



Alpha Call Center System

ACD Statistics and Supervisor Message Display Software for the Nortel Symposium™

Call Centers with **Nortel Symposium** ACD phone systems may use the popular Alpha programmable moving message LED Displays (readerboards) to exhibit ACD Call Center statistics and Supervisor messages to agents in one or more Skillsets conveniently and automatically. If Supervisors use Windows PCs on a local area network, they may type messages that display on the Alpha readerboards. Symposium real-time statistics may also be displayed on Agent and Supervisor computer screens.

The Alpha Call Center System reads Symposium Skillset and Application statistics via a special Symposium C-LAN interface. Data may also be displayed from management information system databases using a network interface for ODBC/SQL custom queries of selected data fields or by terminal emulation field selection and DDE. Other data fields may be read and displayed by interrogation via TAPI or TSAPI interface provided by certain systems vendors. The interface for input of messages from Supervisor PCs is via a network connection between the Supervisor workstations and the Alpha Call Center System.

Benefits:

- When agents are able to see "real time" call waiting status, sharp increases in productivity and dramatic reductions in "Calls Abandoned", "Calls Waiting", and "Longest Wait" are reported. Through the use of visual and audible alerts, agents know within seconds when Call Center statistics exceed acceptable thresholds.
- Call Center Supervisors are no longer "tied" to their desks watching a computer terminal. They can use their time more productively, focusing on agent performance, on problems with customers and on training.
- Higher Call Center service levels translate into better customer service and faster response time to customer requirements.
- Telephone equipment and personnel are utilized more efficiently.
- Call Center Supervisor and agent communications are improved and are speeded up. Typed messages can be broadcast simultaneously to all agents in a Call Center.

Typical Symposium Statistics

ID	CW	MN	LCW	WT	AC	DN	NR	AB
CH	00	01	00:00	01	00	00	00	00

Where:

- ID=Skillset Name**
- CW=Number of Calls Waiting**
- MN=Number of Agent Positions Manned**
- LCW=Longest Call Waiting or Oldest Call**
- WT=Agents Waiting for a Call**
- AC=Agents on ACD Calls**
- DN=Agents on Dialed Calls**
- NR=Agents in Not Ready mode**
- AB=Abandoned Calls**

A complete list of the Symposium Skillset and Application statistics that can be displayed for each Skillset follows this document.

Features:

- **Display Flexibility** – Each Alpha LED Display (readerboard) is individually addressable. Any Skillset can be displayed on any readerboard. Multiple Skillsets can display on any readerboard. Different readerboards can display different combinations of Skillsets. Any combination of Alpha LED Display models (one-line, two-line, etc.) can be used.
- **Profiles** – The Alpha Call Center System uses profile numbers to easily change the selection of Symposium statistics fields and the field layout and formatting of each readerboard. Any number of profiles may be defined. Changing the layout of a display is as simple as changing the profile number. Each readerboard can use a different profile.
- **Multiple Alert Thresholds** – Alpha displays can change the color of the displayed fields, beep their audible alerts, display alert messages, or flash to attract attention. Conditions such as too many Calls Waiting, excessive Call Waiting Times, or too few Available Agents can trigger the desired alert. Any Symposium statistic field can generate alerts. Multiple alert levels may be set for any Symposium statistic. Each Skillset can have different alert settings for each Symposium statistic field.
- **Audible Alert** – Alpha displays have an audible alert. One or more beeps may sound when a threshold is reached. The Audible Alert may be easily "muted" by changing a software setting. Optionally, the Alpha Call Center System can activate a strobe light, bell or buzzer, play a .wav file through a sound system, or transmit a message to a pager.
- **Sleep Feature** – When the last agent logs out of a Skillset, the Alpha Call Center System automatically clears the Skillset on all readerboards. Only Supervisor messages continue to display. The Sleep Feature may be invoked at any time, so that statistics do not display, even when agents are logged in.
- **Enter Messages** – Supervisors may compose and transmit messages to agents. Messages may be typed on the Alpha Controller keyboard or on the Supervisor's PC (an option). Supervisor messages may be sent to all readerboards, to groups of readerboards, or to individual readerboards. Supervisor messages may display on the same lines as the statistics. On multi-line displays, messages may display on a separate line of the readerboard. Readerboards may also be dedicated to displaying messages only.

- **User Friendly** – The Alpha Call Center System employs intuitive and user-friendly features, such as drop-down menus to facilitate changing thresholds and typing messages.
- **Special Effects** – 25 different effects -- roll up, roll down, roll in, roll out, roll right, roll left, wipe up, wipe down, wipe in, wipe out, wipe right, wipe left, flash, sparkle, twinkle, starburst, snow, slide, spray, hold, etc. – plus multiple fonts and colors, time of day, numerous date formats, and animations may be included in the messages. These features provide variety and attract attention to the messages.
- **Concurrent Operation** – Messages display and Skillset statistics update while new messages are being typed, while thresholds are being changed, and while other Alpha Call Center System changes are being made. When statistics or layouts change, the statistics on the message board change instantly.
- **Animations and Clock** – Most Alpha readerboards have nine pre-programmed animations built in -- Fireworks, Cherry bomb, Slot Machine, Running Animal, Turbo Car, etc. – and all models can display current time and date. Animations and the time of day may be used in your messages. *NOTE: Alpha 7000 and AlphaVision readerboards do not have built in animations; you may display animated GIFs on these models.*
- **Remote Diagnostics and Support** – Software installation, custom modifications and program updates are provided using a modem and Remote Access program. This enables us to respond instantly to requests for program changes. It also simplifies installation and allows us to respond immediately to any problem you may experience with your software or hardware.
- **Mounting Hardware** – Each Alpha readerboard comes with mounting hardware.
- **Alpha™** state of the art LED Displays are solid state and made in the USA (in Milwaukee, Wisconsin) using only the highest quality components. Every Alpha LED Display is subjected to extensive testing before delivery. **Alpha** message boards that were sold years ago are still operational today, and repair and replacement parts for those units are still available. LED technology provides energy savings of up to 94% compared to bulb systems, and no bulb replacement is required. The service life of Alpha LED's is estimated to be 100,000 hours (10 years).
- **Which Alpha Readerboard Model to Use?**
 - Alpha 4000 Series readerboards display one 4" line or two 2" lines at a time.
 - Alpha 7000 Series readerboards display from one 7" line to four 1.5" lines at a time.
 - Alpha 9000 Series readerboards two 4" lines, four 2" lines or five 1.5" lines at a time.
 - Alpha 215 and 220 models display one 2" line at a time.
 - Alpha 300 Series readerboards display one 3" line at a time.
 - The Alpha Big Dot displays one 4" line at a time.
 - AlphaVision readerboards displays from 4 to 16 lines at a time.

Two-inch high letters are easily readable from a 75' distance. Four-inch high letters are readable from a 125' distance. Seven-inch letters are readable from 200' away.

- **Manuals** – Two manuals are provided:

- The **Networking Alpha Signs** manual describes:

- ◆ How one or more signs and the computer are connected.
- ◆ How to change the address of a sign.
- ◆ Various attachment components.
- ◆ Cable wiring diagrams.
- ◆ How to jumper a sign for RS-232 or RS-485 operation.

You may download this manual at the following Internet address:

<http://www.ams-i.com/Pages/97000112.htm>

- The **Alpha ACD Statistics Display System** manual serves both installation and operational needs.

- ◆ It contains a complete implementation plan, including a convenient checklist for ordering required items from various vendors.
- ◆ It describes: (1) installing the Alpha Controller, (2) connecting the Remote Access Modem, (3) mounting the Alpha LED Display(s), (4) cabling and connecting the Alpha LED Displays to the Alpha Controller, (5) connecting the Alpha Controller to the Symposium phone system, and (6) installing and configuring the Alpha Call Center System software and Messaging software for each Supervisor.
- ◆ It explains how to change thresholds; how to change Skillset names and abbreviations; how to compose messages using the message editor, and how to exit and restart the system.
- ◆ It describes in detail the 25 special effects, time of day, animations, international characters and other readerboard features.

This manual is provided to you upon receipt of your Purchase Order or upon request.

- **Warranty:**

Software – The Alpha Call Center System software is covered by a lifetime warranty. If the Alpha Call Center System software fails in any way, we will fix it or replace it by modem at no additional charge.

Alpha Controller – The Alpha Controller is covered by a limited one-year warranty. If the Alpha Controller fails, we are prepared to provide a replacement Alpha Controller by overnight delivery service. After the warranty period, repairs are invoiced for time and materials.

Alpha LED Displays – Alpha displays are covered by a one-year manufacturer's warranty. We extend the warranty to two years for our customers. If an Alpha readerboard fails, we will repair it at no charge and return it to you freight prepaid. We can provide a loaner display, if this is required. After the warranty period, most Alpha displays are repaired for a

flat fee of \$150, including return freight, regardless of what is broken.

Required Items:

- **Alpha Controller** – This is a Pentium III or IV, Celeron or AMD equivalent Computer System (or better) with 256MB RAM, high-speed 20GB Hard Drive, CD-ROM Drive, 1.44 MB Diskette Drive, two Serial Ports, 56K Modem, Network Interface Card and Network Cable, VGA Color Graphics Display Adapter and SuperVGA Monitor capable of displaying 32bit True Color in 1024 x 768 resolution, Mouse, Keyboard, Windows 2000 Professional Service Pack 3, Internet Explorer 6 Service Pack 1, and pcAnywhere 10.5. The Alpha Controller and its components may be supplied and installed by you or by Alpha-American. An Alpha Controller ordered from Alpha-American is shipped with all required components and with Windows operating system software, application software and diagnostic software pre-loaded. Only one Alpha Controller is needed. One Alpha Controller can display Symposium statistics for dozens of Skillsets on any number of Alpha displays.
- **User Logins and Passwords** – Your Network Administrator and Telecom Manager must assign a Symposium Login and Password. The Alpha Controller operates as a Supervisor on the Symposium system, and certain Supervisor privileges are required. Limited read, write and erase privileges are also required on the LAN and on the Alpha Controller.
- **RS-485 Network Communications Cable** must be run from the Alpha Controller to the first Alpha LED Display and from the first Alpha LED Display to the next, etc. The cable requirements depend on how many Alpha LED Displays are needed and how far away from the Alpha Controller they will be located. Alpha LED Displays may be attached up to 10,000 feet from the Alpha Controller. The cable used should be a quality UL listed cable. This cable may be ordered with the Alpha LED Displays, or it may be purchased locally. Many customers use CAT5 telephone cable. The cabling is connected between RS-485 Network Adapters (surface mounted or recessed telephone company-type RJ11 modular adapter jacks or "biscuit" boxes) installed at each Alpha LED Display and at the Alpha Controller. The individual Alpha readerboards and the Converter Box are then connected to the RS-485 Network Adapters using RS-485 Modular Cables. Additional cabling information is provided upon receipt of order or upon request.
- **Modem Phone Line** – A modem (analog) line and telephone jack must be installed near the Alpha Controller to connect the Alpha Modem. This phone line is used to install the Alpha software and to modify the software to your exact requirements. It is also used to troubleshoot problems, if and when problems occur.
- **Electricity** – 24 hour electrical wall plugs should be installed within 6' of each device. Four electrical wall plugs installed within 6' of the Alpha Controller are also required (for the Alpha Controller, SuperVGA Monitor, and the Transformer for the RS-232/485 Converter Box. One or two conditioned power strips, or optionally, an UPS (Uninterruptable Power Supply), plugged into live electrical wall plugs near the Alpha Controller will usually satisfy this requirement.
- **Installation** of the Alpha Controller, remote access software, Alpha software, cabling and all Alpha LED Displays.

What to Order:

- **One or more Alpha LED Displays (readerboards).** You have a choice of displaying both ACD statistics and Supervisor messages on the same readerboard or you can use two readerboards – one for messages and one for ACD statistics. If you have a large Call Center, you may need more than one readerboard for everyone to be able to see a display. In large service areas, multi-line AlphaVision readerboards are sometimes required for all agents to be able to see their ACD statistics, depending on how the agents' desks are situated in the room.
- **Sign Connectivity Items** – These items are required to connect the signs to the **Alpha Controller**.
 - Alpha RS-232 to RS-485 Converter Box – Converts information from RS-232 to a protocol that will travel up to 10,000 feet over RS-485 Network Cable.
 - Alpha RS-232 Type “A” Serial Cable – Connects Converter Box to Alpha Controller.
 - RS-485 Modular Cable – One for each readerboard. Connects readerboard to Network Adapter
 - RS-485 Network Adapter – One for each readerboard. Connects Network Cable and Modular Cable.
 - RS-485 Network Cable – Connects Converter Box to each Network Adapter.
- **Alpha Call Center System** – Includes:
 - Alpha Call Center System Software – connects to your Symposium system via C-LAN, reads and formats Symposium Skillset and Application statistics and Supervisor messages, and displays the information on your readerboards.
 - Networking Alpha Signs Manual and Alpha Call Center System Instruction Manual.
 - Software support for one year.
 - Training assistance by phone as needed.
 - Technical and customer support for one year.
 - One-year parts and labor depot warranty.
- **Alpha Controller** – A correctly configured, thoroughly tested computer system, with software pre-loaded on the hard disk drive.

Options available:

- **Turnkey Installation** – We will come to your facility to install and attach the Alpha Controller and the Alpha LED Displays. We will work with your facility manager to install the Alpha LED Displays, and we will work with your telephone specialist to attach the Alpha Call Center System properly to your Symposium phone system and to verify the wiring and connections between the Alpha LED Displays and the Alpha Controller. When the hardware is installed and operational, we will train your personnel in the use of the system. Prior to our visit, you should have electricity installed at the Alpha Controller location and at each Alpha LED Display location.
- **Remote Messaging (via LAN)** – This option allows Supervisors to transmit messages from their own PC to one or more LED Displays.
- **Display ACD Statistics on PC's** – ACD Statistics may be displayed in a pop-up window on an Agent or Supervisor's PC screen, if the PC's are on a network.

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Skillset statistics



Skillset Statistics provide instant state and cumulative performance measurement information on a per-skillset basis. Note that if no agent for this skillset is logged in, no statistical data is available for that particular skillset.

Column	Column Definition Data type Format	Description
Skillset ID	Nlrd_SKLST_SKILLSET_ID Admin ULONG	A unique number to identify a skillset. (Key) (Translatable using Nlrd_getName & Nlrd_getValue)
Agents Available	Nlrd_SKLST_AGENT_AVAIL State ULONG	The number of agents that are currently waiting for calls and are logged in for this skillset.
Agents In Service	Nlrd_SKLST_AGENT_IN_SERVICE State ULONG	The number of agents logged in for this skillset.
Agents on Skillset Calls	Nlrd_SKLST_AGENT_ON_ICCM_CALL State ULONG	The number of agents currently on a call that was queued to this skillset.
Agents Not Ready	Nlrd_SKLST_AGENT_NOT_READY State ULONG	The number of agents currently in the Not Ready State who are logged in for this skillset.
Calls Waiting	Nlrd_SKLST_CALL_WAIT State ULONG	The number of calls currently waiting for an agent with this skillset.
Longest Waiting Time	Nlrd_SKLST_LONGEST_WAIT_TIMES_SINCE_LAST_CALL State ULONG	The longest waiting time of all idle agents who are currently waiting to answer calls for this skillset.
Max. Waiting Time	Nlrd_SKLST_MAX_WAIT_TIME State ULONG	The maximum waiting time spent by all the calls that are currently waiting for an agent with this skillset.
Waiting Time	Nlrd_SKLST_EXPECT_WAIT_TIME State ULONG	The total waiting time spent by all calls that are currently waiting for an agent with this skillset.
Expected Waiting Time	Nlrd_SKLST_EXPECT_WAIT_TIME State ULONG	The time that a new call is expected to wait before being answered by an agent with this Skillset.
Calls Answered After Threshold	Nlrd_SKLST_CALL_ANS_AFTER_THRESHOLD Cumulative ULONG	The number of calls that were answered after experiencing a delay greater than or equal to the service level threshold for this skillset.

Column	Column Definition Data type Format	Description
Longest Waiting Time Since Login	Nlrdt_SKLST_LONGESTWAIT_TIMES_SINCE_LOGIN State ULONG	The longest waiting time of all idle agents who are currently waiting to answer calls for this skillset. The time is since login.
Agents on DN Calls	Nlrdt_SKLST_ON_DN_CALL State ULONG	The number of agents logged in for this skillset that are currently handling a DN call.
Skillset State	Nlrdt_SKLST_SKILLSET_STATE State ULONG	The state of the skillset (In Service or Out of Service)
Agents Unavailable	Nlrdt_SKLST_AGENT_UNAVAILABLE State ULONG	The number of agents that are currently unavailable to take calls. This value is calculated based on: (Agents In Service) (Agents On Symposium Call Center Server Calls) (Agents On DN Calls) (Agents Available) (Agents Not Ready)
Total Calls Answered Delay	Nlrdt_SKLST_TOT_ANS_DELAY Cumulative ULONG	The delay experienced by all calls that were answered by an agent with this skillset from the time the calls were queued against the skillset until they were answered.
Total Calls Answered	Nlrdt_SKLST_TOT_CALL_ANS Cumulative ULONG	The total number of calls answered by an agent with this skillset.

An agent can be logged in to more than one skillset at any time. Therefore, if an application sums *Agents Available* for each skillset, the value obtained is generally greater than the total number of agents in the call center who are available to take calls. The same applies to *Agents in Service* and *Agents Not Ready*.

The sum of *Agents on Skillset Call* for each skillset is equal to the total number of agents currently answering Skillset calls in the call center



Application statistics

Application statistics provide instantaneous state and cumulative performance measurement information on a per application basis. An application corresponds to a single primary script (that provides call processing for a particular type of call) and all of its associated secondary scripts. For example, a department store's call center may have a *catalog sales* application and a *credit card enquiry* application.

Table 2 Application statistics

Column	Column ID	Data Type	Description	Format
Application ID	Nlrdt_APPL_APP L_ID	Admin	A unique number to identify an application. (Key) (Translatable using Nlrdt_getName & Nlrdt_getValue)	ULONG
Calls Abandoned ^a	Nlrdt_APPL_CAL LS_ABAN	Cumulative	The number of local and incoming network CDN calls abandoned.	ULONG
Calls Abandoned After Threshold ^a	Nlrdt_APPL_CAL LS_ABAN_AFT_T HRESHOLD	Cumulative	The number of local and incoming network CDN calls abandoned after experiencing a delay greater than or equal to the service level threshold for the application. The delay is calculated from the time the call arrives for local CDN calls or from the time the call is logically queued for incoming network CDN calls to the time the call is abandoned.	ULONG
Calls Abandoned Delay ^a	Nlrdt_APPL_CAL LS_ABAN_DELA Y	Cumulative	The total delay experienced by all abandoned local and incoming network CDN calls. The delay is calculated from the time the call arrives for local CDN calls or from the time the call is logically queued for incoming network CDN calls to the time the call is abandoned.	ULONG
Calls Answered ^a	Nlrdt_APPL_CAL LS_ANS	Cumulative	The number of local and incoming network CDN calls, ACD calls and NACD calls answered. This also includes the number of local calls that are networked out and answered at the remote site.	ULONG
Calls Answered After Threshold ^a	Nlrdt_APPL_CAL LS_ANS_AFT_TH RESHOLD	Cumulative	The number of local and incoming network CDN calls answered after experiencing a delay greater than or equal to the service level threshold for the application. The delay is calculated from the time the call arrives for local CDN calls or from the time the call is logically queued for incoming network CDN calls to the time the call is answered.	ULONG

Table 2 Application statistics

Column	Column ID	Data Type	Description	Format
Calls Answered Delay ^a	Nlrdt_APPL_CALLS_ANS_DELAY	Cumulative	The total delay experienced by all answered local and incoming network CDN calls. The delay is calculated from the time the call arrives for local CDN calls or from the time the call is logically queued for incoming network CDN calls to the time the call is answered.	ULONG
Calls Waiting ^a	Nlrdt_APPL_CALLS_WAITING	State	The number of local and incoming network CDN calls that are currently waiting. This also includes local calls that are logically queued at remote sites.	ULONG
Max. Waiting Time ^a	Nlrdt_APPL_MAX_WAITING_TIME	State	The amount of time that the oldest unanswered local and incoming network CDN call has been in the system.	ULONG
Waiting Time ^a	Nlrdt_APPL_WAITING_TIME	State	The total time waiting in the system of all local and incoming network CDN calls that are currently waiting.	ULONG
Calls Answered Delay At Skillset ^a	Nlrdt_APPL_CALLS_ANS_DELAY_AT_SKILLSET	Cumulative	The delay experienced by all local and incoming network CDN calls from the time they are queued against the first skillset to the time they are answered.	ULONG
Calls Given Termination Treatment ^a	Nlrdt_APPL_CALLS_GIVEN_TERMINATE	Cumulative	The number of local and incoming network CDN calls that were terminated with one of the following treatments: <ul style="list-style-type: none"> 1. given Force Busy, Force Overflow, Force Disconnect, Route Call, or Default. 2. reached a Non-ISDN trunk while being routed to a remote site. (Networking Feature) 3. transferred in an IVR session. (IVR Feature) 4. networked out via an NACD queue. (NACD Feature). 	ULONG
Calls Offered ^a	Nlrdt_APPL_CALLS_OFFER	Cumulative	The number of local and incoming network CDN calls, ACD calls and NACD calls that were offered.	ULONG
Time Before Interflow	Nlrdt_APPL_DELAY_BEF_INTERFLOW	Cumulative	The amount of time a call spent in the Master Application before interflowing to the Primary Application. For the Master Application, this value is the total delay before interflow to all Primary Applications. For each Primary Application, this provides a delay spent in the Master Application or calls answered at this application.	ULONG

Table 2 Application statistics

Column	Column ID	Data Type	Description	Format
Network Out Calls ^b	Nlrrd_APPL_NET WRK_OUT_CALLS	Cumulative	Networking Feature The number of local CDN calls that were networked out from this application.	ULONG
Network Out Calls Abandoned ^b	Nlrrd_APPL_NET WRK_OUT_ABANDON	Cumulative	Networking Feature The number of outgoing network CDN calls that were networked out from this application and were abandoned at destination sites.	ULONG
Network Out Calls Abandoned Delay ^b	Nlrrd_APPL_NET WRK_OUT_ABANDON_DELAY	Cumulative	Networking Feature The total delay experienced by local CDN calls that were networked out from this application and were abandoned at destination sites.	ULONG
Network Out Calls Answered ^b	Nlrrd_APPL_NET WRK_OUT_ANS	Cumulative	Networking Feature The number of local CDN calls that were networked out from this SCCS application and were answered by an agent or by IVR or received termination treatment or received music or RAN at destination sites.	ULONG
Network Out Calls Answered Delay ^b	Nlrrd_APPL_NET WRK_OUT_ANS_DELAY	Cumulative	Networking Feature The total delay experienced by all local CDN calls that were networked out from this application and were answered by an agent or by IVR or received termination treatment or received music or RAN treatment at destination sites.	ULONG
Network Out Calls Waiting ^b	Nlrrd_APPL_NET WRK_OUT_CALLS_WAITING	State	Networking Feature The number of local CDN call requests sent from this application that are currently waiting at destination site(s).	ULONG

a. This statistic includes calls that originally entered the SCCS system at this site and calls that were received at this site from the SCCS network. Delays are calculated from the time the call enters this site if it is a local CDN call or from the time the call is logically queued to this site if it is a network call.

b. Network Out statistics refer to calls that originally entered the SCCS system at this site but that were sent to another site on the SCCS network. Delays for Network Out statistics is calculated from the time the call arrives at the source site to the time the call is treated (either answered, abandoned or terminated) at the destination site.



Skillset statistics

Skillset statistics provide instantaneous state and cumulative performance measurement information on a per skillset basis. If the agent is not logged in, statistical data is not available for that particular skillset.

Table 3 Skillset statistics

Column	Column ID	Data Type	Description	Format
Skillset ID	Nlrdt_SKLST_SKILLSET_ID	Admin	A unique number to identify a skillset. (Key) (Translatable using Nlrdt_getName & Nlrdt_getValue)	ULONG
Agents Available	Nlrdt_SKLST_AGE NT_AVAIL	State	M1: The number of agents that are currently waiting for calls. DMS: The number of agents that are currently waiting for calls. However, with the present available event set reported from DMS, agents actually not available could be included in this peg count. For example, agent reserved on the switch is not reported to SCCS and is considered as available.	ULONG
Agents In Service	Nlrdt_SKLST_AGE NT_IN_SERVICE	State	The number of agents logged in for this skillset.	ULONG
Agents on Skillset Call	Nlrdt_SKLST_AGE NT_ON_ICCM_CALL	State	The number of agents who are logged in for this Skillset and are currently handling local and network CDN calls assigned to this skillset.	ULONG
Agents Not Ready	Nlrdt_SKLST_AGE NT_NOT_READY	State	The number of agents who are logged in for this Skillset but are currently in Not Ready state.	ULONG
Calls Waiting	Nlrdt_SKLST_CALL _WAIT	State	The number of local and incoming network CDN calls currently waiting for an agent with this skillset.	ULONG
Longest Waiting Time Since Last Call	Nlrdt_SKLST_LON GEST_WAIT_TIME S_SINCE_LAST_CALL	State	The longest waiting time of all idle agents who are currently waiting to answer calls for this skillset. The time is since last call.	ULONG
Max. Waiting Time	Nlrdt_SKLST_MAX WAIT_TIME	State	The maximum waiting time spent by all local and incoming network CDN calls that are currently waiting for an agent with this skillset.	ULONG
Waiting Time	Nlrdt_SKLST_TOT WAIT_TIME	State	The total waiting time spent by all local and incoming network CDN calls that are currently waiting for an agent assigned to this skillset.	ULONG

Table 3 Skillset statistics

Column	Column ID	Data Type	Description	Format
Expected Wait Time	Nlrd_SKLST_EXPECT_WAIT_TIME	State	The time that a new call is expected to wait before being answered by an agent with this Skillset.	ULONG
Calls Answered After Threshold	Nlrd_SKLST_CALL_ANS_AFT_THRESHOLD	Cumulative	The number of local and incoming network CDN calls that were answered after experiencing a delay greater than or equal to the service level threshold for this Skillset. This statistics is not applicable for ACD and NACD calls because answering delay information is not available for these types of calls.	ULONG
Longest Waiting Time Since Login	Nlrd_SKLST_LONGEST_WAIT_TIME_SINCE_LOGIN	State	The longest waiting time of all idle agents who are currently waiting to answer calls for this skillset. The time is calculated since login.	ULONG
Agents on DN Calls	Nlrd_SKLST_AGENT_ON_DN_CALL	State	<p>The number of agents who are logged in for this Skillset but are currently handling DN calls.</p> <p>There is the following difference: M1: reports agent active on an outgoing DN call only after the called party answers the call. DMS: reports agent active on an outgoing DN call as soon as agent hits DN key</p> <p>For DMS connectivity, this statistics does not include the number of agents using non-acquired SDN to handle incoming or outgoing DN calls.</p>	ULONG
Skillset State	Nlrd_SKLST_SKILLSET_STATE	State	The state of the Skillset. (In Service or Out Of Service)	ULONG
Agents Unavailable	Nlrd_SKLST_AGENT_UNAVAILABLE	State	<p>The number of agents that are currently unavailable to take calls. This value is calculated base on:</p> <p>(# Agent In Service) - (# Agents Available)</p>	ULONG
Network Calls Waiting	Nlrd_SKLST_NETWORK_CALL_WAIT	State	<p>Networking Feature</p> <p>The number of incoming network CDN calls currently waiting at this skillset.</p>	ULONG
Network Calls Answered	Nlrd_SKLST_NETWORK_CALL_ANS	State	<p>Networking Feature</p> <p>The number of incoming network CDN calls answered by an agent assigned to this skillset.</p>	ULONG

Table 3 Skillset statistics

Column	Column ID	Data Type	Description	Format
Total Calls Answered Delay	Nlrd_SKLST_TOT_ANS_DELAY	Cumulative	The delay experienced by all local and incoming network CDN calls that were answered by an agent with this skillset from the time the calls were queued against the skillset until they were answered. This statistics is not applicable for ACD and NACD calls because answer delay information is not available for these types of calls.	ULONG
Total Calls Answered	Nlrd_SKLST_TOT_CALL_ANS	Cumulative	The number of local and incoming network CDN calls, ACD calls and NACD calls answered by an agent assigned to this skillset.	ULONG
Agent on Network Skillset Call	Nlrd_SKLST_AGE NT_ON_NETWORK_ICM_CALL	State	Networking Feature The number of agents who are logged in for this Skillset and are currently handling network CDN calls assigned to this skillset.	ULONG
Agent On Other Skillset Call	Nlrd_SKLST_AGE NT_ON_OTHER_ICM_CALL	State	The number of agents who are logged in for this skillset but are active on "other skillsets" calls. This "other skillset" can be either a local skillset or a network skillset or "Agent Queue To" skillset.	ULONG
Agent On ACD-DN Call	Nlrd_SKLST_AGE NT_ON_ACD_CALL	State	The number of agents who are logged in for this Skillset but are currently handling ACD-DN calls.	ULONG
Agent on NACD-DN Call	Nlrd_SKLST_AGE NT_ON_NACD_CALL	State	The number of agents who are logged in for this Skillset but are currently handling NACD-DN calls.	ULONG
CallsOffered	Nlrd_SKLST_CALL_OFFERED	Cumulative	The number of calls queued to this skillset; these calls may or may not be answered by this skillset eventually. The count is not increased if a call is queued to this skillset more than once.	ULONG
SkillsetAbandon	Nlrd_SKLST_CALL_ABANDON	Cumulative	The number of calls that were abandoned by callers while being queued to this skillset.	ULONG
SkillsetAbandonDelay	Nlrd_SKLST_CALL_ABANDONDELAY	Cumulative	The amount of delay experienced by calls that were abandoned by callers while being queued to this skillset; the delay value is calculated from the time the call was queued to this skillset to the time it was dequeued.	ULONG
SkillsetAbandonDelayAfterThreshold	Nlrd_SKLST_CALL_ABANDONDELAY_AFTERTHRESHOLD	Cumulative	The number of calls whose SkillsetAbandonDelay values were greater than or equal to the service level threshold.	ULONG

An agent may be logged into more than one skillset at any time. Therefore, if an application sums *Agents Available* for each skillset, the value obtained is normally greater than the total number of agents in the call center who are available to take calls. The same is true for *Agents in Service* and *Agents Not Ready*. This is not the case for *Agents on Skillset call*, i.e., the sum of *Agents on Skillset Call* for each skillset is equal to the total number of agents currently answering Skillset calls in the call center.