only serves AltWare of same computer.
- Internal Logger Server only supports Microsoft Access Database.
- Internal and External Logger Server do not support multiple databases.
- One Database Connection license is required for every Logger Server and every CDR Search requires one additional license.
- External Logger Configuration tools cannot run remotely.
- 100 commands per second on every TCP or database connection.
- Maximum 1 G buffer files for every buffer; otherwise; always keep 500 MB free hard drive space. (When free space is below 500 MB, the buffer files will be truncated automatically.)

CDR and Workgroup CDR Search — Typical Searches

This section contains examples of how to run various CDR and Workgroup CDR searches that are typically used by call centers. Identify the type of search you would like to perform, go to the CDR Search main window, define the search date, set the fields and settings as directed, then click the **Search** button to run the search.

Note: *Connected Calls* include Connected Calls, Transferred Calls and Conference Calls.

All includes Auto Attendant/IVR, Ring No Answer, Queue, Voice Mail (no VM recorded or VM recorded), Connect, Logon, Logoff, All Trunks Busy, No session, VM Access, Forward, Transfer, VM Notify, WG Abandoned, Park, System Park, Conference, Call Monitor, Transfer Cancel, Call Redirect, Call Pick Up, Dial Cancel.

Unanswered Calls include calls abandoned while in these states: AA, Forward, RNA, Queue, Voicemail, WG abandoned, Call Redirect, No More Session, Pick Up By and Dial Cancel.

| Example CDR Searches | |
|--|---|
| <i>To run a search on:</i> | <i>Use these fields and settings:</i> |
| All outgoing trunk calls, system-wide | Set Type to <i>Connected Calls</i> Set Caller to <i>All</i> Set Callee to <i>Trunk</i> |
| All incoming trunk calls, system-wide | Set Type to <i>Connected Calls</i> Set Caller to <i>Trunk</i> Set Callee to <i>Extension</i> , enter particular extension, select <i>Exact</i> |

Sample CDR Searches

Example CDR Searches

| <i>To run a search on:</i> | <i>Use these fields and settings:</i> |
|--|---|
| All outgoing trunk calls for a particular extension | Set Type to <i>Connected Calls</i> Set Caller to <i>Extension</i> , enter particular extension, select <i>Exact</i> Set Callee to <i>Trunk</i> |
| All connected incoming trunk calls for a particular extension | Set Type to <i>Connected Calls</i> Set Caller to <i>Trunk</i> Set Callee to <i>Extension</i> , enter particular extension, select <i>Exact</i> |
| All internal and external calls from a particular extension | Set Type to <i>Connected Calls</i> Set Caller to <i>Extension</i> , enter the particular extension, select <i>Exact</i> Set Callee to <i>All</i> |
| All incoming (trunk to extension and trunk to trunk) calls (system-wide) originated by extensions | Set Type to <i>Connected Calls</i> Set Caller to <i>Trunk</i> Set Callee to <i>All</i> |
| All internal and external connected calls (system-wide) | Set Type to <i>Connected Calls</i> Set Caller to <i>Extension</i> Set Callee to <i>All</i> |
| All incoming calls to a particular extension <u>from trunk</u> | Set Type to <i>All</i> Set Caller to <i>Trunk</i> Set Callee to <i>Extension</i> |
| All internal calls | Set Type to <i>Connected Calls</i> Set Caller to <i>Extension</i> Set Callee to <i>Extension</i> |

| Example CDR Searches | |
|--|---|
| <i>To run a search on:</i> | <i>Use these fields and settings:</i> |
| All internal calls to/from a particular extension | Set Type to <i>Connected Calls</i> Set Caller to <i>Extension</i> , enter <i>particular extension</i> , select <i>Exact</i> Set Callee to <i>Extension</i> , enter <i>particular extension</i> , select <i>Exact</i> |
| All trunks busy | Set Type to <i>All Trunks Busy</i> Set Caller to <i>All</i> Set Callee to <i>All</i> |

| Example Workgroup CDR Searches | |
|--|--|
| <i>To run a search on:</i> | <i>Use these fields and settings:</i> |
| All incoming workgroup calls <u>per agent</u> | Set Type to <i>Connected Calls</i> Enter <i>Workgroup Number</i> , select <i>Inbound</i> Set Sort By to <i>Agent</i> |
| All incoming workgroup calls <u>per workgroup</u> | Set Type to <i>Connected Calls</i> Enter <i>Workgroup Number</i> , select <i>Inbound</i> Set Sort By to <i>N/A</i> |
| All unanswered calls by workgroup | Set Type to <i>Unanswered Calls</i> Enter <i>Workgroup Number</i> , select <i>Both</i> Set Sort By to <i>N/A</i> or <i>Date/Time</i> |

| Example Workgroup CDR Searches | |
|--|--|
| <i>To run a search on:</i> | <i>Use these fields and settings:</i> |
| All workgroup voicemail messages by workgroup | Set Type to <i>Messages</i> Enter <i>Workgroup Number</i> , select <i>Both</i> Set Sort By to <i>Workgroup</i> |
| All calls to workgroup | Set Type to <i>All Calls</i> Enter <i>Workgroup Number</i> , select <i>Both</i> Set Sort By to <i>N/A</i> or <i>Date/Time</i> |
| All calls to workgroup via specific DNIS | Set Type to <i>All Calls</i> Enter <i>Workgroup Number</i> , select <i>Both</i> Enter <i>DNIS</i> digits, select <i>Exact</i> Set Sort By to <i>Workgroup</i> |
| All trunks busy for workgroup trunks (for outbound calls) | Set Type to <i>All Trunks Busy</i> Enter <i>Workgroup Number</i> , select <i>Outbound</i> Set Sort By to <i>N/A</i> |
| All Unanswered Calls by Agent | Set Type to <i>Unanswered</i> Enter <i>Workgroup Number</i> , select <i>Both</i> Set Sort By to <i>Agent</i> |

Example Call Sequences and their Effect on CDR Records

One objective of the CDR record is to track the talk time of agents and individuals for incoming and outgoing calls. Many call sequences are possible. The following are examples of inbound and outbound calls to a call center and sequences of recorded results in the CDR Detail report:

Example 1—Ext. 102 calls Operator, Operator transfers Ext. 102 to Ext. 309, Ext. is connect to Ext. 309. The result is three sessions logged for this event.

| ID | Session ID | Date | Time | Duration | Wait Time | Talk Time | Exit State | Caller ID | Caller Name |
|-----|------------|----------|----------|----------|-----------|-----------|-------------------|--------------------|--------------------|
| 294 | 1006926006 | 11/30/01 | 09:46:54 | 00:00:51 | 00:00:09 | 00:00:42 | VOICE MAIL RECORD | 8476622100 | |
| 295 | 1006926007 | 11/30/01 | 09:45:41 | 00:00:27 | 00:00:13 | 00:00:14 | CONNECT | 206.111.153.254-73 | |
| 296 | 1006926008 | 11/30/01 | 09:45:58 | 00:01:51 | 00:00:39 | 00:01:12 | VOICE MAIL RECORD | 7609239567 | |
| 297 | 1006926009 | 11/30/01 | 09:46:28 | 00:00:59 | 00:00:00 | 00:00:59 | VOICE MAIL ACCESS | 308 | |
| 298 | 1006926009 | 11/30/01 | 09:47:14 | 00:00:13 | 00:00:00 | 00:00:13 | VOICE MAIL RECORD | 308 | |
| 299 | 1006926010 | 11/30/01 | 09:46:42 | 00:01:15 | 00:00:29 | 00:00:46 | TRANSFER | 64.105.217.139-102 | 64.105.217.139-102 |
| 300 | 1006926010 | 11/30/01 | 09:47:55 | 00:00:02 | 00:00:02 | 00:00:00 | TRANSFER | 100 | Front Desk |
| 301 | 1006926010 | 11/30/01 | 09:47:57 | 00:02:07 | 00:00:12 | 00:01:55 | CONNECT | 64.105.217.139-102 | |
| 302 | 1006926011 | 11/30/01 | 09:46:48 | 00:00:00 | 00:00:00 | 00:00:00 | RING NO ANSWER | 220 | |
| 303 | 1006926012 | 11/30/01 | 09:46:49 | 00:00:08 | 00:00:08 | 00:00:00 | AUTO ATTENDANT | 8083969775 | |
| 304 | 1006926013 | 11/30/01 | 09:46:50 | 00:00:56 | 00:00:06 | 00:00:50 | CONNECT | 508 | |
| 305 | 1006926014 | 11/30/01 | 09:46:52 | 00:01:15 | 00:01:15 | 00:00:00 | TRANSFER | 9258469481 | |
| 306 | 1006926014 | 11/30/01 | 09:48:07 | 00:00:07 | 00:00:00 | 00:00:07 | CONNECT | 9258469481 | |
| 307 | 1006926015 | 11/30/01 | 09:47:18 | 00:02:59 | 00:00:06 | 00:02:53 | CONNECT | 9258469481 | |
| 308 | 1006926016 | 11/30/01 | 09:48:04 | 00:02:16 | 00:00:07 | 00:02:09 | CONNECT | 220 | |
| 309 | 1006926017 | 11/30/01 | 09:49:17 | 00:02:21 | 00:00:09 | 00:02:12 | CONNECT | 403 | |

Figure 1. CDR record sessions for Example 1

Example 2—External party calls and connects directly to Ext. 105. The result is one session logged for this event.

| ID | Session ID | Date | Time | Duration | Wait Time | Talk Time | Exit State | Caller ID | Caller Name | Target ID |
|-----|------------|----------|----------|----------|-----------|-----------|-------------|---------------|-----------------|------------|
| 314 | 1006926021 | 11/30/01 | 09:54:11 | 00:00:37 | 00:00:00 | 00:00:37 | VOICE MAIL | 261 | | 261 |
| 315 | 1006926022 | 11/30/01 | 09:54:27 | 00:09:04 | 00:00:10 | 00:08:54 | CONNECT | 206.111.153.2 | | 180035820 |
| 316 | 1006926023 | 11/30/01 | 09:54:38 | 00:00:17 | 00:00:09 | 00:00:08 | CONNECT | 222 | | 159 |
| 317 | 1006926024 | 11/30/01 | 09:54:44 | 00:00:00 | 00:00:00 | 00:00:00 | DIAL CANCEL | 100 | | 2***** |
| 318 | 1006926024 | 11/30/01 | 09:54:44 | 00:00:04 | 00:00:04 | 00:00:00 | VOICE MAIL | 100 | | 261 |
| 319 | 1006926025 | 11/30/01 | 09:54:52 | 00:02:34 | 00:00:20 | 00:02:14 | CONNECT | 6504934759 | | 100 |
| 320 | 1006926026 | 11/30/01 | 09:55:43 | 00:00:48 | 00:00:10 | 00:00:38 | CONNECT | 206.111.153.2 | | 151 |
| 321 | 1006926027 | 11/30/01 | 09:56:03 | 00:00:13 | 00:00:12 | 00:00:01 | CONNECT | 206 | | 7617000 |
| 322 | 1006926028 | 11/30/01 | 09:56:53 | 00:01:00 | 00:00:16 | 00:00:44 | CONNECT | 408719489 | IONICS CIRCUITS | 105 |
| 323 | 1006926029 | 11/30/01 | 09:56:40 | 00:00:51 | 00:00:09 | 00:00:49 | CONNECT | 159 | | 1214566310 |
| 324 | 1006926030 | 11/30/01 | 09:56:52 | 00:00:04 | 00:00:00 | 00:00:04 | VOICE MAIL | 204 | | 204 |
| 325 | 1006926031 | 11/30/01 | 09:57:23 | 00:12:12 | 00:00:03 | 00:12:09 | CONNECT | 309 | | 141030510 |
| 326 | 1006926032 | 11/30/01 | 09:59:27 | 00:00:07 | 00:00:07 | 00:00:00 | RING NO AN | 159 | | 509 |
| 327 | 1006926033 | 11/30/01 | 09:59:40 | 00:00:18 | 00:00:17 | 00:00:01 | CONNECT | 159 | | 508 |
| 328 | 1006926034 | 11/30/01 | 10:00:08 | 00:00:06 | 00:00:06 | 00:00:00 | VOICE MAIL | 509 | | 159 |
| 329 | 1006926034 | 11/30/01 | 10:00:08 | 00:00:00 | 00:00:00 | 00:00:00 | DIAL CANCEL | 509 | | 1***** |

Figure 2. CDR record sessions for Example 2

Example 3—External party calls office and gets Automated Attendant, then dials out Operator. The result is two sessions logged for this event.

Example Call Sequences and their Effect on CDR Records

| ID | Session ID | Date | Time | Duration | Wait Time | Talk Time | Exit State | Caller ID | Caller Name | Target ID |
|-----|------------|----------|----------|----------|-----------|-----------|----------------------|------------|-------------|-------------|
| 541 | 1006926207 | 11/30/01 | 10:55:14 | 00:01:30 | 00:00:03 | 00:01:27 | CONNECT | 100 | Front Desk | 7966160 |
| 542 | 1006926208 | 11/30/01 | 10:56:26 | 00:04:49 | 00:00:12 | 00:04:37 | CONNECT | 508 | | 14087520800 |
| 543 | 1006926209 | 11/30/01 | 10:56:53 | 00:01:22 | 00:00:00 | 00:01:22 | VOICE MAIL ACCESS | 329 | | 329 |
| 544 | 1006926210 | 11/30/01 | 10:57:00 | 00:00:56 | 00:00:36 | 00:00:20 | VOICE MAIL RECORD | 0 | | 261 |
| 545 | 1006926211 | 11/30/01 | 10:57:24 | 00:00:40 | 00:00:07 | 00:00:33 | CONNECT | 100 | | 411 |
| 546 | 1006926212 | 11/30/01 | 10:58:11 | 00:01:37 | 00:00:08 | 00:01:29 | CONNECT | 210 | | 19492798519 |
| 547 | 1006926213 | 11/30/01 | 10:58:12 | 00:01:44 | 00:00:07 | 00:01:37 | CONNECT | 100 | | 7133900 |
| 548 | 1006926214 | 11/30/01 | 10:58:14 | 00:00:39 | 00:00:39 | 00:00:00 | BUSINESS UNAVAILABLE | 8045397231 | | 308 |
| 549 | 1006926215 | 11/30/01 | 10:58:33 | 00:01:36 | 00:01:36 | 00:00:00 | TRANSFER | 5107951624 | | 100 |
| 550 | 1006926215 | 11/30/01 | 11:00:09 | 00:00:57 | 00:00:00 | 00:00:57 | CONNECT | 5107951624 | | 100 |
| 551 | 1006926216 | 11/30/01 | 10:59:40 | 00:01:33 | 00:00:37 | 00:00:56 | VOICE MAIL RECORD | 5046307431 | | 316 |
| 552 | 1006926217 | 11/30/01 | 10:59:13 | 00:00:59 | 00:00:38 | 00:00:21 | TRANSFER | 7049263474 | | 204 |
| 553 | 1006926217 | 11/30/01 | 11:00:08 | 00:00:04 | 00:00:04 | 00:00:00 | TRANSFER | 204 | | 235 |
| 554 | 1006926217 | 11/30/01 | 11:00:12 | 00:00:55 | 00:00:08 | 00:00:47 | VOICE MAIL RECORD | 7049263474 | | 235 |
| 555 | 1006926218 | 11/30/01 | 10:59:57 | 00:01:17 | 00:00:30 | 00:00:47 | VOICE MAIL RECORD | 4409348030 | | 316 |
| 556 | 1006926219 | 11/30/01 | 11:00:03 | 00:08:18 | 00:00:15 | 00:08:03 | CONNECT | UNKNOWN | | 106 |

Figure 3. CDR record sessions for Example 3

Records and Data Schema

This section contains explanations of the CDR search results records, including the data schema.

Important!

In order to reduce the storage space of the database, records with all zero files are not written to the database.

Search Results

This section explains the fields in all the CDR Search results windows.

CDR Search and Group CDR Search Results Windows

| Summary Window | |
|---|---|
| Shown in “Summary (CDR Search and Group CDR Search)” on page 18 | |
| Field | Definition |
| ID | Number assigned by CDR Search to this record |
| Time/Extension/Workgroup/Trunk/Date | Start time for this record, if sorting by Time ; Extension for this record, if sorting by Extension ; Workgroup for this record, if sorting by Workgroup ; Trunk for this record, if sorting by Trunk ; Date for this record, if sorting by Date . |
| Total Records | Total CDR records of the type searched for. Note: Please note that one call may have multiple CDR records logged. Therefore, the number of records may not match with the number of calls in WG Statistics screens. |
| Total Duration | Sum of duration of the calls in the records, where duration lasts from Start Time to End Time (see “Record Window for “Call Info”” on page 47 for explanations of these fields) |

Records and Data Schema

| Detail Window | |
|------------------------------------|---|
| Shown in “Call Details” on page 19 | |
| Field | Definition |
| ID | Number assigned by CDR Search to this record |
| Session ID | Unique number assigned by AltWare to this call |
| Sequence ID | Unique number to identify multiple records of same call (same session ID), beginning with 0. |
| Conference ID | Unique number to identify multiple conference calls. |
| Date | Date of call |
| Time | Start time of call |
| Duration | Duration of call (EndTime minus StartTime ; see Table 9, “CDRMAIN,” on page 66 for explanations of these schema) |
| Wait Time | RingDuration plus QueueDuration (see Table 9, “CDRMAIN,” on page 66 for explanations of these schema) |
| Talk Time | TalkDuration (see Table 9, “CDRMAIN,” on page 66 for explanations of these schema) |
| Others Time | AADuration plus HoldDuration plus VMDuration |
| Message Duration | VMRecDuration |
| Exit state | The last state of call before the call record is logged. (see Table 9, “CDRMAIN,” on page 66 for details) |
| Caller ID | Caller phone number of a call |
| Caller Name | Caller name for a call |
| Target ID | Target number for a call |
| Target Name | Target name for a call |

| Detail Window | |
|------------------------------------|--|
| Shown in “Call Details” on page 19 | |
| Field | Definition |
| DNIS | DNIS information for an incoming call |
| Acct Code | Account code |
| URL | URL when “call” is initiated by AltıWeb user clicking the make-call button |
| User Data | Agent input |

| Record Window for “Call Info” | |
|--------------------------------------|---|
| Shown in “Call Details” on page 19 | |
| Node ID | Server ID (System ID) assigned to an AltıWare system in AltıWare Administrator |
| Session ID | Session ID: a unique number, usually 9 digits or larger, assigned by AltıWare to a call |
| Internal Call | Internal or external call |
| Direction | Direction of the call (incoming or outgoing) |
| Start Time | <i>Outgoing</i> call: Date and time when caller receives ringback, busy, or connect signal <i>Incoming</i> call: Date and time when system responds to the call. |
| End Time | Date and time when call exits this stage or disconnects |
| Duration | Duration of call (End Time minus Start Time) |
| Caller Type | Caller line type (see Table 9, “CDRMAIN,” on page 66 for details) |
| Caller PAD | Line’s physical address for a call |

| Record Window for "Call Info" | |
|------------------------------------|---|
| Shown in "Call Details" on page 19 | |
| Caller ID | Caller number for a call |
| Caller Name | Caller name for a call |
| Target Type | Call target line type (see Table 9, "CDRMAIN," on page 66 for details) |
| Target PAD | Physical address of line for a call target |
| Target ID | Number for a call target |
| Target Name | Name for a call target |
| Workgroup Number | Target workgroup number for an incoming call |
| Outgoing Workgroup | Workgroup number for an outgoing call, as set in AltWare Administrator or by agent at logon |
| DNIS | DNIS number for incoming call |
| Project | Project number for trunk, as set in AltWare Administrator |
| Account Code | Account code |
| Attendant Duration | Duration while call is in Auto Attendant/IVR state |
| Ring Duration | Duration while call is in ringing state. |
| Queue Duration | Duration while the incoming call is in queue (workgroup or direct call) |
| VM Duration | Duration after a call goes into voicemail box; includes greeting, false attempts at messages, and review of message, and includes VM Record Duration |
| VM Record Duration | Duration of recording time for a VM message that was completed; in AltView, this corresponds to Length field of a voicemail. |

| Record Window for "Call Info" | |
|--------------------------------------|---|
| Shown in "Call Details" on page 19 | |
| Hold Duration | Duration while call was on hold or parked |
| Talk Duration | Duration while the call is answered by a person; see Table 9, "CDRMAIN," on page 66 for details) |
| Record Duration | Duration of conversation recording |
| Exit State | The last state of call before the call record is logged; (see Table 9, "CDRMAIN," on page 66 for details) |
| URL | URL when "call" is initiated by AltiWeb user clicking the make-call button |
| User Data | Agent input |

WG Statistics Search Results Windows

| Agent Statistics Window | |
|--|--|
| Shown in "Statistics (WG Statistics)" on page 22 | |
| Field | Definition |
| | Upper half of window |
| ID | Number assigned by AltiWare to this record |
| Date | Date of time interval |
| Time | Time interval for these call statistics |
| In Call Ans | Count of incoming workgroup calls that were answered by an agent; if a login agent uses Pick Call from Queue feature in AltiAgent, this counter is also incremented. If the incoming workgroup call is answered by an agent, then transferred or parked, the transferred or parked call is considered out of this workgroup. |

Agent Statistics Window

Shown in “Statistics (WG Statistics)” on page 22

| Field | Definition |
|--|--|
| In Talk Time | Sum of talk duration of incoming answered workgroup calls. Talk duration lasts from the time an agent answers the call until the time the call is disconnected, parked or transferred. (Hold time is not included in talk time.) |
| Out Call Ans | Count of connected outbound workgroup calls. (Agent needs to login to outbound workgroup) |
| Out Talk Time | Sum of talk duration of connected outbound workgroup calls. Talk duration lasts from the time the call is connected until the time the call is disconnected, parked or transferred. (Hold time is not included in talk time.) |
| Lower half of window (Totals, Averages, and Percentages) | |
| Total Inbound Calls Answered | Total of In Calls Ans |
| Total Talk Time | Total duration of In Talk Time . |
| Average Talk Time | Total Talk Time divided by Total Inbound Calls Answered |
| Total Connected Outbound Calls | Total of Out Call Ans |
| Total Talk Time | Total duration of Out Talk Time . |
| Average Talk Time | Total Talk Time divided by Total Connected Outbound Calls |
| Total Number of Wrap-Up | Total number of Wrap-ups for both incoming and outgoing workgroup calls. |

Agent Statistics Window

Shown in “Statistics (WG Statistics)” on page 22

| Field | Definition |
|-----------------------------|---|
| Total Wrap-up Time | Total of Wrap-up duration (time while agent is in wrap-up state) for both incoming and outgoing calls.. |
| Average Wrap-up Time | Total Wrap-up Time divided by Total Number of Wrap-up. |

Agent Statistics per Workgroup Window

Shown in “Statistics (WG Statistics)” on page 22

| Field | Definition |
|---------------------|--|
| | Upper half of window |
| ID | Number assigned by CDR Search to this record |
| Date | Date of time interval |
| Time | Time interval for these call statistics |
| In Call Ans | Count of incoming workgroup calls that were answered by an agent; if a login agent uses Pick Call from Queue feature in AltiAgent, this counter is also incremented. If the incoming workgroup call is answered by an agent, then transferred or parked, the transferred or parked call is considered out of this workgroup. |
| In Talk Time | Sum of talk duration of incoming answered workgroup calls. Talk duration lasts from the time an agent answers the call until the time the call is disconnected, parked or transferred. (Hold time is not included in talk time.) |
| Out Call Ans | Count of connected outbound workgroup calls. (Agent needs to log in to outbound workgroup) |

Agent Statistics per Workgroup Window

Shown in “Statistics (WG Statistics)” on page 22

| Field | Definition |
|---|---|
| Out Talk Time | Sum of talk duration of connected outbound workgroup calls. Talk duration lasts from the time the call is connected until the time the call is disconnected, parked or transferred. (Hold time is not included in talk time.) |
| Login Time | Date and time agent last logged into this WG within or before specified time interval |
| Logout Time | Date and time agent last logged out of this WG within or before specified time interval |
| Logout Reason | Logout Reason code |
| Lower half of window (Totals, Averages and Percentages) | |
| Total Logged In Time | Total of agent login duration to this workgroup |
| Total Inbound Calls Answered | Total of In Calls Ans |
| Total Talk Time | Total of In Talk Time |
| Average Talk Time | Total Talk Time divided by Total Inbound Calls Answered |
| Total Connected Outbound Calls | Total of Out Calls Ans |
| Total Talk Time | Total of Out Talk Time |
| Average Talk Time | Total Talk Time divided by Total Connected Outbound Calls |
| Total Number of Wrap-ups | Total number of Wrap-ups for both incoming and outgoing workgroup calls. |

Agent Statistics per Workgroup Window

Shown in “Statistics (WG Statistics)” on page 22

| Field | Definition |
|-----------------------------|--|
| Total Wrap-up Time | Total of wrap-up duration (time while agent is in wrap-up state) for both incoming and outgoing calls. |
| Average Wrap-up Time | Total Wrap-up Time divided by Total Number of Wrap-up . |

Workgroup Statistics Window

Shown in “Statistics (WG Statistics)” on page 22

| Field | Definition |
|-----------------------|--|
| | Upper half of window |
| ID | Number assigned by CDR Search to this record |
| Date | Date of the time interval |
| Time | Time interval for these call statistics |
| Incoming Calls | Incoming workgroup calls |
| Calls in Queue | Count of calls in workgroup queue while all agents are not available; when agent RNA and “No Answer Call Handling” is set to Forward to Next Group Member, this call is re-queued but will not be counted twice. |
| Calls Answered | Count of workgroup calls that were answered by agents; if a login agent uses Pick Call from Queue feature in AltAgent, this counter is also incremented. If the incoming workgroup call is answered by an agent, then transferred or parked, the transferred or parked call is considered out of this workgroup. |

Workgroup Statistics Window

Shown in “Statistics (WG Statistics)” on page 22

| Field | Definition |
|--|--|
| Calls Answered Duration | Sum of talk duration of incoming answered workgroup calls. Talk duration lasts from the time an agent answers the call until the time the call is disconnected, parked or transferred. (Hold time is not included in talk time.) |
| Outgoing Calls | Count of outgoing connected workgroup calls. (Agent needs to log into this workgroup) |
| Outgoing Calls Duration | Sum of talk duration of connected outbound workgroup calls. Talk duration lasts from the time the call is connected until the time the call is disconnected, parked or transferred. (Hold time is not included in talk time.) |
| Calls Abandoned to VM with Msg | Count of calls abandoned to VM (by caller pressing a digit or by system automatically redirecting caller to VM where caller leaves a message |
| Calls Abandoned in Queue | Count of caller hang up while in queue listening to music or queue greeting |
| Calls Abandoned during Ring | Count of caller hang up while ringing a workgroup agent |
| Calls Abandoned to VM without Msg | Count of calls abandoned to VM (by caller pressing a digit or by system automatically redirecting caller to VM where the caller did not leave a message |
| Overflowed/Redirected | Count of calls that overflowed from the workgroup queue or redirected to other destinations; |
| Wait Time for Answered Calls | Sum of wait time (queue duration + ring duration) for Calls Answered |
| Wait Time for Abandoned Calls | Sum of wait time (queue duration + ring duration) of all abandoned calls |

Lower half of window (Totals, Averages, and Percentages)

Workgroup Statistics Window

Shown in “Statistics (WG Statistics)” on page 22

| Field | Definition |
|------------------------------------|---|
| Group Inbound Calls Summary | |
| Group Total Inbound Calls | Total of all inbound calls, including Answered , Overflowed , and all Abandoned calls |
| Total Calls Without Queuing | Total of calls with queue duration of zero. |
| Total Calls in Queue | Total of Calls in Queue |
| Total Calls Answered | Total of Calls Answered |
| Total Calls Overflowed | Total of Overflowed/Redirected |
| Total Calls Abandoned | Total of Calls Abandoned which is the sum of Abandoned in Queue , Abandoned During Ring , Abandoned to Voice Mail , and Abandoned to Others in the following sub-categories. |
| Abandoned in Queue | Total of Calls Abandoned in Queue |
| Abandoned during Ring | Total of Calls Abandoned during Ring |
| Abandoned to Voice Mail | Total of calls abandoned to voice mail, which is the sum of Leave VM and Without VM in the following sub-category. |
| Leave VM | Total of Calls Transferred to VM |

| Workgroup Statistics Window | |
|--|--|
| Shown in “Statistics (WG Statistics)” on page 22 | |
| Field | Definition |
| Without VM | Total of Calls Abandoned during VM |
| Abandoned to App or Others | Total of calls redirected to a target other than VM, when caller in queue presses a digit. Abandoned to application is also included. |
| Historical Service Level | |
| Total Calls Answered Within SL | Total of Calls Answered with Queue Duration less than or equal to the Service Level Threshold configured in Workgroup Configuration window of AltWare/ACM Administrator |
| Total Inbound Talk Time | Total of Calls Answered Duration |
| Average Inbound Talk Time | Total Inbound Talk Time divided by Total Calls Answered |
| Average Wait Time for Answered Calls | Total Wait Time for Answered Calls divided by Total Calls Answered |
| Average Wait Time for Overflowed Calls | Total Wait Time (Queue Duration + Ring Duration) for Overflowed Calls divided by Total Calls Overflowed |
| Average Wait Time for Abandoned Calls | Total Wait Time (Queue Duration + Ring Duration) for Abandoned Calls divided by Total Calls Abandoned |
| Total Wait Time for Answered Calls | Total of Wait Time (Queue Duration + Ring Duration) for Answered Calls |
| Total Wait Time for Overflowed Calls | Total Wait Time (Queue Duration + Ring Duration) for overflowed calls |

Workgroup Statistics Window

Shown in “Statistics (WG Statistics)” on page 22

| Field | Definition |
|--|---|
| Total Wait Time for Abandoned Calls | Total of Wait Time (Queue Duration + Ring Duration) for Abandoned Calls |
| Total Outbound Connected Calls | Total of Outgoing Calls |
| Total Outbound Talk Time | Total of Outgoing Calls Duration |
| Average Outbound Talk Time | Total Outbound Talk Time divided by Total Outbound Connected Calls |

Data Schema

This section describes the data schema used in CDR and RTM records.

Table 1: AGENTACTIVITY

| Database Element | Definition | Type | Specification |
|-------------------|---|------|--|
| Version | Version of the record | LONG | 2 = OE/ACM 5.0A |
| NodeID | Server ID (System ID) assigned to an AltiWare system in AltiWare Administrator | LONG | value: 1–100 |
| Time_Stamp | GMT time when activity occurs. Seconds since 1970/01/01 00:00:00. | LONG | |
| GMTOffset | Offset to GMT time, includes daytime savings, in seconds; ex: Pacific Summer time 25200 | LONG | |
| LocalDay | 8 digit number representing date ex: 20040608 = 06/08/2004 | LONG | Format: yyyymmdd |
| DayOfWeek | Day of the week | LONG | 0 = Sunday 1 = Monday 2 = Tuesday 3 = Wednesday 4 = Thursday 5 = Friday 6 = Saturday |
| AgentNum | Agent Extension Number | LONG | |
| WNum | Workgroup Number | LONG | |

| Database Element | Definition | Type | Specification |
|------------------------|---|------|---|
| Activity | Activity of the Agent | LONG | 1 = Staff 2 = UnStaff 3 = Login 4 = Logout 5 = Ready 6 = DND/FWD 7 = Not Ready 8 = Wrapup 9 = Error |
| Reason | Reason for Activity. (For logout, it is logout reason code) | LONG | 96 = Network issues caused the system to log out an IP phone agent from the workgroup. 97 = Agent's physical or IP extension is changed to virtual extension. System logs out the extension from workgroup. 98 = Supervisor logs out the agent. 99 = Agent ring no answer. System logs out the agent from workgroup based on configuration |
| WrapUpSessionID | Call session, for wrap up | LONG | |
| WrapUpDirection | Call direction, for wrap up | LONG | When Activity = 8 (Wrapup), 1 = inbound wrap-up 2 = outbound wrap-up |
| WrapUpDuration | Wrap up duration | LONG | |

Table 2:AGENTPERWGSUMMARY1

Agent per Workgroup Statistics during the time interval specified by Start Time and End Time.

| Database Element | Definition | Type | Specification |
|------------------|-----------------------|------|--------------------|
| Version | Version of the record | LONG | 2 = OE/ACM 5.0A |

| Database Element | Definition | Type | Specification |
|------------------|---|------|--|
| NodeID | Server ID (System ID) assigned to an AltiWare system in AltiWare Administrator | LONG | value: 1–100 |
| StartTime | GMT start time of record's period. Seconds since 1970/01/01 00:00:00. | LONG | |
| EndTime | GMT end time of record's period. Seconds since GMT 1970/01/01 00:00:00. | LONG | |
| GMTOffset | Offset to GMT time, includes daytime savings, in seconds; ex: Pacific Summer time 25200 | LONG | |
| LocalDay | 8 digit number representing date ex: 20040608 = 06/08/2004 | LONG | Format: yyyymmdd |
| DayOfWeek | Day of the week | LONG | 0 = Sunday 1 = Monday 2 = Tuesday 3 = Wednesday 4 = Thursday 5 = Friday 6 = Saturday |
| AgentNum | Agent Extension Number | LONG | |
| WGNum | Workgroup Number | LONG | |
| uid | Unique ID to link to AGENTPERWGSUMMARY2 and AGENTPERWGSUMMARY3 | LONG | |

Table 3:AGENTPERWGSUMMARY2

| Database Element | Definition | Type | Specification |
|------------------|--|------|--------------------|
| Version | Version of the record | LONG | 2 = OE/ACM 5.0A |
| NodeID | Server ID (System ID) assigned to an AltiWare system in AltiWare Administrator | LONG | value: 1–100 |

| Database Element | Definition | Type | Specification |
|--------------------------|---|------|---------------|
| uid | Unique ID to link to AGENTPERWGSUMMARY1 | LONG | |
| NumInWGCall | Total inbound WG calls during interval | LONG | |
| NumInWGAnswered | Number of incoming workgroup calls answered by this agent | LONG | |
| NumInWGRNA | Total of agent RNA | LONG | |
| DurInWGAnswerRing | Ring duration of answered calls workgroup calls | LONG | |
| DurInWGTalk | Talk duration of incoming calls (NumInWGAnswered), starting from the time the agent answers a call until the call is disconnected, transferred, or parked | LONG | |
| NumInWGWrapUp | Number of Wrap-ups for incoming calls | LONG | |
| DurInWGWrapUp | Wrap-up duration for incoming calls | LONG | |
| NumInWGM | Count of WG calls to agent's VM with message | LONG | |
| DurInWGM | Total duration of voicemail message | LONG | |
| NumInWGHold | Number of incoming calls hold by agent (One call hold multiple times count once only) | LONG | |
| DurInWGHold | Hold duration of incoming calls | LONG | |
| NumOutWGConnected | Count of outgoing connected calls including trunk and extension calls | LONG | |
| DurOutWGTalk | Talk duration of outgoing connected calls (NumOutWGConnected) from the time the call enters "Connected" state until disconnected, parked or transferred | LONG | |
| NumOutWGWrapUp | Number of wrap-ups for outbound WG calls | LONG | |

| Database Element | Definition | Type | Specification |
|------------------------|---|------|---------------|
| DurOutWG WrapUp | Wrap-up duration for outbound WG calls | LONG | |
| NumOutWG Hold | Count of outbound WG hold calls by agent (One call on hold multiple times will count once only) | LONG | |
| DurOutWG Hold | Hold duration of outbound workgroup calls | LONG | |

Table 4:AGENTPERWGSUMMARY3

| Database Element | Definition | Type | Specification |
|------------------|--|------|-----------------|
| Version | Version of the record | LONG | 2 = OE/ACM 5.0A |
| NodeID | Server ID (System ID) assigned to an AltWare system in AltWare Administrator | LONG | value: 1–100 |
| uid | Unique ID to link to AGENTPERWGSUMMARY1 | LONG | |
| DurLogin | The total time agent was logged in. | LONG | |

Table 5:AGENTSUMMARY1

| Database Element | Definition | Type | Specification |
|------------------|--|------|-----------------|
| Version | Version of the record | LONG | 2 = OE/ACM 5.0A |
| NodeID | Server ID (System ID) assigned to an AltWare system in AltWare Administrator | LONG | value: 1–100 |
| uid | Unique ID to link to AGENTSUMMARY2, AGENTSUMMARY3, and AGENTSUMMARY4 | LONG | |
| StartTime | GMT start time of record's period. Seconds since 1970/01/01 00:00:00. | LONG | |

| Database Element | Definition | Type | Specification |
|------------------|---|------|--|
| EndTime | GMT end time of record's period. Seconds since GMT 1970/01/01 00:00:00. | LONG | |
| GMTOffset | Offset to GMT time, includes daytime savings, in seconds; ex: Pacific Summer time 25200 | LONG | |
| LocalDay | 8 digit number representing date ex: 20040608 = 06/08/2004 | LONG | Format: yyyymmdd |
| DayOfWeek | Day of the week | LONG | 0 = Sunday 1 = Monday 2 = Tuesday 3 = Wednesday 4 = Thursday 5 = Friday 6 = Saturday |
| AgentNum | Agent Extension Number | LONG | |

Table 6:AGENTSUMMARY2

| Database Element | Definition | Type | Specification |
|--|--|------|-----------------|
| The following values are significant only when an agent logs into at least one workgroup. If an agent doesn't log into any workgroup, all values should be zero. | | | |
| Version | Version of the record | LONG | 2 = OE/ACM 5.0A |
| NodeID | Server ID (System ID) assigned to an AltiWare system in AltiWare Administrator | LONG | value: 1–100 |
| uid | Unique ID to link to AGENTSUMMARY1 | LONG | |
| NumInDirCall | Direct (non-workgroup) incoming call | LONG | |
| NumInDirAnswered | Direct (non-workgroup) incoming call answered | LONG | |
| DurInDirTalk | Total talk duration of direct (non-workgroup) incoming calls | LONG | |

| Database Element | Definition | Type | Specification |
|---------------------------|---|------|---------------|
| NumInDirVM | Count of direct inbound voicemail message | LONG | |
| DurInDirVM | Total duration of direct inbound voicemail message | LONG | |
| NumInDirHold | The number of direct incoming call put on hold (One call on hold multiple times will count once only) | LONG | |
| DurInDirHold | Total hold duration of direct incoming calls | LONG | |
| NumOutDirConnected | Number of direct outgoing connected calls | LONG | |
| DurOutDirTalk | Total talk duration of direct (non-workgroup) outgoing connected calls | LONG | |
| NumOutDirHold | Count of direct outbound calls on hold (One call on hold multiple times will count once only) | LONG | |
| DurOutDirHold | Total hold duration of direct outbound calls | LONG | |
| NumAgentBusy | Number of times agent is busy | LONG | |
| DurAgentBusy | The duration of time when agent is busy | LONG | |
| NumInWrapUp | Number of times agent entered Wrap Up | LONG | |
| DurInWrapUp | Wrap-up duration of incoming workgroup calls | LONG | |
| NumOutWrapUp | Number of wrap-ups for outbound workgroup calls | LONG | |
| DurOutWrapUp | Wrap-up duration for outbound workgroup calls | | |

Table 7:AGENTSUMMARY3

| Database Element | Definition | Type | Specification |
|------------------|-----------------------|------|-----------------|
| Version | Version of the record | LONG | 2 = OE/ACM 5.0A |

| Database Element | Definition | Type | Specification |
|--------------------------|--|------|---------------|
| NodeID | Server ID (System ID) assigned to an AltWare system in AltWare Administrator | LONG | value: 1–100 |
| uid | Unique ID to link AGENTSUMMARY1 | LONG | |
| CountLogon WG | Count of workgroups that agent is logged into | LONG | |
| DurAgentLogon | The login duration when agent logs into at least one workgroup | LONG | |
| NumAgentAvailable | Number of times agent is available | LONG | |
| DurAgentAvailable | The duration while agent is in available state | LONG | |

Table 8:AGENTSUMMARY4

| Database Element | Definition | Type | Specification |
|--|--|------|-----------------|
| The following values are significant only when an agent logs into at least one workgroup. If an agent doesn't log into any workgroup, all values should be zero. | | | |
| Version | Version of the record | LONG | 2 = OE/ACM 5.0A |
| NodeID | Server ID (System ID) assigned to an AltWare system in AltWare Administrator | LONG | value: 1–100 |
| uid | Unique ID link to AGENTSUMMARY1 | LONG | |
| NumAgentDND | Number of times agent entered DND | LONG | |
| DurAgentDND | Total duration of the DND | LONG | |
| NumAgentFWD | Number of times agent enable extension forward and enter FWD state | LONG | |
| DurAgentFWD | Duration of agent in FWD state | LONG | |
| NumAgentError | Number of times agent enter Error State while login | LONG | |

| Database Element | Definition | Type | Specification |
|----------------------|--|------|---------------|
| DurAgentError | Duration of agent in Error State while login | LONG | |
| NumNotReady | Count of Agent enters Not-Ready state | LONG | |
| DurNotReady | Duration of Agent Not-Ready | LONG | |

Table 9: CDRMAIN

| Database Element | Definition | Type | Specification |
|------------------|---|------|------------------|
| Version | Version of the record | LONG | 2 = OE/ACM 5.0A |
| NodeID | Server ID (System ID) assigned to an AltiWare system in AltiWare Administrator | LONG | value: 1-100 |
| StartTime | GMT start time of record's period. Seconds since 1970/01/01 00:00:00. | LONG | |
| EndTime | GMT end time of record's period. Seconds since 1970/01/01 00:00:00. | LONG | |
| GMTOffset | Offset to GMT time, includes daytime savings, in seconds; ex: Pacific Summer time 25200 | LONG | |
| LocalDay | 8 digit number representing date ex: 20040608 = 06/08/2004 | LONG | Format: yyyymmdd |

Table 9: CDRMAIN

| Database Element | Definition | Type | Specification |
|-------------------------|---|------|--|
| DayOfWeek | Day of the week | LONG | 0 = Sunday 1 = Monday 2 = Tuesday 3 = Wednesday 4 = Thursday 5 = Friday 6 = Saturday |
| SessionID | Session ID: a unique number, usually 9 digits or larger, assigned by AltWare to a call | LONG | |
| SequenceID | A unique number to identify multiple records of same call (same Session ID), beginning with 0 | LONG | |
| TrunkCall | Trunk call or external call | LONG | 1=Internal 2=Trunk Call |
| Direction | Direction of the call (incoming or outgoing) | LONG | 1=Incoming 2=Outgoing |
| OriginalPriority | The first priority set by the system for this call (1-9) | LONG | |
| StartPriority | Call priority at Start Time (1-9) | LONG | |
| EndPriority | Call priority at End Time (1-9) | LONG | |

Table 9: CDRMAIN

| Database Element | Definition | Type | Specification |
|-------------------------|--|--------------|--|
| CallerType | Type of line for an incoming call | LONG | 0 = Unknown line type 1 = Ext analog 2 = Ext IP 3 = Reserved 4 = Ext virtual 5 = Workgroup 6 = Application Extension 7 = Analog Trunk 8 = T1 Trunk 9 = IP Trunk 10 = PRI Trunk 11 = not used 12 = E1 trunk |
| CallerPad | Line's physical address for an incoming call | CHAR (5) | E.g. "0004", where "00"=slot, "04"=channel Always "-1-1" for WG or virtual extension |
| CallerNum | Caller phone number of an incoming call (extension number or off-net PSTN) | CHAR (41) | |
| CallerName | Caller name for an incoming call (provided by CO for trunk calls; as entered in AltWare Administrator for extension calls) | CHAR (65) | |
| CallerTenant | Caller Tenant name | CHAR | |
| CallerProject | Caller Project ID | LONG | |

Table 9: CDRMAIN

| Database Element | Definition | Type | Specification |
|----------------------|--|--------------|--|
| TargetType | Called target line type | LONG | 0 = Unknown line type 1 = Ext analog 2 = Ext IP 3 = Reserved 4 = Ext virtual 5 = Workgroup 6 = Application Extension 7 = Analog Trunk 8 = T1 Trunk 9 = IP Trunk 10 = PRI Trunk 11 = not used 12 = E1 trunk |
| TargetPad | Physical address of line for a called target | UCHAR (5) | E.g. "0004," where "00"=slot and "04"=channel |
| TargetNum | Number for a called target | CHAR (41) | |
| TargetName | Name for a called target | CHAR (65) | |
| TargetTenant | Tenant name for called target | CHAR | |
| TargetProject | Project ID for called target | LONG | |
| TargetWGNum | Target workgroup number | CHAR | |
| WGSessionID | A unique Session ID for workgroup call | LONG | |
| OutGoingWG | Workgroup number for an outgoing call, while agent login | LONG | |
| ConfSessionID | Conference Session ID | LONG | |
| DNIS | DNIS number for incoming call | CHAR (33) | |

Table 9: CDRMAIN

| Database Element | Definition | Type | Specification |
|-----------------------------|---|--------------|---|
| AccountCode | Account code | CHAR (11) | 1—10 digits in length |
| AADuration | Duration in seconds an incoming call is connected to the Auto Attendant/IVR; multiple connections to AA/IVR in a single session produces multiple records | LONG | |
| RingDuration | Duration in seconds a call is ringing and in workgroup queue | LONG | |
| QueueDuration | Duration in seconds when a call stays in a queue. | LONG | |
| VMDuration | Duration in seconds after a call goes into a voicemail box; includes greeting, false attempts at messages, successful message, and review of message | LONG | |
| VMRecDuration | Duration in seconds of recording time for a VM message that was completed | LONG | |
| HoldDuration | Duration in seconds while a call is on hold | LONG | |
| TalkDuration | Duration in seconds of talk time | LONG | |
| RecordDuration | Duration in seconds of recording | LONG | |
| AnswerWithinS LT | Call is answered within Service Level Threshold | LONG | 1=yes; 0=no |
| ExitState | State when call is terminated | LONG | (see end of this table for specifications for the 34 exit states) |

Table 9: CDRMAIN

| Database Element | Definition | Type | Specification |
|------------------------------|--|------------|---|
| AbnTargetType | Type of abandon forward target | LONG | 1=Abandon to AA 2=Abandon to Operator 3=Abandon to Extension 4=Abandon to Outside Number 5 =Abandon to VM 6 = Abandon to Application 7 = Abandon to Others 8 = Call Disconnected |
| AdvQAppType | Type of Advanced Queue Management Application | LONG | |
| MMCallType | Multi-Media call type | LONG | |
| PriorityQueueDuration | The duration in seconds of a call hold current priority in queue | LONG | |
| IVRExitPoint | Exit Point of IVR/AA | CHAR (63) | When a call is transferred from AA menu, the system logs the exit AA point, which is the AA item ID. |
| IVRData | Data of IVR/AA | CHAR (255) | |
| UserData | Agent input | CHAR (255) | |
| FormData | Web form data | CHAR | |
| URLData | Last URL | CHAR (255) | |

ExitState specifications (see database element ExitState on page 70):

- 1 = Auto Attendant: call exits in the AA / IVR.
- 2 = Forward: call is forwarded from an extension by configuration forwarding.

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- 3 = Call Redirect: call is redirected to another extension or trunk by the AltLinkPlus command "Redirect".
- 4 = Ring No Answer: call rang target but no agent answered.
- 5 = Busy: call tried to ring an agent but the agent extension was busy.
- 6 = Queue: call abandoned from the workgroup queue.
- 7 = Queue Overflow: call was forwarded by workgroup overflow configuration.
- 8 = Connected: call connected with an agent, then disconnected.
- 9 = Conference: caller is conferenced with others, then disconnected.
- 10 = Conference Member: every member of a conference call will have a record with this exit state.
- 11 = Hold: A calls B and is connected. B uses AltView/AltAgent to hold this call. B drops, and now A is in "Hold" state. Then A drops. Call A gets this exit state.
- 12 = Transfer: call is transferred by an agent who pressed flash to transfer this call. A calls B and is connected. B presses flash, dials C, and is connected to C. B drops. Call A with B gets this exit state.
- 13 = Transfer destination unavailable: A calls B. A presses flash and dials C. C rings but no answer. A drops. Call A with C gets this exit state.
- 14 = Transfer Cancel: A calls B. B presses flash, calls C and is connected. Then B presses flash to disconnect C and connect back with A. Call B with C exits with "transfer cancel".
- 15 = Go to VM w/out leaving vm: A calls B. B is busy or ring no answer. A goes into B's voice mail. A drops without leaving any voice mail.
- 16 = Go to VM with leaving vm: A goes into B's voice mail, leaves a voice mail, and then drops.
- 17 = General VM: A presses ## to enter the voice mail system, inputs password, then drops.
- 18 = VM Access: A presses #### to enter another extension's voice mail, then drops.
- 19 = VM Notify: A receives a notification call, enters password, then drops.
- 20 = Call Pick Up: A calls B. While B is ringing, C enters #29B to pick up this call. Call A with B gets this exit state.

- 21 = All Trunks Busy: A dials an outside number, and no trunk is seized. A drops and gets this exit state.
- 22 = No session: A tries to log on to Altiview/AltiAgent/AltiConsole/third party application, but there are no more licenses available.
- 23 = Personal Park: call is parked by #31.
- 24 = System Park: call is parked by #41.
- 25 = Line Park: call is parked by #51.
- 26 = Call Monitor: A runs AltiSupervisor and initiates a silent monitor or barge in.
- 27 = Overhead Paging: Call presses #44 / #45 / #46 to page.
- 28 = Reminder Call: Call was preset as a reminder call.
- 29 = Group Member RNA: A calls a workgroup and rings an agent. The agent does not answer the ring.
- 30 = One Number Access: A calls B and goes into B's one number access menu.
- 31 = APC Connect: [never used.]
- 32 = Ring: call is dropped while it's ringing.
- 33 = Transfer Ring: A calls B. B presses Flash and dials C. While C is ringing, B drops and A drops. Call A with C gets this exit state.
- 34 = Transfer Connected: A calls B and is connected. A presses flash, dials C, and is connected too. A drops. Call A with C got this exit state.

Table 10: WGRTSUMMARY

| Database Element | Definition | Type | Specification |
|------------------|--|------|-----------------|
| Version | Version of the record | LONG | 2 = OE/ACM 5.0A |
| NodeID | Server ID (System ID) assigned to an AltiWare system in AltiWare Administrator | LONG | value: 1-100 |
| StartTime | GMT start time of record's period. Seconds since 1970/01/01 00:00:00. | LONG | |
| EndTime | GMT end time of record's period. Seconds since 1970/01/01 00:00:00. | LONG | |

| Database Element | Definition | Type | Specification |
|------------------------------|--|-------------|--|
| GMTOffset | Offset to GMT time, includes daylight savings, in seconds; ex: Pacific Summer time 22500 | LONG | |
| LocalDay | 8 digit number representing date ex: 20040608 = 06/08/2004 | LONG | Format: yyyymmdd |
| DayOfWeek | Day of the week | LONG | 0 = Sunday 1 = Monday 2 = Tuesday 3 = Wednesday 4 = Thursday 5 = Friday 6 = Saturday |
| WGNum | Workgroup Number | LONG | |
| CurNumAgent Cfg | Total Agent configured to the WG | LONG | |
| CurNumAgent UnStaff | Total Agents Un-Staffed (Snapshot at EndTime) | LONG | |
| CurNumAgent Logout | Total Agents Logged Out (Snapshot at EndTime) | LONG | |
| CurNumAgent Error | Total Agents Error (Snapshot at EndTime) | LONG | |
| CurNumAgent Busy | Total Agents Busy (Snapshot at EndTime) | LONG | |
| CurNumAgent NotReady | Total Agents Not Ready (Snapshot at EndTime) | LONG | |
| CurNumAgent WrapUp | Total Agents Wrap-up (Snapshot at EndTime) | LONG | |
| CurNumAgent DND/FWD | Total Agents DND/FWD (Snapshot at EndTime) | LONG | |
| CurNumAgent Available | Total Agents Available (Snapshot at EndTime) | LONG | |
| CurLongestQTime | Longest Queue Time (Snapshot at EndTime) | LONG | |
| CurQLength | Number of calls in Queue (Snapshot at EndTime) | LONG | |

| Database Element | Definition | Type | Specification |
|---------------------------------|--|------|---------------|
| CurNumCallOverSLT | Number of calls exceed SLT (Snapshot at EndTime) | LONG | |
| CurServiceLevel | Real-time Service Level % for WG Queue (Snapshot at EndTime) | LONG | |
| IntvMaxNumAgentUnStaff | Maximum Agents Un-Staffed in record's period | LONG | |
| IntvMaxNumAgentLogout | Maximum Agents Logged Out in record's period | LONG | |
| IntvMaxNumAgentError | Maximum Agents Error in record's period | LONG | |
| IntvMaxNumAgentBusy | Maximum Agents Busy in record's period | LONG | |
| IntvMaxNumAgentNotReady | Maximum Agents Not Ready in record's period | LONG | |
| IntvMaxNumAgentWrapUp | Maximum Agents Wrap-up in record's period | LONG | |
| IntvMaxNumAgentDND/FWD | Maximum Agents DND/FWD in record's period | LONG | |
| IntvMaxNumAgentAvailable | Maximum Agents Available in record's period | LONG | |
| IntvMaxLongestQTime | Maximum longest queue time in record's period | LONG | |
| IntvMaxQLength | Maximum queue length in record's period | LONG | |
| IntvMaxNumCallOverSLT | Maximum calls exceed SLT in record's period | LONG | |
| IntvMaxServiceLevel | Maximum Service Level % for WG Queue in record's period | LONG | |
| IntvMinServiceLevel | Minimum Service Level % for WG Queue in record's period | LONG | |

Table 11: WGSUMMARY

| Database Element | Definition | Type | Specification |
|-------------------------|--|-------------|--|
| Version | Version of the record | LONG | 2 = OE/ACM 5.0A |
| NodeID | Server ID (System ID) assigned to an AltiWare system in AltiWare Administrator | LONG | value: 1–100 |
| StartTime | GMT start time of record's period. Seconds since 1970/01/01 00:00:00 | LONG | |
| EndTime | GMT end time of record's period. Seconds since 1970/01/01 00:00:00 | LONG | |
| GMTOffset | Offset to GMT time, includes daylight savings, in seconds; ex: Pacific Summer time 22500 | LONG | |
| LocalDay | 8 digit number representing date ex: 20040608 = 06/08/2004 | LONG | Format: yyyymmdd |
| DayOfWeek | Day of the week | LONG | 0 = Sunday 1 = Monday 2 = Tuesday 3 = Wednesday 4 = Thursday 5 = Friday 6 = Saturday |
| WGNum | Workgroup Number | LONG | |
| NumInWGCall | Total inbound WG call during interval | LONG | |
| NumInCallInQ | Total calls in queue during interval | LONG | |
| DurInCallQ | Total queue duration during time interval for all WG inbound calls | LONG | |

| Database Element | Definition | Type | Specification |
|------------------------------------|---|------|---------------|
| NumInAnswered | Total WG inbound calls answered by agents during interval. If a login agent uses pick call from queue feature in AltAgent, this counter is incremented. If the call is transferred or parked, this call is considered out of workgroup. | LONG | |
| DurInTalk | Talk duration of incoming calls (NumInAnswered), starting from the time an agent answered a call until the call is disconnected, transferred or parked | LONG | |
| DurInAnsQ | Total Queue time for answered inbound WG calls | LONG | |
| DurInAnsRing | Total ring time for answered inbound WG calls | LONG | |
| NumInXfer | Count of transferred incoming workgroup calls | LONG | |
| NumInWrapUp | Number of Wrap-ups for workgroup incoming calls | LONG | |
| DurInWrapUp | Wrap-up duration for incoming calls | LONG | |
| NumInAbnInQ | Total number of calls hang-up in queue | LONG | |
| DurInAbnInQ | Total queue time of calls hang-up in queue | LONG | |
| DurInAbnInQ_RingTime | Total ring time of calls hang-up in queue | LONG | |
| NumInAbnDuringRing | Number of calls hang-up during ring (in queue or never in queue) | LONG | |
| DurInAbnDuringRing | Total Queue time for calls hang-up during ring | LONG | |
| DurInAbnDuringRing_RingTime | Total Ring time for calls hang-up during ring (in queue or never in queue) | LONG | |

Search Results

| Database Element | Definition | Type | Specification |
|----------------------------------|--|-------------|----------------------|
| NumInAbnVmMsg | Number of calls abandoned to VM leaving voice message (transferred to VM from queue by caller pressing a digit or the system redirects the call to VM) | LONG | |
| DurInAbnVmMsg | Total Queue time for calls abandoned to VM leaving voice message | LONG | |
| DurInAbnVmMsg_RingTime | Total Ring time for calls abandoned to VM leaving voice message | LONG | |
| NumInAbnVmNoMsg | Number of calls abandoned to VM without leaving VM (redirected to VM from queue by caller pressing a digit or the system redirecting the call to VM) | LONG | |
| DurInAbnVmNoMsg | Total Queue time for calls abandoned to VM without leaving message | LONG | |
| DurInAbnVmNoMsg_RingTime | Total Ring time for calls abandoned to VM without leaving message | LONG | |
| NumInAbnToApp | Number of calls abandoned to add-on applications | LONG | |
| DurInAbnToApp | Total Queue time for calls abandoned to add-on applications | LONG | |
| DurInAbnToApp_RingTime | Total Ring time for calls abandoned to add-on applications (in queue or never in queue) | LONG | |
| NumInAbnToOthers | Number of all calls abandoned to a target other than VM when caller in queue presses a digit | LONG | |
| DurInAbnToOthers | Total Queue time for NumInAbnToOthers calls | LONG | |
| DurInAbnToOthers_RingTime | Total Ring time for NumInAbnToOthers calls | LONG | |

| Database Element | Definition | Type | Specification |
|--------------------------|---|------|---------------|
| DurInAbnQRing | DurInAbnInQ_RingTime+DurInAbnDuringRing_RingTime+DurInAbnVmMsg_RingTime+DurInAbnVmNoMsg_RingTime+DurInAbnToApp_RingTime+DurInAbnToOthers_RingTime | LONG | |
| DurInAbnQ | DurInAbnInQ+DurInAbnDuringRing+DurInAbnVmMsg+DurInAbnVmNoMsg+DurInAbnToApp+DurInAbnToOthers | LONG | |
| NumInOverflow | WG calls overflowed or redirected to other target | LONG | |
| DurInOverflowQ | Total Queue time for overflowed or redirected calls | LONG | |
| DurInOverflowRing | Total ring time for all overflowed or redirected calls | LONG | |
| NumInAnsWithinSLT | Total calls answered with wait time less than or equal to Service Level Threshold within report interval (QueueTime+RingTime <= SLT) | LONG | |
| NumInHold | Number of inbound WG calls were ever hold by agent (One call on hold multiple times will count just one time) | LONG | |
| DurInHold | Duration of inbound WG calls were hold by agent | LONG | |
| NumInRecord | Number of inbound WG calls were recorded | LONG | |
| DurInRecord | Duration of inbound WG calls were recorded | LONG | |
| NumOutConnected | Number of WG outbound connected calls | LONG | |
| DurOutTalk | Duration of outgoing WG calls (NumOutConnected); from the call enters "Connected" state until disconnect | LONG | |

Search Results

| Database Element | Definition | Type | Specification |
|------------------------------------|--|-------------|----------------------|
| NumOutHold | Number of outbound WG calls that were put on hold by agent (One call on hold multiple times will count just one time) | LONG | |
| DurOutHold | Duration of outbound WG calls put on hold by agent | LONG | |
| NumOutRecord | Number of outbound WG calls that were recorded | LONG | |
| DurOutRecord | Duration of outbound WG calls that were recorded | LONG | |
| NumOutXfer | Count of outbound WG calls that were transferred by agent | LONG | |
| NumOutWrapUp | Count of agent outbound WG calls that entered wrap-up state | LONG | |
| DurOutWrapUp | Total outbound WG Wrap-up duration | LONG | |
| NumInAbnInQWithinSLT | Total number of calls hang-up in queue with wait time less than or equal to Service Level Threshold within report interval (QueueTime+RingTime <= SLT) | LONG | |
| NumInAbnDuringRingWithinSLT | Number of calls hang-up in ring (in queue or never in queue) with wait time less than or equal to Service Level Threshold within report interval (QueueTime+RingTime <= SLT) | LONG | |
| NumInAbnVmMsgWithinSLT | Number of calls leaving VM and with wait time less than or equal to Service Level Threshold within report interval (QueueTime+RingTime <= SLT) | LONG | |
| NumInAbnVmNoMsgWithinSLT | Number of calls abandoned without leaving VM and with wait time less than or equal to Service Level Threshold within report interval (QueueTime+RingTime <= SLT) | LONG | |

| Database Element | Definition | Type | Specification |
|-----------------------------------|--|------|---------------|
| NumInAbnToApp WithinSLT | Number of calls abandoned to add-on applications with wait time less than or equal to Service Level Threshold within report interval (QueueTime+RingTime <= SLT) | LONG | |
| NumInAbnToOthers WithinSLT | Number of all other abandoned calls (for example, Ext/WG/ External/AA/IVR) with wait time less than or equal to Service Level Threshold within report interval (QueueTime+RingTime <= SLT) | LONG | |
| NumInOverflow WithinSLT | WG calls overflowed to other target with wait time less than or equal to Service Level Threshold within report longerval (QueueTime+RingTime <= SLT) | LONG | |

Table 12:EXTINFORMATION

| Database Element | Definition | Type | Specification |
|------------------|--|-----------|-----------------|
| Version | Version of the record | LONG | 2 = OE/ACM 5.0A |
| NodeID | Server ID (System ID) assigned to an AltiWare system in AltiWare Administrator | LONG | value: 1–100 |
| ExtNum | Extension number | LONG | |
| Type | Type of the extension | LONG | |
| FirstName | First name of the extension | CHAR (64) | |
| LastName | Last name of the extension | CHAR (64) | |
| StartTime | GMT timestamp when extension is created; seconds since 01/01/1970 00:00:00. 0 means the extension has been created for the first time. Non-zero means actual start time. | LONG | |
| EndTime | GMT timestamp when the extension is removed | LONG | |

| Database Element | Definition | Type | Specification |
|---------------------------|--|------|------------------|
| StartTimeGMTOffset | Offset to GMT time when the extension is created, includes daylight savings, in seconds; ex: Pacific Summer time 25200 | LONG | Format: yyyymmdd |
| EndTimeGMTOffset | Offset to GMT time when the extension is removed, includes daylight savings, in seconds; ex: Pacific Summer time 25200 | LONG | Format: yyyymmdd |
| RevisionID | Revision ID, beginning from 0; the bigger the number, the older the record | LONG | |

Table 13:WGMEMBER

| Database Element | Definition | Type | Specification |
|---------------------------|--|------|------------------|
| Version | Version of the record | LONG | 2 = OE/ACM 5.0A |
| NodeID | Server ID (System ID) assigned to an AltiWare system in AltiWare Administrator | LONG | value: 1–100 |
| WGNum | Workgroup Number | LONG | |
| ExtNum | Agent Number | LONG | |
| StartTime | GMT timestamp when extension is created; seconds since 01/01/1970 00:00:00. 0 means the extension has been created for the first time. Non-zero means actual start time. | LONG | |
| EndTime | GMT timestamp when the extension is removed | LONG | |
| StartTimeGMTOffset | Offset to GMT time when the extension is created, includes daylight savings, in seconds; ex: Pacific Summer time 25200 | LONG | Format: yyyymmdd |
| EndTimeGMTOffset | Offset to GMT time when the extension is removed, includes daylight savings, in seconds; ex: Pacific Summer time 25200 | LONG | Format: yyyymmdd |

| Database Element | Definition | Type | Specification |
|-------------------|--|------|---------------|
| RevisionID | Revision ID, beginning from 0; the bigger the number, the older the record | LONG | |

Search Results

Glossary

A

Abandonment - Incoming call where the caller decides to disconnect *before completing* a call processing state in the phone system: listening and handling auto attendant, while waiting in queue, or while in voice mail. (*See also* short calls.)

Account Code - A number entered by a caller to represent how the call should be tracked or billed.

Agent - A service representative who consistently handles customer inquiries of all types.

Agents Signed On - Number of agents, signed on to the phone system to be agents, using their phone to sign-on.

All Trunks Busy - An All Trunks Busy record should have dialing extension in party1, dialing number in *Trunk Remote Number*. If the call is made by out call routing, out call route and overflow routes should be set.

All Trunks Busy means that there were no free outgoing trunks available for a given route.

Analog - Telephone lines going to the central office (trunks) and/or telephone lines going to the phone system desktop phonesets using standard analog communication; voltage variations represent voice signals.

ANI (Automatic Number Identification) - The phone number of the person or site making a phone call to the system. ANI is provided on T1/PRI circuits only, and represents the billing number of the caller, not necessarily the phone number. For example, ANI for people calling from a company.

ASA (Average Speed of Answer) - The amount of time, on average, that a company wants to answer incoming calls. Also, the actual average amount of time it takes before a caller is answered by an agent.

Auto Attendant Duration - The amount of time a caller is listening and responding to call processing steps in the phone system auto attendant process.

Average Call Duration - The average amount of time calls are taking from phone system answer to phone system disconnect.

C

CallerID - The phone number of the calling party. CallerID differs from ANI in that CallerID is the phone number of the phone from which the caller is calling as opposed to the billing number for the phone. If a caller is calling from a business, the CallerID will be different from the ANI number, in most cases.

Calls in Queue - The number of calls waiting in a queue for an agent or answering device.

Carrier - Voice telephone network provider such as AT&T, MCI, and Sprint.

Carrier # - The 10XXX dialed number which is used by a caller or the system to inform the local switching system which Carrier has been selected to handle the phone call. For example, AT&T is 10288.

CLID (Caller Line Identification) - European term for CallerID.

D

Disconnect - When a call disconnects from the phone system; if an extension disconnects first, then...; if an incoming caller disconnects first, then...

DNIS (Direct Number Inward Service) - The phone number dialed by the caller. Usually companies purchase a block of DNIS numbers from the local central office so they may give customers direct access to key employees. DNIS numbers can be 800 numbers, which represent specific types of service offered to the public by a company. DNIS numbers, in call centers, therefore, can conceptually be regarded as applications.

Call Duration (Duration) - Average amount of time a call takes from phone system answer to phone system disconnect.

E

Exit State - The state of the call in the phone system when the caller decided to disconnect. The nominally correct exit state is when a caller disconnects during conversation with a person or after leaving a voice message. Exit state numbers help reporting tools describe the total calls that were abandoned early as well as normal calls.

ExitQ - When the call exited a workgroup queue.

ExitVM - When the call exited voicemail.

Extension - The phone number of a phone on the phone system. AltiWare has extension numbers representing phonesets (analog, IP), virtual extensions (logical locations), and workgroups (queues for agents).

H

Handled Calls - The number of calls actually processed successfully to a normal disconnect exit state. For example, answered by a person, or the person completed a voice message or listening to a prompt.

Handled WG - The number of calls handled by a workgroup in the phone system.

I

In WG Average Duration - The amount of time, on average, calls spent waiting for a free agent while in a queue.

Inbound - Calls arriving into the phone system over trunks, either public or private tie trunk lines.

IP (Internet Protocol) - IP is used to represent the concept and practice of encapsulating voice into data packets carried on data networks, both private and public, including the Internet.

IP Extension - An extension within the AltWare phone system based on encapsulated voice connections (IP voice) as opposed to analog phonesets. AltGen supports physical and IP phone sets.

IP Trunk - A digital connection to a LAN or Wide Area Network (WAN) that can handle IP encapsulated voice transmissions.

L

Line - Pairs of wires that carry voice over analog circuits to the central office (i.e., trunks). Sometimes also used as station lines (extensions) and trunk lines (trunks).

Log-off with reason code - An agent can log out of a workgroup because they have a lunch break, classes, or other reasons. The manager establishes the meaning of numeric codes, and the system records them when used.

M

MaxWaitTime - The maximum amount of time a call has waited in queue to be handled.

Minutes (outbound) - While many fields may represent duration in minutes or seconds, in this case the use of minutes is the number of billable minutes for phone calls. This is particularly of interest for outbound phone calls, and is useful for billing comparisons.

N

NodeID - The AltWare system number (from 0–128) that was assigned to a given system in ACC/ACM Admin. The number is used to separate CDR records from different AltServ systems when the records are collected jointly at one site using one database server for consolidated reporting.

O

Outbound - Calls placed by users of the phone system to the outside world over public or private trunk circuits within the AltiWare system including analog, digital, and IP types.

Outbound Workgroup - Outgoing calls placed by a workgroup agent who is assigned and logged in to an Outgoing Workgroup.

OutCall Routing - Calls dialed on the system can be processed by the system using routing tables. The routing tables and their configuration options are referred to generically as outcall routing. Outcall routing permits companies to restrict the types of outbound calls, change their dialing pattern, determine the type of trunk to be used, and determine the type of carrier to be used.

Overflow Calls - Calls that cannot be handled by a primary service and spill over to an alternative service. In the case of AltiWare, this applies to outgoing calls finding all trunks busy for a given route table.

P

PAD - A Physical Address generalized to represent the physical slot on the processor chassis where an interface board is located, and the channel assigned on that interface board represents an extension or trunk port.

Party1 - Party1, found in the database schema, represents the first extension originating an outbound call or answering a incoming call from a trunk. In a call center, Party1 is typically the first agent to answer the caller.

Party2 Party2, found in the database schema, represents the second extension answering an incoming call as the result of receiving the call via a call transfer or call pick-up. In a call center, Party2 is typically the second agent (often a supervisor) who answered the call.

Note: Party2 accumulates the call handling time for any additional successive call transfers or call processing. Therefore, the times shown for Party2 can represent more than one additional extension to have handled an incoming call. The "MoreThan2WG" CDR field will indicate if the Party2 field represents multiple extensions handling the call after the first Party1 agent.

PRI - ISDN Primary trunks

Project OutCalls - AltiWare provides some, not all, of the features businesses find useful in shared project environments.

One supported area is tracking who placed an outbound call by business name or dialing plan. This name is called the project name, is configured in AltWare under each extension, and is placed in the CDR record each time that particular extension places an outbound call. The field is multi-purpose, so it can also be used by businesses wanting to track calls by department for bill-back purposes. Mixed use is not supported, for example, project and department.

Q

Queued Call - A call that has entered the queue as a result of not finding any free agents in a workgroup or for an extension and must now wait for an extension to become free. The queue duration associated with a queued call includes the ringing time of the target extension.

R

Reason Code - A number, from 0–255, that was entered by a workgroup agent using the AltAgent application to indicate the reason they made themselves unavailable to receive calls even though they may be scheduled for work. For example, code 20 could represent a lunch break.

RNA (Ring No Answer) - the condition when a call reaches an extension and the called extension does not answer. This can be true for any type of call to any extension. However, within a call center, failure to reach an agent whose phone is in the “signed-on and idle” state, getting an RNA is a problem. Calls getting an RNA from an agent phone will be sent back to the queue (this is configurable) in most cases. The agent's phone will then be taken out of service.

Route Name - The name of an outbound (outcall) route table entry. This is useful to identify the type of routing treatment that was given to a call.

Route Table - A set of outbound call routing choices, provided by AltWare within outcall routing, are defined within a route table. The route table identifies the trunks that should be used for calls assigned this route table. It also provides for how the dialed number should be modified, if at all, and whether the number needs to be preceded by a carrier code such as 10XXX.

Route Table Name - Same as Route Name. Route Table Name is the name assigned to the route, and Route Name is the same name shown in reports under the title Route Name.

Routes - Route is the selected trunk to carry a phone call to the outside world. Route Tables determine which routes should be used and how to use them. If one route is too busy (no trunks available), then the Route Table can be configured with an alternative choice. Ultimately, the call takes a single, final route.

S

Score - This may or may not be found in the reports created within Call Analyst depending on applications created by the customer, not Call Analyst or AltiGen. Score is a number that represents how well a supervisor believes an agent has handled a particular call that the supervisor has silently monitored. Using the UserDefined fields provided in AltiWare's ActiveX AltiLink protocol and in its CDR data schema, a customer can associate a score with a call.

Note: This is a custom implementation.

Service Level% - The percentage of calls meeting the expectation for service set by the owner of the call center system.

When reported in the AltiClient screens, Service Level% is a real time snap shot of any given exact moment in the workgroup queue of calls meeting or exceeding performance.

When reported in other custom reporting packages based on historical CDR data, the service level will represent the average over a given time interval defined by the program.

Service level is the number of calls waiting less than a threshold time interval divided by the total number of calls in queue over the same interval. The threshold, which is the maximum amount of time the company would like a caller to have to wait for an agent, is configurable in ACC/ACM Admin.

Note: See also data schema descriptions.

Session ID Number - A unique number, usually 9-digits or larger, assigned by AltiWare to a call. This number uniquely identifies a call. If an incoming call is transferred by an agent to an outside trunk, then an additional new CDR record is created; however, this additional record retains the same SessionID. This permits reporting programs to combine CDR records for the same call.

SignOff - The timestamp when a workgroup agent signed off from the workgroup.

SignOn - The timestamp when a workgroup agent signed on to the workgroup.

SignOn Duration - The difference between Sign-on and Sign-off pairs; times in closest proximity. An agent can sign on and off more than once each day, so there may be multiple such pairings in the CDR database.

Spillover - Overflow from one route table to the next.

T

T1 - T1 is a digital facility from the phone system (customer premise) to the central office, or from one CPE site to another between systems (T1 tie trunks). Voice is encoded as zeros and ones on a channel (i.e., conceptual trunk) using industry standard encoding.

Talk Duration - The amount of time, totaled or averaged, that an extension services an incoming or outgoing call. Average talk durations are useful in call centers to measure how well an agent handles callers.

Threshold - The maximum amount of time a company wants an incoming caller to wait before they are serviced by an extension (an agent). This is related to service level, and is expressed as “we want calls be serviced 90% of the time (service level) in less than 20 seconds (threshold).”

Transferred Calls - Calls transferred to an extension, another workgroup, auto attendant, voice messaging, or an outgoing trunk.

Trunk - The conceptual term for a voice connection to the outside world, such as the central office or another site. When analog circuits are involved, the physical wire pair is called a trunk.

When digital circuits are involved, the trunk is a logical, dedicated channel on the digital connection.

When IP trunks are mentioned, it means a data packet with a specific destination IP address, being sent out on a LAN or WAN.

Trunk PAD Number - The board and channel numbers respectively: “0102.”

Trunk Remote Number -

- The target phone number of an outgoing call, or
- The CALLID/ANI for an incoming call, or
- The IP address of the target far-end system for either incoming or outgoing IP calls.

Note: The use of “trunk” is a misnomer.

Transfer-Trunk Number - If a call is *transferred* by an extension to a phone number outside the phone system, then the target phone number is placed in this field.

U

URL - If a caller enters the system via the Internet using AltiGen’s AltiWeb software (Web Button) then this field will contain the URL address for the caller accessing the system.

User Data -

- If a call comes in from the Web via AltiWeb, then this field *may* contain form data from the web page if you designed your web page to do so.

- If a call is processed via auto-attendant and information is collected and offered to an external application using the DDR function in auto-attendant, then the external application can populate this field with information about the call, collected or otherwise.
- The structure of user data is an array or buffer of name-value pairs. You can have as many pairs as you wish, but the total buffer is only 128 bytes long. A name-value pair is your own field name followed by the field value. Each name-value pair is separated from others by an @ character.
- User data can be loaded into messages sent to the system via AltiGen's ActiveX control, AltiX.
- User Data can be received within messages sent by AltiServ to an external application via the auto-attendant DDR step and received by an application using AltiGen's ActiveX control, AltiX.
- User data is preserved when calls are transferred between extensions, and between extensions across multiple AltiWare systems.
- User data is useful for screen pops and automated processing application.

The customer needs to employ a system integrator in order to implement the use of User Data.

V

VM Box Extension - The voice message mailbox is an extension number where calls are sent to leave messages. VM box extensions are used for workgroups in call centers as well as the standard uses for individuals.

VM Start Time - The time a call enters the voice mail system to potentially record a message.

W

WorkGroup - The workgroup is an extension representing a collection of individual extensions, such that each of these individual extensions can service a call arriving at the workgroup extension number. If none of these extensions is available at the time a call arrives, then the call is queued for this particular workgroup—a workgroup queue.

In the call center sense, the workgroup can be configured for longest available agent queuing.

Wrapup Duration - The amount of time an agent takes to handle transaction information on another system or on paper after handling a caller. Once the caller disconnects, the agent's phone can be configured to be “unavailable” to the workgroup queue for a fixed or variable period of time even though the agent's extension is still signed onto the queue. This allows the agent time to wrap up.

The wrapup time can be a fixed number of minutes after which the agent is forced back into taking calls, or it can be variable, controlled by AltAgent, where the agent “releases” their phone for the next call. The settings can be designed to allow agents to control the wrapup time until a limit occurs (the fixed time).

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