

# OfficeServ DataView User Guide

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04. 2005.



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# INTRODUCTION

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## Purpose

This guide is the user's guide of OfficeServ DataView, which provides data on monitoring, and statistics for the OfficeServ system. This guide provides information on the main and detailed functions of OfficeServ DataView, and describes how to install and use OfficeServ DataView.

## Document Content and Organization

This guide consists of 8 chapters and 1 annexes as follows:

### **CHAPTER 1. Overview of OfficeServ DataView**

This chapter provides an overview of OfficeServ DataView and its functions.

### **CHAPTER 2. OfficeServ DataView Installation**

This chapter provides information on checkpoints and an action that needs to be performed before installing OfficeServ DataView and describes how to install the system.

### **CHAPTER 3. OfficeServ DataView Menus**

This chapter describes the components and settings of OfficeServ DataView and method of using this program.

### **CHAPTER 4. Statistics**

This chapter describes the OfficeServ statistics function supported by OfficeServ DataView.

## CHAPTER 5. Monitoring

This chapter describes the OfficeServ system monitoring function supported by OfficeServ DataView.

## CHAPTER 6. Scheduled Report

This chapter describes the daily/weekly/monthly scheduled report function supported by OfficeServ DataView.

## CHAPTER 7. Troubleshooting

This chapter describes how to troubleshoot the problems that may occur while installing or using OfficeServ DataView.

## ANNEX A. Abbreviation

Describes the acronyms used in this guide.

## Conventions

The following special paragraphs are used in this document to point out information that must be read. This information may be set-off from the surrounding text, but is always preceded by a bold title in capital letters.



CHECK

### **CHECKPOINT**

Provides the operator with checkpoints for stable system operation.



NOTE

### **NOTE**

Indicates additional information as a reference.

## Reference

### OfficeServ 500/iDCS 500 System Description

This document describes the main functions of OfficeServ 500/iDCS 500 and method of configuring its cabinets and boards.

### OfficeServ 500/iDCS 500 Installation Manual

This document describes the hardware of OfficeServ 500/iDCS 500 and method of installing the program.

### OfficeServ 500/iDCS 500 Programming Manual

This document describes the MMC list for system settings and method of MMC settings.

### OfficeServ Link User's Guide

This document describes the functions of OfficeServ Link and methods of installing and using the program.

## Revision History

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|---------|---------------|--------------|
| 00      | 10. 2004      | Original     |
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# TABLE OF CONTENTS

|  |           |
|--|-----------|
| <b>INTRODUCTION</b>                                  | <b>I</b>  |
| Purpose .....  | I         |
| Document Content and Organization .....              | I         |
| Conventions.....                                     | II        |
| Reference .....                                      | III       |
| Revision History.....                                | III       |
| <b>CHAPTER 1. Overview of OfficeServ DataView</b>    | <b>1</b>  |
| <b>Overview of OfficeServ DataView</b> .....         | <b>1</b>  |
| <b>System Requirements</b> .....                     | <b>3</b>  |
| <b>Functions of OfficeServ DataView</b> .....        | <b>4</b>  |
| <b>CHAPTER 2. OfficeServ DataView Installation</b>   | <b>5</b>  |
| <b>Before Installation</b> .....                     | <b>5</b>  |
| <b>Procedure for OfficeServ DataView Setup</b> ..... | <b>6</b>  |
| <b>CHAPTER 3. OfficeServ DataView Menus</b>          | <b>11</b> |
| <b>Components of OfficeServ DataView</b> .....       | <b>11</b> |
| Scheduler .....                                      | 12        |
| Data Collector .....                                 | 23        |
| Data Manager .....                                   | 26        |
| <b>Starting OfficeServ DataView</b> .....            | <b>28</b> |
| <b>Main Window</b> .....                             | <b>30</b> |
| <b>Menus</b> .....                                   | <b>32</b> |
| <b>Configuration</b> .....                           | <b>33</b> |
| User .....   | 33        |
| System Info.....                                     | 35        |
| Scheduled Report .....                               | 39        |

## TABLE OF CONTENTS

---

|  |           |
|--|-----------|
| Personalize .....                              | 42        |
| <b>CHAPTER 4. Statistics</b>                   | <b>45</b> |
| <b>Statistics Window Layout .....</b>          | <b>45</b> |
| <b>Selecting a Statistics Item.....</b>        | <b>47</b> |
| <b>Statistics Item .....</b>                   | <b>48</b> |
| <b>Additional Menus.....</b>                   | <b>49</b> |
| Print .....                                    | 49        |
| Export to Excel.....                           | 50        |
| <b>Execution Option Setup.....</b>             | <b>52</b> |
| <b>Trunk Statistics .....</b>                  | <b>52</b> |
| Trunk Overall Statistics .....                 | 53        |
| Trunk Incoming Statistics .....                | 55        |
| Trunk Outgoing Statistics .....                | 57        |
| Trunk Distribution Statistics.....             | 59        |
| Trunk Incoming Distribution Statistics .....   | 61        |
| Trunk Outgoing Distribution Statistics .....   | 63        |
| Trunk Incoming Fail Statistics .....           | 65        |
| Trunk Outgoing Fail Statistics .....           | 67        |
| Trunk Outgoing Statistics by Group .....       | 68        |
| Trunk Group Outgoing Statistics .....          | 70        |
| Trunk Port Statistics .....                    | 72        |
| Trunk Abandoned Call List.....                 | 74        |
| <b>Station Statistics.....</b>                 | <b>75</b> |
| Station Overall Statistics .....               | 75        |
| Station Incoming Statistics .....              | 77        |
| Station Outgoing Statistics .....              | 79        |
| Station Incoming Detailed Statistics .....     | 81        |
| Station Outgoing Detailed Statistics .....     | 82        |
| Station Outgoing Fail Statistics .....         | 83        |
| Station Tried Features Statistics.....         | 85        |
| Station Incoming Statistics by Group.....      | 86        |
| Station Group Incoming Statistics .....        | 88        |
| Station Group Inbound Detailed Statistics..... | 90        |
| Station Port Statistics .....                  | 92        |
| <b>UCD Statistics .....</b>                    | <b>94</b> |

|  |            |
|--|------------|
| UCD Overall Incoming Statistics .....          | 94         |
| UCD Incoming Statistics by Group .....         | 97         |
| UCD Group Incoming Statistics .....            | 99         |
| UCD Overall Agent Incoming Statistics .....    | 101        |
| UCD Agent Incoming Statistics by Group .....   | 102        |
| UCD Group Agent Incoming Statistics .....      | 104        |
| UCD Agent Detailed Statistics .....            | 106        |
| UCD Call Distribution Statistics .....         | 108        |
| UCD Call Distribution Stat. by Group .....     | 109        |
| UCD Wait Distribution Statistics .....         | 111        |
| UCD Wait Distribution Stat. by Group .....     | 113        |
| UCD Group Abandoned Call List .....            | 115        |
| <b>Operator Statistics .....</b>               | <b>117</b> |
| Operator Group Overall Statistics .....        | 117        |
| Operator Group Detailed Statistics .....       | 120        |
| Operator Distribution Statistics .....         | 122        |
| Operator Distribution Stat. by Ring Plan ..... | 124        |
| Operator Port Statistics by Port .....         | 126        |
| Operator Port Detailed Stat. by Port .....     | 128        |
| <b>Miscellaneous .....</b>                     | <b>130</b> |
| VMAA/AA/Cadence Group Statistics .....         | 130        |
| VMAA/AA/Cadence Xfer Fail Statistics .....     | 133        |
| Statistics by DID .....                        | 134        |
| Detailed DID Statistics .....                  | 135        |
| <b>CHAPTER 5. Monitoring .....</b>             | <b>137</b> |
| <b>Monitoring Window Layout .....</b>          | <b>137</b> |
| <b>Selecting a Monitoring Item .....</b>       | <b>139</b> |
| <b>Monitoring Item .....</b>                   | <b>139</b> |
| <b>Additional Menus .....</b>                  | <b>140</b> |
| New Page .....                                 | 140        |
| <b>Trunk Monitoring .....</b>                  | <b>141</b> |
| Trunk Group Status .....                       | 141        |
| Trunk Group Port Status .....                  | 142        |
| Trunk Port Status by Scope .....               | 144        |
| Trunk Port Status by Time .....                | 145        |

## TABLE OF CONTENTS

---

|   |            |
|---|------------|
| <b>Station Monitoring .....</b>                   | <b>146</b> |
| Station Group Status .....                        | 146        |
| Station Group Port Status .....                   | 148        |
| Station Port Status by Scope .....                | 150        |
| Station Port Status by Time .....                 | 151        |
| <b>UCD Monitoring .....</b>                       | <b>152</b> |
| UCD Call Status .....                             | 152        |
| UCD Agent Status .....                            | 154        |
| UCD Group Agent Status .....                      | 155        |
| <b>Miscellaneous .....</b>                        | <b>156</b> |
| Operator Group Status .....                       | 156        |
| AA/VMAA Group Status .....                        | 157        |
| AA/VMAA Group Port Status .....                   | 159        |
| Wall board .....                                  | 160        |
| <b>CHAPTER 6. Scheduled Report .....</b>          | <b>163</b> |
| Scheduled Report Window Layout .....              | 163        |
| <b>CHAPTER 7. Troubleshooting .....</b>           | <b>165</b> |
| ODBC Version Error .....                          | 165        |
| I cannot open the monitoring pages! .....         | 166        |
| I cannot save the Scheduled Report options! ..... | 168        |
| I cannot add/delete/modify accounts! .....        | 171        |
| I cannot save [Personalize] configurations! ..... | 173        |
| I cannot save the exported excel report ! .....   | 174        |
| <b>ANNEX A. Abbreviation .....</b>                | <b>177</b> |



# CHAPTER 1. Overview of OfficeServ DataView

This chapter provides an overview of OfficeServ DataView and describes its functions and system requirements.

## Overview of OfficeServ DataView

OfficeServ DataView is a monitoring/statistics application for OfficeServ, and provides information on current system usage, cumulative statistics on usage, and system failures through web-based user interfaces.

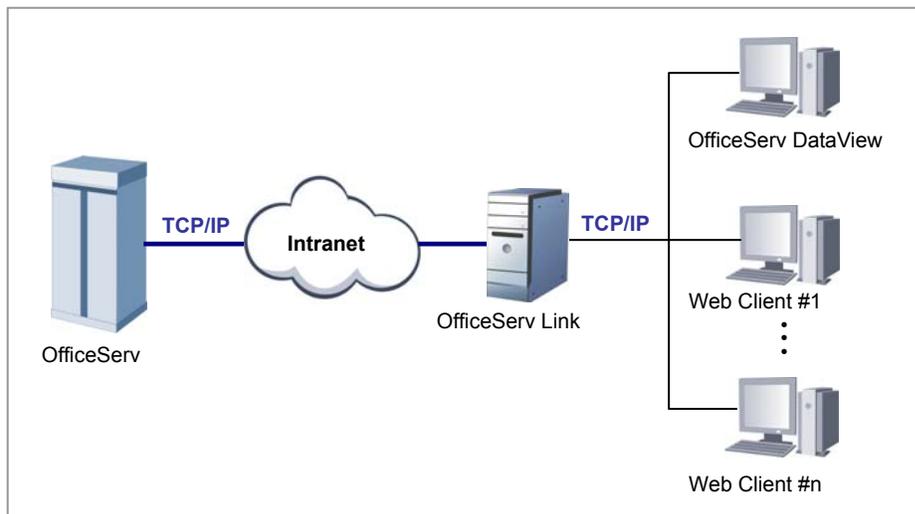
One of the monitoring, and statistics functions can be selectively installed on OfficeServ DataView.

OfficeServ DataView has the following components: the data collection module that analyzes the call events generated from the switching system, the data processing module that calculates statistics on each item by using the collected data and saves the statistical data in the database, and the report module that provides you with web-based windows. The modules are called Data Collector, Data Manager, and Reporter respectively.

To use OfficeServ DataView, OfficeServ Link must be installed. OfficeServ Link delivers the events generated from the OfficeServ system to each additional program, and delivers commands from the additional programs to the OfficeServ system.

The OfficeServ system, OfficeServ Link, and OfficeServ DataView are available in Intranet, and transfer or receive data over TCP/IP(Transmission Control Protocol/Internet Protocol).

Network configuration of OfficeServ DataView, OfficeServ Link, and the OfficeServ system is shown in the figure below:



## System Requirements

OfficeServ DataView inter-works with the OfficeServ system. Check the following before installing OfficeServ DataView:

| Category               | Specification   |
|------------------------|---|
| Operating System       | Windows 2000 Series;<br>Windows XP Professional;<br>Windows 2003 Series; or NTFS File Format  |
| Processor(CPU)         | Pentium IV 1 GHz or higher<br>(Requirements for CPU and memory depend on number of lines and maximum traffic.)  |
| Memory                 | More than 512 Mbyte   |
| Network Interface Card | 10/100 BASE-T   |
| Database               | If you use SQL Server, Microsoft SQL Server 2000 or higher is required.<br>If you use MDB, there are no special requirements except that the database file size is limited to 2 GB. |

## Functions of OfficeServ DataView

OfficeServ DataView supports the functions below:

### Trunk/Station Monitoring

OfficeServ DataView monitors lines in a trunk or station group as well as call status. Also, OfficeServ DataView monitors trunks or stations for specified phone numbers and checks if a trunk or station has exceeded a time limit for use. Monitoring can be performed depending on group characteristics such as a UCD(Universal Call Distribution) group, attendant group, and VMAA(Voice Mail Automated Attendant) group. OfficeServ DataView supports the wallboard function that traces real-time changes in a selected value, which is equal to number of waiting calls in a UCD group.

### Statistics on Intercom/External Calls

OfficeServ DataView provides statistics on intercom or external calls by node or group. OfficeServ DataView displays statistics depending on characteristics of a UCD group, attendant group, and VMAA group. Also, statistics on each DID(Direct Inward Dialing) are provided. The minimum unit of call statistics is 15 minutes.

### Report

Select the [Scheduled Report] submenu from the [Configuration] menu of OfficeServ DataView to create a report for a specified period of time at a specified time. OfficeServ DataView can create a scheduled report for trunk, station, or the UCD group and can back up or delete a report as well.

### Database Backup

You can monitor size of a database file from OfficeServ DataView and can back up the file in the database. If the database space reaches the threshold value, OfficeServ DataView will display a warning message.

### OfficeServ DataView Management

OfficeServ DataView can monitor operation status of each module. OfficeServ DataView provides a user interface, which enables individual stop/execution and batch stop/execution easily.



## CHAPTER 2. OfficeServ DataView Installation

This chapter provides information on checkpoints and an action that needs to be performed before installing OfficeServ DataView and describes how to install the system.

### Before Installation

Check the following before installing OfficeServ DataView:

#### **Obtaining a Valid License Number of OfficeServ DataView**

A valid license number must be registered in order to operate OfficeServ DataView properly. A license number can be obtained from the reseller or Samsung dealer of OfficeServ DataView. The number should be entered in a PC where OfficeServ Link is installed. If a license number is not registered, OfficeServ DataView will not operate properly.

#### **Checking IP Address of OfficeServ Link**

You should be aware of the IP(Internet Protocol) address of the PC where OfficeServ Link is installed before installing OfficeServ DataView. Contact the OfficeServ Link manager or OfficeServ system administrator and check the IP address of OfficeServ Link first.

#### **Checking Specification of the PC Where OfficeServ DataView will be Installed**

OfficeServ DataView is installed on a PC typically. Check the PC where OfficeServ Link will be installed and operating system, processor, and memory of the PC. For detailed information on system requirements, refer to 'System Requirements' of 'CHAPTER 1. Overview of OfficeServ DataView'.

## Procedure for OfficeServ DataView Setup

Follow the steps below to install OfficeServ DataView.

OfficeServ DataView is installed in the 'Program Files\..\Samsung Electronics\OfficeServ DataView' folder by default.

1. Double click 'OfficeServDataView.exe' by using a CD for OfficeServ DataView setup or double click a downloaded 'OfficeServDataView.exe'.

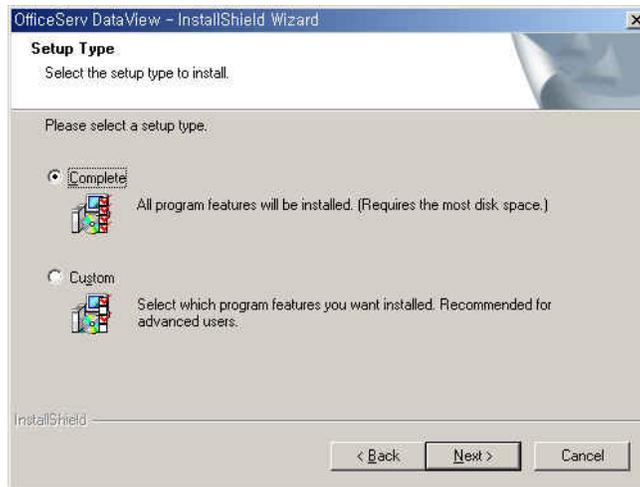


2. Once the <InstallShield Wizard> window appears, select a country and click [Next>].

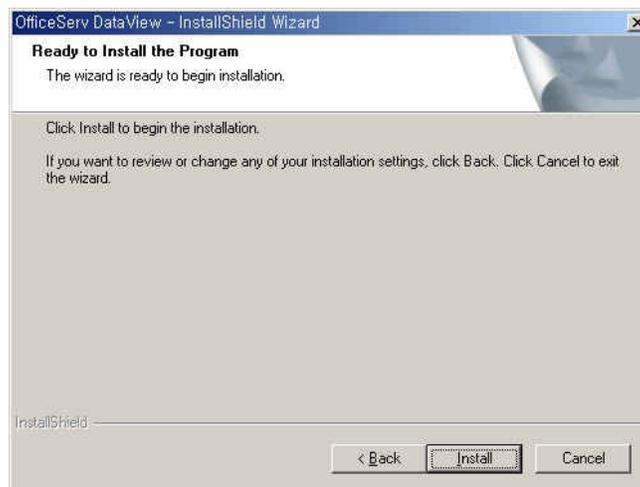
3. Read the license agreement from the <License Agreement> window carefully, and then click [Next>].



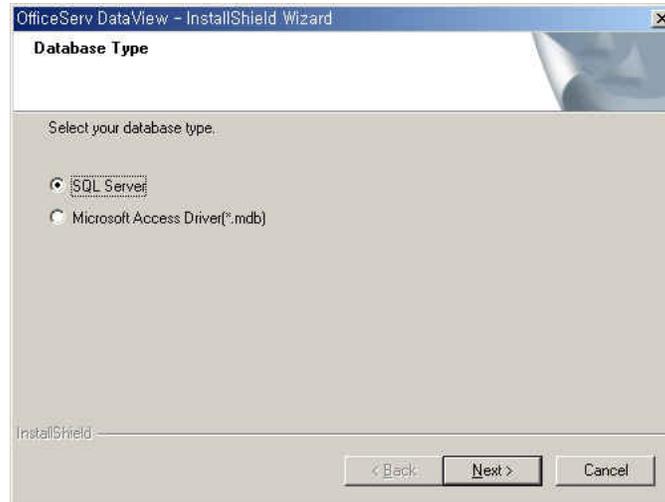
4. Once the <Setup Type> window appears, select a setup type and click [Next>].



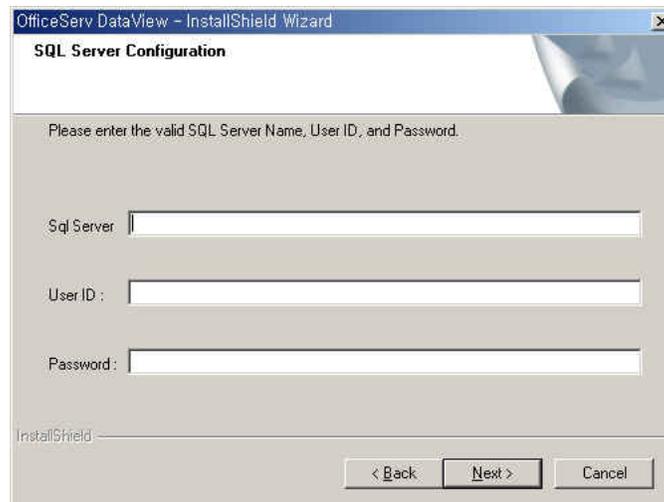
5. Once the <Ready to Install the Program> window appears, click [Install].



6. Select a database to be used for OfficeServ DataView from the <Database Type> window and click [Next>].

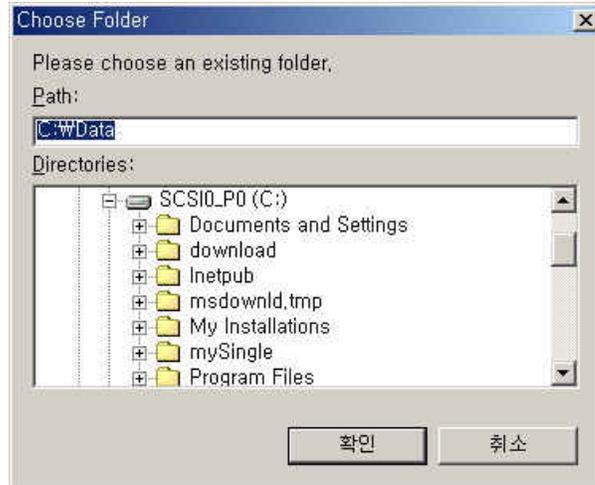


7. If you select SQL(Structured Query Language) Server, a window that prompts you to enter information on SQL Server will be displayed. Enter the SQL Server name or IP address, user ID, and password, and then click [Next>].



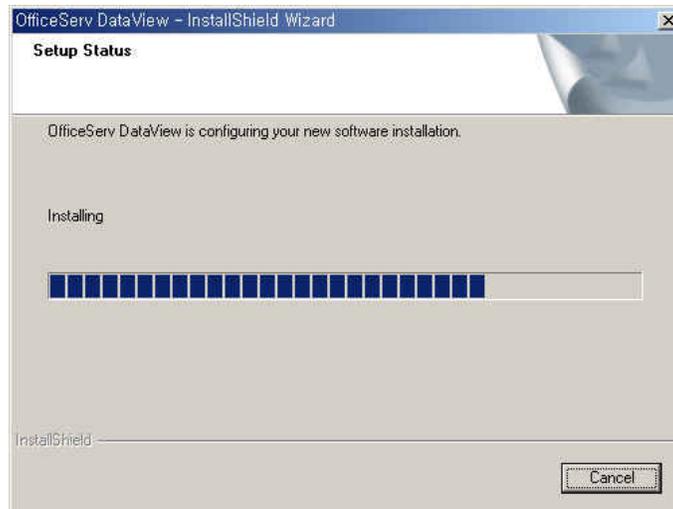
|  |       |   |
|--|-------|---|
|  | CHECK | <b>If You Select Microsoft Access Driver(*.mdb)</b> |
| Step 7 will be skipped if you select Microsoft Access Driver(*.mdb). |       |   |

8. Select a location where database will be installed from the <Database Location for SQL Server> window. Database can be installed in a folder shared with My Computer or Network Computer.

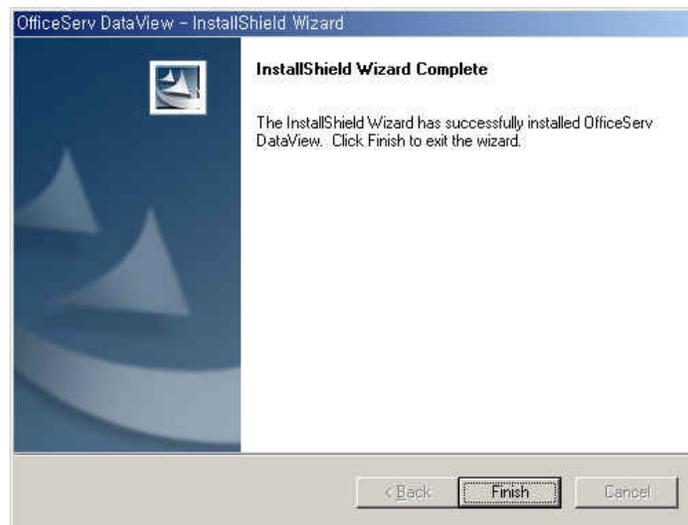


Then, specify a folder.

9. Setup is in progress as the <Setup Status> window appears.



**10.** Once OfficeServ DataView setup is completed, click [Finish].



NOTE

#### Troubleshooting

If OfficeServ DataView does not operate properly after OfficeServ DataView setup, refer to 'CHAPTER 8. Troubleshooting.'

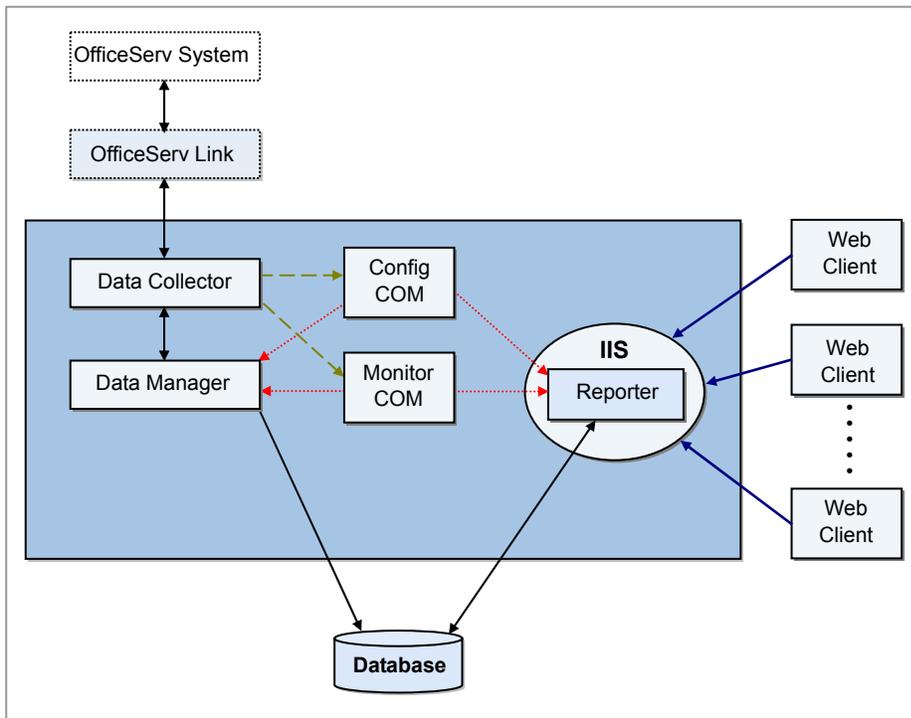


## CHAPTER 3. OfficeServ DataView Menus

This chapter describes the menus and windows of OfficeServ DataView.

### Components of OfficeServ DataView

OfficeServ DataView is configured with server modules such as Data Collector, Data Manager, and Scheduler as well as a web program that allows you to view data on monitoring, and statistics.



You can view the data on monitoring, or statistics provided by OfficeServ DataView through a web service provided by IIS(Internet Information Server) of Windows OS(Operating System).

## Scheduler

Scheduler of OfficeServ DataView allows you to configure, start, or stop the server modules of OfficeServ DataView and to monitor the operation of OfficeServ DataView.

Scheduler verifies settings of time and scheduled report periodically and requests for creating a scheduled report. Also, Scheduler backs up a scheduled report.

Scheduler monitors size of database files and backs up the files.

Scheduler must be executed to perform the scheduled report function.

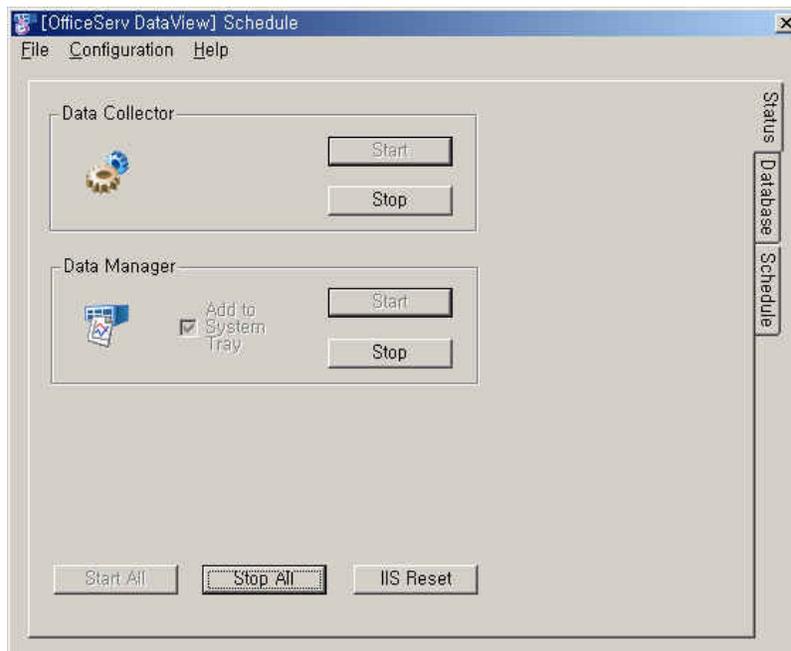
Select [Start] → [Programs] → [OfficeServ DataView] → [Scheduler] to execute Scheduler.

Select [Exit] from the [File] menu or the system tray menus to quit Scheduler. Then, the Scheduler window will disappear. However, it does not mean that the program has ended, and an icon is displayed in the system tray.

## Scheduler Windows

### Status Window

Upon starting Scheduler, the window below will appear:





If a module stops, [Start] will be enabled. If a module runs, [Stop] will be enabled. If a module stops, the icons will be displayed blurrily. If a module runs, the icons will be displayed vividly. If a server module does not respond to a connection message received from Scheduler for a given period of time, a warning icon will be displayed. In such a case, check operation log of the server module and take an appropriate action such as restart.

Select whether to display the Data Manager icon in the system tray by using the checkbox at the right of the Data Manager icon. The Data Manager has no user interface.

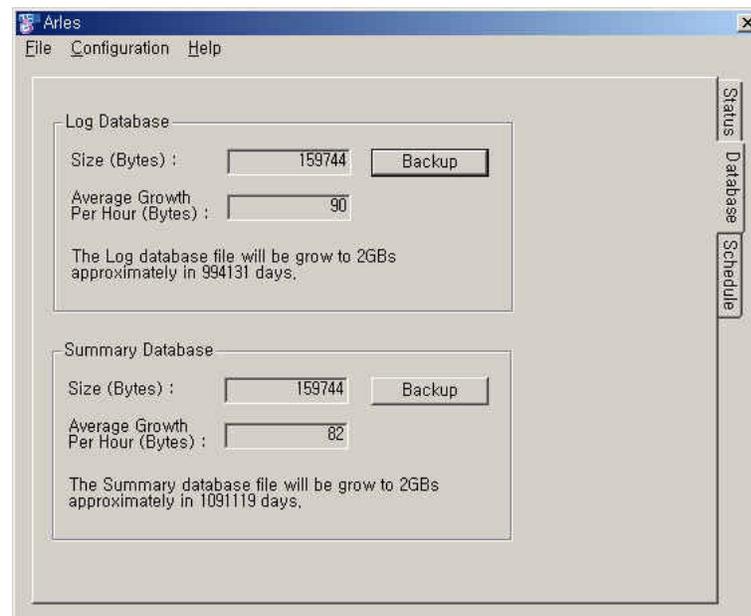
If a server module does not operate, you can click [Start All] to start Data Collector, and Data Manager simultaneously. Also, click [Stop All] to stop all operating server modules.

If an error in a web service occurs, click [IIS Reset] to restart IIS. In such a case, all of the currently established sessions are disconnected.

## Database Window

Click the [Database] tab. Then, the window below will appear:

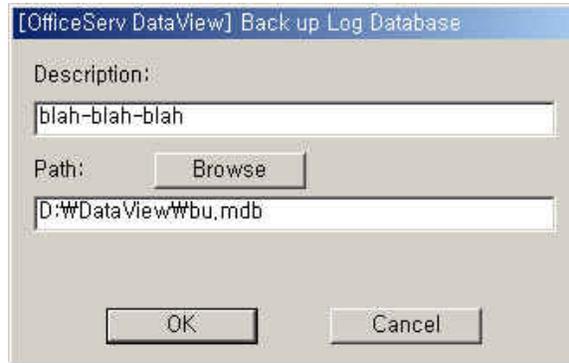
77



The database window displays the file size, average growth per hour, and estimated amount of time it will take for the database file size to reach the threshold value of the current call log database, and statistical database.

Click [Backup] to back up and empty database. If Data Manager runs, the call log database and statistical database cannot be backed up. Therefore, you should stop the module first, and then back up the module.

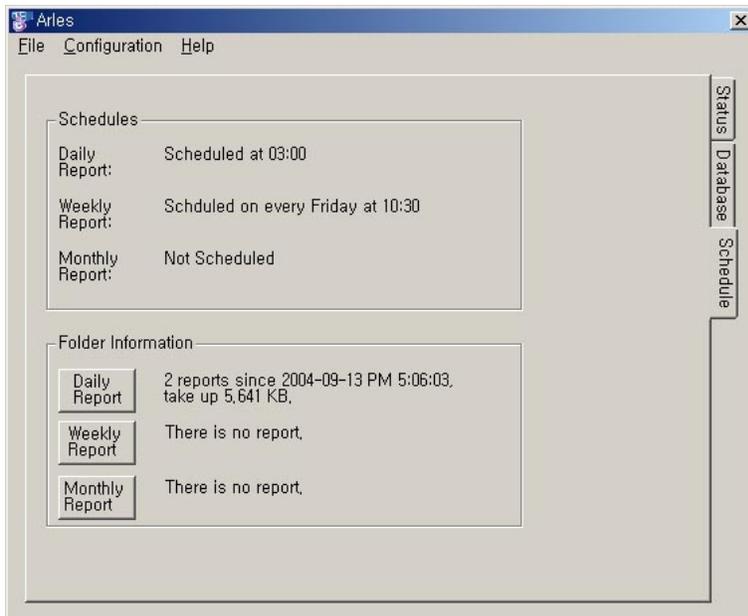
Click [Backup]. The dialog box below will appear:



Enter a description of backup, backup path, and file name. Then, click [OK].

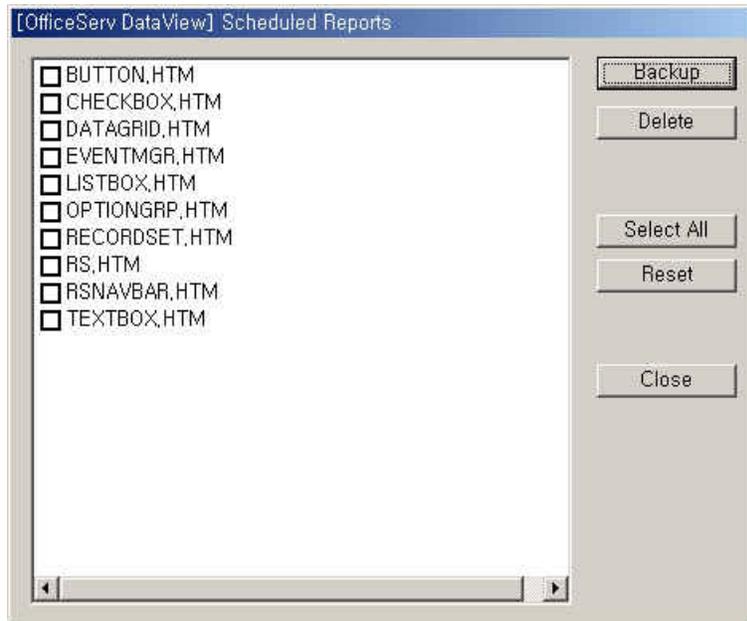
## Schedule Window

Select the [Schedule] tab to manage the current settings of a scheduled report and a scheduled report file.



The Schedules frame displays information on the current scheduled report. The Folder Information frame displays information(e.g., number of the files saved in a folder and total of file size) on the folder where a scheduled report is saved.

Click each report button of the Folder Information frame to back up or delete a scheduled report saved in a report folder.



Select a file you want to back up or delete, and then click [Backup] or [Delete]. If you want to back up a file, the selected file will be deleted from the scheduled report folder and will be saved in the folder selected for backup.

## Scheduler Menus

### File Menu

Select [Exit] from the File menu to quit Scheduler.

|  |                                  |
|--|----------------------------------|
|  | <b>Scheduled Report Function</b> |
| <p>Once Scheduler quits, a scheduled report will not be created. If you want to perform the scheduled report function, Scheduler must be executed.</p> |                                  |

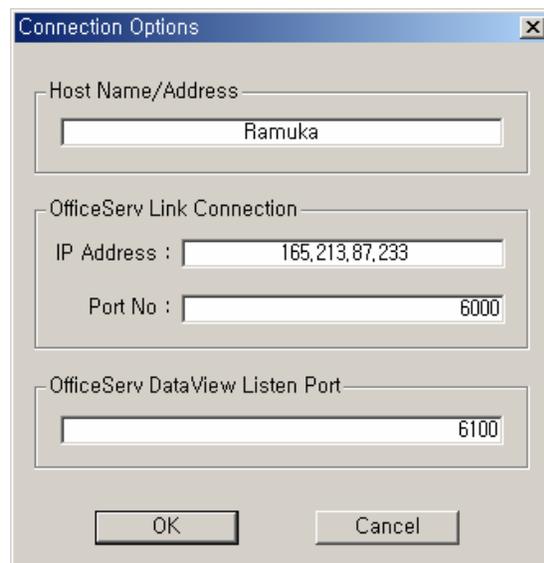
## Configuration Menu

The Configuration menu has the submenus as shown in the figure below:



### Connection

Select [Connection]. Then, the dialog box below will appear:



Each field is described below:

| Item                              | Description   |
|-----------------------------------|---|
| <b>Host Name/ Address</b>         | Enter the IP address of the PC where OfficeServ DataView is installed or the NetBIOS name. If an invalid IP address or NetBIOS name is entered, Data Manager cannot be connected to Data Collector and the home page of OfficeServ DataView will not be displayed properly. |
| <b>OfficeServ Link Connection</b> | Enter the IP address of OfficeServ Link and the port number for connection.<br>If you are not aware of the port number, contact the OfficeServ Link manager and enter a valid value.  |

| Item   | Description  |
|--|--|
| <b>OfficeServ<br/>DataView Listen<br/>Port</b> | Specify a port to be connected to Data Manager. If another application already uses Port Number. 5001 on a computer where OfficeServ DataView is installed, the default value, 5001, should be changed to another value. |

### Database

Select [Database] to enter information on database to be used in OfficeServ DataView.

You can select database you want from MDB(Multimedia Database) and SQL Server while installing OfficeServ DataView. Required database options depend on database type.



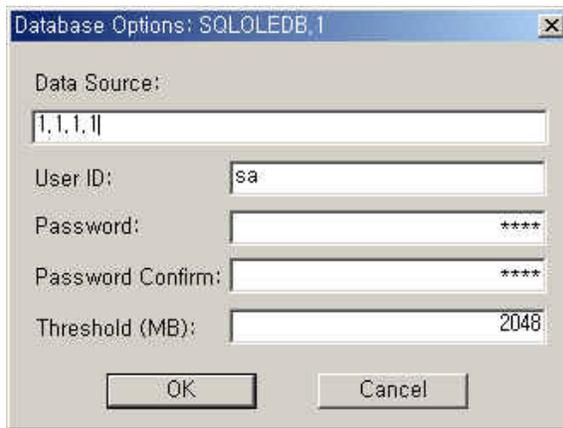
CHECK

**Changes in Database Type**

The database type selected before OfficeServ DataView setup cannot be changed.

### SQL Server:

Select [SQL Server] from the Database submenu. Then, the dialog box below will appear:

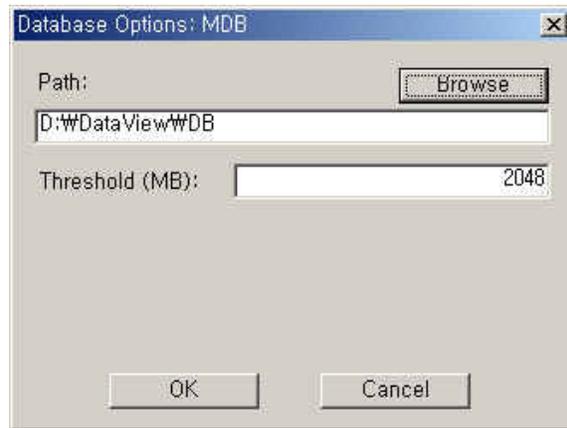


Each field is described below:

| Item                             | Description  |
|----------------------------------|--|
| <b>Data Source</b>               | Enter the name or IP address of SQL Server.  |
| <b>User ID</b>                   | Enter the user ID for connection.  |
| <b>Password/Password Confirm</b> | Enter password of the user ID entered in [User ID].<br>Enter the password once again for confirmation. |
| <b>Threshold(MB)</b>             | Enter the threshold value of database file size.   |

**MDB:**

Select [MDB] from the Database submenu. Then, the dialog box below will appear:



Each field is described below:

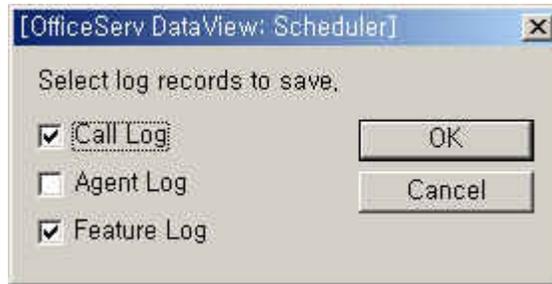
| Item                 | Description   |
|----------------------|---|
| <b>Path</b>          | Select a folder where a MDB file for OfficeServ DataView will be located.   |
| <b>Threshold(MB)</b> | Enter the threshold value of database file size. Data of more than 2 GB cannot be saved in MDB. If the file size exceeds 2 GB, an error will occur and data will not be saved. Set the threshold value to less than 2 GB(2,048 MB) and check the data provided by the [Database] tab of Scheduler frequently to back up the database. |

### Log Records

[Log Records] allows you to select a type of a call log to be saved in the database. If you save all types of logs in the database, log records will increase and bottleneck may occur while the database is operating.

To prevent OfficeServ DataView from being degraded due to bottleneck, limit number of logs to be saved.

Select [Log Records]. Then, the dialog box below will appear:

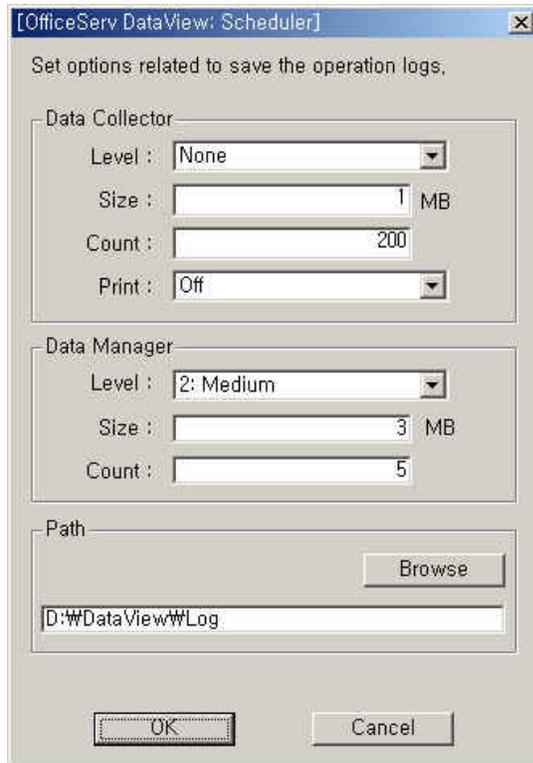


Select the checkbox of a log type and click [OK].

## Operation Logs

The [Operation Logs] option is divided into Data Collector, and Data Manager. Select one to perform settings for saving operation logs of the selected module. If the selected module is enabled, the window that prompts you to set an operation log of the module will appear.

If the selected module is not enabled, the window that prompts you to set an operation log provided by Scheduler will appear as shown in the figure below:



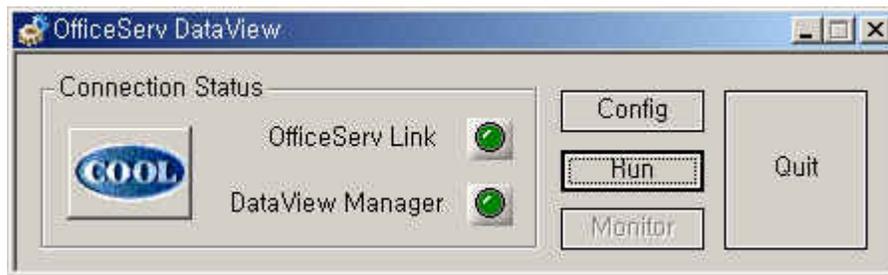
If the frames for the operating one from Data Collector, and Data Manager will be disabled. If a module is enabled, the Path frame cannot be changed.

## Data Collector

Data Collector collects events for calls from OfficeServ Link to create a call log and to deliver the call log to Data Manager. Also, Data Collector manages configuration data on the OfficeServ system and current status of the system. Data Collector must operate properly for proper operation of OfficeServ DataView.

### Data Collector Window

Run Data Collector. Then, the window below will appear:



The LEDs(Light Emitting Diodes) at the right of OfficeServ Link and DataView Manager indicate connection status.

| LED           | Description  |
|---------------|--|
| (Dark green)  | Not connected  |
| (Light green) | Connected properly   |
| (Pink)        | Data Collector has downloaded the configuration data from the OfficeServ system and is being initialized. Or, a connection error has occurred. |

The buttons of Data Collector Window are described below:

| Button          | Description  |
|-----------------|--|
| <b>Config</b>   | Configures Data Collector.   |
| <b>Run/Stop</b> | Click [Run] to access OfficeServ Link and to download the configuration data on the OfficeServ system, initialize Data Collector, and then start operation. Once operation starts properly, [Run] is disabled while [Stop] is enabled.<br>Click [Stop] to stop operation. A connection to both Data Collector and OfficeServ Link will stop. |

| Button         | Description   |
|----------------|---|
| <b>Monitor</b> | Click this button to open a window that allows you to monitor the memory space managed by Data Collector. Regular users do not use this function because this button is used for tracing a problem. |
| <b>Quit</b>    | Quit Data Collector.  |

## Data Collector Configuration

Click the [Config] button from the Data Collector window to configure Data Collector.

The screenshot shows the 'Environment Configuration' dialog box with the following settings:

- OfficeServ Link Connection:**
  - IP Address : 165.213.87.233
  - Port No : 6000
- Data Manager Listen Port:**
  - Listen Port No : 6100
- Log Information:**
  - Log Level : Detail
  - Log File Size : 1 MB
  - Log File Count : 20
  - Log Print : Simple
- Data Collector Option:**
  - Startup Mode : Manual

Buttons: OK, Cancel

Each field is described below:

| Item                              | Description  |
|-----------------------------------|--|
| <b>OfficeServ Link Connection</b> | Enter the IP address of OfficeServ Link and the port number for connection.<br>If you are not aware of the port number, contact the OfficeServ Link manager and enter a valid value.   |
| <b>Data Manager Listen Port</b>   | Specify a port to be connected to Data Manager. If another application already uses Port Number. 5001 on a computer where OfficeServ DataView is installed, the default value, 5001, should be changed to another value.   |
| <b>Log Information</b>            | Save an operation log of Data Collector in this field.<br>If an error occurs while using Data Collector, this field will allow you to trace the error.<br>Level of detail in log information depends on log levels. There are three log levels of None to Detail.<br>Set Log File Size to 1 MB to 100 MB and Log File Count to 1 to 20.<br>Set [Log Print] to Simple or Detail in order to display log information through Debug View. |
| <b>Data Collector Option</b>      | Set Startup Mode to Automatic. Then, even if you do not click the [Run] button of Data Collector, Data Collector will start.<br>If Startup Mode is set to Manual, click the [Run] button to start operation.   |

No values other than those of [Log Level] and [Log Print] can be changed in a running Data Collector.

## Data Manager

Data Manager creates a cumulative record for 15 minutes from the call log created by Data Collector. This record will be displayed in each field of a statistical report.

Data Manager saves the log record received from Data Collector and the created cumulative record in the database.

### Data Manager Menu

Data Manager does not have a window for user interfaces. You can monitor the operation of Data Manager by using Scheduler. If the icon is displayed in the system tray, click the right button of mouse on the icon of the system tray to use the menus of Data Manager.



### Log Records

[Log Records] allows you to select a type of the call log to be saved in the database. If all types of logs are saved in the database, log records will increase and bottleneck may occur while the database is operating. To prevent OfficeServ DataView from being degraded due to bottleneck, limit number of logs to be saved.

Select [Log Records]. Then, the dialog box below will appear:

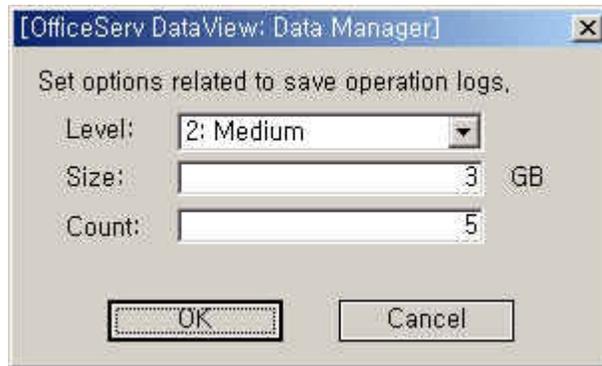


Select the checkbox of a log to be saved and click [OK].

## Operation Logs

[Operation Logs] allows you to perform settings for saving operation logs of Data Manager.

Select [Operation Logs]. The dialog box below will appear:



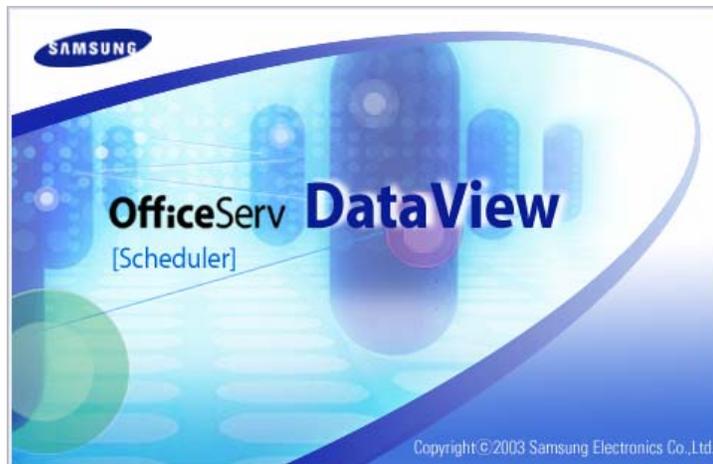
Each field is described below:

| Field        | Description   |
|--------------|---|
| <b>Level</b> | Sets the detail level of a log to be saved.<br>There are five levels of None to Full. |
| <b>Size</b>  | Sets the size of an operation log to 1 MB to 100 MB.                                  |
| <b>Count</b> | Sets the number of operation logs to 1 to 100.  |

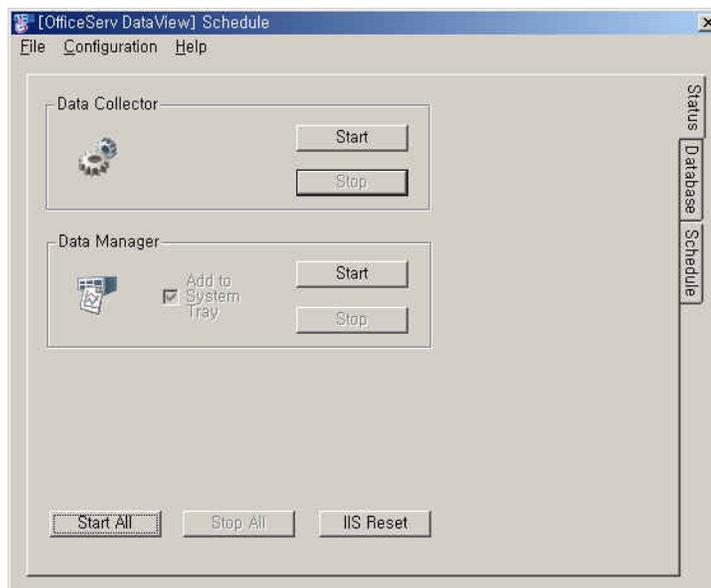
## Starting OfficeServ DataView

Follow the steps below to start OfficeServ DataView:

1. Double-click the [OfficeServ DataView Scheduler Hot Key] icon from the desktop or select [Start] → [Programs(P)] → [OfficeServ DataView] → [Scheduler]. Then, the initialization window below will appear:



2. Once Scheduler runs, the window below will appear:



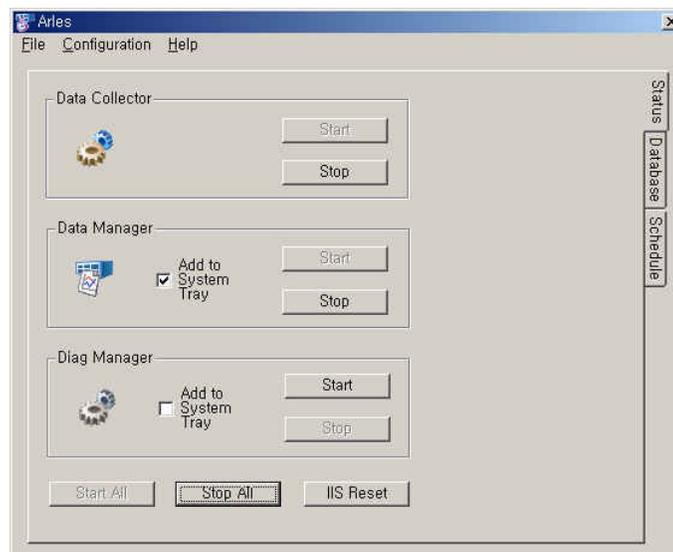
Once Scheduler starts, the Scheduler icon is displayed in the system tray.  
If a server module of OfficeServ DataView does not start, a icon() (pink) will be displayed.

3. Click [Start All] to start all server modules. Or, click each [Start] button to start each module one by one.

 **NOTE** **Starting Each Module**

Data Collector downloads configuration data from the OfficeServ system when the module starts. It is recommended that Data Manager should start after Data Collector starts. Data Manager does not operate until Data Collector starts properly.

4. Once each module starts properly, the Status icon, [Stop All], and all of the [Stop] buttons are enabled while [Start All] and all of the [Start] buttons are disabled.



Once all of the server modules operate properly, the icon displayed in the system tray is changed to the normal operation icon() (light green).

If all of the server modules operate properly, open the home page of OfficeServ DataView to view data on monitoring, and statistics.

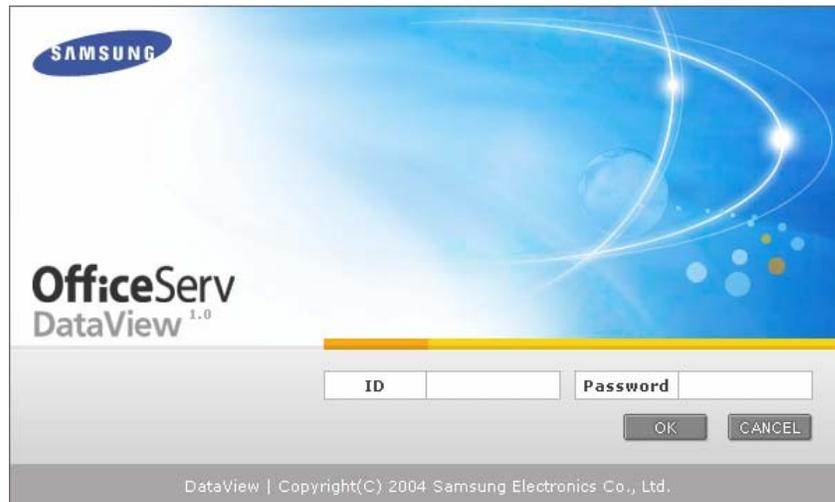
## Main Window

Run Internet Explorer and enter the following in the address bar to view the home page of OfficeServ DataView. Then, press [Enter].

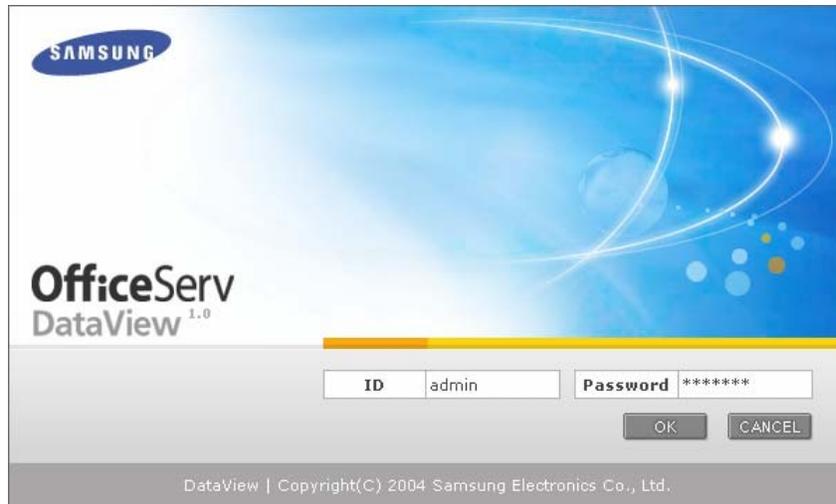


Enter the IP address of the PC where OfficeServ DataView is installed or the NetBIOS(Network Basic Input Output System) name instead of '127.0.0.1'.

Enter the web address of OfficeServ DataView correctly and press [Enter]. Then, the home page of OfficeServ DataView that can be logged in will appear as shown in the figure below:



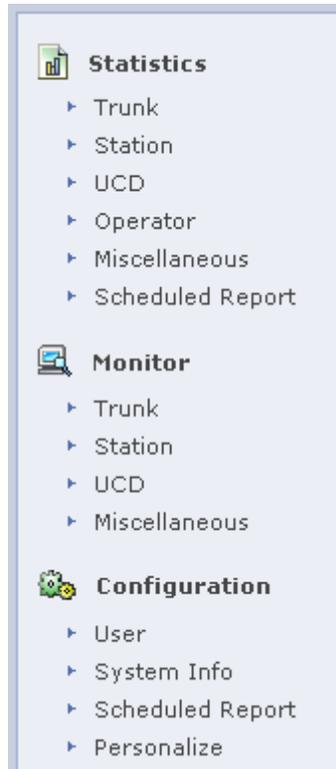
If you use OfficeServ DataView for the first time, enter the administrator ID provided by default and password. Enter **'admin'** in ID and **'samsung'** in PWD.



If login is successful, select one of the menus at the left of the window to perform a function of OfficeServ DataView.

## Menus

The main menus of the OfficeServ DataView home page are shown in the figure below:



Locate the mouse pointer on each main menu. Then, the sub-menus will appear.

For detailed information on monitoring, and statistics, see Chapter 4 to Chapter 5 of this document.

Each sub-menu of [Configuration] is described in next section, 'Configuration'.

## Configuration

The Configuration menu of OfficeServ DataView has the submenus of User, System Info, Scheduled Report, and Personalize.

### User

This menu allows you to retrieve the user list of OfficeServ DataView, and to add or delete a user. Also, you can modify user information or searches a specific user by using this menu.

If the selected list has multiple pages, click [<First], [<Prev], [Next>], or [Last>] to move from a page to another.

### User List

Select [User List]. Then, list of the registered OfficeServ DataView users will appear as shown in the figure below:

User List

1 / 1

| NO | Login ID | User Name     | User Level    | Tel NO     | E-Mail             |
|----|----------|---------------|---------------|------------|--------------------|
| 1  | admin    | Administrator | Administrator | 0312791231 | admin@samsung.com  |
| 2  | shlee    | Sungsik       | Administrator | 0312791232 | shlee@samsung.com  |
| 3  | ssjung   | Sungsik       | User          | 0312791233 | ssjung@samsung.com |

### Add User Account

Select [Add User Account]. Then, the window that allows you to add a user to the user list will appear as shown in the figure below:

Add User Account

|                  |   |
|------------------|---|
| User Name :      | <input type="text" value="kimjongwoo"/>             |
| Login ID :       | <input type="text" value="jwkim"/>                  |
| Login Password : | <input type="password" value="*****"/>              |
| Tel NO :         | <input type="text" value="0312794327"/>             |
| E-Mail Address : | <input type="text" value="jwramu.kim@samsung.com"/> |
| User Level :     | <input type="text" value="Administrator"/>          |

Each field is described below:

| Item                  | Description  |
|-----------------------|--|
| <b>User Name</b>      | Enter a user name. You can enter up to 25 Korean characters or up to 50 alphabetic characters.   |
| <b>Login ID</b>       | Enter a login ID. You can enter up to 20 alphabetic characters or numbers. The characters are case-sensitive.  |
| <b>Login Password</b> | Enter a login password. You can enter up to 20 alphabetic characters or numbers. The characters are case-sensitive.  |
| <b>Tel NO</b>         | Enter the telephone number of a user. You can enter up to 20 numbers. This field is optional.  |
| <b>E-Mail</b>         | Enter the e-mail address of a user. You can enter up to 50 characters. This field is optional.   |
| <b>User Level</b>     | Select a user level. The administrator can use all of the functions supported by OfficeServ DataView. Regular users cannot use the [User], [System Info], and [Scheduled Report] submenus of the [Configuration] menu. |

## Delete User Account

Select [Delete User Account]. Then, the window that allows you to delete a user from the user list will appear as shown in the figure below:

Delete User Account

1 / 1 Delete

| Delete                              | NO | Login ID | User Name     | User Level    | Tel NO     | E-Mail             |
|-------------------------------------|----|----------|---------------|---------------|------------|--------------------|
| <input type="checkbox"/>            | 1  | admin    | Administrator | Administrator | 0312791231 | admin@samsung.com  |
| <input checked="" type="checkbox"/> | 2  | shlee    | Sungsik       | Administrator | 0312791232 | shlee@samsung.com  |
| <input type="checkbox"/>            | 3  | ssjung   | Sungsik       | User          | 0312791233 | ssjung@samsung.com |

First
Prev
Next
Last

Select the checkbox of a user to be deleted and click [Delete] to delete the account of the selected user. You cannot delete the account of 'Administrator', which is the default user.

## Modify User Account

Select [Modify User Account]. The window that allows you to modify user profiles will appear as shown in the figure below:

The screenshot shows a window titled "Modify User Account" with a gear icon. In the top right corner, it displays "1 / 1" and a "Change" button. Below this is a table with the following columns: Change, NO, Login ID, Password, User Name, User Level, Tel NO, and E-Mail. There are three rows of user data. Below the table are four buttons: "First", "Prev", "Next", and "Last".

| Change                   | NO | Login ID | Password | User Name     | User Level    | Tel NO     | E-Mail             |
|--------------------------|----|----------|----------|---------------|---------------|------------|--------------------|
| <input type="checkbox"/> | 1  | admin    | *****    | Administrator | Administrator | 0312791231 | admin@samsung.com  |
| <input type="checkbox"/> | 2  | shlee    | *****    | Sungsik       | Administrator | 0312791232 | shlee@samsung.com  |
| <input type="checkbox"/> | 3  | ssjung   | **       | Sungsik       | User          | 0312791233 | ssjung@samsung.com |

Modify the fields you want and select checkboxes to take effect changes. Then, click [Change].

If you modify user information and do not click [Change], the window will not be updated.

## System Info

This menu allows you to verify the OfficeServ system information and the OfficeServ DataView operating environment.

You can select the items you wish to display from the Wallboard.

## OfficeServ System Information

This menu allows you to verify information on the connection between the OfficeServ system and Officeserv DataView.

The screenshot shows a window titled "OfficeServ System Information" with a gear icon. It contains a table with the following system information:

|                              |                 |  |
|------------------------------|-----------------|--|
| System Name :                | OFFICESERV-7200 |  |
| System Version :             | 02.43           |  |
| System Date :                | 2004-12-28      |  |
| System Country :             | KOREA           |  |
| OfficeServ Link IP Address : | 165.213.87.233  |  |
| OfficeServ Link Port :       | 6000            |  |
| Host Name :                  | localhost       | IP Address of Web Server such as 127.0.0.1 |
| Collector Port :             | 6100            |  |

Items in the above figure are described below:

| Item                              | Description  |
|-----------------------------------|--|
| <b>System Name</b>                | Name of the OfficeServ system  |
| <b>System Version</b>             | Version of the OfficeServ system main program  |
| <b>System Date</b>                | Date of the OfficeServ system main program   |
| <b>System Country</b>             | Country information set in the OfficeServ system   |
| <b>OfficeServ Link IP Address</b> | IP address of the OfficeServ Link  |
| <b>OfficeServ Link Port</b>       | Number of the port used by the Data Collector for connecting to the OfficeServ Link        |
| <b>Host Name</b>                  | IP address of the computer where the OfficeServ DataView is installed, or the NetBIOS name |
| <b>Collector Port</b>             | Number of the port used by the Data Manager for connecting to the Data Collector           |

## Database Information

This menu is used for displaying information on the DB(Database) used by OfficeServ DataView. The DB information used by the current web program and a list of backed up DBs are displayed.

| DataBase Information   |   |                   |
|--|---|-------------------|
| <input type="button" value="Change"/> <input type="button" value="Reset"/>                                 |   |                   |
| <b>DataBase Type :</b>   | MDB   |                   |
| <b>Data Source :</b>   |   | SQL Server Name   |
| <b>Disk Manager :</b>  | No Use  |                   |
| <b>Current Log DB :</b>  | C:\Program Files\Samsung Electronics\OfficeServ<br>DataView\DB\OfficeServLog.mdb (Original) |                   |
| <b>Current Summary DB :</b>  | C:\Program Files\Samsung Electronics\OfficeServ<br>DataView\DB\OfficeServSum.mdb (Original) |                   |
| Backed up Log DB   |   |                   |
| Path & Name  | Created Date  | Description       |
| <input type="radio"/> C:\Program Files\Samsung Electronics\OfficeServ<br>DataView\DB\20050104LogBackUp.mdb | 2005-01-04 오전<br>10:01:54   | 20050104          |
| Backed up Summary DB   |   |                   |
| Path & Name  | Created Date  | Description       |
| <input type="radio"/> C:\Program Files\Samsung Electronics\OfficeServ<br>DataView\DB\20050104SumBackUp.mdb | 2005-01-04 오전<br>10:02:18   | 20050104SumBackUp |

In order to view a statistics report on a backed up DB, select a DB and click [Register].

Connecting to a changed DB is valid only during the current session. If you log out and log in again, you will be connected to the default DB without affecting other users.

## Trunk Group Information

This menu is used for displaying information on trunk groups configured in the OfficeServ system.

 Trunk Group Information

| Group NO | Group Member List  |
|----------|--|
| 9        | 7068, 7067, 7066, 7065, 7064, 7063, 7062, 7061, 7060, 7059, 7058, 7057, 7056, 7055, 7054, 7053, 7052, 7051, 7050, 7049, 7048, 7047, 7046, 7045, 7044, 7043, 7042, 7041, 7040, 7039, 7038, 7037, 7036, 7035, 7034, 7033, 7032, 7031, 7030, 7029, 7028, 7027, 7026, 7025, 7024, 7023, 7022, 7021, 7020, 7019, 7018, 7017, 7016, 7015, 7014, 7013, 7012, 7011, 7010, 7009, 7008, 7007, 7006, 7005, 7004, 7003, 7002, 7001 |
| 803      | 8301, 8302, 8303, 8304, 8305, 8306, 8307, 8308, 8309, 8310, 8311, 8312, 8313, 8314, 8315, 8316, 8317, 8318, 8319, 8320, 8321, 8322, 8323, 8324, 8325, 8326, 8327, 8328, 8329, 8330, 8331, 8332, 8333, 8334, 8335, 8336, 8337, 8338, 8339, 8340   |
| 804      | 8401, 8402, 8403, 8404, 8405, 8406, 8407, 8408, 8409, 8410, 8411, 8412, 8413, 8414, 8415, 8416, 8417, 8418, 8419, 8420, 8421, 8422, 8423, 8424, 8425, 8426, 8427, 8428, 8429, 8430, 8431, 8432, 8433, 8434, 8435, 8436, 8437, 8438, 8439, 8440   |
| 805      | 8501, 8502, 8503, 8504, 8505, 8506, 8507, 8508, 8509, 8510, 8511, 8512, 8513, 8514, 8515, 8516, 8517, 8518, 8519, 8520, 8521, 8522, 8523, 8524, 8525, 8526, 8527, 8528, 8529, 8530, 8531, 8532, 8533, 8534, 8535, 8536, 8537, 8538, 8539, 8540   |

## Station/UCD Group Information

 Station/UCD Group Information

| Group NO | Name | Type   | Group Member List |
|----------|------|--------|-------------------|
| 5000     | IN   | Normal | 2016              |

This menu is used for displaying information on station groups configured in the OfficeServ system.

## Scheduled Report

This menu allows you to setup scheduled reports or delete unnecessary scheduled reports.

### Scheduled Report Setup

This menu is used for setting the period and items for the report.

Different options are provided for setting the period of a scheduled report depending on whether the report is a daily report, a weekly report, or a monthly report.

#### Set Daily Report

Set Daily Report

|            |   |
|------------|---|
| Use :      | <input checked="" type="checkbox"/>   |
| Day Time : | <input type="text" value="00"/> : <input type="text" value="00"/> ~ <input type="text" value="23"/> : <input type="text" value="45"/> |

| Item            | Description   |
|-----------------|---|
| <b>Use</b>      | Check this option to use a daily report.                    |
| <b>Day Time</b> | Set the time period for which the report should be created. |

## Set Weekly Report

### Set Weekly Report

Save

|                     |                                     |
|---------------------|-------------------------------------|
| Use :               | <input checked="" type="checkbox"/> |
| Start Day of Week : | Sunday ▾                            |

| Item              | Description   |
|-------------------|---|
| Use               | Check this option to use a weekly report.   |
| Start Day of Week | Specify the start day of the weekly report. The report will be generated between 00:00 and 01:00 On the next start day. |

## Set Monthly Report

### Set Monthly Report

Save

|                     |                                     |
|---------------------|-------------------------------------|
| Use :               | <input checked="" type="checkbox"/> |
| Start Day of Month: | 01 ▾                                |

| Item               | Description  |
|--------------------|--|
| Use                | Check this option to use a monthly report.   |
| Start Day of Month | Specify the start day of the monthly report. The report will be generated between 00:00 and 01:00 On the next start day. |

## Scheduled Report Item Setup

You can create scheduled reports for trunks and UCD groups.

Check the Detail checkbox to view detailed statistics for each time zone.

| Trunk Reports  | Detail                              |
|--|-------------------------------------|
| <input checked="" type="checkbox"/> Trunk Overall Statistics               | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> Trunk Incoming Statistics              | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> Trunk Outgoing Statistics              | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> Trunk Distribution Statistics          | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> Trunk Incoming Distribution Statistics | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> Trunk Outgoing Distribution Statistics | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> Trunk Incoming Fail Statistics         | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> Trunk Outgoing Fail Statistics         | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> Trunk Outgoing Statistics by Group     | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> Trunk Abandoned Call List              | <input checked="" type="checkbox"/> |

| UCD Reports  | Detail                              |
|--|-------------------------------------|
| <input checked="" type="checkbox"/> UCD Overall Incoming Statistics        | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> UCD Incoming Statistics by Group       | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> UCD Overall Agent Incoming Statistics  | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> UCD Agent Incoming Statistics by Group | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> UCD Call Distribution Statistics       | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> UCD Call Distribution Stat. by Group   | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> UCD Wait Distribution Statistics       | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> UCD Wait Distribution Stat. by Group   | <input checked="" type="checkbox"/> |

## Personalize

You can personalize the user environment such as skin and language. Skin refers to graphic or audio files used for changing the shape of a game character or a UI(User Interface) to one that is preferred by the user.

### Set Skin

Select [Personalize] → [Set Skin] and display the following window:



Select a skin and click [Register].

### Select Language

Select [Personalize] → [Select Language] and display the following window:  
Select your language from the combo box and click [Register].



### Set Wallboard

Select [Personalize] → [Set Wallboard] and display the following window:  
Mark the values you want to monitor in the Wallboard, put the threshold value to alarm and click [Save].

Set Wallboard

| Wallboard Item   | Threshold                             |
|--|---------------------------------------|
| <input type="checkbox"/> Trunk Total Line                      | 0 <input type="text" value=""/> Below |
| <input type="checkbox"/> Trunk Fault Line                      | 0 <input type="text" value=""/> Over  |
| <input type="checkbox"/> Trunk Available Line                  | 0 <input type="text" value=""/> Below |
| <input type="checkbox"/> Trunk Busy Cnt                        | 0 <input type="text" value=""/> Over  |
| <input type="checkbox"/> Trunk In Seize Cnt                    | 0 <input type="text" value=""/> Over  |
| <input type="checkbox"/> Trunk Out Seize Cnt                   | 0 <input type="text" value=""/> Over  |
| <input type="checkbox"/> Trunk Busy Ratio                      | 0 <input type="text" value=""/> Over  |
| <input type="checkbox"/> Trunk Group In Cnt                    | 0 <input type="text" value=""/> Over  |
| <input type="checkbox"/> Trunk Longest Seize Time              | 0 <input type="text" value=""/> Over  |
| <input checked="" type="checkbox"/> UCD Agent Cnt              | 1 <input type="text" value=""/> Below |
| <input checked="" type="checkbox"/> UCD Login Cnt              | 1 <input type="text" value=""/> Below |
| <input type="checkbox"/> UCD Log Out Cnt                       | 0 <input type="text" value=""/> Over  |
| <input checked="" type="checkbox"/> UCD Busy Cnt               | 1 <input type="text" value=""/> Over  |
| <input type="checkbox"/> UCD Busy Ratio                        | 0 <input type="text" value=""/> Over  |
| <input checked="" type="checkbox"/> UCD In Call Cnt            | 2 <input type="text" value=""/> Over  |
| <input checked="" type="checkbox"/> UCD Queued Cnt             | 2 <input type="text" value=""/> Over  |
| <input checked="" type="checkbox"/> UCD Answer Cnt             | 1 <input type="text" value=""/> Over  |
| <input checked="" type="checkbox"/> UCD Group In Cnt           | 2 <input type="text" value=""/> Over  |
| <input checked="" type="checkbox"/> UCD Group In Ans Cnt       | 1 <input type="text" value=""/> Over  |
| <input type="checkbox"/> UCD Group In Ans Ratio                | 0 <input type="text" value=""/> Below |
| <input checked="" type="checkbox"/> UCD Longest Connected Time | 10 <input type="text" value=""/> Over |
| <input checked="" type="checkbox"/> UCD Longest Wait Time      | 20 <input type="text" value=""/> Over |





## CHAPTER 4. Statistics

This chapter describes the statistics function of the OfficeServ DataView Web page.

### Statistics Window Layout

You can use the statistics function after connecting and logging in to the OfficeServ DataView homepage.

The general layout of a statistics window is shown below:

Page Title

Execution Options Additional Menus

Trunk Overall Statistics

From: 28/12/2004 10:00 To: 31/12/2004 15:00 Each: Day Query

| Total Summary |            |            |                |              |               |                |          |          |            |           |                |               |                  |            |                  |
|---------------|------------|------------|----------------|--------------|---------------|----------------|----------|----------|------------|-----------|----------------|---------------|------------------|------------|------------------|
| Record Cnt    | Total Line | Fault Line | Available Line | Max Use Line | Seize Try Cnt | Seize Succ Cnt | Fail Cnt | Call Cnt | Seize Time | Call Time | Avg Seize Time | Avg Call Time | Seize Succ Ratio | Call Ratio | Traffic (Erlang) |
| 186           | 176        | 50         | 126            | 3            | 30            | 29             | 1        | 11       | 0:18:25    | 0:16:43   | 0:00:38        | 0:01:31       | 96.7%            | 36.7%      | 0.0066           |

Sum

| Each Date                |            |            |                |              |               |                |          |          |            |           |                |               |                  |            |                  |
|--------------------------|------------|------------|----------------|--------------|---------------|----------------|----------|----------|------------|-----------|----------------|---------------|------------------|------------|------------------|
| Date                     | Total Line | Fault Line | Available Line | Max Use Line | Seize Try Cnt | Seize Succ Cnt | Fail Cnt | Call Cnt | Seize Time | Call Time | Avg Seize Time | Avg Call Time | Seize Succ Ratio | Call Ratio | Traffic (Erlang) |
| 28/12/2004 (Tue) 10:15 ~ | 158        | 0          | 158            | 3            | 18            | 17             | 1        | 9        | 0:17:48    | 0:16:38   | 0:01:03        | 0:01:51       | 94.4%            | 50.0%      | 0.0066           |
| 29/12/2004 (Wed)         | 86         | 0          | 86             | 1            | 12            | 12             | 0        | 2        | 0:00:37    | 0:00:05   | 0:00:03        | 0:00:02       | 100.0%           | 16.7%      | 0.0066           |
| 30/12/2004 (Thu)         | 176        | 50         | 126            | 0            | 0             | 0              | 0        | 0        | 0          | 0         | 0              | 0             | 0                | 0          | 0.0066           |

Detailed Results

## Page Title

The selected submenu is displayed as the title.

## Additional Menus

The two menus below are provided as additional menus. Refer to the 'Additional Menu' section of this chapter for detailed descriptions.

| Menu  | Description                                 |
|---|---|
|  | Print the report.                           |
|  | Export the report into the Microsoft Excel. |

## Execution Options

This section of the window allows you to set a statistics option and to start or stop the statistics process. The [From~To] option is applied to all statistics pages, and additional options may be provided depending on the statistics item. Refer to the 'Execution Option Setup' section of this chapter.

## Sum

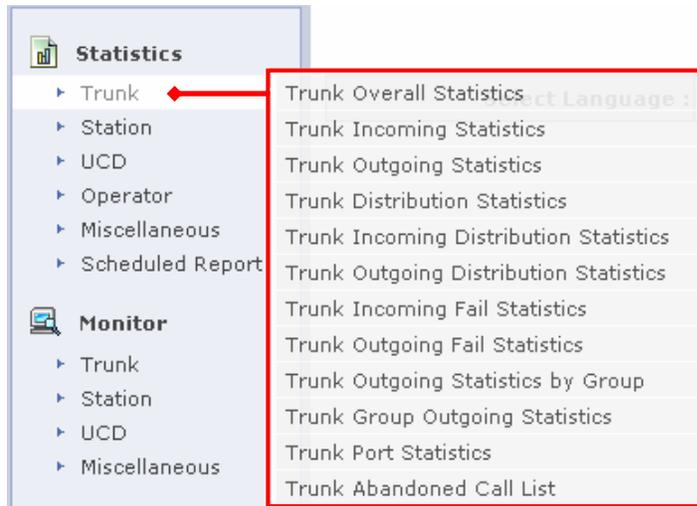
This section of the window displays the sum of each statistical item.

## Detailed Results

This section of the window displays detailed statistics results for the selected submenu.

## Selecting a Statistics Item

Statistics windows display data generated by the OfficeServ system and saved in the DB, based on various criteria such as trunk and station. You can select a statistics item by placing the mouse pointer over a main menu and clicking a submenu from the list displayed.



## Statistics Item

Statistics items are categorized into six main menus, Trunk, Station, UCD, Operator, Miscellaneous and Scheduled Report, and are further categorized into fifty one submenus.

| <b>Statistics</b>  |  |
|--|--|
| <b>Trunk</b>   | <b>Station</b>   |
| <ul style="list-style-type: none"> <li>· Trunk Overall Statistics</li> <li>· Trunk Incoming Statistics</li> <li>· Trunk Outgoing Statistics</li> <li>· Trunk Distribution Statistics</li> <li>· Trunk Incoming Distribution Statistics</li> <li>· Trunk Outgoing Distribution Statistics</li> <li>· Trunk Incoming Fail Statistics</li> <li>· Trunk Outgoing Fail Statistics</li> <li>· Trunk Outgoing Statistics by Group</li> <li>· Trunk Group Outgoing Statistics</li> <li>· Trunk Port Statistics</li> <li>· Trunk Abandoned Call List</li> </ul>   | <ul style="list-style-type: none"> <li>· Station Overall Statistics</li> <li>· Station Incoming Statistics</li> <li>· Station Outgoing Statistics</li> <li>· Station Incoming Detailed Statistics</li> <li>· Station Outgoing Detailed Statistics</li> <li>· Station Outgoing Fail Statistics</li> <li>· Station Tried Features Statistics</li> <li>· Station Incoming Statistics by Group</li> <li>· Station Group Incoming Statistics</li> <li>· Station Group Incoming Detailed Stat.</li> <li>· Station Port Statistics</li> </ul> |
| <b>UCD</b>   | <b>Operator</b>  |
| <ul style="list-style-type: none"> <li>· UCD Overall Incoming Statistics</li> <li>· UCD Incoming Statistics by Group</li> <li>· UCD Group Incoming Statistics</li> <li>· UCD Overall Agent Incoming Statistics</li> <li>· UCD Agent Incoming Statistics by Group</li> <li>· UCD Group Agent Incoming Statistics</li> <li>· UCD Agent Detailed Statistics</li> <li>· UCD Call Distribution Statistics</li> <li>· UCD Call Distribution Stat. by Group</li> <li>· UCD Wait Distribution Statistics</li> <li>· UCD Wait Distribution Stat. by Group</li> <li>· UCD Group Abandoned Call List</li> </ul> | <ul style="list-style-type: none"> <li>· Operator Group Overall Statistics</li> <li>· Operator Group Detailed Statistics</li> <li>· Operator Distribution Statistics</li> <li>· Operator Distribution Stat. by Ring Plan</li> <li>· Operator Port Statistics by Port</li> <li>· Operator Port Detailed Stat. by Port</li> </ul>  |
| <b>Miscellaneous</b>   | <b>Scheduled Report</b>  |
| <ul style="list-style-type: none"> <li>· VMAA/AA/Cadence Group Statistics</li> <li>· VMAA/AA/Cadence Xfer Fail Statistics</li> <li>· DID Statistics by DID</li> <li>· DID Detailed Statistics</li> </ul>   | <ul style="list-style-type: none"> <li>· Daily Trunk Report</li> <li>· Daily UCD Report</li> <li>· Weekly Trunk Report</li> <li>· Weekly UCD Report</li> <li>· Monthly Trunk Report</li> <li>· Monthly UCD Report</li> </ul>   |

## Additional Menus

### Print

Click the Print() icon from the additional menus to print a statistics window. The following figure shows an example of clicking the Print icon of a Trunk Overall Statistics window:

**Trunk Overall Statistics**

Period : 27/12/2004 14:45 ~ 27/12/2004 18:00 Print Time : 04/01/2005 13:38

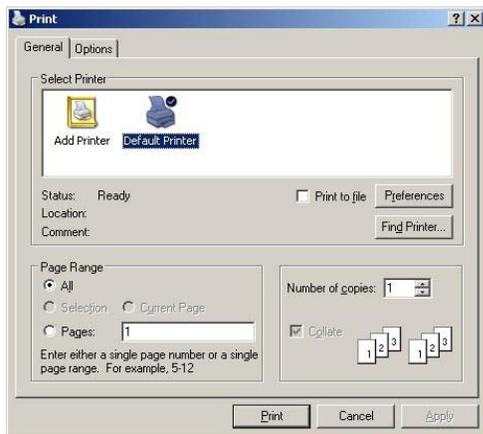
| Total Summary |            |            |                |              |               |                |          |          |            |           |                |               |                  |            |                  |
|---------------|------------|------------|----------------|--------------|---------------|----------------|----------|----------|------------|-----------|----------------|---------------|------------------|------------|------------------|
| Record Cnt    | Total Line | Fault Line | Available Line | Max Use Line | Seize Try Cnt | Seize Succ Cnt | Fail Cnt | Call Cnt | Seize Time | Call Time | Avg Seize Time | Avg Call Time | Seize Succ Ratio | Call Ratio | Traffic (Erlang) |
| 13            | 158        | 0          | 158            | 3            | 20            | 20             | 0        | 17       | 0:03:05    | 0:01:26   | 0:00:09        | 0:00:05       | 100.0%           | 85.0%      | 0.0158           |

| Each Time        |            |            |                |              |               |                |          |          |            |           |                |               |                  |            |                  |
|------------------|------------|------------|----------------|--------------|---------------|----------------|----------|----------|------------|-----------|----------------|---------------|------------------|------------|------------------|
| Time             | Total Line | Fault Line | Available Line | Max Use Line | Seize Try Cnt | Seize Succ Cnt | Fail Cnt | Call Cnt | Seize Time | Call Time | Avg Seize Time | Avg Call Time | Seize Succ Ratio | Call Ratio | Traffic (Erlang) |
| 27/12/2004 15:45 | 158        | 0          | 158            | 3            | 20            | 20             | 0        | 17       | 0:03:05    | 0:01:26   | 0:00:09        | 0:00:05       | 100.0%           | 85.0%      | 0.05             |
| 16:45            | 158        | 0          | 158            | 3            | 0             | 0              | 0        | 0        | 0          | 0         | 0              | 0             | 0                | 0          | 0                |
| 17:45            | 158        | 0          | 158            | 3            | 0             | 0              | 0        | 0        | 0          | 0         | 0              | 0             | 0                | 0          | 0                |
| 18:00            | 158        | 0          | 158            | 3            | 0             | 0              | 0        | 0        | 0          | 0         | 0              | 0             | 0                | 0          | 0                |

A page for printing is created with the title on the upper middle section, the data retrieval period on the upper left section, and the printing date on the upper right section of the page. The sum and detailed results are expressed in black and white colors.

The <Print> window appears over the new page. Click the [Print] to start printing.



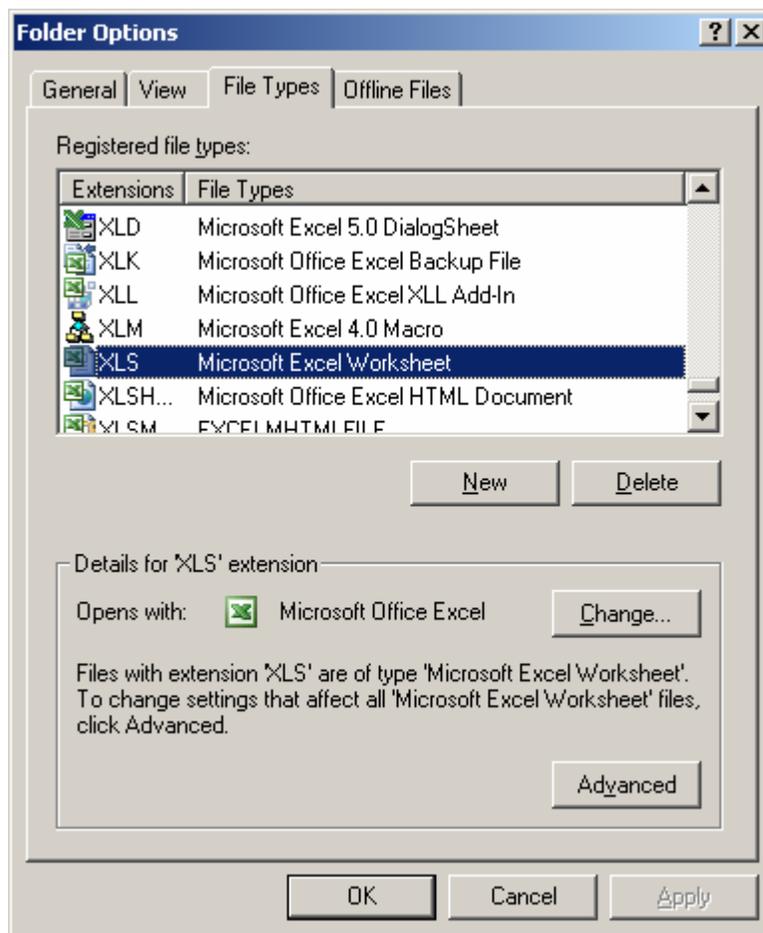
## Export to Excel

Click the Export to Excel (  ) icon from the additional menus to export a report into Microsoft Excel. Note that it works only when you have the Microsoft Excel properly installed on your PC.

If the report opens with the Internet Explorer, you need to modify the file option.

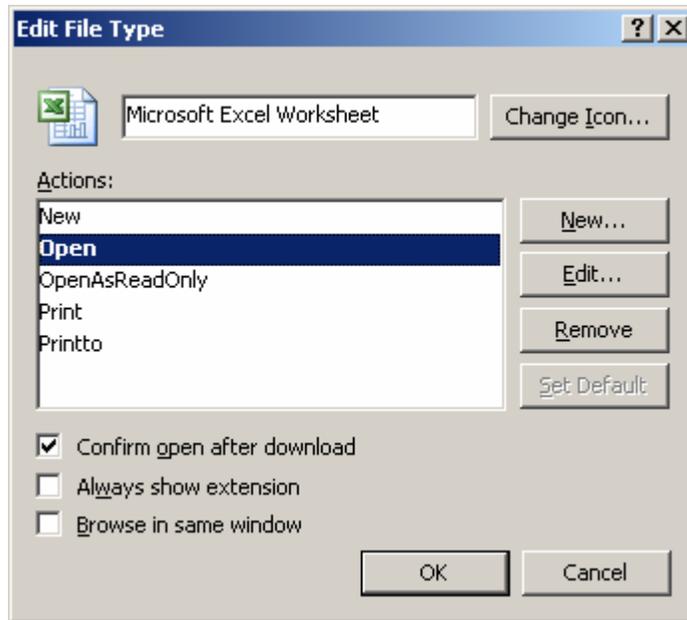
Open the Windows Explorer and select [Tools] -> [Folder Option].

The select the [File Types] tab, select [XLS] from the [Registered file types] list, and click the [Advanced] button

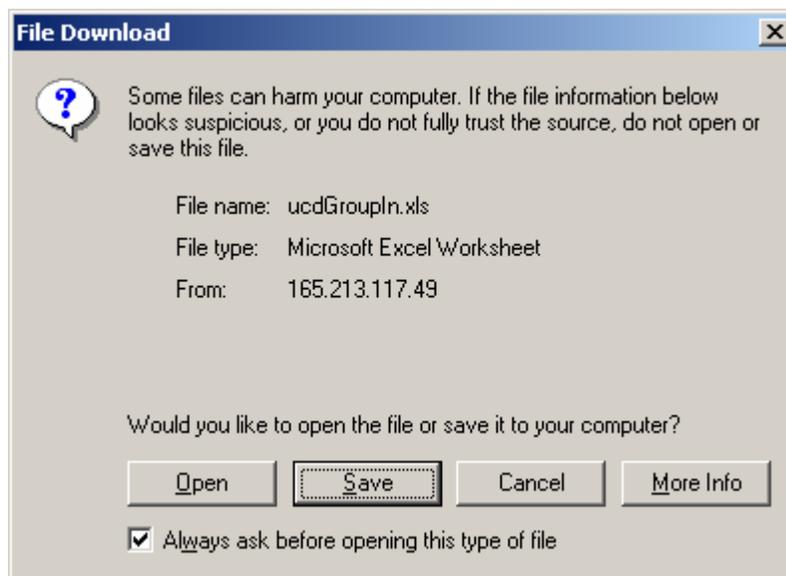


When the [Edit File Type] dialog open, clear this option.

- Browse in same window



Whenever you export a report into Excel, you will see the download warning.



If you don't want to see the file download warning anymore, clear this option.

- Confirm open after download

## Execution Option Setup

The [From ~ To] option is used for setting the scope of data to be retrieved, and the [Each] option is used for setting the data to be displayed on each row of the Each Time table. Additional options may be provided depending on the statistics item.

From: 01/05/2004 0 : 00 To: 31/05/2004 23 : 45 Each: Hour Query

The procedure for setting the execution options is as follows:

1. Start Date: Click the DD/MM/YY combo box(01/05/2004) next to the [From] option to display a calendar window shown below, and select the start date from the window.



2. Start Time: Click the DD/MM/YY combo box(01/05/2004) next to the [From] option and select the time(0~23 hour, 00~45 minute).
3. End Date: Click the DD/MM/YY combo box next to the [To] option and select the end date.
4. End Time: Click the DD/MM/YY combo box next to the [To] option and select the time(0~23 hour, 00~45 minute).
5. Detailed Results: Select 15min, 30min, 1hour, day, week, or month from the [Each] option to display the selected value as a row of the Each Time table.

## Trunk Statistics

This section describes the statistics on trunks of the OfficeServ system.

## Trunk Overall Statistics

This menu allows you to verify the overall statistics and the time-based statistics on trunk calls. Select the Trunk Overall Statistics submenu of the Trunk menu.

Select the target time period from the execution options and click [Query].

| Trunk Overall Statistics |            |            |                |              |               |                |            |          |            |               |            |           |                |               |                  |            |                  |
|--------------------------|------------|------------|----------------|--------------|---------------|----------------|------------|----------|------------|---------------|------------|-----------|----------------|---------------|------------------|------------|------------------|
| From:                    |            | 2005-04-29 | 13             | 15           | To:           |                | 2005-04-29 | 13       | 30         | Each:         | 15M        | Query     |                |               |                  |            |                  |
| Total Summary            |            |            |                |              |               |                |            |          |            |               |            |           |                |               |                  |            |                  |
| Record Cnt               | Total Line | Fault Line | Available Line | Max Use Line | Seize Try Cnt | Seize Succ Cnt | Fail Cnt   | Call Cnt | Pickup Cnt | Retrieved Cnt | Seize Time | Call Time | Avg Seize Time | Avg Call Time | Seize Succ Ratio | Call Ratio | Traffic (Erlang) |
| 1                        | 180        | 0          | 180            | 1            | 11            | 11             | 0          | 7        | 0          | 0             | 0:01:08    | 0:00:22   | 0:00:06        | 0:00:03       | 100.0%           | 63.6%      | 0.0756           |
| Each Time                |            |            |                |              |               |                |            |          |            |               |            |           |                |               |                  |            |                  |
| Time                     | Total Line | Fault Line | Available Line | Max Use Line | Seize Try Cnt | Seize Succ Cnt | Fail Cnt   | Call Cnt | Pickup Cnt | Retrieved Cnt | Seize Time | Call Time | Avg Seize Time | Avg Call Time | Seize Succ Ratio | Call Ratio | Traffic (Erlang) |
| 2005-04-29 13:30         | 180        | 0          | 180            | 1            | 11            | 11             | 0          | 7        | 0          | 0             | 0:01:08    | 0:00:22   | 0:00:06        | 0:00:03       | 100.0%           | 63.6%      | 0.08             |

Columns of the Total Summary table and Each Time table are described below:

| Column                | Description  |
|-----------------------|--|
| <b>Record Cnt</b>     | Total number of records  |
| <b>Time</b>           | Time(The first and last rows indicate detailed time.)                            |
| <b>Total Line</b>     | Total number of lines  |
| <b>Fault Line</b>     | Number of faulty lines   |
| <b>Use Line</b>       | Number of available lines  |
| <b>Max Use Line</b>   | Maximum number of lines used   |
| <b>Seize Try Cnt</b>  | Number of seizure attempts   |
| <b>Seize Succ Cnt</b> | Number of successful seizures  |
| <b>Fail Cnt</b>       | Number of failures   |
| <b>Call Cnt</b>       | Number of successful calls   |
| <b>Retrieved Cnt</b>  | Number of calls retrieved by different subscriber from the one who held the call |
| <b>Seize Time</b>     | Seizure duration   |
| <b>Call Time</b>      | Call duration  |
| <b>Avg Seize Time</b> | Average seizure duration(Seizure duration/Number of successful seizures)         |

| Column                  | Description   |
|-------------------------|---|
| <b>Avg Call Time</b>    | Average call duration(Call duration/Number of successful calls)                       |
| <b>Seize Succ Ratio</b> | Seizure success ratio(Number of successful seizures/Number of seizure attempts * 100) |
| <b>Call Ratio</b>       | Call success ratio(Number of successful calls/Number of seizure attempts * 100)       |
| <b>Traffic(Erlang)</b>  | Traffic(Seizure duration/Elapsed time)  |

## Trunk Incoming Statistics

This menu allows you to verify the overall statistics and the time-based statistics on trunk inbound calls. Select the Trunk Inbound Statistics submenu of the Trunk menu.

Select the target time period from the execution options and click [Query].

| Trunk Incoming Statistics |            |            |                |              |                  |                   |             |             |               |              |                   |                  |                     |               |                     |
|---------------------------|------------|------------|----------------|--------------|------------------|-------------------|-------------|-------------|---------------|--------------|-------------------|------------------|---------------------|---------------|---------------------|
| From:                     |            | 27/12/2004 | 14             | :            | 45               | To:               |             | 27/12/2004  | 18            | :            | 00                | Each:            |                     | Hour          | Query               |
| Total Summary             |            |            |                |              |                  |                   |             |             |               |              |                   |                  |                     |               |                     |
| Record Cnt                | Total Line | Fault Line | Available Line | Max Use Line | In Seize Try Cnt | In Seize Succ Cnt | In Fail Cnt | In Call Cnt | In Seize Time | In Call Time | Avg In Seize Time | Avg In Call Time | In Seize Succ Ratio | In Call Ratio | In Traffic (Erlang) |
| 13                        | 158        | 0          | 158            | 3            | 7                | 7                 | 0           | 4           | 0:01:54       | 0:00:22      | 0:00:16           | 0:00:06          | 100.0%              | 57.1%         | 0.01                |
| Each Time                 |            |            |                |              |                  |                   |             |             |               |              |                   |                  |                     |               |                     |
| Time                      | Total Line | Fault Line | Available Line | Max Use Line | In Seize Try Cnt | In Seize Succ Cnt | In Fail Cnt | In Call Cnt | In Seize Time | In Call Time | Avg In Seize Time | Avg In Call Time | In Seize Succ Ratio | In Call Ratio | In Traffic (Erlang) |
| 27/12/2004 15:45          | 632        | 0          | 632            | 12           | 7                | 7                 | 0           | 4           | 0:01:54       | 0:00:22      | 0:00:16           | 0:00:06          | 100.0%              | 57.1%         | 0.03                |
| 16:45                     | 632        | 0          | 632            | 12           | 0                | 0                 | 0           | 0           | 0             | 0            | 0                 | 0                | 0                   | 0             | 0                   |
| 17:45                     | 632        | 0          | 632            | 12           | 0                | 0                 | 0           | 0           | 0             | 0            | 0                 | 0                | 0                   | 0             | 0                   |
| 18:00                     | 158        | 0          | 158            | 3            | 0                | 0                 | 0           | 0           | 0             | 0            | 0                 | 0                | 0                   | 0             | 0                   |

Columns of the Total Summary table and Each Time table are described below:

| Column                   | Description   |
|--------------------------|---|
| <b>Record Cnt</b>        | Total number of records                               |
| <b>Time</b>              | Time(The first and last rows indicate detailed time.) |
| <b>Total Line</b>        | Total number of lines                                 |
| <b>Fault Line</b>        | Number of faulty lines                                |
| <b>Use Line</b>          | Number of available lines                             |
| <b>Max Use Line</b>      | Maximum number of lines used                          |
| <b>In Seize Try Cnt</b>  | Number of seizure attempts of inbound calls           |
| <b>In Seize Succ Cnt</b> | Number of successful seizures of inbound calls        |
| <b>In Fail Cnt</b>       | Number of inbound calls failed                        |
| <b>In Call Cnt</b>       | Number of successful inbound calls                    |
| <b>In Seize Time</b>     | Seizure duration of inbound calls                     |
| <b>In Call Time</b>      | Inbound call duration                                 |

|                            |  |
|----------------------------|--|
| <b>Avg In Seize Time</b>   | Average seizure duration of inbound calls(Seizure duration of inbound calls/Number of successful seizures of inbound calls)                  |
| <b>Avg In Call Time</b>    | Average inbound call duration(Inbound call duration/Number of successful inbound calls)  |
| <b>In Seize Succ Ratio</b> | Seizure success ratio of inbound calls<br>(Number of successful seizures of inbound calls/Number of seizure attempts of inbound calls * 100) |
| <b>In Call Ratio</b>       | Inbound call success ratio<br>(Number of successful inbound calls/Number of seizure attempts of inbound calls * 100)                         |
| <b>In Traffic(Erlang)</b>  | Inbound call traffic(Seizure duration of inbound calls/Elapsed time)   |

## Trunk Outgoing Statistics

This menu allows you to verify the overall statistics and the time-based statistics on trunk outbound calls. Select the Trunk Outbound Statistics submenu of the Trunk menu.

Select the target time period from the execution options and click [Query].

| Trunk Outgoing Statistics |            |            |                |              |                   |                    |              |              |                |               |                    |                   |                      |                |                      |
|---------------------------|------------|------------|----------------|--------------|-------------------|--------------------|--------------|--------------|----------------|---------------|--------------------|-------------------|----------------------|----------------|----------------------|
| From:                     |            | 27/12/2004 | 14             | :            | 45                | To:                |              | 27/12/2004   | 18             | :             | 00                 | Each:             |                      | Hour           | Query                |
| Total Summary             |            |            |                |              |                   |                    |              |              |                |               |                    |                   |                      |                |                      |
| Record Cnt                | Total Line | Fault Line | Available Line | Max Use Line | Out Seize Try Cnt | Out Seize Succ Cnt | Out Fail Cnt | Out Call Cnt | Out Seize Time | Out Call Time | Avg Out Seize Time | Avg Out Call Time | Out Seize Succ Ratio | Out Call Ratio | Out Traffic (Erlang) |
| 13                        | 158        | 0          | 158            | 3            | 13                | 13                 | 0            | 13           | 0:01:11        | 0:01:04       | 0:00:05            | 0:00:05           | 100.0%               | 100.0%         | 0.01                 |
| Each Time                 |            |            |                |              |                   |                    |              |              |                |               |                    |                   |                      |                |                      |
| Time                      | Total Line | Fault Line | Available Line | Max Use Line | Out Seize Try Cnt | Out Seize Succ Cnt | Out Fail Cnt | Out Call Cnt | Out Seize Time | Out Call Time | Avg Out Seize Time | Avg Out Call Time | Out Seize Succ Ratio | Out Call Ratio | Out Traffic (Erlang) |
| 27/12/2004 15:45          | 632        | 0          | 632            | 12           | 13                | 13                 | 0            | 13           | 0:01:11        | 0:01:04       | 0:00:05            | 0:00:05           | 100.0%               | 100.0%         | 0.02                 |
| 16:45                     | 632        | 0          | 632            | 12           | 0                 | 0                  | 0            | 0            | 0              | 0             | 0                  | 0                 | 0                    | 0              | 0                    |
| 17:45                     | 632        | 0          | 632            | 12           | 0                 | 0                  | 0            | 0            | 0              | 0             | 0                  | 0                 | 0                    | 0              | 0                    |
| 18:00                     | 158        | 0          | 158            | 3            | 0                 | 0                  | 0            | 0            | 0              | 0             | 0                  | 0                 | 0                    | 0              | 0                    |

Columns of the Total Summary table and Each Time table are described below:

| Column                    | Description   |
|---------------------------|---|
| <b>Record Cnt</b>         | Total number of records                               |
| <b>Time</b>               | Time(The first and last rows indicate detailed time.) |
| <b>Total Line</b>         | Total number of lines                                 |
| <b>Fault Line</b>         | Number of faulty lines                                |
| <b>Use Line</b>           | Number of available lines                             |
| <b>Max Use Line</b>       | Maximum number of lines used                          |
| <b>Out Seize Try Cnt</b>  | Number of seizure attempts of outbound calls          |
| <b>Out Seize Succ Cnt</b> | Number of successful seizures of outbound calls       |
| <b>Out Fail Cnt</b>       | Number of outbound calls failed                       |
| <b>Out Call Cnt</b>       | Number of successful outbound calls                   |
| <b>Out Seize Time</b>     | Seizure duration of outbound calls                    |
| <b>Out Call Time</b>      | Outbound call duration                                |

|                             |   |
|-----------------------------|---|
| <b>Avg Out Seize Time</b>   | Average seizure duration of outbound calls(Seizure duration of outbound calls/Number of successful seizures of outbound calls)              |
| <b>Avg Out Call Time</b>    | Average outbound call duration(Outbound call duration/Number of successful outbound calls)  |
| <b>Out Seize Succ Ratio</b> | Seizure success ratio of outbound calls(Number of successful seizures of outbound calls/Number of seizure attempts of outbound calls * 100) |
| <b>Out Call Ratio</b>       | Outbound call success ratio<br>(Number of successful outbound calls/Number of seizure attempts of outbound calls * 100)                     |
| <b>Out Traffic(Erlang)</b>  | Outbound call traffic(Seizure duration of outbound calls/Elapsed time)  |

## Trunk Distribution Statistics

This menu allows you to verify the statistics on the distribution of trunk calls based on call duration and time zone. Select the Trunk Distribution Statistics submenu of the Trunk menu.

Select the target time period from the execution options and click [Query].

| Trunk Distribution Statistics  |        |            |        |       |       |       |       |            |        |        |       |           |               |       |
|--------------------------------|--------|------------|--------|-------|-------|-------|-------|------------|--------|--------|-------|-----------|---------------|-------|
| From:                          |        | 28/12/2004 | 11     | :     | 00    | To:   |       | 29/12/2004 | 20     | :      | 00    | Each:     | Day           | Query |
| Total Summary                  |        |            |        |       |       |       |       |            |        |        |       |           |               |       |
| Record Cnt                     | <= 30s | <= 60s     | <= 90s | <= 2m | <= 3m | <= 4m | <= 5m | <= 10m     | <= 20m | <= 30m | > 30m | Total Cnt | Max Call Time |       |
| 122                            | 7      | 0          | 0      | 1     | 1     | 0     | 0     | 2          | 0      | 0      | 0     | 11        | 0:08:26       |       |
| Each Date                      |        |            |        |       |       |       |       |            |        |        |       |           |               |       |
| Date                           | <= 30s | <= 60s     | <= 90s | <= 2m | <= 3m | <= 4m | <= 5m | <= 10m     | <= 20m | <= 30m | > 30m | Total Cnt | Max Call Time |       |
| 28/12/2004<br>(Tue)<br>11:15 ~ | 5      | 0          | 0      | 1     | 1     | 0     | 0     | 2          | 0      | 0      | 0     | 9         | 0:08:26       |       |
| ~                              |        |            |        |       |       |       |       |            |        |        |       |           |               |       |
| 29/12/2004<br>(Wed)<br>20:00   | 2      | 0          | 0      | 0     | 0     | 0     | 0     | 0          | 0      | 0      | 0     | 2         | 0:00:05       |       |

Columns of the Total Summary table and Each Time table are described below:

| Column            | Description  |
|-------------------|--|
| <b>Record Cnt</b> | Total number of records  |
| <b>Time</b>       | Time(The first and last rows indicate detailed time.)              |
| <b>≤ 30 s</b>     | Number of calls whose duration is less than or equal to 30 seconds |
| <b>≤ 60 s</b>     | Number of calls whose duration is less than or equal to 60 seconds |
| <b>≤ 90 s</b>     | Number of calls whose duration is less than or equal to 90 seconds |
| <b>≤ 2 m</b>      | Number of calls whose duration is less than or equal to 2 minutes  |
| <b>≤ 3 m</b>      | Number of calls whose duration is less than or equal to 3 minutes  |
| <b>≤ 4 m</b>      | Number of calls whose duration is less than or equal to 4 minutes  |
| <b>≤ 5 m</b>      | Number of calls whose duration is less than or equal to 5 minutes  |
| <b>≤ 10 m</b>     | Number of calls whose duration is less than or equal to 10 minutes |

|                      |  |
|----------------------|--|
| <b>≤ 20 m</b>        | Number of calls whose duration is less than or equal to 20 minutes |
| <b>≤ 30 m</b>        | Number of calls whose duration is less than or equal to 30 minutes |
| <b>&gt; 30 m</b>     | Number of calls whose duration is greater than 30 minutes          |
| <b>Total Cnt</b>     | Total number of calls  |
| <b>Max Call Time</b> | Maximum call duration  |

## Trunk Incoming Distribution Statistics

This menu allows you to verify the statistics on the distribution of trunk inbound calls based on call duration and time zone. Select the Trunk Inbound Distribution Statistics submenu of the Trunk menu.

Select the target time period from the execution options and click [Query].

| Trunk Incoming Distribution Statistics |        |            |        |       |       |       |       |            |        |        |       |           |               |       |
|--|--------|------------|--------|-------|-------|-------|-------|------------|--------|--------|-------|-----------|---------------|-------|
| From:                                  |        | 28/12/2004 | 11     | :     | 00    | To:   |       | 29/12/2004 | 20     | :      | 00    | Each:     | Day           | Query |
| Total Summary                          |        |            |        |       |       |       |       |            |        |        |       |           |               |       |
| Record Cnt                             | <= 30s | <= 60s     | <= 90s | <= 2m | <= 3m | <= 4m | <= 5m | <= 10m     | <= 20m | <= 30m | > 30m | Total Cnt | Max Call Time |       |
| 122                                    | 1      | 0          | 0      | 1     | 1     | 0     | 0     | 0          | 0      | 0      | 0     | 3         | 0:02:07       |       |
| Each Date                              |        |            |        |       |       |       |       |            |        |        |       |           |               |       |
| Date                                   | <= 30s | <= 60s     | <= 90s | <= 2m | <= 3m | <= 4m | <= 5m | <= 10m     | <= 20m | <= 30m | > 30m | Total Cnt | Max Call Time |       |
| 28/12/2004<br>(Tue)<br>11:15 ~         | 0      | 0          | 0      | 1     | 1     | 0     | 0     | 0          | 0      | 0      | 0     | 2         | 0:02:07       |       |
| ~                                      |        |            |        |       |       |       |       |            |        |        |       |           |               |       |
| 29/12/2004<br>(Wed)<br>20:00           | 1      | 0          | 0      | 0     | 0     | 0     | 0     | 0          | 0      | 0      | 0     | 1         | 0:00:01       |       |

Columns of the Total Summary table and Each Time table are described below:

| Column            | Description  |
|-------------------|--|
| <b>Record Cnt</b> | Total number of records  |
| <b>Time</b>       | Time(The first and last rows indicate detailed time.)                      |
| <b>≤ 30 s</b>     | Number of inbound calls whose duration is less than or equal to 30 seconds |
| <b>≤ 60 s</b>     | Number of inbound calls whose duration is less than or equal to 60 seconds |
| <b>≤ 90 s</b>     | Number of inbound calls whose duration is less than or equal to 90 seconds |
| <b>≤ 2 m</b>      | Number of inbound calls whose duration is less than or equal to 2 minutes  |
| <b>≤ 3 m</b>      | Number of inbound calls whose duration is less than or equal to 3 minutes  |
| <b>≤ 4 m</b>      | Number of inbound calls whose duration is less than or equal to 4 minutes  |

|                      |  |
|----------------------|--|
| <b>≤ 5 m</b>         | Number of inbound calls whose duration is less than or equal to 5 minutes  |
| <b>≤ 10 m</b>        | Number of inbound calls whose duration is less than or equal to 10 minutes |
| <b>≤ 20 m</b>        | Number of inbound calls whose duration is less than or equal to 20 minutes |
| <b>≤ 30 m</b>        | Number of inbound calls whose duration is less than or equal to 30 minutes |
| <b>&gt; 30 m</b>     | Number of inbound calls whose duration is greater than 30 minutes          |
| <b>Total Cnt</b>     | Total number of inbound calls  |
| <b>Max Call Time</b> | Maximum inbound call duration  |

## Trunk Outgoing Distribution Statistics

This menu allows you to verify the statistics on the distribution of trunk outbound calls based on call duration and time zone. Select the Trunk Outbound Distribution Statistics submenu of the Trunk menu.

Select the target time period from the execution options and click [Query].

| Trunk Outgoing Distribution Statistics |        |            |        |       |       |       |       |            |        |        |       |           |               |       |
|--|--------|------------|--------|-------|-------|-------|-------|------------|--------|--------|-------|-----------|---------------|-------|
| From:                                  |        | 28/12/2004 | 11     | :     | 00    | To:   |       | 29/12/2004 | 20     | :      | 00    | Each:     | Day           | Query |
| Total Summary                          |        |            |        |       |       |       |       |            |        |        |       |           |               |       |
| Record Cnt                             | <= 30s | <= 60s     | <= 90s | <= 2m | <= 3m | <= 4m | <= 5m | <= 10m     | <= 20m | <= 30m | > 30m | Total Cnt | Max Call Time |       |
| 122                                    | 6      | 0          | 0      | 0     | 0     | 0     | 0     | 2          | 0      | 0      | 0     | 8         | 0:06:19       |       |
| Each Date                              |        |            |        |       |       |       |       |            |        |        |       |           |               |       |
| Date                                   | <= 30s | <= 60s     | <= 90s | <= 2m | <= 3m | <= 4m | <= 5m | <= 10m     | <= 20m | <= 30m | > 30m | Total Cnt | Max Call Time |       |
| 28/12/2004<br>(Tue)<br>11:15 ~         | 5      | 0          | 0      | 0     | 0     | 0     | 0     | 2          | 0      | 0      | 0     | 7         | 0:06:19       |       |
| ~                                      |        |            |        |       |       |       |       |            |        |        |       |           |               |       |
| 29/12/2004<br>(Wed)<br>20:00           | 1      | 0          | 0      | 0     | 0     | 0     | 0     | 0          | 0      | 0      | 0     | 1         | 0:00:04       |       |

Columns of the Total Summary table and Each Time table are described below:

| Column            | Description   |
|-------------------|---|
| <b>Record Cnt</b> | Total number of records   |
| <b>Time</b>       | Time(The first and last rows indicate detailed time.)                       |
| <b>≤ 30 s</b>     | Number of outbound calls whose duration is less than or equal to 30 seconds |
| <b>≤ 60 s</b>     | Number of outbound calls whose duration is less than or equal to 60 seconds |
| <b>≤ 90 s</b>     | Number of outbound calls whose duration is less than or equal to 90 seconds |
| <b>≤ 2 m</b>      | Number of outbound calls whose duration is less than or equal to 2 minutes  |
| <b>≤ 3 m</b>      | Number of outbound calls whose duration is less than or equal to 3 minutes  |
| <b>≤ 4 m</b>      | Number of outbound calls whose duration is less than or equal to 4 minutes  |

|                      |   |
|----------------------|---|
| <b>≤ 5 m</b>         | Number of outbound calls whose duration is less than or equal to 5 minutes  |
| <b>≤ 10 m</b>        | Number of outbound calls whose duration is less than or equal to 10 minutes |
| <b>≤ 20 m</b>        | Number of outbound calls whose duration is less than or equal to 20 minutes |
| <b>≤ 30 m</b>        | Number of outbound calls whose duration is less than or equal to 30 minutes |
| <b>&gt; 30 m</b>     | Number of outbound calls whose duration is greater than 30 minutes          |
| <b>Total Cnt</b>     | Total number of outbound calls  |
| <b>Max Call Time</b> | Maximum outbound call duration  |

## Trunk Incoming Fail Statistics

This menu allows you to verify the overall statistics and the time-based statistics on failed trunk inbound calls. Select the Trunk Inbound Fail Statistics submenu of the Trunk menu.

Select the target time period from the execution options and click [Query].

| Trunk Incoming Fail Statistics |                  |             |               |               |               |          |          |            |             |          |                 |            |         |     |       |
|--------------------------------|------------------|-------------|---------------|---------------|---------------|----------|----------|------------|-------------|----------|-----------------|------------|---------|-----|-------|
| From:                          |                  | 23/12/2004  | :             | 11            | :             | 00       | To:      | 24/12/2004 | :           | 23       | :               | 00         | Each:   | Day | Query |
| Total Summary                  |                  |             |               |               |               |          |          |            |             |          |                 |            |         |     |       |
| Record Cnt                     | In Seize Try Cnt | In Fail Cnt | In Fail Ratio | Tel Not Exist | Limited Class | TRK Busy | STN Busy | STN DND    | STN No More | Plug Out | Device Mismatch | Group Busy | Unknown |     |       |
| 144                            | 8                | 1           | 12.5%         | 0             | 0             | 0        | 1        | 0          | 0           | 0        | 0               | 0          | 0       |     |       |
| Each Date                      |                  |             |               |               |               |          |          |            |             |          |                 |            |         |     |       |
| Date                           | In Seize Try Cnt | In Fail Cnt | In Fail Ratio | Tel Not Exist | Limited Class | TRK Busy | STN Busy | STN DND    | STN No More | Plug Out | Device Mismatch | Group Busy | Unknown |     |       |
| 23/12/2004<br>(Thu)<br>11:15 ~ | 8                | 1           | 12.5%         | 0             | 0             | 0        | 1        | 0          | 0           | 0        | 0               | 0          | 0       |     |       |
| ~<br>24/12/2004<br>(Fri) 23:00 | 0                | 0           | 0             | 0             | 0             | 0        | 0        | 0          | 0           | 0        | 0               | 0          | 0       |     |       |

Columns of the Total Summary table and Each Time table are described below:

| Column                  | Description   |
|-------------------------|---|
| <b>Record Cnt</b>       | Total number of records   |
| <b>Time</b>             | Time(The first and last rows indicate detailed time.)   |
| <b>In Seize Try Cnt</b> | Number of seizure attempts of inbound calls   |
| <b>In Fail Cnt</b>      | Number of failed inbound calls  |
| <b>In Fail Ratio</b>    | Inbound failure ratio(Number of failed inbound calls/Number of seizure attempts of inbound calls * 100) |
| <b>Tel Not Exist</b>    | Inexistent phone number   |
| <b>Limited Class</b>    | Limited class   |
| <b>TRK Busy</b>         | Trunk is busy.  |
| <b>STN Busy</b>         | Station is busy.  |
| <b>STN DND</b>          | Station DND(Do Not Disturb)   |
| <b>STN No More</b>      | No more stations  |
| <b>Plug Out</b>         | Unplugged   |
| <b>Device Mismatch</b>  | Device is invalid.  |

Ошибка! Стилъ не определен.

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|                   |               |
|-------------------|---------------|
| <b>Group Busy</b> | Group is busy |
| <b>Unknown</b>    | Unknown       |

## Trunk Outgoing Fail Statistics

This menu allows you to verify the overall statistics and the time-based statistics on failed trunk outbound calls. Select the Trunk Outbound Fail Statistics submenu of the Trunk menu.

Select the target time period from the execution options and click [Query].

| Trunk Outgoing Fail Statistics |                   |              |                |          |            |
|--------------------------------|-------------------|--------------|----------------|----------|------------|
| From:                          | 28/12/2004        | 14           | :00            | To:      | 28/12/2004 |
|                                |                   |              |                | 17       | :00        |
| Each:                          | Hour              |              | Query          |          |            |
| Total Summary                  |                   |              |                |          |            |
| Record Cnt                     | Out Seize Try Cnt | Out Fail Cnt | Out Fail Ratio | All Busy | Unknown    |
| 10                             | 8                 | 1            | 12.5%          | 0        | 1          |
| Each Time                      |                   |              |                |          |            |
| Time                           | Out Seize Try Cnt | Out Fail Cnt | Out Fail Ratio | All Busy | Unknown    |
| 28/12/2004 15:00               | 1                 | 0            | 0.0%           | 0        | 0          |
| 16:00                          | 0                 | 0            | 0              | 0        | 0          |
| 16:30                          | 7                 | 1            | 14.3%          | 0        | 1          |

Columns of the Total Summary table and Each Time table are described below:

| Column                   | Description  |
|--------------------------|--|
| <b>Record Cnt</b>        | Total number of records  |
| <b>Time</b>              | Time(The first and last rows indicate detailed time.)  |
| <b>Out Seize Try Cnt</b> | Number of seizure attempts of outbound calls   |
| <b>Out Fail Cnt</b>      | Number of failed outbound calls  |
| <b>Out Fail Ratio</b>    | Outbound failure ratio(Number of failed outbound calls/Number of seizure attempts of outbound calls * 100) |
| <b>All Busy</b>          | All lines are busy   |
| <b>Unknown</b>           | Unknown  |

## Trunk Outgoing Statistics by Group

This menu allows you to verify the overall statistics and the group-based statistics on trunk outbound calls. Select the Trunk Outbound Statistics by Group submenu of the Trunk menu.

Select the target time period from the execution options and click [Query].

| Trunk Outgoing Statistics by Group |                |                |                |              |                   |                    |              |              |                |               |                    |                   |                      |                |                      |  |
|------------------------------------|----------------|----------------|----------------|--------------|-------------------|--------------------|--------------|--------------|----------------|---------------|--------------------|-------------------|----------------------|----------------|----------------------|--|
| From:                              |                | 28/12/2004     | 14             | :            | 00                | To:                |              | 28/12/2004   | 17             | :             | 00                 | Query             |                      |                |                      |  |
| Total Summary                      |                |                |                |              |                   |                    |              |              |                |               |                    |                   |                      |                |                      |  |
| Group Cnt                          | Total Line     | Fault Line     | Available Line | Max Use Line | Out Seize Try Cnt | Out Seize Succ Cnt | Out Fail Cnt | Out Call Cnt | Out Seize Time | Out Call Time | Avg Out Seize Time | Avg Out Call Time | Out Seize Succ Ratio | Out Call Ratio | Out Traffic (Erlang) |  |
| 30                                 | 158            | 0              | 158            | 2            | 4                 | 4                  | 0            | 4            | 0:12:28        | 0:12:26       | 0:03:07            | 0:03:06           | 100.0%               | 100.0%         | 0                    |  |
| Each Group                         |                |                |                |              |                   |                    |              |              |                |               |                    |                   |                      |                |                      |  |
| Group NO                           | Max Total Line | Max Fault Line | Available Line | Max Use Line | Out Seize Try Cnt | Out Seize Succ Cnt | Out Fail Cnt | Out Call Cnt | Out Seize Time | Out Call Time | Avg Out Seize Time | Avg Out Call Time | Out Seize Succ Ratio | Out Call Ratio | Out Traffic (Erlang) |  |
| 800                                | 8              | 0              | 8              | 2            | 4                 | 4                  | 0            | 4            | 0:12:28        | 0:12:26       | 0:03:07            | 0:03:06           | 100.0%               | 100.0%         | 0.08                 |  |
| 801                                | 0              | 0              | 0              | 0            | 0                 | 0                  | 0            | 0            | 0              | 0             | 0                  | 0                 | 0                    | 0              | 0                    |  |
| 802                                | 0              | 0              | 0              | 0            | 0                 | 0                  | 0            | 0            | 0              | 0             | 0                  | 0                 | 0                    | 0              | 0                    |  |
| 803                                | 40             | 0              | 40             | 0            | 0                 | 0                  | 0            | 0            | 0              | 0             | 0                  | 0                 | 0                    | 0              | 0                    |  |
| 804                                | 40             | 0              | 40             | 0            | 0                 | 0                  | 0            | 0            | 0              | 0             | 0                  | 0                 | 0                    | 0              | 0                    |  |
| 805                                | 40             | 0              | 40             | 0            | 0                 | 0                  | 0            | 0            | 0              | 0             | 0                  | 0                 | 0                    | 0              | 0                    |  |

Columns of the Total Summary table and Each Time table are described below:

| Column                    | Description                                     |
|---------------------------|---|
| <b>Group Cnt</b>          | Total number of groups                          |
| <b>Group NO</b>           | Group Number                                    |
| <b>Total Line</b>         | Total number of lines                           |
| <b>Fault Line</b>         | Number of faulty lines                          |
| <b>Use Line</b>           | Number of available lines                       |
| <b>Max Use Line</b>       | Maximum number of lines used                    |
| <b>Out Seize Try Cnt</b>  | Number of seizure attempts of outbound calls    |
| <b>Out Seize Succ Cnt</b> | Number of successful seizures of outbound calls |
| <b>Out Fail Cnt</b>       | Number of failures of outbound calls            |
| <b>Out Call Cnt</b>       | Number of successful outbound calls             |
| <b>Out Seize Time</b>     | Seizure duration of outbound calls              |
| <b>Out Call Time</b>      | Outbound call duration                          |

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|                             |   |
|-----------------------------|---|
| <b>Avg Out Seize Time</b>   | Average seizure duration of outbound calls(Seizure duration of outbound calls/Number of successful seizures of outbound calls)                  |
| <b>Avg Out Call Time</b>    | Average outbound call duration(Outbound call duration/Number of successful outbound calls)  |
| <b>Out Seize Succ Ratio</b> | Seizure success ratio of outbound calls<br>(Number of successful seizures of outbound calls/Number of seizure attempts of outbound calls * 100) |
| <b>Out Call Ratio</b>       | Outbound call success ratio(Number of successful outbound calls/Number of seizure attempts of outbound calls * 100)                             |
| <b>Out Traffic(Erlang)</b>  | Outbound call traffic(Seizure duration of outbound calls/Elapsed time)  |

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## Trunk Group Outgoing Statistics

This menu allows you to verify the overall statistics and the time-based statistics on outbound calls of a specific trunk group. Select the Trunk Group Outbound Statistics submenu of the Trunk menu.

Select the target time period and trunk group from the execution options and click [Query].

| Trunk Group Outgoing Statistics |            |            |                |              |                   |                    |              |              |                |               |                    |                   |                      |                |                      |
|---------------------------------|------------|------------|----------------|--------------|-------------------|--------------------|--------------|--------------|----------------|---------------|--------------------|-------------------|----------------------|----------------|----------------------|
| From:                           |            | 21/12/2004 | 14             | :            | 00                | To:                | 22/12/2004   | 18           | :              | 00            | Each:              | Hour              | Grp:                 | 9              | Query                |
| Total Summary                   |            |            |                |              |                   |                    |              |              |                |               |                    |                   |                      |                |                      |
| Group NO                        | Total Line | Fault Line | Available Line | Max Use Line | Out Seize Try Cnt | Out Seize Succ Cnt | Out Fail Cnt | Out Call Cnt | Out Seize Time | Out Call Time | Avg Out Seize Time | Avg Out Call Time | Out Seize Succ Ratio | Out Call Ratio | Out Traffic (Erlang) |
| 9                               | 30         | 0          | 30             | 16           | 6783              | 6783               | 0            | 6783         | 20:23:55       | 12:42:25      | 0:00:11            | 0:00:07           | 100.0%               | 100.0%         | 10.2                 |
| Each Time                       |            |            |                |              |                   |                    |              |              |                |               |                    |                   |                      |                |                      |
| Time                            | Total Line | Fault Line | Available Line | Max Use Line | Out Seize Try Cnt | Out Seize Succ Cnt | Out Fail Cnt | Out Call Cnt | Out Seize Time | Out Call Time | Avg Out Seize Time | Avg Out Call Time | Out Seize Succ Ratio | Out Call Ratio | Out Traffic (Erlang) |
| 22/12/2004 17:00                | 30         | 0          | 30             | 16           | 2920              | 2920               | 0            | 2920         | 8:47:10        | 5:28:42       | 0:00:11            | 0:00:07           | 100.0%               | 100.0%         | 8.79                 |
| 18:00                           | 30         | 0          | 30             | 16           | 3863              | 3863               | 0            | 3863         | 11:36:45       | 7:13:43       | 0:00:11            | 0:00:07           | 100.0%               | 100.0%         | 11.61                |

Columns of the Total Summary table and Each Time table are described below:

| Column                    | Description  |
|---------------------------|--|
| <b>Group NO</b>           | Group Number   |
| <b>Time</b>               | Time(The first and last rows indicate detailed time.)  |
| <b>Total Line</b>         | Total number of lines  |
| <b>Fault Line</b>         | Number of faulty lines   |
| <b>Use Line</b>           | Number of available lines  |
| <b>Max Use Line</b>       | Maximum number of lines used   |
| <b>Out Seize Try Cnt</b>  | Number of seizure attempts of outbound calls   |
| <b>Out Seize Succ Cnt</b> | Number of successful seizures of outbound calls  |
| <b>Out Fail Cnt</b>       | Number of failures of outbound calls   |
| <b>Out Call Cnt</b>       | Number of successful outbound calls  |
| <b>Out Seize Time</b>     | Seizure duration of outbound calls   |
| <b>Out Call Time</b>      | Outbound call duration   |
| <b>Avg Out Seize Time</b> | Average seizure duration of outbound calls(Seizure duration of outbound calls/Number of successful seizures of outbound calls) |

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|                             |   |
|-----------------------------|---|
| <b>Avg Out Call Time</b>    | Average outbound call duration(Outbound call duration/Number of successful outbound calls)  |
| <b>Out Seize Succ Ratio</b> | Seizure success ratio of outbound calls<br>(Number of successful seizures of outbound calls/Number of seizure attempts of outbound calls * 100) |
| <b>Out Call Ratio</b>       | Outbound call success ratio(Number of successful outbound calls/Number of seizure attempts of outbound calls * 100)                             |
| <b>Out Traffic(Erlang)</b>  | Outbound call traffic(Seizure duration of outbound calls/Elapsed time)  |

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## Trunk Port Statistics

This menu allows you to verify the overall statistics on and calling list of a specific trunk port. Select the Trunk Port Statistics submenu of the Trunk menu.

Select the target time period, type and port from the execution options and click [Query].

| Trunk Port Statistics |             |               |                 |                         |                         |            |            |           |            |           |       |       |       |      |       |
|-----------------------|-------------|---------------|-----------------|-------------------------|-------------------------|------------|------------|-----------|------------|-----------|-------|-------|-------|------|-------|
| From:                 |             | 04/28/2005    | 15              | :                       | 15                      | To:        | 04/28/2005 | 15        | :          | 30        | Type: | Total | Port: | 8540 | Query |
| Total Summary         |             |               |                 |                         |                         |            |            |           |            |           |       |       |       |      |       |
| Trunk Tel NO          | Total Calls | Fail Cnt      | Abandoned Calls | Completed Calls         | Call Ratio              |            |            |           |            |           |       |       |       |      |       |
| 8540                  | 5           | 0             | 2               | 3                       | 60.0%                   |            |            |           |            |           |       |       |       |      |       |
| Trunk Call List       |             |               |                 |                         |                         |            |            |           |            |           |       |       |       |      |       |
| Type                  | External NO | In/Out Tel NO | DID NO          | Seize Begin Time        | Seize End Time          | Seize Time | Call Time  | Call Type | End Status | End Cause |       |       |       |      |       |
| Incoming              | 2792101     | 2002          | 5021            | 4/28/2005<br>3:15:23 PM | 4/28/2005<br>3:15:55 PM | 0:00:32    | 0          | Primary   | Ring       | -         |       |       |       |      |       |
| Incoming              | 2792101     | 3951          | 5021            | 4/28/2005<br>3:15:38 PM | 4/28/2005<br>3:15:42 PM | 0:00:04    | 0:00:03    | Overflow  | Answered   | -         |       |       |       |      |       |
| Incoming              | 2792101     |               | 5021            | 4/28/2005<br>3:24:13 PM | 4/28/2005<br>3:24:58 PM | 0:00:45    | 0          | Primary   | Ring       | -         |       |       |       |      |       |
| Incoming              | 2792101     | 3952          | 5021            | 4/28/2005<br>3:24:33 PM | 4/28/2005<br>3:24:36 PM | 0:00:03    | 0:00:03    | Overflow  | Answered   | -         |       |       |       |      |       |
| Incoming              | 2792101     | 3953          | 5021            | 4/28/2005<br>3:24:46 PM | 4/28/2005<br>3:24:50 PM | 0:00:04    | 0:00:04    | Overflow  | Answered   | -         |       |       |       |      |       |

Columns of the Total Summary table and Each Time table are described below:

| Column                  | Description   |
|-------------------------|---|
| <b>Trunk Tel NO</b>     | Trunk phone number  |
| <b>Total Calls</b>      | Number of seizures  |
| <b>Fail Cnt</b>         | Number of failures  |
| <b>Abandoned Calls</b>  | Number of calls hung up while ringing                                   |
| <b>Completed Calls</b>  | Number of successful calls  |
| <b>Call Ratio</b>       | Call success ratio(Number of successful calls/Number of seizures * 100) |
| <b>Type</b>             | Inbound/Outbound  |
| <b>External NO</b>      | External Number   |
| <b>In/Out Tel NO</b>    | Phone number  |
| <b>DID NO</b>           | DID(Direct Inward Dialing) Number                                       |
| <b>Seize Begin Time</b> | Seizure start time  |

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|                       |   |
|-----------------------|---|
| <b>Seize End Time</b> | Seizure end time  |
| <b>Seize Time</b>     | Seizure duration  |
| <b>Call Time</b>      | Call duration   |
| <b>Call Type</b>      | Call type(Primary/Recall/Callback/Overflow/Consultation/Transfer/Conference/Pickup/Unknown) |
| <b>End Status</b>     | End status(Fail/Hook Off/Ring/Connected/Queuing/External Outbound/External Answer/Hold)     |
| <b>End Cause</b>      | Cause of end  |

## Trunk Abandoned Call List

This menu allows you to verify the list of trunk abandoned calls. Select the Trunk Abandoned Call List submenu of the Trunk menu.

Select the target time period from the execution options and click [Query].

| Total Summary      |  |  |  |  |  |  |
|--------------------|--|--|--|--|--|--|
| Abandoned Call Cnt |  |  |  |  |  |  |
| 6                  |  |  |  |  |  |  |

| Abandoned Call List |                       |              |           |        |        |               |
|---------------------|-----------------------|--------------|-----------|--------|--------|---------------|
| NO                  | Begin Time            | Trunk Tel NO | In Tel NO | DID NO | CLI NO | Abd Wait Time |
| 1                   | 23/12/2004 2:47:06 PM | 7030         | 2249      | 2249   | 2249   | 0:00:06       |
| 2                   | 23/12/2004 2:48:10 PM | 7030         | 2249      | 2249   | 2249   | 0:00:03       |
| 3                   | 23/12/2004 2:48:27 PM | 7030         | 2249      | 2249   | 2249   | 0:00:02       |
| 4                   | 23/12/2004 2:49:07 PM | 7030         | 2249      | 2249   | 2249   | 0:00:01       |
| 5                   | 23/12/2004 2:49:12 PM | 7030         | 2252      | 2252   | 2252   | 0:00:03       |
| 6                   | 23/12/2004 2:49:39 PM | 7030         | 2252      | 2252   | 2252   | 0:00:03       |

Columns of the Total Summary table and Each Time table are described below:

| Column                    | Description                       |
|---------------------------|-----------------------------------|
| <b>Abandoned Call Cnt</b> | Total number of abandoned calls   |
| <b>NO</b>                 | Record number                     |
| <b>Begin Time</b>         | Start time                        |
| <b>Trunk Tel NO</b>       | Trunk phone number                |
| <b>In Tel NO</b>          | Inbound phone number              |
| <b>DID NO</b>             | DID number                        |
| <b>CID NO</b>             | CID(Caller Identification) number |
| <b>Abd Wait Time</b>      | Waiting time of abandoned calls   |

## Station Statistics

This section describes the statistics on stations of the OfficeServ system.

### Station Overall Statistics

This menu allows you to verify the overall statistics and the time-based statistics on station calls. Select the Station Overall Statistics submenu of the Station menu.

Select the target time period from the execution options and click [Query].

| Station Overall Statistics |            |            |                |              |                |                 |          |            |            |               |            |           |                |               |                   |            |
|----------------------------|------------|------------|----------------|--------------|----------------|-----------------|----------|------------|------------|---------------|------------|-----------|----------------|---------------|-------------------|------------|
| From:                      |            | 2005-04-29 | 13             | :            | 15             | To:             |          | 2005-04-29 | 13         | :             | 30         | Each:     | 15M            | Query         |                   |            |
| Total Summary              |            |            |                |              |                |                 |          |            |            |               |            |           |                |               |                   |            |
| Record Cnt                 | Total Line | Fault Line | Available Line | Max Use Line | In/Out Try Cnt | In/Out Succ Cnt | Fail Cnt | Call Cnt   | Pickup Cnt | Retrieved Cnt | Seize Time | Call Time | Avg Seize Time | Avg Call Time | In/Out Succ Ratio | Call Ratio |
| 1                          | 262        | 176        | 86             | 2            | 12             | 12              | 0        | 2          | 0          | 0             | 0:01:59    | 0:00:07   | 0:00:10        | 0:00:04       | 100.0%            | 16.7%      |
| Each Time                  |            |            |                |              |                |                 |          |            |            |               |            |           |                |               |                   |            |
| Time                       | Total Line | Fault Line | Available Line | Max Use Line | In/Out Try Cnt | In/Out Succ Cnt | Fail Cnt | Call Cnt   | Pickup Cnt | Retrieved Cnt | Seize Time | Call Time | Avg Seize Time | Avg Call Time | In/Out Succ Ratio | Call Ratio |
| 2005-04-29 13:30           | 262        | 176        | 86             | 2            | 12             | 12              | 0        | 2          | 0          | 0             | 0:01:59    | 0:00:07   | 0:00:10        | 0:00:04       | 100.0%            | 16.7%      |

Columns of the Total Summary table and Each Time table are described below:

| Column                 | Description  |
|------------------------|--|
| <b>Record Cnt</b>      | Total number of records  |
| <b>Time</b>            | Time(The first and last rows indicate detailed time.)          |
| <b>Total Line</b>      | Total number of lines  |
| <b>Fault Line</b>      | Number of faulty lines   |
| <b>Use Line</b>        | Number of available lines                                      |
| <b>Max Use Line</b>    | Maximum number of lines used                                   |
| <b>In/Out Try Cnt</b>  | Number of inbound/outbound attempts                            |
| <b>In/Out Succ Cnt</b> | Number of successful inbound/outbound calls                    |
| <b>Fail Cnt</b>        | Number of failures   |
| <b>Call Cnt</b>        | Number of successful calls                                     |
| <b>Pickup Cnt</b>      | Number of calls picked up                                      |
| <b>Retrieved Cnt</b>   | Number of calls retrieved by different subscriber from the one |

| <b>Column</b>            | <b>Description</b>  |
|--------------------------|---|
|                          | who held the call   |
| <b>Seize Time</b>        | Seizure duration  |
| <b>Call Time</b>         | Call duration   |
| <b>Avg Seize Time</b>    | Average seizure duration(Seizure duration/Number of successful seizures)  |
| <b>Avg Call Time</b>     | Average call duration(Call duration/Number of successful calls)   |
| <b>In/Out Succ Ratio</b> | Inbound/Outbound success ratio(Number of successful inbound /outbound calls/Number of attempts of inbound/outbound calls * 100) |
| <b>Call Ratio</b>        | Call success ratio(Number of successful calls/Number of seizure attempts * 100)   |

## Station Incoming Statistics

This menu allows you to verify the overall statistics and the time-based statistics on station inbound calls. Select the Station Inbound Statistics submenu of the Station menu.

Select the target time period from the execution options and click [Query].

| Station Incoming Statistics |            |            |                |            |             |             |               |                  |               |               |              |                   |                  |               |                 |
|-----------------------------|------------|------------|----------------|------------|-------------|-------------|---------------|------------------|---------------|---------------|--------------|-------------------|------------------|---------------|-----------------|
| From:                       |            | 23/12/2004 | 14             | :          | 00          | To:         |               | 23/12/2004       | 17            | :             | 00           | Each:             |                  | Hour          | Query           |
| Total Summary               |            |            |                |            |             |             |               |                  |               |               |              |                   |                  |               |                 |
| Record Cnt                  | Total Line | Fault Line | Available Line | In Req Cnt | In Succ Cnt | In Fail Cnt | In Answer Cnt | In No Answer Cnt | Xfered In Cnt | In Seize Time | In Call Time | Avg In Seize Time | Avg In Call Time | In Succ Ratio | In Answer Ratio |
| 12                          | 194        | 107        | 87             | 25         | 22          | 3           | 7             | 12               | 3             | 0:04:13       | 0:01:30      | 0:00:12           | 0:00:13          | 88.0%         | 31.8%           |
| Each Time                   |            |            |                |            |             |             |               |                  |               |               |              |                   |                  |               |                 |
| Time                        | Total Line | Fault Line | Available Line | In Req Cnt | In Succ Cnt | In Fail Cnt | In Answer Cnt | In No Answer Cnt | Xfered In Cnt | In Seize Time | In Call Time | Avg In Seize Time | Avg In Call Time | In Succ Ratio | In Answer Ratio |
| 23/12/2004 15:00            | 194        | 107        | 87             | 21         | 19          | 2           | 7             | 12               | 0             | 0:02:56       | 0:01:30      | 0:00:09           | 0:00:13          | 90.5%         | 36.8%           |
| 16:00                       | 194        | 107        | 87             | 4          | 3           | 1           | 0             | 0                | 3             | 0:01:17       | 0            | 0:00:26           | 0                | 75.0%         | 0.0%            |
| 17:00                       | 194        | 107        | 87             | 0          | 0           | 0           | 0             | 0                | 0             | 0             | 0            | 0                 | 0                | 0             | 0               |

Columns of the Total Summary table and Each Time table are described below:

| Column                   | Description  |
|--------------------------|--|
| <b>Record Cnt</b>        | Total number of records  |
| <b>Time</b>              | Time(The first and last rows indicate detailed time.)  |
| <b>Total Line</b>        | Total number of lines  |
| <b>Fault Line</b>        | Number of faulty lines   |
| <b>Use Line</b>          | Number of available lines  |
| <b>In Req Cnt</b>        | Number of inbound requests   |
| <b>In Succ Cnt</b>       | Number of successful inbound calls   |
| <b>In Fail Cnt</b>       | Number of inbound calls failed   |
| <b>In Answer Cnt</b>     | Number of answered inbound calls   |
| <b>In No Answer Cnt</b>  | Number of unanswered inbound calls   |
| <b>In Xfer Cnt</b>       | Number of inbound transfers  |
| <b>In Seize Time</b>     | Number of seizure duration of inbound calls  |
| <b>In Call Time</b>      | Inbound call duration  |
| <b>Avg In Seize Time</b> | Average seizure duration of inbound calls(Seizure duration of inbound calls/Number of successful seizure of inbound calls) |

|                         |   |
|-------------------------|---|
| <b>Avg In Call Time</b> | Average inbound call duration(Inbound call duration/Number of successful inbound calls)         |
| <b>In Succ Ratio</b>    | Inbound success ratio(Number of successful inbound calls/Number of inbound requests * 100)      |
| <b>In Answer Ratio</b>  | Inbound answer ratio(Number of answered inbound calls/Number of successful inbound calls * 100) |

## Station Outgoing Statistics

This menu allows you to verify the overall statistics and the time-based statistics on station outbound calls. Select the Station Outbound Statistics submenu of the Station menu.

Select the target time period from the execution options and click [Query].

| Station Outgoing Statistics |            |            |                |             |              |              |              |              |              |                |               |                    |                   |                |                |
|-----------------------------|------------|------------|----------------|-------------|--------------|--------------|--------------|--------------|--------------|----------------|---------------|--------------------|-------------------|----------------|----------------|
| From:                       |            | 23/12/2004 | 14             | :           | 00           | To:          |              | 23/12/2004   | 17           | :              | 00            | Each:              |                   | Hour           | Query          |
| Total Summary               |            |            |                |             |              |              |              |              |              |                |               |                    |                   |                |                |
| Record Cnt                  | Total Line | Fault Line | Available Line | Out Try Cnt | Out Fail Cnt | Out Succ Cnt | Hook Off Cnt | Out Call Cnt | Out Xfer Cnt | Out Seize Time | Out Call Time | Avg Out Seize Time | Avg Out Call Time | Out Succ Ratio | Out Call Ratio |
| 12                          | 194        | 107        | 87             | 8724        | 13           | 8711         | 10           | 8701         | 3            | 32:03:10       | 26:40:17      | 0:00:13            | 0:00:11           | 99.9%          | 99.9%          |
| Each Time                   |            |            |                |             |              |              |              |              |              |                |               |                    |                   |                |                |
| Time                        | Total Line | Fault Line | Available Line | Out Try Cnt | Out Fail Cnt | Out Succ Cnt | Hook Off Cnt | Out Call Cnt | Out Xfer Cnt | Out Seize Time | Out Call Time | Avg Out Seize Time | Avg Out Call Time | Out Succ Ratio | Out Call Ratio |
| 23/12/2004<br>15:00         | 194        | 107        | 87             | 2064        | 12           | 2052         | 9            | 2045         | 0            | 7:34:02        | 6:16:49       | 0:00:13            | 0:00:11           | 99.4%          | 99.7%          |
| 16:00                       | 194        | 107        | 87             | 3332        | 1            | 3331         | 1            | 3328         | 3            | 12:15:24       | 10:12:00      | 0:00:13            | 0:00:11           | 100.0%         | 99.9%          |
| 17:00                       | 194        | 107        | 87             | 3328        | 0            | 3328         | 0            | 3328         | 0            | 12:13:44       | 10:11:28      | 0:00:13            | 0:00:11           | 100.0%         | 100.0%         |

Columns of the Total Summary table and Each Time table are described below:

| Column                | Description   |
|-----------------------|---|
| <b>Record Cnt</b>     | Total number of records                               |
| <b>Time</b>           | Time(The first and last rows indicate detailed time.) |
| <b>Total Line</b>     | Total number of lines                                 |
| <b>Fault Line</b>     | Number of faulty lines                                |
| <b>Use Line</b>       | Number of available lines                             |
| <b>Out Try Cnt</b>    | Number of attempts of outbound calls                  |
| <b>Out Fail Cnt</b>   | Number of outbound calls failed                       |
| <b>Out Succ Cnt</b>   | Number of successful outbound calls                   |
| <b>Hook Off Cnt</b>   | Number of hook-off cases                              |
| <b>Out Call Cnt</b>   | Number of outbound calls                              |
| <b>Out Xfer Cnt</b>   | Number of outbound transfers                          |
| <b>Out Seize Time</b> | Number of seizure duration of outbound calls          |
| <b>Out Call Time</b>  | Outbound call duration                                |

|                           |   |
|---------------------------|---|
| <b>Avg Out Seize Time</b> | Average seizure duration of outbound calls(Seizure duration of outbound calls/Number of successful seizure of outbound calls) |
| <b>Avg Out Call Time</b>  | Average outbound call duration(Outbound call duration/Number of successful outbound calls)                                    |
| <b>Out Succ Ratio</b>     | Outbound success ratio(Number of successful outbound calls/Number of outbound requests * 100)                                 |
| <b>Out Call Ratio</b>     | Outbound call ratio(Number of outbound calls/Number of attempts of outbound calls * 100)                                      |

## Station Incoming Detailed Statistics

This menu allows you to verify the overall statistics and the time-based statistics on station inbound calls in detail. Select the Station Inbound Detailed Statistics submenu of the Station menu.

Select the target time period from the execution options and click [Query].

| Station Incoming Detailed Statistics |                   |             |         |          |            |           |               |               |           |            |                   |         |          |            |           |               |               |           |  |
|--------------------------------------|-------------------|-------------|---------|----------|------------|-----------|---------------|---------------|-----------|------------|-------------------|---------|----------|------------|-----------|---------------|---------------|-----------|--|
| From:                                |                   | 23/12/2004  | 14      | :00      | To:        |           | 23/12/2004    | 16            | :00       | Each:      | Hour              | Query   |          |            |           |               |               |           |  |
| Total Summary                        |                   |             |         |          |            |           |               |               |           |            |                   |         |          |            |           |               |               |           |  |
| Record Cnt                           | Internal Incoming |             |         |          |            |           |               |               |           |            | External Incoming |         |          |            |           |               |               |           |  |
|                                      | In Req Cnt        | In Succ Cnt | Ans Cnt | Xfer Cnt | Seize Time | Call Time | Avg Call Time | In Succ Ratio | Ans Ratio | In Req Cnt | In Succ Cnt       | Ans Cnt | Xfer Cnt | Seize Time | Call Time | Avg Call Time | In Succ Ratio | Ans Ratio |  |
| 8                                    | 14                | 12          | 6       | 3        | 0:03:04    | 0:01:26   | 0:00:14       | 85.7%         | 50.0%     | 8          | 7                 | 1       | 0        | 0:00:26    | 0:00:04   | 0:00:04       | 87.5%         | 14.3%     |  |
| Each Time                            |                   |             |         |          |            |           |               |               |           |            |                   |         |          |            |           |               |               |           |  |
| Time                                 | Internal Incoming |             |         |          |            |           |               |               |           |            | External Incoming |         |          |            |           |               |               |           |  |
|                                      | In Req Cnt        | In Succ Cnt | Ans Cnt | Xfer Cnt | Seize Time | Call Time | Avg Call Time | In Succ Ratio | Ans Ratio | In Req Cnt | In Succ Cnt       | Ans Cnt | Xfer Cnt | Seize Time | Call Time | Avg Call Time | In Succ Ratio | Ans Ratio |  |
| 23/12/2004<br>15:00                  | 13                | 12          | 6       | 0        | 0:02:30    | 0:01:26   | 0:00:14       | 92.3%         | 50.0%     | 8          | 7                 | 1       | 0        | 0:00:26    | 0:00:04   | 0:00:04       | 87.5%         | 14.3%     |  |
| 16:00                                | 1                 | 0           | 0       | 3        | 0:00:34    | 0         | 0             | 0.0%          | 0         | 0          | 0                 | 0       | 0        | 0          | 0         | 0             | 0             | 0         |  |

Columns of the Total Summary table and Each Time table are described below:

| Column                  | Description  |
|-------------------------|--|
| <b>Record Cnt</b>       | Total number of records  |
| <b>Time</b>             | Time(The first and last rows indicate detailed time.)                                      |
| <b>Internal Inbound</b> | Internal inbound   |
| <b>External Inbound</b> | External inbound   |
| <b>In Req Cnt</b>       | Number of inbound requests   |
| <b>In Succ Cnt</b>      | Number of successful inbound calls   |
| <b>Ans Cnt</b>          | Number of calls answered   |
| <b>Xfer Cnt</b>         | Number of transfers  |
| <b>Seize Time</b>       | Seizure duration   |
| <b>Call Time</b>        | Call duration  |
| <b>Avg Call Time</b>    | Average call duration(Call duration/Number of calls answered)                              |
| <b>In Succ Ratio</b>    | Inbound success ratio(Number of successful inbound calls/Number of inbound requests * 100) |
| <b>Ans Ratio</b>        | Answer ratio(Number of calls answered/Number of successful inbound calls * 100)            |

## Station Outgoing Detailed Statistics

This menu allows you to verify the overall statistics and the time-based statistics on station outbound calls in detail. Select the Station Outbound Detailed Statistics submenu of the Station menu.

Select the target time period from the execution options and click [Query].

| Station Outgoing Detailed Statistics                         |                   |              |          |            |           |                |               |                |            |                   |              |          |            |           |                |               |                |            |
|--|-------------------|--------------|----------|------------|-----------|----------------|---------------|----------------|------------|-------------------|--------------|----------|------------|-----------|----------------|---------------|----------------|------------|
| From: 23/12/2004 14:00 To: 23/12/2004 16:00 Each: Hour Query |                   |              |          |            |           |                |               |                |            |                   |              |          |            |           |                |               |                |            |
| Total Summary  |                   |              |          |            |           |                |               |                |            |                   |              |          |            |           |                |               |                |            |
| Record Cnt   | Internal Outgoing |              |          |            |           |                |               |                |            | External Outgoing |              |          |            |           |                |               |                |            |
|  | Out Try Cnt       | Out Succ Cnt | Xfer Cnt | Seize Time | Call Time | Avg Seize Time | Avg Call Time | Out Succ Ratio | Call Ratio | Out Try Cnt       | Out Succ Cnt | Xfer Cnt | Seize Time | Call Time | Avg Seize Time | Avg Call Time | Out Succ Ratio | Call Ratio |
| 8  | 20                | 18           | 3        | 0:04:33    | 0:02:11   | 0:00:14        | 0:00:12       | 90.0%          | 61.1%      | 5362              | 5362         | 0        | 19:43:40   | 16:26:38  | 0:00:13        | 0:00:11       | 100.0%         | 100.0%     |
| Each Time  |                   |              |          |            |           |                |               |                |            |                   |              |          |            |           |                |               |                |            |
| Time   | Internal Outgoing |              |          |            |           |                |               |                |            | External Outgoing |              |          |            |           |                |               |                |            |
|  | Out Try Cnt       | Out Succ Cnt | Xfer Cnt | Seize Time | Call Time | Avg Seize Time | Avg Call Time | Out Succ Ratio | Call Ratio | Out Try Cnt       | Out Succ Cnt | Xfer Cnt | Seize Time | Call Time | Avg Seize Time | Avg Call Time | Out Succ Ratio | Call Ratio |
| 23/12/2004 15:00   | 14                | 13           | 0        | 0:03:01    | 0:01:26   | 0:00:13        | 0:00:14       | 92.9%          | 46.2%      | 2039              | 2039         | 0        | 7:30:17    | 6:15:23   | 0:00:13        | 0:00:11       | 100.0%         | 100.0%     |
| 16:00  | 6                 | 5            | 3        | 0:01:32    | 0:00:45   | 0:00:15        | 0:00:09       | 83.3%          | 100.0%     | 3323              | 3323         | 0        | 12:13:23   | 10:11:15  | 0:00:13        | 0:00:11       | 100.0%         | 100.0%     |

Columns of the Total Summary table and Each Time table are described below:

| Column                   | Description   |
|--------------------------|---|
| <b>Record Cnt</b>        | Total number of records   |
| <b>Time</b>              | Time(The first and last rows indicate detailed time.)   |
| <b>Internal Outbound</b> | Internal Outbound   |
| <b>External Outbound</b> | External outbound   |
| <b>Out Try Cnt</b>       | Number of outbound attempts   |
| <b>Out Succ Cnt</b>      | Number of successful outbound calls   |
| <b>Xfer Cnt</b>          | Number of transfers   |
| <b>Seize Time</b>        | Seizure duration  |
| <b>Call Time</b>         | Call duration   |
| <b>Avg Seize Time</b>    | Average seizure duration(Seizure duration/Number of successful outbound calls)                |
| <b>Avg Call Time</b>     | Average call duration(Call duration/Number of successful outbound calls)                      |
| <b>Out Succ Ratio</b>    | Outbound success ratio(Number of successful outbound calls/Number of outbound requests * 100) |
| <b>Call Ratio</b>        | Call ratio<br>(Number of calls/Number of successful outbound calls * 100)                     |

## Station Outgoing Fail Statistics

This menu allows you to verify the overall statistics and the time-based statistics on failed station outbound calls. Select the Station Outbound Fail Statistics submenu of the Station menu.

Select the target time period from the execution options and click [Query].

| Station Outgoing Fail Statistics |             |              |                |               |               |          |          |            |             |          |                 |            |         |       |
|----------------------------------|-------------|--------------|----------------|---------------|---------------|----------|----------|------------|-------------|----------|-----------------|------------|---------|-------|
| From:                            |             | 23/12/2004   | 10             | :             | 00            | To:      |          | 23/12/2004 | 15          | :        | 00              | Each:      | Hour    | Query |
| Total Summary                    |             |              |                |               |               |          |          |            |             |          |                 |            |         |       |
| Record Cnt                       | Out Try Cnt | Out Fail Cnt | Out Fail Ratio | Tel Not Exist | Limited Class | TRK Busy | STN Busy | STN DND    | STN No More | Plug Out | Device Mismatch | Group Busy | Unknown |       |
| 20                               | 5668        | 77           | 1.4%           | 66            | 0             | 0        | 0        | 0          | 0           | 0        | 0               | 11         | 0       |       |
| Each Time                        |             |              |                |               |               |          |          |            |             |          |                 |            |         |       |
| Time                             | Out Try Cnt | Out Fail Cnt | Out Fail Ratio | Tel Not Exist | Limited Class | TRK Busy | STN Busy | STN DND    | STN No More | Plug Out | Device Mismatch | Group Busy | Unknown |       |
| 23/12/2004 11:00                 | 3604        | 65           | 1.8%           | 65            | 0             | 0        | 0        | 0          | 0           | 0        | 0               | 0          | 0       |       |
| 12:00                            | 0           | 0            | 0              | 0             | 0             | 0        | 0        | 0          | 0           | 0        | 0               | 0          | 0       |       |
| 13:00                            | 0           | 0            | 0              | 0             | 0             | 0        | 0        | 0          | 0           | 0        | 0               | 0          | 0       |       |
| 14:00                            | 0           | 0            | 0              | 0             | 0             | 0        | 0        | 0          | 0           | 0        | 0               | 0          | 0       |       |
| 15:00                            | 2064        | 12           | 0.6%           | 1             | 0             | 0        | 0        | 0          | 0           | 0        | 0               | 11         | 0       |       |

Columns of the Total Summary table and Each Time table are described below:

| Column                 | Description   |
|------------------------|---|
| <b>Record Cnt</b>      | Total number of records   |
| <b>Time</b>            | Time(The first and last rows indicate detailed time.)                                 |
| <b>Out Try Cnt</b>     | Number of outbound attempts   |
| <b>Out Fail Cnt</b>    | Number of outbound failures   |
| <b>Out Fail Ratio</b>  | Outbound failure ratio(Number of outbound failures/Number of outbound attempts * 100) |
| <b>Tel Not Exist</b>   | Inexistent phone number   |
| <b>Limited Class</b>   | Limited class   |
| <b>TRK Busy</b>        | Trunk is busy.  |
| <b>STN Busy</b>        | Station is busy.  |
| <b>STN DND</b>         | Station DND   |
| <b>STN No More</b>     | No more stations  |
| <b>Plug Out</b>        | Unplugged   |
| <b>Device Mismatch</b> | Device is invalid.  |
| <b>Group Busy</b>      | Group is busy.  |

Ошибка! Стилъ не определен.

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|         |         |
|---------|---------|
| Unknown | Unknown |
|---------|---------|

## Station Tried Features Statistics

This menu allows you to verify the overall statistics and the time-based statistics on station features. Select the Tried Features Statistics submenu of the Station menu.

Select the target time period from the execution options and click [Query].

| Total Summary |           |         |     |         |         |      |                    |
|---------------|-----------|---------|-----|---------|---------|------|--------------------|
| Record Cnt    | Call Back | Camp On | DND | Forward | Message | OHVA | Programmed Message |
| 8             | 6         | 3       | 2   | 0       | 0       | 0    | 0                  |

| Each Time           |           |         |     |         |         |      |                    |
|---------------------|-----------|---------|-----|---------|---------|------|--------------------|
| Time                | Call Back | Camp On | DND | Forward | Message | OHVA | Programmed Message |
| 23/12/2004<br>14:00 | 0         | 0       | 0   | 0       | 0       | 0    | 0                  |
| 15:00               | 6         | 3       | 2   | 0       | 0       | 0    | 0                  |

Columns of the Total Summary table and Each Time table are described below:

| Column                    | Description   |
|---------------------------|---|
| <b>Record Cnt</b>         | Total number of records                               |
| <b>Time</b>               | Time(The first and last rows indicate detailed time.) |
| <b>Call Back</b>          | Call back   |
| <b>Camp On</b>            | Camp on   |
| <b>DND</b>                | Do Not Disturb  |
| <b>Forward</b>            | Forwarding  |
| <b>Message</b>            | Leaving messages                                      |
| <b>OHVA</b>               | Urgent alarm  |
| <b>Programmed Message</b> | Programming messages                                  |

## Station Incoming Statistics by Group

This menu allows you to verify the overall statistics and the group-based statistics on station inbound calls. Select the Station Inbound Statistics by Group submenu of the Station menu.

Select the target time period from the execution options and click [Query].

| Station Incoming Statistics by Group |             |                |                |                |              |             |                   |                   |               |                  |                  |               |               |                   |                   |                  |                 |                 |
|--------------------------------------|-------------|----------------|----------------|----------------|--------------|-------------|-------------------|-------------------|---------------|------------------|------------------|---------------|---------------|-------------------|-------------------|------------------|-----------------|-----------------|
| From:                                |             | 2005-04-01     | 8              | :              | 00           | To:         |                   | 2005-04-01        | 17            | :                | 00               | Query         |               |                   |                   |                  |                 |                 |
| Total Summary                        |             |                |                |                |              |             |                   |                   |               |                  |                  |               |               |                   |                   |                  |                 |                 |
| Group Cnt                            | Total Line  | Fault Line     | Available Line | Max Use Line   | In Req Cnt   | In Succ Cnt | All Busy Fail Cnt | ETC Fail Cnt      | In Answer Cnt | In No Answer Cnt | Xfered In Cnt    | In Seize Time | In Call Time  | Avg In Seize Time | Avg In Call Time  | In Succ Ratio    | In Answer Ratio |                 |
| 37                                   | 4           | 0              | 4              | 2              | 0            | 0           | 0                 | 0                 | 0             | 0                | 0                | 0             | 0             | 0                 | 0                 | 0                | 0               |                 |
| Each Group                           |             |                |                |                |              |             |                   |                   |               |                  |                  |               |               |                   |                   |                  |                 |                 |
| Group NO                             | Group Name  | Max Total Line | Max Fault Line | Available Line | Max Use Line | In Req Cnt  | In Succ Cnt       | All Busy Fail Cnt | ETC Fail Cnt  | In Answer Cnt    | In No Answer Cnt | Xfered In Cnt | In Seize Time | In Call Time      | Avg In Seize Time | Avg In Call Time | In Succ Ratio   | In Answer Ratio |
| 5000                                 | STATION GRP | 1              | 0              |                | 1            | 1           | 0                 | 0                 | 0             | 0                | 0                | 0             | 0             | 0                 | 0                 | 0                | 0               | 0               |
| 5001                                 |             | 2              | 0              |                | 2            | 2           | 0                 | 0                 | 0             | 0                | 0                | 0             | 0             | 0                 | 0                 | 0                | 0               | 0               |

Columns of the Total Summary table and Each Time table are described below:

| Column                   | Description                                     |
|--------------------------|---|
| <b>Group Cnt</b>         | Total number of groups                          |
| <b>Group NO</b>          | Group number                                    |
| <b>Group Name</b>        | Name of a station group. Blank if not available |
| <b>Total Line</b>        | Total number of lines                           |
| <b>Fault Line</b>        | Number of faulty lines                          |
| <b>Use Line</b>          | Number of available lines                       |
| <b>In Req Cnt</b>        | Number of inbound requests                      |
| <b>In Succ Cnt</b>       | Number of successful inbound calls              |
| <b>All Busy Fail Cnt</b> | Number of failures when all lines are busy      |
| <b>ETC Fail Cnt</b>      | Number of other failures                        |
| <b>In Answer Cnt</b>     | Number of answered inbound calls                |
| <b>In No Answer Cnt</b>  | Number of unanswered inbound calls              |
| <b>In Xfer Cnt</b>       | Number of inbound transfers                     |
| <b>In Seize Time</b>     | Number of seizure duration of inbound calls     |

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|                          |   |
|--------------------------|---|
| <b>In Call Time</b>      | Inbound call duration   |
| <b>Avg In Seize Time</b> | Average seizure duration of inbound calls(Seizure duration of inbound calls/Number of successful seizures of inbound calls) |
| <b>Avg In Call Time</b>  | Average inbound call duration(Inbound call duration/Number of successful inbound calls)                                     |
| <b>In Succ Ratio</b>     | Inbound success ratio<br>(Number of successful inbound calls/Number of inbound requests * 100)                              |
| <b>In Answer Ratio</b>   | Inbound answer ratio<br>(Number of answered inbound calls/Number of successful inbound calls * 100)                         |

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## Station Group Incoming Statistics

This menu allows you to verify the overall statistics and the time-based statistics on inbound calls of a specific station group. Select the Station Group Inbound Statistics submenu of the Station menu.

Select the target time period and station group from the execution options and click [Query].

| Station Group Incoming Statistics |             |            |                |                |             |                   |                   |               |                  |                  |               |               |                   |                   |                  |                 |                 |
|-----------------------------------|-------------|------------|----------------|----------------|-------------|-------------------|-------------------|---------------|------------------|------------------|---------------|---------------|-------------------|-------------------|------------------|-----------------|-----------------|
| From:                             |             | 2005-04-01 | :              | 8              | :           | 00                | To:               | 2005-04-01    | :                | 17               | :             | 00            | Each:             | 15M               | Grp:             | 5000            | Query           |
| Total Summary                     |             |            |                |                |             |                   |                   |               |                  |                  |               |               |                   |                   |                  |                 |                 |
| Group NO                          | Group Name  | Total Line | Fault Line     | Available Line | In Req Cnt  | In Succ Cnt       | All Busy Fail Cnt | ETC Fail Cnt  | In Answer Cnt    | In No Answer Cnt | Xfered In Cnt | In Seize Time | In Call Time      | Avg In Seize Time | Avg In Call Time | In Succ Ratio   | In Answer Ratio |
| 5000                              | STATION GRP | 1          | 0              | 1              | 0           | 0                 | 0                 | 0             | 0                | 0                | 0             | 0             | 0                 | 0                 | 0                | 0               | 0               |
| Each Time                         |             |            |                |                |             |                   |                   |               |                  |                  |               |               |                   |                   |                  |                 |                 |
| Time                              | Total Line  | Fault Line | Available Line | In Req Cnt     | In Succ Cnt | All Busy Fail Cnt | ETC Fail Cnt      | In Answer Cnt | In No Answer Cnt | Xfered In Cnt    | In Seize Time | In Call Time  | Avg In Seize Time | Avg In Call Time  | In Succ Ratio    | In Answer Ratio |                 |
| 2005-04-01 08:15                  | 1           | 0          | 1              | 0              | 0           | 0                 | 0                 | 0             | 0                | 0                | 0             | 0             | 0                 | 0                 | 0                | 0               |                 |
| 08:30                             | 1           | 0          | 1              | 0              | 0           | 0                 | 0                 | 0             | 0                | 0                | 0             | 0             | 0                 | 0                 | 0                | 0               |                 |

Columns of the Total Summary table and Each Time table are described below:

| Column                   | Description   |
|--------------------------|---|
| <b>Group NO</b>          | Group number  |
| <b>Group Name</b>        | Name of a station group. Blank if not available       |
| <b>Time</b>              | Time(The first and last rows indicate detailed time.) |
| <b>Total Line</b>        | Total number of lines                                 |
| <b>Fault Line</b>        | Number of faulty lines                                |
| <b>Use Line</b>          | Number of available lines                             |
| <b>In Req Cnt</b>        | Number of inbound requests                            |
| <b>In Succ Cnt</b>       | Number of successful inbound calls                    |
| <b>All Busy Fail Cnt</b> | Number of failures when all lines are busy            |
| <b>ETC Fail Cnt</b>      | Number of other failures                              |
| <b>In Answer Cnt</b>     | Number of answered inbound calls                      |
| <b>In No Answer Cnt</b>  | Number of unanswered inbound calls                    |

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|                          |   |
|--------------------------|---|
| <b>In Xfer Cnt</b>       | Number of inbound transfers   |
| <b>In Seize Time</b>     | Number of seizure duration of inbound calls   |
| <b>In Call Time</b>      | Inbound call duration   |
| <b>Avg In Seize Time</b> | Average seizure duration of inbound calls(Seizure duration of inbound calls/Number of successful seizures of inbound calls) |
| <b>Avg In Call Time</b>  | Average inbound call duration(Inbound call duration/Number of successful inbound calls)                                     |
| <b>In Succ Ratio</b>     | Inbound success ratio(Number of successful inbound calls/ Number of inbound requests * 100)                                 |
| <b>In Answer Ratio</b>   | Inbound answer ratio(Number of answered inbound calls/ Number of successful inbound calls * 100)                            |

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## Station Group Inbound Detailed Statistics

This menu allows you to verify the overall statistics and the time-based statistics on inbound calls of a specific station group in detail. Select the Station Group Inbound Detailed Statistics submenu of the Station menu.

Select the target time period and station group from the execution options and click [Query].

| Total Summary |             |                   |             |         |          |            |           |               |               |           |                   |             |         |          |            |           |               |               |           |   |
|---------------|-------------|-------------------|-------------|---------|----------|------------|-----------|---------------|---------------|-----------|-------------------|-------------|---------|----------|------------|-----------|---------------|---------------|-----------|---|
| Group NO      | Group Name  | Internal Incoming |             |         |          |            |           |               |               |           | External Incoming |             |         |          |            |           |               |               |           |   |
|               |             | In Req Cnt        | In Succ Cnt | Ans Cnt | Xfer Cnt | Seize Time | Call Time | Avg Call Time | In Succ Ratio | Ans Ratio | In Req Cnt        | In Succ Cnt | Ans Cnt | Xfer Cnt | Seize Time | Call Time | Avg Call Time | In Succ Ratio | Ans Ratio |   |
| 5000          | STATION GRP | 0                 | 0           | 0       | 0        | 0          | 0         | 0             | 0             | 0         | 0                 | 0           | 0       | 0        | 0          | 0         | 0             | 0             | 0         | 0 |

| Total Summary    |                   |             |         |          |            |           |               |               |           |                   |             |         |          |            |           |               |               |           |   |
|------------------|-------------------|-------------|---------|----------|------------|-----------|---------------|---------------|-----------|-------------------|-------------|---------|----------|------------|-----------|---------------|---------------|-----------|---|
| Time             | Internal Incoming |             |         |          |            |           |               |               |           | External Incoming |             |         |          |            |           |               |               |           |   |
|                  | In Req Cnt        | In Succ Cnt | Ans Cnt | Xfer Cnt | Seize Time | Call Time | Avg Call Time | In Succ Ratio | Ans Ratio | In Req Cnt        | In Succ Cnt | Ans Cnt | Xfer Cnt | Seize Time | Call Time | Avg Call Time | In Succ Ratio | Ans Ratio |   |
| 2005-04-01 08:15 | 0                 | 0           | 0       | 0        | 0          | 0         | 0             | 0             | 0         | 0                 | 0           | 0       | 0        | 0          | 0         | 0             | 0             | 0         | 0 |
| 08:30            | 0                 | 0           | 0       | 0        | 0          | 0         | 0             | 0             | 0         | 0                 | 0           | 0       | 0        | 0          | 0         | 0             | 0             | 0         | 0 |

Columns of the Total Summary table and Each Time table are described below:

| Column                  | Description   |
|-------------------------|---|
| <b>Group NO</b>         | Group number  |
| <b>Group Name</b>       | Name of a station group. Blank if not available               |
| <b>Time</b>             | Time(The first and last rows indicate detailed time.)         |
| <b>Internal Inbound</b> | Internal inbound  |
| <b>External Inbound</b> | External inbound  |
| <b>In Req Cnt</b>       | Number of inbound requests                                    |
| <b>In Succ Cnt</b>      | Number of successful inbound calls                            |
| <b>Ans Cnt</b>          | Number of calls answered                                      |
| <b>Xfer Cnt</b>         | Number of transfers   |
| <b>Seize Time</b>       | Seizure duration  |
| <b>Call Time</b>        | Call duration   |
| <b>Avg Call Time</b>    | Average call duration(Call duration/Number of calls answered) |

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|                      |  |
|----------------------|--|
| <b>In Succ Ratio</b> | Inbound success ratio<br>(Number of successful inbound calls/Number of inbound requests * 100) |
| <b>Ans Ratio</b>     | Answer ratio(Number of calls answered/Number of successful inbound calls * 100)                |

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## Station Port Statistics

This menu allows you to verify the overall statistics on and calling list of a specific station port. Select the Station Port Statistics submenu of the Station menu.

Select the target time period, type and port from the execution options and click [Query].

Station Port Statistics

From: 04/01/2005 8:00 To: 04/01/2005 17:00 Type: Total Port: 2101 Query

| Total Summary  |             |          |                 |                 |            |
|----------------|-------------|----------|-----------------|-----------------|------------|
| Station Tel NO | Total Calls | Fail Cnt | Abandoned Calls | Completed Calls | Call Ratio |
| 2101           | 11          | 0        | 6               | 5               | 45.5%      |

| Station Call List |             |               |                     |                     |                     |            |           |           |            |           |
|-------------------|-------------|---------------|---------------------|---------------------|---------------------|------------|-----------|-----------|------------|-----------|
| Type              | External NO | In/Out Tel NO | Seize Begin Time    | Call Begin Time     | Seize End Time      | Seize Time | Call Time | Call Type | End Status | End Cause |
| Incoming          | 2101        | 3201          | 4/1/2005 9:29:11 AM | 4/1/2005 9:29:15 AM | 4/1/2005 9:29:24 AM | 0:00:13    | 0:00:09   | Primary   | Answered   | -         |
| Incoming          | 2792102     | 7001          | 4/1/2005 9:32:19 AM | -                   | 4/1/2005 9:32:23 AM | 0:00:04    | 0         | Primary   | Ring       | -         |
| Incoming          | 7001        | 7001          | 4/1/2005 9:33:26 AM | -                   | 4/1/2005 9:33:30 AM | 0:00:04    | 0         | Primary   | Ring       | -         |
| Incoming          | 2101        | 2102          | 4/1/2005 1:08:31 PM | 4/1/2005 1:08:43 PM | 4/1/2005 1:08:44 PM | 0:00:13    | 0:00:01   | Primary   | Answered   | -         |

Columns of the Total Summary table and Each Time table are described below:

| Column                  | Description   |
|-------------------------|---|
| <b>Station Tel NO</b>   | Station phone number  |
| <b>Total Calls</b>      | Number of seizures  |
| <b>Fail Cnt</b>         | Number of failures  |
| <b>Abandoned Calls</b>  | Number of calls hung up while ringing                                   |
| <b>Completed Calls</b>  | Number of successful calls  |
| <b>Call Ratio</b>       | Call success ratio(Number of successful calls/Number of seizures * 100) |
| <b>Type</b>             | Inbound/Outbound  |
| <b>External NO</b>      | External number   |
| <b>In/Out Tel NO</b>    | Phone number  |
| <b>Seize Begin Time</b> | Seizure start time  |
| <b>Call Begin Time</b>  | Call start time   |
| <b>Seize End Time</b>   | Seizure end time  |

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|                   |  |
|-------------------|--|
| <b>Seize Time</b> | Seizure duration   |
| <b>Call Time</b>  | Call duration  |
| <b>Call Type</b>  | Call type(Primary/Recall/Callback/Overflow/Consultation/Transfer/Conference/Unknown) |
| <b>End Status</b> | End status(Fail/Hook Off/Ring/Connected/Queuing/External Outbound/External Answer)   |
| <b>End Cause</b>  | Cause of end   |

## UCD Statistics

This section describes the statistics on UCD of the OfficeServ system.

### UCD Overall Incoming Statistics

This menu allows you to verify the overall statistics and the time-based statistics on UCD inbound calls. Select the UCD Overall Inbound Statistics submenu of the UCD menu.

Select the target time period from the execution options and click [Query].

| UCD Overall Incoming Statistics |           |               |                     |        |         |              |                 |                  |                   |                 |           |               |               |                   |           |  |
|---------------------------------|-----------|---------------|---------------------|--------|---------|--------------|-----------------|------------------|-------------------|-----------------|-----------|---------------|---------------|-------------------|-----------|--|
| From:                           |           | 24/12/2004    | 14                  | :      | 00      | To:          |                 | 24/12/2004       | 16                | :               | 15        | Each:         |               | Hour              | Query     |  |
| Total Summary                   |           |               |                     |        |         |              |                 |                  |                   |                 |           |               |               |                   |           |  |
| Record Cnt                      | Group Cnt | Max Agent Cnt | Avg Login Agent Cnt | In Cnt | Ans Cnt | Abd Call Cnt | Overflow In Cnt | Overflow Out Cnt | Force Log Out Cnt | Xfer In Ans Cnt | Call Time | Avg Call Time | Avg Wait Time | Avg Abd Wait Time | Ans Ratio |  |
| 9                               | 6         | 12            | 5.3                 | 0      | 0       | 0            | 0               | 0                | 0                 | 0               | 0         | 0             | 0             | 0                 | 0         |  |
| Each Time                       |           |               |                     |        |         |              |                 |                  |                   |                 |           |               |               |                   |           |  |
| Time                            | Group Cnt | Max Agent Cnt | Avg Login Agent Cnt | In Cnt | Ans Cnt | Abd Call Cnt | Overflow In Cnt | Overflow Out Cnt | Force Log Out Cnt | Xfer In Ans Cnt | Call Time | Avg Call Time | Avg Wait Time | Avg Abd Wait Time | Ans Ratio |  |
| 24/12/2004 15:00                | 6         | 12            | 6.0                 | 0      | 0       | 0            | 0               | 0                | 0                 | 0               | 0         | 0             | 0             | 0                 | 0         |  |
| 16:00                           | 6         | 12            | 5.0                 | 0      | 0       | 0            | 0               | 0                | 0                 | 0               | 0         | 0             | 0             | 0                 | 0         |  |
| 16:15                           | 6         | 12            | 5.0                 | 0      | 0       | 0            | 0               | 0                | 0                 | 0               | 0         | 0             | 0             | 0                 | 0         |  |

Columns of the Total Summary table and Each Time table are described below:

| Column                   | Description   |
|--------------------------|---|
| <b>Group Cnt</b>         | Number of groups                                      |
| <b>Time</b>              | Time(The first and last rows indicate detailed time.) |
| <b>Agent Cnt</b>         | Number of agents                                      |
| <b>Login Agent Cnt</b>   | Number of agents logged in                            |
| <b>In Cnt</b>            | Number of inbound calls                               |
| <b>Ans Cnt</b>           | Number of calls answered                              |
| <b>Abd Call Cnt</b>      | Number of abandoned calls                             |
| <b>Overflow In Cnt</b>   | Number of overflow inbound calls                      |
| <b>Overflow Out Cnt</b>  | Number of overflow outbound calls                     |
| <b>Force Log Out Cnt</b> | Number of forced logout cases                         |

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| Column          | Description                                  |
|-----------------|--|
| Xfer In Ans Cnt | Number of transferred inbound calls answered |
| Call Time       | Call duration                                |

| Column               | Description   |
|----------------------|---|
| <b>Avg Call Time</b> | Average call duration(Call duration/(Number of calls answered + Number of transferred inbound calls answered )) |
| <b>Avg Wait Time</b> | Average waiting duration(Waiting duration of connected calls/ Number of calls answered)                         |
| <b>Avg Abd Time</b>  | Average waiting duration of abandoned calls(Waiting duration of abandoned calls/Number of abandoned calls)      |
| <b>Ans Ratio</b>     | Answer ratio(Number of calls answered/Number of inbound calls * 100)  |

## UCD Incoming Statistics by Group

This menu allows you to verify the overall statistics and the group-based statistics on UCD inbound calls. Select the UCD Inbound Statistics by Group submenu of the UCD menu.

Select the target time period from the execution options and click [Query].

| UCD Incoming Statistics by Group |               |                     |                     |         |              |                 |                  |                   |                   |                 |               |               |                   |                   |           |
|----------------------------------|---------------|---------------------|---------------------|---------|--------------|-----------------|------------------|-------------------|-------------------|-----------------|---------------|---------------|-------------------|-------------------|-----------|
| From:                            |               | 04/01/2005          | :                   | 8       | :            | 00              | To:              | 04/01/2005        | :                 | 17              | :             | 00            | Query             |                   |           |
| Total Summary                    |               |                     |                     |         |              |                 |                  |                   |                   |                 |               |               |                   |                   |           |
| Group Cnt                        | Max Agent Cnt | Avg Login Agent Cnt | In Cnt              | Ans Cnt | Abd Call Cnt | Overflow In Cnt | Overflow Out Cnt | Force Log Out Cnt | Xfer In Ans Cnt   | Call Time       | Avg Call Time | Avg Wait Time | Avg Abd Wait Time | Ans Ratio         |           |
| 2                                | 2             | 2.0                 | 0                   | 0       | 0            | 0               | 0                | 0                 | 0                 | 0               | 0             | 0             | 0                 | 0                 |           |
| Each Group                       |               |                     |                     |         |              |                 |                  |                   |                   |                 |               |               |                   |                   |           |
| Group NO                         | Group Name    | Max Agent Cnt       | Avg Login Agent Cnt | In Cnt  | Ans Cnt      | Abd Call Cnt    | Overflow In Cnt  | Overflow Out Cnt  | Force Log Out Cnt | Xfer In Ans Cnt | Call Time     | Avg Call Time | Avg Wait Time     | Avg Abd Wait Time | Ans Ratio |
| 5011                             | SALES         | 2                   | 2.0                 | 0       | 0            | 0               | 0                | 0                 | 0                 | 0               | 0             | 0             | 0                 | 0                 | 0         |
| 5013                             | DEVELOPMENT   | 2                   | 2.0                 | 0       | 0            | 0               | 0                | 0                 | 0                 | 0               | 0             | 0             | 0                 | 0                 | 0         |

Columns of the Total Summary table and Each Time table are described below:

| Column                   | Description                                     |
|--------------------------|---|
| <b>Group Cnt</b>         | Number of groups                                |
| <b>Group NO</b>          | Group number                                    |
| <b>Group Name</b>        | Name of a station group. Blank if not available |
| <b>Agent Cnt</b>         | Number of agents                                |
| <b>Login Agent Cnt</b>   | Number of agents logged in                      |
| <b>In Cnt</b>            | Number of inbound calls                         |
| <b>Ans Cnt</b>           | Number of calls answered                        |
| <b>Abd Call Cnt</b>      | Number of abandoned calls                       |
| <b>Overflow In Cnt</b>   | Number of overflow inbound calls                |
| <b>Overflow Out Cnt</b>  | Number of overflow outbound calls               |
| <b>Force Log Out Cnt</b> | Number of forced logout cases                   |
| <b>Xfer In Ans Cnt</b>   | Number of transferred inbound calls answered    |
| <b>Call Time</b>         | Call duration                                   |

| Column               | Description   |
|----------------------|---|
| <b>Avg Call Time</b> | Average call duration(Call duration/(Number of calls answered + Number of transferred inbound calls answered )) |
| <b>Avg Wait Time</b> | Average waiting duration(Waiting duration of connected calls/ Number of calls answered)                         |
| <b>Avg Abd Time</b>  | Average waiting duration of abandoned calls(Waiting duration of abandoned calls/Number of abandoned calls)      |
| <b>Ans Ratio</b>     | Answer ratio(Number of calls answered/Number of inbound calls * 100)  |

## UCD Group Incoming Statistics

This menu allows you to verify the overall statistics and the time-based statistics on UCD inbound calls of a specific UCD group. Select the UCD Group Inbound Statistics submenu of the UCD menu.

Select the target time period and UCD group from the execution options and click [Query].

| UCD Group Incoming Statistics |               |                     |                     |         |              |                 |                  |                   |                   |                 |               |               |                   |                   |           |  |
|-------------------------------|---------------|---------------------|---------------------|---------|--------------|-----------------|------------------|-------------------|-------------------|-----------------|---------------|---------------|-------------------|-------------------|-----------|--|
| From:                         |               | 04/01/2005          | 8                   | :       | 00           | To:             | 04/01/2005       | 17                | :                 | 00              | Each:         | 15M           | Grp:              | 5011              | Query     |  |
| Total Summary                 |               |                     |                     |         |              |                 |                  |                   |                   |                 |               |               |                   |                   |           |  |
| Group NO                      | Group Name    | Max Agent Cnt       | Avg Login Agent Cnt | In Cnt  | Ans Cnt      | Abd Call Cnt    | Overflow In Cnt  | Overflow Out Cnt  | Force Log Out Cnt | Xfer In Ans Cnt | Call Time     | Avg Call Time | Avg Wait Time     | Avg Abd Wait Time | Ans Ratio |  |
| 5011                          | SALES         | 2                   | 2.0                 | 0       | 0            | 0               | 0                | 0                 | 0                 | 0               | 0             | 0             | 0                 | 0                 | 0         |  |
| Each Time                     |               |                     |                     |         |              |                 |                  |                   |                   |                 |               |               |                   |                   |           |  |
| Time                          | Max Agent Cnt | Avg Login Agent Cnt | In Cnt              | Ans Cnt | Abd Call Cnt | Overflow In Cnt | Overflow Out Cnt | Force Log Out Cnt | Xfer In Ans Cnt   | Call Time       | Avg Call Time | Avg Wait Time | Avg Abd Wait Time | Ans Ratio         |           |  |
| 4/1/2005 08:15                | 2             | 2.0                 | 0                   | 0       | 0            | 0               | 0                | 0                 | 0                 | 0               | 0             | 0             | 0                 | 0                 |           |  |
| 08:30                         | 2             | 2.0                 | 0                   | 0       | 0            | 0               | 0                | 0                 | 0                 | 0               | 0             | 0             | 0                 | 0                 |           |  |

Columns of the Total Summary table and Each Time table are described below:

| Column                   | Description   |
|--------------------------|---|
| <b>Group NO</b>          | Group number  |
| <b>Group Name</b>        | Name of a station group. Blank if not available       |
| <b>Time</b>              | Time(The first and last rows indicate detailed time.) |
| <b>Agent Cnt</b>         | Number of agents                                      |
| <b>Login Agent Cnt</b>   | Number of agents logged in                            |
| <b>In Cnt</b>            | Number of inbound calls                               |
| <b>Ans Cnt</b>           | Number of calls answered                              |
| <b>Abd Call Cnt</b>      | Number of abandoned calls                             |
| <b>Overflow In Cnt</b>   | Number of overflow inbound calls                      |
| <b>Overflow Out Cnt</b>  | Number of overflow outbound calls                     |
| <b>Force Log Out Cnt</b> | Number of forced logout cases                         |
| <b>Xfer In Ans Cnt</b>   | Number of transferred inbound calls answered          |
| <b>Call Time</b>         | Call duration   |

| <b>Column</b>        | <b>Description</b>  |
|----------------------|---|
| <b>Group NO</b>      | Group number  |
| <b>Avg Call Time</b> | Average call duration(Call duration/(Number of calls answered + Number of transferred inbound calls answered )) |
| <b>Avg Wait Time</b> | Average waiting duration(Waiting duration of connected calls/ Number of calls answered)                         |
| <b>Avg Abd Time</b>  | Average waiting duration of abandoned calls(Waiting duration of abandoned calls/Number of abandoned calls)      |
| <b>Ans Ratio</b>     | Answer ratio(Number of calls answered/Number of inbound calls * 100)  |

## UCD Overall Agent Incoming Statistics

This menu allows you to verify the overall agent statistics and the time-based statistics on UCD inbound calls. Select the UCD Overall Agent Inbound Statistics submenu of the UCD menu.

Select the target time period from the execution options and click [Query].

| UCD Overall Agent Incoming Statistics |           |               |        |         |             |          |                |                   |                 |            |           |              |      |       |
|---------------------------------------|-----------|---------------|--------|---------|-------------|----------|----------------|-------------------|-----------------|------------|-----------|--------------|------|-------|
| From:                                 |           | 28/12/2004    | 10     | :       | 00          | To:      |                | 28/12/2004        | 12              | :          | 00        | Each:        | Hour | Query |
| Total Summary                         |           |               |        |         |             |          |                |                   |                 |            |           |              |      |       |
| Record Cnt                            | Group Cnt | Max Agent Cnt | In Cnt | Ans Cnt | Consult Cnt | Xfer Cnt | Group Xfer Cnt | Force Log Out Cnt | Xfer In Ans Cnt | Login Time | Call Time | Consult Time |      |       |
| 8                                     | 6         | 21            | 18     | 0       | 0           | 0        | 0              | 0                 | 0               | 21:03:42   | 0         | 0            |      |       |
| Each Time                             |           |               |        |         |             |          |                |                   |                 |            |           |              |      |       |
| Time                                  | Group Cnt | Max Agent Cnt | In Cnt | Ans Cnt | Consult Cnt | Xfer Cnt | Group Xfer Cnt | Force Log Out Cnt | Xfer In Ans Cnt | Login Time | Call Time | Consult Time |      |       |
| 28/12/2004<br>11:00                   | 3         | 12            | 10     | 0       | 0           | 0        | 0              | 0                 | 0               | 9:56:02    | 0         | 0            |      |       |
| 12:00                                 | 3         | 11            | 8      | 0       | 0           | 0        | 0              | 0                 | 0               | 11:07:40   | 0         | 0            |      |       |

Columns of the Total Summary table and Each Time table are described below:

| Column                   | Description   |
|--------------------------|---|
| <b>Record Cnt</b>        | Total number of records                               |
| <b>Time</b>              | Time(The first and last rows indicate detailed time.) |
| <b>Group Cnt</b>         | Number of groups                                      |
| <b>Agent Cnt</b>         | Number of agents                                      |
| <b>Login Cnt</b>         | Number of agents logged in                            |
| <b>In Cnt</b>            | Number of inbound calls                               |
| <b>Ans Cnt</b>           | Number of calls answered                              |
| <b>Consult Cnt</b>       | Number of consultation                                |
| <b>Xfer Cnt</b>          | Number of transfers                                   |
| <b>Group Xfer Cnt</b>    | Number of group transfers                             |
| <b>Force Log Out Cnt</b> | Number of forced logout cases                         |
| <b>Xfer In Ans Cnt</b>   | Number of transferred inbound calls answered          |
| <b>Login Time</b>        | Login time  |
| <b>Call Time</b>         | Call duration   |
| <b>Consult Time</b>      | Consultation duration                                 |

## UCD Agent Incoming Statistics by Group

This menu allows you to verify the overall agent statistics and the group-based statistics on UCD inbound calls. Select the UCD Agent Inbound Statistics by Group submenu of the UCD menu.

Select the target time period from the execution options and click [Query].

| UCD Agent Incoming Statistics by Group |               |               |         |             |             |                |                   |                   |                 |            |              |              |    |       |
|--|---------------|---------------|---------|-------------|-------------|----------------|-------------------|-------------------|-----------------|------------|--------------|--------------|----|-------|
| From:                                  |               | 04/01/2005    | :       | 8           | :           | 00             | To:               |                   | 04/01/2005      | :          | 17           | :            | 00 | Query |
| Total Summary                          |               |               |         |             |             |                |                   |                   |                 |            |              |              |    |       |
| Group Cnt                              | Max Agent Cnt | In Cnt        | Ans Cnt | Consult Cnt | Xfer Cnt    | Group Xfer Cnt | Force Log Out Cnt | Xfer In Ans Cnt   | Login Time      | Call Time  | Consult Time |              |    |       |
| 2                                      | 4             | 0             | 0       | 0           | 0           | 0              | 0                 | 0                 | 36:00:00        | 0          | 0            |              |    |       |
| Each Group                             |               |               |         |             |             |                |                   |                   |                 |            |              |              |    |       |
| Group NO                               | Group Name    | Max Agent Cnt | In Cnt  | Ans Cnt     | Consult Cnt | Xfer Cnt       | Group Xfer Cnt    | Force Log Out Cnt | Xfer In Ans Cnt | Login Time | Call Time    | Consult Time |    |       |
| 5011                                   | SALES         | 2             | 0       | 0           | 0           | 0              | 0                 | 0                 | 0               | 18:00:00   | 0            | 0            |    |       |
| 5013                                   | DEVELOPMENT   | 2             | 0       | 0           | 0           | 0              | 0                 | 0                 | 0               | 18:00:00   | 0            | 0            |    |       |

Columns of the Total Summary table and Each Time table are described below:

| Column                   | Description                                     |
|--------------------------|---|
| <b>Group Cnt</b>         | Number of groups                                |
| <b>Group NO</b>          | Group number                                    |
| <b>Group Name</b>        | Name of a station group. Blank if not available |
| <b>Agent Cnt</b>         | Number of agents                                |
| <b>Login Agent Cnt</b>   | Number of agents logged in                      |
| <b>In Cnt</b>            | Number of inbound calls                         |
| <b>Ans Cnt</b>           | Number of calls answered                        |
| <b>Consult Cnt</b>       | Number of consultation                          |
| <b>Xfer Cnt</b>          | Number of transfers                             |
| <b>Group Xfer Cnt</b>    | Number of group transfers                       |
| <b>Force Log Out Cnt</b> | Number of forced logout cases                   |

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| Column                 | Description                                  |
|------------------------|--|
| <b>Xfer In Ans Cnt</b> | Number of transferred inbound calls answered |
| <b>Login Time</b>      | Login time                                   |
| <b>Call Time</b>       | Call duration                                |
| <b>Consult Time</b>    | Consultation duration                        |

## UCD Group Agent Incoming Statistics

This menu allows you to verify the overall agent statistics and the agent-based statistics on UCD inbound calls of a specific UCD group. Select the UCD Group Agent Inbound Statistics submenu of the UCD menu.

Select the target time period and UCD group from the execution options and click [Query].

| UCD Group Agent Incoming Statistics |            |         |             |             |                |                   |                   |                 |            |              |              |       |
|-------------------------------------|------------|---------|-------------|-------------|----------------|-------------------|-------------------|-----------------|------------|--------------|--------------|-------|
| From:                               | 04/01/2005 | 8       | :           | 00          | To:            | 04/01/2005        | 17                | :               | 00         | Grp:         | 5011         | Query |
| Total Summary                       |            |         |             |             |                |                   |                   |                 |            |              |              |       |
| Agent Cnt                           | In Cnt     | Ans Cnt | Consult Cnt | Xfer Cnt    | Group Xfer Cnt | Force Log Out Cnt | Xfer In Ans Cnt   | Login Time      | Call Time  | Consult Time |              |       |
| 2                                   | 0          | 0       | 0           | 0           | 0              | 0                 | 0                 | 18:00:00        | 0          | 0            |              |       |
| Each Group                          |            |         |             |             |                |                   |                   |                 |            |              |              |       |
| Agent NO                            | Agent Name | In Cnt  | Ans Cnt     | Consult Cnt | Xfer Cnt       | Group Xfer Cnt    | Force Log Out Cnt | Xfer In Ans Cnt | Login Time | Call Time    | Consult Time |       |
| 2101                                | Operator   | 0       | 0           | 0           | 0              | 0                 | 0                 | 0               | 9:00:00    | 0            | 0            |       |
| 2102                                | SHLEE!     | 0       | 0           | 0           | 0              | 0                 | 0                 | 0               | 9:00:00    | 0            | 0            |       |

Columns of the Total Summary table and Each Time table are described below:

| Column                   | Description                                  |
|--------------------------|--|
| <b>Agent Cnt</b>         | Number of agents                             |
| <b>Agent NO</b>          | Agent Number                                 |
| <b>Agent Name</b>        | Name of an agent. Blank if not available     |
| <b>Login Cnt</b>         | Number of agents logged in                   |
| <b>In Cnt</b>            | Number of inbound calls                      |
| <b>Ans Cnt</b>           | Number of calls answered                     |
| <b>Consult Cnt</b>       | Number of consultation                       |
| <b>Xfer Cnt</b>          | Number of transfer                           |
| <b>Group Xfer Cnt</b>    | Number of group transfer                     |
| <b>Force Log Out Cnt</b> | Number of forced logout cases                |
| <b>Xfer In Ans Cnt</b>   | Number of transferred inbound calls answered |
| <b>Login Time</b>        | Login time                                   |
| <b>Call Time</b>         | Call duration                                |

| Column       | Description           |
|--------------|-----------------------|
| Consult Time | Consultation duration |

## UCD Agent Detailed Statistics

This menu allows you to verify the overall statistics and the time-based statistics on UCD inbound calls of a specific agent. Select the UCD Agent Detailed Statistics submenu of the UCD menu.

Select the target time period and agent from the execution options and click [Query].

| UCD Agent Detailed Statistics |            |            |         |               |                   |                   |             |             |          |                |                   |                   |                 |            |            |                  |                  |               |                  |                  |
|-------------------------------|------------|------------|---------|---------------|-------------------|-------------------|-------------|-------------|----------|----------------|-------------------|-------------------|-----------------|------------|------------|------------------|------------------|---------------|------------------|------------------|
| From:                         |            | 04/01/2005 | 8       | :             | 00                | To:               | 04/01/2005  | 17          | :        | 00             | Each:             | 15M               | Agt:            | 2101       | Query      |                  |                  |               |                  |                  |
| Total Summary                 |            |            |         |               |                   |                   |             |             |          |                |                   |                   |                 |            |            |                  |                  |               |                  |                  |
| Agent NO                      | Agent Name | Group Cnt  | In Cnt  | Ans Cnt       | Direct In Cnt     | Direct In Ans Cnt | Out Cnt     | Consult Cnt | Conf Cnt | Xfer Cnt       | Group Xfer Cnt    | Force Log Out Cnt | Xfer In Ans Cnt | Pickup Cnt | Login Time | Call Time        | Direct Call Time | Out Call Time | Consult Time     | Pickup Call Time |
| 2101                          | Operator   | 1          | 0       | 0             | 0                 | 0                 | 0           | 0           | 0        | 0              | 0                 | 0                 | 0               | 0          | 9:00:00    | 0                | 0                | 0             | 0                | 0                |
| Each Time                     |            |            |         |               |                   |                   |             |             |          |                |                   |                   |                 |            |            |                  |                  |               |                  |                  |
| Time                          | Group Cnt  | In Cnt     | Ans Cnt | Direct In Cnt | Direct In Ans Cnt | Out Cnt           | Consult Cnt | Conf Cnt    | Xfer Cnt | Group Xfer Cnt | Force Log Out Cnt | Xfer In Ans Cnt   | Pickup Cnt      | Login Time | Call Time  | Direct Call Time | Out Call Time    | Consult Time  | Pickup Call Time |                  |
| 4/1/2005 08:15                | 1          | 0          | 0       | 0             | 0                 | 0                 | 0           | 0           | 0        | 0              | 0                 | 0                 | 0               | 0          | 0:15:00    | 0                | 0                | 0             | 0                | 0                |
| 08:30                         | 1          | 0          | 0       | 0             | 0                 | 0                 | 0           | 0           | 0        | 0              | 0                 | 0                 | 0               | 0          | 0:15:00    | 0                | 0                | 0             | 0                | 0                |

Columns of the Total Summary table and Each Time table are described below:

| Column                   | Description   |
|--------------------------|---|
| <b>Agent NO</b>          | Agent Number  |
| <b>Agent Name</b>        | Name of an agent. Blank if not available              |
| <b>Time</b>              | Time(The first and last rows indicate detailed time.) |
| <b>Group Cnt</b>         | Number of groups                                      |
| <b>Login Cnt</b>         | Number of agents logged in                            |
| <b>In Cnt</b>            | Number of inbound calls                               |
| <b>Ans Cnt</b>           | Number of calls answered                              |
| <b>Direct In Cnt</b>     | Number of direct inbound calls                        |
| <b>Direct In Ans Cnt</b> | Number of direct inbound answers                      |
| <b>Out Cnt</b>           | Number of outbound calls                              |
| <b>Consult Cnt</b>       | Number of consultation                                |
| <b>Conf Cnt</b>          | Number of conferences                                 |
| <b>Xfer Cnt</b>          | Number of transfers                                   |

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|                          |  |
|--------------------------|--|
| <b>Group Xfer Cnt</b>    | Number of group transfers                    |
| <b>Force Log Out Cnt</b> | Number of forced logout cases                |
| <b>Xfer In Ans Cnt</b>   | Number of transferred inbound calls answered |
| <b>Pickup Cnt</b>        | Number of calls picked up from other devices |
| <b>Login Time</b>        | Login time                                   |
| <b>Call Time</b>         | Call duration                                |
| <b>Direct Call Time</b>  | Direct inbound call duration                 |
| <b>Out Call Time</b>     | Outbound call duration                       |
| <b>Consult Time</b>      | Consultation duration                        |
| <b>Pickup Call Time</b>  | Pickup call duration                         |

## UCD Call Distribution Statistics

This menu allows you to verify the statistics on the distribution of UCD calls based on call duration and time zone. Select the UCD Call Distribution Statistics submenu of the UCD menu.

Select the target time period from the execution options and click [Query].

| UCD Call Distribution Statistics |       |            |       |       |       |       |      |            |               |               |    |       |      |       |
|----------------------------------|-------|------------|-------|-------|-------|-------|------|------------|---------------|---------------|----|-------|------|-------|
| From:                            |       | 28/12/2004 | 14    | :     | 00    | To:   |      | 28/12/2004 | 19            | :             | 00 | Each: | Hour | Query |
| Total Summary                    |       |            |       |       |       |       |      |            |               |               |    |       |      |       |
| Record Cnt                       | <= 1m | <= 2m      | <= 3m | <= 4m | <= 5m | <= 6m | > 6m | Total Cnt  | Avg Call Time | Max Call Time |    |       |      |       |
| 18                               | 1     | 1          | 1     | 0     | 0     | 0     | 0    | 3          | 0:00:44       | 0:01:12       |    |       |      |       |
| Each Time                        |       |            |       |       |       |       |      |            |               |               |    |       |      |       |
| Time                             | <= 1m | <= 2m      | <= 3m | <= 4m | <= 5m | <= 6m | > 6m | Total Cnt  | Avg Call Time | Max Call Time |    |       |      |       |
| 28/12/2004<br>15:00              | 1     | 0          | 0     | 0     | 0     | 0     | 0    | 1          | 0:00:24       | 0:00:24       |    |       |      |       |
| 16:00                            | 0     | 0          | 0     | 0     | 0     | 0     | 0    | 0          | 0             | 0             |    |       |      |       |
| 16:30                            | 0     | 0          | 0     | 0     | 0     | 0     | 0    | 0          | 0             | 0             |    |       |      |       |
| 18:00                            | 0     | 1          | 1     | 0     | 0     | 0     | 0    | 2          | 0:00:54       | 0:01:12       |    |       |      |       |
| 19:00                            | 0     | 0          | 0     | 0     | 0     | 0     | 0    | 0          | 0             | 0             |    |       |      |       |

Columns of the Total Summary table and Each Time table are described below:

| Column               | Description   |
|----------------------|---|
| <b>Record Cnt</b>    | Total number of records   |
| <b>Time</b>          | Time(The first and last rows indicate detailed time.)             |
| <b>≤ 1 m</b>         | Number of calls whose duration is less than or equal to 1 minute  |
| <b>≤ 2 m</b>         | Number of calls whose duration is less than or equal to 2 minutes |
| <b>≤ 3 m</b>         | Number of calls whose duration is less than or equal to 3 minutes |
| <b>≤ 4 m</b>         | Number of calls whose duration is less than or equal to 4 minutes |
| <b>≤ 5 m</b>         | Number of calls whose duration is less than or equal to 5 minutes |
| <b>≤ 6 m</b>         | Number of calls whose duration is less than or equal to 6 minutes |
| <b>&gt; 6 m</b>      | Number of calls whose duration is greater than 6 minutes          |
| <b>Total Cnt</b>     | Total number of calls   |
| <b>Avg Call Time</b> | Average call duration   |
| <b>Max Call Time</b> | Maximum call duration   |

## UCD Call Distribution Stat. by Group

This menu allows you to verify the statistics on the distribution of UCD calls based on call duration and group. Select the UCD Call Distribution Stat. by Group submenu of the UCD menu.

Select the target time period from the execution options and click [Query].

| UCD Call Distribution Stat. by Group |             |            |       |       |       |       |       |           |               |               |               |   |    |       |
|--------------------------------------|-------------|------------|-------|-------|-------|-------|-------|-----------|---------------|---------------|---------------|---|----|-------|
| From:                                |             | 04/01/2005 | :     | 8     | :     | 00    | To:   |           | 04/01/2005    | :             | 17            | : | 00 | Query |
| Total Summary                        |             |            |       |       |       |       |       |           |               |               |               |   |    |       |
| Group Cnt                            | <= 1m       | <= 2m      | <= 3m | <= 4m | <= 5m | <= 6m | > 6m  | Total Cnt | Avg Call Time | Max Call Time |               |   |    |       |
| 2                                    | 0           | 0          | 0     | 0     | 0     | 0     | 0     | 0         | 0             | 0             |               |   |    |       |
| Each Group                           |             |            |       |       |       |       |       |           |               |               |               |   |    |       |
| Group NO                             | Group Name  | <= 1m      | <= 2m | <= 3m | <= 4m | <= 5m | <= 6m | > 6m      | Total Cnt     | Avg Call Time | Max Call Time |   |    |       |
| 5011                                 | SALES       | 0          | 0     | 0     | 0     | 0     | 0     | 0         | 0             | 0             | 0             |   |    |       |
| 5013                                 | DEVELOPMENT | 0          | 0     | 0     | 0     | 0     | 0     | 0         | 0             | 0             | 0             |   |    |       |

Columns of the Total Summary table and Each Time table are described below:

| Column               | Description   |
|----------------------|---|
| <b>Group Cnt</b>     | Total number of groups  |
| <b>Group NO</b>      | Group Number  |
| <b>Group Name</b>    | Name of a station group. Blank if not available                   |
| <b>≤ 1 m</b>         | Number of calls whose duration is less than or equal to 1 minute  |
| <b>≤ 2 m</b>         | Number of calls whose duration is less than or equal to 2 minutes |
| <b>≤ 3 m</b>         | Number of calls whose duration is less than or equal to 3 minutes |
| <b>≤ 4 m</b>         | Number of calls whose duration is less than or equal to 4 minutes |
| <b>≤ 5 m</b>         | Number of calls whose duration is less than or equal to 5 minutes |
| <b>≤ 6 m</b>         | Number of calls whose duration is less than or equal to 6 minutes |
| <b>&gt; 6 m</b>      | Number of calls whose duration is greater than 6 minutes          |
| <b>Total Cnt</b>     | Total number of calls   |
| <b>Avg Call Time</b> | Average call duration   |
| <b>Max Call Time</b> | Maximum call duration   |

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## UCD Wait Distribution Statistics

This menu allows you to verify the statistics on the distribution of UCD calls based on the wait time and time zone. Select the UCD Wait Distribution Statistics submenu of the UCD menu.

Select the target time period and type from the execution options and click [Query]. **Answer** of Type is the waiting duration of an answered call, and **Abandon** of Type is of an abandoned call.

| UCD Wait Distribution Statistics |        |            |        |        |        |         |         |            |           |               |               |            |              |       |
|----------------------------------|--------|------------|--------|--------|--------|---------|---------|------------|-----------|---------------|---------------|------------|--------------|-------|
| From:                            |        | 28/12/2004 | 14     | :      | 00     | To:     |         | 28/12/2004 | 18        | :             | 00            | Each: Hour | Type: Answer | Query |
| Total Summary                    |        |            |        |        |        |         |         |            |           |               |               |            |              |       |
| Record Cnt                       | <= 10s | <= 20s     | <= 40s | <= 60s | <= 80s | <= 100s | <= 120s | > 120s     | Total Cnt | Avg Wait Time | Max Wait Time |            |              |       |
| 14                               | 3      | 0          | 0      | 0      | 0      | 0       | 0       | 0          | 3         | 0:00:10       | 0:00:16       |            |              |       |
| Each Time                        |        |            |        |        |        |         |         |            |           |               |               |            |              |       |
| Time                             | <= 10s | <= 20s     | <= 40s | <= 60s | <= 80s | <= 100s | <= 120s | > 120s     | Total Cnt | Avg Wait Time | Max Wait Time |            |              |       |
| 28/12/2004                       |        |            |        |        |        |         |         |            |           |               |               |            |              |       |
| 15:00                            | 1      | 0          | 0      | 0      | 0      | 0       | 0       | 0          | 1         | 0:00:16       | 0:00:16       |            |              |       |
| 16:00                            | 0      | 0          | 0      | 0      | 0      | 0       | 0       | 0          | 0         | 0             | 0             |            |              |       |
| 16:30                            | 0      | 0          | 0      | 0      | 0      | 0       | 0       | 0          | 0         | 0             | 0             |            |              |       |
| 18:00                            | 2      | 0          | 0      | 0      | 0      | 0       | 0       | 0          | 2         | 0:00:08       | 0:00:09       |            |              |       |

Columns of the Total Summary table and Each Time table are described below:

| Column            | Description   |
|-------------------|---|
| <b>Record Cnt</b> | Total number of records   |
| <b>Time</b>       | Time(The first and last rows indicate detailed time.)                       |
| <b>≤ 10 s</b>     | Number of waiting cases whose duration is less than or equal to 10 seconds  |
| <b>≤ 20 s</b>     | Number of waiting cases whose duration is less than or equal to 20 seconds  |
| <b>≤ 40 s</b>     | Number of waiting cases whose duration is less than or equal to 40 seconds  |
| <b>≤ 60 s</b>     | Number of waiting cases whose duration is less than or equal to 60 seconds  |
| <b>≤ 80 s</b>     | Number of waiting cases whose duration is less than or equal to 80 seconds  |
| <b>≤ 100 s</b>    | Number of waiting cases whose duration is less than or equal to 100 seconds |

|                      |   |
|----------------------|---|
| <b>≤ 120 s</b>       | Number of waiting cases whose duration is less than or equal to 120 seconds |
| <b>&gt; 120 s</b>    | Number of waiting cases whose duration is greater than 120 seconds          |
| <b>Total Cnt</b>     | Total number of waiting cases   |
| <b>Avg Call Time</b> | Average waiting duration  |
| <b>Max Call Time</b> | Maximum waiting duration  |

## UCD Wait Distribution Stat. by Group

This menu allows you to verify the statistics on the distribution of UCD calls based on wait time and group. Select the UCD Wait Distribution Stat. by Group submenu of the UCD menu.

Select the target time period and type from the execution options and click [Query]. Answer of Type is the waiting duration of an answered call, and Abandon of Type is of an abandoned call.

| UCD Wait Distribution Stat. by Group |             |        |        |        |        |            |         |         |           |               |               |               |
|--------------------------------------|-------------|--------|--------|--------|--------|------------|---------|---------|-----------|---------------|---------------|---------------|
| From:                                | 04/01/2005  | 8      | :      | 00     | To:    | 04/01/2005 | 17      | :       | 00        | Type:         | Answer        | Query         |
| Total Summary                        |             |        |        |        |        |            |         |         |           |               |               |               |
| Group Cnt                            | <= 10s      | <= 20s | <= 40s | <= 60s | <= 80s | <= 100s    | <= 120s | > 120s  | Total Cnt | Avg Wait Time | Max Wait Time |               |
| 2                                    | 0           | 0      | 0      | 0      | 0      | 0          | 0       | 0       | 0         | 0             | 0             |               |
| Each Group                           |             |        |        |        |        |            |         |         |           |               |               |               |
| Group NO                             | Group Name  | <= 10s | <= 20s | <= 40s | <= 60s | <= 80s     | <= 100s | <= 120s | > 120s    | Total Cnt     | Avg Wait Time | Max Wait Time |
| 5011                                 | SALES       | 0      | 0      | 0      | 0      | 0          | 0       | 0       | 0         | 0             | 0             | 0             |
| 5013                                 | DEVELOPMENT | 0      | 0      | 0      | 0      | 0          | 0       | 0       | 0         | 0             | 0             | 0             |

Columns of the Total Summary table and Each Time table are described below:

| Column            | Description  |
|-------------------|--|
| <b>Group Cnt</b>  | Number of groups   |
| <b>Group NO</b>   | Group Number   |
| <b>Group Name</b> | Name of a station group. Blank if not available                            |
| <b>≤ 10 s</b>     | Number of waiting cases whose duration is less than or equal to 10 seconds |
| <b>≤ 20 s</b>     | Number of waiting cases whose duration is less than or equal to 20 seconds |
| <b>≤ 40 s</b>     | Number of waiting cases whose duration is less than or equal to 40 seconds |
| <b>≤ 60 s</b>     | Number of waiting cases whose duration is less than or equal to 60 seconds |
| <b>≤ 80 s</b>     | Number of waiting cases whose duration is less than or equal to 80 seconds |

| <b>Column</b>        | <b>Description</b>  |
|----------------------|---|
| <b>≤ 100 s</b>       | Number of waiting cases whose duration is less than or equal to 100 seconds |
| <b>≤ 120 s</b>       | Number of waiting cases whose duration is less than or equal to 120 seconds |
| <b>&gt; 120 s</b>    | Number of waiting cases whose duration is greater than 120 seconds          |
| <b>Total Cnt</b>     | Total number of waiting cases   |
| <b>Avg Call Time</b> | Average waiting duration  |
| <b>Max Call Time</b> | Maximum waiting duration  |

## UCD Group Abandoned Call List

This menu allows you to verify the list of abandoned calls of a UCD group. Select the UCD Group Abandoned Call List submenu of the UCD menu.

Select the target time period and UCD group from the execution options and click [Query].

| Total Summary |            |        |              |                 |               |                   |                 |
|---------------|------------|--------|--------------|-----------------|---------------|-------------------|-----------------|
| Group NO      | Group Name | In Cnt | Abd Call Cnt | Overflow In Cnt | Abd Wait Time | Avg Abd Wait Time | Abandoned Ratio |
| 5021          |            | 17     | 13           | 0               | 0:02:24       | 0:00:11           | 76.5%           |

| Abandoned Call List |                       |           |        |         |               |
|---------------------|-----------------------|-----------|--------|---------|---------------|
| NO                  | Begin Time            | In Tel NO | DID NO | CLI NO  | Abd Wait Time |
| 1                   | 4/28/2005 11:40:05 AM | 2005      | 5021   | 2792101 | 0:00:13       |
| 2                   | 4/28/2005 1:09:11 PM  | 2005      | 5021   | 2792101 | 0:00:07       |
| 3                   | 4/28/2005 1:10:07 PM  | 2005      | 5021   | 2792101 | 0:00:05       |
| 4                   | 4/28/2005 1:10:20 PM  | 2005      | 5021   | 2792101 | 0:00:07       |
| 5                   | 4/28/2005 1:11:33 PM  |           | 5021   | 2792101 | 0:00:09       |

Columns of the Total Summary table and Each Time table are described below:

| Column                   | Description  |
|--------------------------|--|
| <b>Group NO</b>          | Group number   |
| <b>Group Name</b>        | Name of a station group. Blank if not available  |
| <b>In Cnt</b>            | Number of inbound calls  |
| <b>Abd Call Cnt</b>      | Number of abandoned calls  |
| <b>Overflow In Cnt</b>   | Number of overflow inbound calls   |
| <b>Abd Wait Time</b>     | Waiting time for abandoned calls   |
| <b>Avg Abd Wait Time</b> | Average waiting duration of abandoned calls(Waiting duration of abandoned calls/Number of abandoned calls) |
| <b>Abandoned Ratio</b>   | Abandoned call ratio(Number of abandoned calls/Number of inbound calls * 100)                              |
| <b>NO</b>                | Record number  |
| <b>Begin Time</b>        | Start time   |
| <b>In Tel NO</b>         | Inbound phone number   |

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| Column   | Description  |
|----------|--------------|
| Group NO | Group number |
| DID NO   | DID number   |
| CID NO   | CID number   |

## Operator Statistics

This menu allows you to verify the statistics on operator information of the OfficeServ system.

### Operator Group Overall Statistics

This menu allows you to verify the overall statistics and the time-based statistics on inbound operator calls. Select the Operator Group Overall Statistics submenu of the Operator menu.

Set the options in the execution options, and click [Query].

| Operator Group Overall Statistics |               |            |            |            |                |            |             |                   |              |               |                  |               |               |              |                   |                  |               |                 |
|-----------------------------------|---------------|------------|------------|------------|----------------|------------|-------------|-------------------|--------------|---------------|------------------|---------------|---------------|--------------|-------------------|------------------|---------------|-----------------|
| From:                             |               | 22/12/2004 | 14         | :          | 00             | To:        |             | 22/12/2004        | 20           | :             | 00               | Each:         |               | Hour         | Query             |                  |               |                 |
| Total Summary                     |               |            |            |            |                |            |             |                   |              |               |                  |               |               |              |                   |                  |               |                 |
| Record Cnt                        | Ring Plan Cnt | Group Cnt  | Total Line | Fault Line | Available Line | In Req Cnt | In Succ Cnt | All Busy Fail Cnt | ETC Fail Cnt | In Answer Cnt | In No Answer Cnt | Xfered In Cnt | In Seize Time | In Call Time | Avg In Seize Time | Avg In Call Time | In Succ Ratio | In Answer Ratio |
| 16                                | 0             | 1          | 2          | 1          | 1              | 0          | 0           | 0                 | 0            | 0             | 0                | 0             | 0             | 0            | 0                 | 0                | 0             | 0               |
| Each Time                         |               |            |            |            |                |            |             |                   |              |               |                  |               |               |              |                   |                  |               |                 |
| Time                              | Ring Plan     | Group NO   | Total Line | Fault Line | Available Line | In Req Cnt | In Succ Cnt | All Busy Fail Cnt | ETC Fail Cnt | In Answer Cnt | In No Answer Cnt | Xfered In Cnt | In Seize Time | In Call Time | Avg In Seize Time | Avg In Call Time | In Succ Ratio | In Answer Ratio |
| 22/12/2004 17:00                  | -             | 5000       | 2          | 1          | 1              | 0          | 0           | 0                 | 0            | 0             | 0                | 0             | 0             | 0            | 0                 | 0                | 0             | 0               |
| 18:00                             | -             | 5000       | 2          | 1          | 1              | 0          | 0           | 0                 | 0            | 0             | 0                | 0             | 0             | 0            | 0                 | 0                | 0             | 0               |
| 19:00                             | -             | 5000       | 2          | 1          | 1              | 0          | 0           | 0                 | 0            | 0             | 0                | 0             | 0             | 0            | 0                 | 0                | 0             | 0               |
| 20:00                             | -             | 5000       | 2          | 1          | 1              | 0          | 0           | 0                 | 0            | 0             | 0                | 0             | 0             | 0            | 0                 | 0                | 0             | 0               |

Columns of the Total Summary table and Each Time table are described below:

| Column               | Description  |
|----------------------|--|
| <b>Record Cnt</b>    | Total number of records                              |
| <b>Ring Plan Cnt</b> | Number of applied ring plans                         |
| <b>Group Cnt</b>     | Number of groups                                     |
| <b>Time</b>          | Time(The first and last rows display detailed time.) |
| <b>Ring Plan</b>     | Ring Plan  |
| <b>Group NO</b>      | Group Number   |
| <b>Total Line</b>    | Total number of lines                                |
| <b>Fault Line</b>    | Number of faulty lines                               |
| <b>Use Line</b>      | Number of lines available                            |

| Column                   | Description                        |
|--------------------------|------------------------------------|
| <b>In Req Cnt</b>        | Number of required inbound calls   |
| <b>In Succ Cnt</b>       | Number of successful inbound calls |
| <b>All Busy Fail Cnt</b> | Busy faulty count                  |

| Column                   | Description  |
|--------------------------|--|
| <b>ETC Fail Cnt</b>      | Number of other failures   |
| <b>In Answer Cnt</b>     | Number of answered inbound calls   |
| <b>In No Answer Cnt</b>  | Number of unanswered inbound calls   |
| <b>In Xfer Cnt</b>       | Number of inbound transfer calls   |
| <b>In Seize Time</b>     | Seizure duration of inbound calls  |
| <b>In Call Time</b>      | Inbound call duration  |
| <b>Avg In Seize Time</b> | Average seizure duration of inbound calls(Seizure duration of inbound calls/number of successful inbound calls)          |
| <b>Avg In Call Time</b>  | Average call duration of inbound calls(Duration of inbound calls/ number of times that inbound calls have been answered) |
| <b>In Succ Ratio</b>     | Ratio of successful inbound calls(Number of successful inbound calls/number of required inbound calls * 100)             |
| <b>In Answer Ratio</b>   | Ratio of answered inbound calls(Number of answered inbound calls/number of successful inbound calls * 100)               |

## Operator Group Detailed Statistics

This menu allows you to verify the overall statistics and the time-based statistics on inbound operator calls. Select the Operator Group Detailed Statistics submenu of the Operator menu.

Set the options in the execution options, and click [Query].

| Operator Group Detailed Statistics |           |                   |             |         |          |            |           |               |               |           |            |                   |         |          |            |           |               |               |           |
|------------------------------------|-----------|-------------------|-------------|---------|----------|------------|-----------|---------------|---------------|-----------|------------|-------------------|---------|----------|------------|-----------|---------------|---------------|-----------|
| From:                              |           | 24/12/2004        | 14          | :       | 00       | To:        |           | 24/12/2004    | 17            | :         | 00         | Each:             | Hour    | Query    |            |           |               |               |           |
| Total Summary                      |           |                   |             |         |          |            |           |               |               |           |            |                   |         |          |            |           |               |               |           |
| Record Cnt                         | Group Cnt | Internal Incoming |             |         |          |            |           |               |               |           |            | External Incoming |         |          |            |           |               |               |           |
|                                    |           | In Req Cnt        | In Succ Cnt | Ans Cnt | Xfer Cnt | Seize Time | Call Time | Avg Call Time | In Succ Ratio | Ans Ratio | In Req Cnt | In Succ Cnt       | Ans Cnt | Xfer Cnt | Seize Time | Call Time | Avg Call Time | In Succ Ratio | Ans Ratio |
| 12                                 | 1         | 14                | 14          | 4       | 0        | 0          | 0:00:35   | 0:00:09       | 100.0%        | 28.6%     | 0          | 0                 | 0       | 0        | 0          | 0         | 0             | 0             | 0         |
| Each Time                          |           |                   |             |         |          |            |           |               |               |           |            |                   |         |          |            |           |               |               |           |
| Time                               | Group NO  | Internal Incoming |             |         |          |            |           |               |               |           |            | External Incoming |         |          |            |           |               |               |           |
|                                    |           | In Req Cnt        | In Succ Cnt | Ans Cnt | Xfer Cnt | Seize Time | Call Time | Avg Call Time | In Succ Ratio | Ans Ratio | In Req Cnt | In Succ Cnt       | Ans Cnt | Xfer Cnt | Seize Time | Call Time | Avg Call Time | In Succ Ratio | Ans Ratio |
| 24/12/2004<br>15:00                | 5000      | 0                 | 0           | 0       | 0        | 0          | 0         | 0             | 0             | 0         | 0          | 0                 | 0       | 0        | 0          | 0         | 0             | 0             | 0         |
| 16:00                              | 5000      | 5                 | 5           | 2       | 0        | 0          | 0:00:19   | 0:00:10       | 100.0%        | 40.0%     | 0          | 0                 | 0       | 0        | 0          | 0         | 0             | 0             | 0         |
| 17:00                              | 5000      | 9                 | 9           | 2       | 0        | 0          | 0:00:16   | 0:00:08       | 100.0%        | 22.2%     | 0          | 0                 | 0       | 0        | 0          | 0         | 0             | 0             | 0         |

Columns of the Total Summary table and Each Time table are described below:

| Column                  | Description  |
|-------------------------|--|
| <b>Record Cnt</b>       | Total number of records                              |
| <b>Ring Plan Cnt</b>    | Number of applied ring plans                         |
| <b>Group Cnt</b>        | Number of groups                                     |
| <b>Time</b>             | Time(The first and last rows display detailed time.) |
| <b>Ring Plan</b>        | Ring Plan  |
| <b>Group NO</b>         | Group Number   |
| <b>Internal Inbound</b> | Internal inbound                                     |
| <b>External Inbound</b> | External inbound                                     |
| <b>In Req Cnt</b>       | Number of required inbound calls                     |
| <b>In Succ Cnt</b>      | Number of successful inbound calls                   |
| <b>Ans Cnt</b>          | Number of answers                                    |
| <b>Xfer Cnt</b>         | Transfer count                                       |
| <b>Seize Time</b>       | Seizure duration                                     |

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| Column               | Description   |
|----------------------|---|
| <b>Call Time</b>     | Call duration   |
| <b>Avg Call Time</b> | Average call duration(Call duration/number of answers)  |
| <b>In Succ Ratio</b> | Ratio of successful inbound calls(Number of successful inbound calls/number of required inbound call * 100) |
| <b>Ans Ratio</b>     | Ratio of answers(Number of answers/number of successful inbound calls * 100)                                |

## Operator Distribution Statistics

This menu allows you to verify the time-based distribution statistics on operator calls. Select the Operator Call Duration Statistics submenu of the Operator menu.

Select the target time period from the execution options and click [Query].

| Operator Distribution Statistics |        |            |        |       |       |       |       |        |            |        |       |           |    |       |      |       |
|----------------------------------|--------|------------|--------|-------|-------|-------|-------|--------|------------|--------|-------|-----------|----|-------|------|-------|
| From:                            |        | 28/12/2004 | :      | 13    | :     | 00    | To:   |        | 28/12/2004 | :      | 16    | :         | 00 | Each: | Hour | Query |
| Total Summary                    |        |            |        |       |       |       |       |        |            |        |       |           |    |       |      |       |
| Record Cnt                       | <= 30s | <= 60s     | <= 90s | <= 2m | <= 3m | <= 4m | <= 5m | <= 10m | <= 20m     | <= 30m | > 30m | Total Cnt |    |       |      |       |
| 12                               | 5      | 0          | 0      | 0     | 0     | 0     | 0     | 0      | 0          | 0      | 0     | 16        |    |       |      |       |
| Each Time                        |        |            |        |       |       |       |       |        |            |        |       |           |    |       |      |       |
| Time                             | <= 30s | <= 60s     | <= 90s | <= 2m | <= 3m | <= 4m | <= 5m | <= 10m | <= 20m     | <= 30m | > 30m | Total Cnt |    |       |      |       |
| 28/12/2004<br>14:00              | 4      | 0          | 0      | 0     | 0     | 0     | 0     | 0      | 0          | 0      | 0     | 9         |    |       |      |       |
| 15:00                            | 1      | 0          | 0      | 0     | 0     | 0     | 0     | 0      | 0          | 0      | 0     | 2         |    |       |      |       |
| 16:00                            | 0      | 0          | 0      | 0     | 0     | 0     | 0     | 0      | 0          | 0      | 0     | 5         |    |       |      |       |

Columns of the Total Summary table and Each Time table are described below:

| Column            | Description  |
|-------------------|--|
| <b>Record Cnt</b> | Total number of records  |
| <b>Time</b>       | Time(The first and last rows display detailed time.)               |
| <b>≤ 30 s</b>     | Number of calls whose duration is less than or equal to 30 seconds |
| <b>≤ 60 s</b>     | Number of calls whose duration is less than or equal to 60 seconds |
| <b>≤ 90 s</b>     | Number of calls whose duration is less than or equal to 90 seconds |
| <b>≤ 2 m</b>      | Number of calls whose duration is less than or equal to 2 minutes  |
| <b>≤ 3 m</b>      | Number of calls whose duration is less than or equal to 3 minutes  |
| <b>≤ 4 m</b>      | Number of calls whose duration is less than or equal to 4 minutes  |
| <b>≤ 5 m</b>      | Number of calls whose duration is less than or equal to 5 minutes  |
| <b>≤ 10 m</b>     | Number of calls whose duration is less than or equal to 10 minutes |
| <b>≤ 20 m</b>     | Number of calls whose duration is less than or equal to 20 minutes |
| <b>≤ 30 m</b>     | Number of calls whose duration is less than or equal to 30 minutes |

|                  |   |
|------------------|---|
| <b>&gt; 30 m</b> | Number of calls whose duration is greater than 30 minutes |
| <b>Total Cnt</b> | Total number of calls                                     |

## Operator Distribution Stat. by Ring Plan

This menu allows you to verify the statistics on operator calls based on time and ring plans. Select the Call Duration Statistics by Operator Ring Plan of the Operator menu.

Select the target time period from the execution options and click [Query].

| Operator Distribution Stat. by Ring Plan |        |            |        |       |       |       |       |        |            |        |       |           |    |       |
|--|--------|------------|--------|-------|-------|-------|-------|--------|------------|--------|-------|-----------|----|-------|
| From:                                    |        | 01/12/2004 | :      | 13    | :     | :     | 00    | To:    | 31/12/2004 | :      | 16    | :         | 00 | Query |
| Total Summary                            |        |            |        |       |       |       |       |        |            |        |       |           |    |       |
| Ring Plan Cnt                            | <= 30s | <= 60s     | <= 90s | <= 2m | <= 3m | <= 4m | <= 5m | <= 10m | <= 20m     | <= 30m | > 30m | Total Cnt |    |       |
| 1  | 6      | 0          | 0      | 0     | 0     | 0     | 0     | 0      | 0          | 0      | 0     | 8         |    |       |
| Each Ring Plan                           |        |            |        |       |       |       |       |        |            |        |       |           |    |       |
| Ring Plan                                | <= 30s | <= 60s     | <= 90s | <= 2m | <= 3m | <= 4m | <= 5m | <= 10m | <= 20m     | <= 30m | > 30m | Total Cnt |    |       |
| 1  | 6      | 0          | 0      | 0     | 0     | 0     | 0     | 0      | 0          | 0      | 0     | 8         |    |       |

Columns of the Total Summary table and Each Time table are described below:

| Column        | Description  |
|---------------|--|
| Ring Plan Cnt | Number of applied ring plans                                       |
| Ring Plan     | Ring plan  |
| Time          | Time(The first and last rows display detailed time.)               |
| ≤ 30 s        | Number of calls whose duration is less than or equal to 30 seconds |
| ≤ 60 s        | Number of calls whose duration is less than or equal to 60 seconds |
| ≤ 90 s        | Number of calls whose duration is less than or equal to 90 seconds |
| ≤ 2 m         | Number of calls whose duration is less than or equal to 2 minutes  |
| ≤ 3 m         | Number of calls whose duration is less than or equal to 3 minutes  |
| ≤ 4 m         | Number of calls whose duration is less than or equal to 4 minutes  |
| ≤ 5 m         | Number of calls whose duration is less than or equal to 5 minutes  |
| ≤ 10 m        | Number of calls whose duration is less than or equal to 10 minutes |
| ≤ 20 m        | Number of calls whose duration is less than or equal to 20 minutes |
| ≤ 30 m        | Number of calls whose duration is less than or equal to 30 minutes |

---

| Column    | Description   |
|-----------|---|
| > 30 m    | Number of calls whose duration is greater than 30 minutes |
| Total Cnt | Total number of calls                                     |

## Operator Port Statistics by Port

This menu allows you to verify the overall statistics on operator calls and statistics by operator port. Select the Statistics by Operator Port submenu of the Operator menu.

Select the target time period from the execution options and click [Query].

| Operator Port Statistics by Port |               |            |        |               |               |          |               |              |                   |                  |                 |       |
|----------------------------------|---------------|------------|--------|---------------|---------------|----------|---------------|--------------|-------------------|------------------|-----------------|-------|
| From:                            |               | 01/12/2004 | 13     | :             | 00            | To:      |               | 31/12/2004   | 16                | :                | 00              | Query |
| Total Summary                    |               |            |        |               |               |          |               |              |                   |                  |                 |       |
| Port Cnt                         | Ring Plan Cnt | Group Cnt  | In Cnt | Xfered In Cnt | In Answer Cnt | Xfer Cnt | In Seize Time | In Call Time | Avg In Seize Time | Avg In Call Time | In Answer Ratio |       |
| 7                                | 1             | 2          | 60     | 2             | 15            | 0        | 0:15:44       | 0:21:10      | 0:00:16           | 0:01:25          | 25.0%           |       |
| Each Port                        |               |            |        |               |               |          |               |              |                   |                  |                 |       |
| Port Tel                         | Ring Plan Cnt | Group Cnt  | In Cnt | Xfered In Cnt | In Answer Cnt | Xfer Cnt | In Seize Time | In Call Time | Avg In Seize Time | Avg In Call Time | In Answer Ratio |       |
| 2001                             | 0             | 1          | 0      | 0             | 0             | 0        | 0             | 0            | 0                 | 0                | 0               |       |
| 201                              | 1             | 1          | 0      | 0             | 0             | 0        | 0             | 0            | 0                 | 0                | 0               |       |
| 203                              | 1             | 1          | 5      | 0             | 1             | 0        | 0:00:31       | 0:00:11      | 0:00:06           | 0:00:11          | 20.0%           |       |
| 206                              | 1             | 1          | 5      | 0             | 3             | 0        | 0:00:40       | 0:00:23      | 0:00:08           | 0:00:08          | 60.0%           |       |
| 2249                             | 1             | 1          | 48     | 2             | 11            | 0        | 0:14:33       | 0:20:36      | 0:00:18           | 0:01:52          | 22.9%           |       |
| 2252                             | 1             | 1          | 2      | 0             | 0             | 0        | 0             | 0            | 0                 | 0                | 0.0%            |       |
| 2272                             | 0             | 1          | 0      | 0             | 0             | 0        | 0             | 0            | 0                 | 0                | 0               |       |

Columns of the Total Summary table and Each Time table are described below:

| Column                   | Description  |
|--------------------------|--|
| <b>Port Cnt</b>          | Port number  |
| <b>Port Tel</b>          | Port telephone number  |
| <b>Port Name</b>         | Name of a station. Blank if not available  |
| <b>Ring Plan Cnt</b>     | Number of applied ring plans   |
| <b>Group Cnt</b>         | Number of groups   |
| <b>In Cnt</b>            | Number of inbound calls  |
| <b>Xfer In Cnt</b>       | Number of transfer inbound calls   |
| <b>In Answer Cnt</b>     | Number of answered inbound calls   |
| <b>Xfer Cnt</b>          | Transfer count   |
| <b>In Seize Time</b>     | Inbound seizure duration   |
| <b>In Call Time</b>      | Inbound call duration  |
| <b>Avg In Seize Time</b> | Average inbound seizure duration(Inbound seizure duration/ number of successful inbound calls) |

---

| Column                  | Description  |
|-------------------------|--|
| <b>Avg In Call Time</b> | Average inbound call duration(Inbound call duration/number of times that inbound calls have been answered) |
| <b>In Answer Ratio</b>  | Ratio of answered inbound calls(Number of answered inbound calls/number of successful inbound calls * 100) |

## Operator Port Detailed Stat. by Port

This menu allows you to verify the overall statistics on operator calls and statistics by port. Select the Detailed Statistics by Operator Port submenu of the Operator menu.

Select the target time period from the execution options and click [Query].

| Operator Port Detailed Stat. by Port |               |            |                   |             |         |           |               |            |                   |               |         |           |               |           |  |
|--------------------------------------|---------------|------------|-------------------|-------------|---------|-----------|---------------|------------|-------------------|---------------|---------|-----------|---------------|-----------|--|
| From:                                |               | 01/12/2004 | 13                | :           | 00      | To:       |               | 31/12/2004 | 16                | :             | 00      | Query     |               |           |  |
| Total Summary                        |               |            |                   |             |         |           |               |            |                   |               |         |           |               |           |  |
| Port Cnt                             | Ring Plan Cnt | Group Cnt  | Internal Incoming |             |         |           |               |            | External Incoming |               |         |           |               |           |  |
|                                      |               |            | In Cnt            | Xfer In Cnt | Ans Cnt | Call Time | Avg Call Time | Ans Ratio  | In Cnt            | Xfered In Cnt | Ans Cnt | Call Time | Avg Call Time | Ans Ratio |  |
| 7                                    | 1             | 2          | 52                | 2           | 12      | 0:18:55   | 0:01:35       | 37.5%      | 8                 | 0             | 3       | 0:02:15   | 0:00:45       | 37.5%     |  |
| Each Port                            |               |            |                   |             |         |           |               |            |                   |               |         |           |               |           |  |
| Port Tel                             | Ring Plan Cnt | Group Cnt  | Internal Incoming |             |         |           |               |            | External Incoming |               |         |           |               |           |  |
|                                      |               |            | In Cnt            | Xfer In Cnt | Ans Cnt | Call Time | Avg Call Time | Ans Ratio  | In Cnt            | Xfered In Cnt | Ans Cnt | Call Time | Avg Call Time | Ans Ratio |  |
| 2001                                 | 0             | 1          | 0                 | 0           | 0       | 0         | 0             | 0          | 0                 | 0             | 0       | 0         | 0             | 0         |  |
| 201                                  | 1             | 1          | 0                 | 0           | 0       | 0         | 0             | 0          | 0                 | 0             | 0       | 0         | 0             | 0         |  |
| 203                                  | 1             | 1          | 5                 | 0           | 1       | 0:00:11   | 0:00:11       | 0          | 0                 | 0             | 0       | 0         | 0             | 0         |  |
| 206                                  | 1             | 1          | 5                 | 0           | 3       | 0:00:23   | 0:00:08       | 0          | 0                 | 0             | 0       | 0         | 0             | 0         |  |
| 2249                                 | 1             | 1          | 40                | 2           | 8       | 0:18:21   | 0:02:18       | 37.5%      | 8                 | 0             | 3       | 0:02:15   | 0:00:45       | 37.5%     |  |
| 2252                                 | 1             | 1          | 2                 | 0           | 0       | 0         | 0             | 0          | 0                 | 0             | 0       | 0         | 0             | 0         |  |
| 2272                                 | 0             | 1          | 0                 | 0           | 0       | 0         | 0             | 0          | 0                 | 0             | 0       | 0         | 0             | 0         |  |

Columns of the Total Summary table and Each Time table are described below:

| Column                  | Description  |
|-------------------------|--|
| <b>Port Cnt</b>         | Port number  |
| <b>Port Tel</b>         | Port telephone number                                  |
| <b>Port Name</b>        | Name of a station. Blank if not available              |
| <b>Ring Plan Cnt</b>    | Number of applied ring plans                           |
| <b>Group Cnt</b>        | Number of groups                                       |
| <b>Internal Inbound</b> | Internal inbound                                       |
| <b>External Inbound</b> | External inbound                                       |
| <b>In Cnt</b>           | Number of inbound calls                                |
| <b>Xfer In Cnt</b>      | Number of transfer inbound calls                       |
| <b>Ans Cnt</b>          | Number of answers                                      |
| <b>Call Time</b>        | Call duration  |
| <b>Avg Call Time</b>    | Average call duration(Call duration/number of answers) |

| Column           | Description   |
|------------------|---|
| <b>Ans Ratio</b> | Answer ratio(Number of answers/number of inbound calls * 100) |

## Miscellaneous

This menu allows you to verify the miscellaneous statistical data on the OfficeServ system.

### VMAA/AA/Cadence Group Statistics

This menu allows you to verify the overall statistics and the time-based statistics on VMAA/AA/Cadence inbound calls. Select the VMAA/AA/Cadence Group Statistics submenu of the Miscellaneous menu.

Select the target time period from the execution options and click [Query].

| VMAA/AA/Cadence Group Statistics |            |            |                |            |             |             |               |                    |              |               |               |            |                     |                |                         |                  |                 |
|----------------------------------|------------|------------|----------------|------------|-------------|-------------|---------------|--------------------|--------------|---------------|---------------|------------|---------------------|----------------|-------------------------|------------------|-----------------|
| From:                            |            | 29/12/2004 | :              | 13         | :           | 00          | To:           |                    | 29/12/2004   | :             | 16            | :          | 00                  | Each:          | Hour                    | Query            |                 |
| Total Summary                    |            |            |                |            |             |             |               |                    |              |               |               |            |                     |                |                         |                  |                 |
| Record Cnt                       | Total Port | Fault Port | Available Port | In Req Cnt | In Fail Cnt | In Succ Cnt | Xfered In Cnt | Simple Inquire Cnt | Xfer Req Cnt | Xfer Fail Cnt | Xfer Succ Cnt | Seize Time | Simple Inquire Time | Avg Seize Time | Avg Simple Inquire Time | Seize Succ Ratio | Xfer Succ Ratio |
| 7                                | 2          | 0          | 2              | 5          | 0           | 5           | 0             | 5                  | 0            | 0             | 0             | 0:00:51    | 0:00:51             | 0:00:10        | 0:00:10                 | 100.0%           | 0               |
| Each Time                        |            |            |                |            |             |             |               |                    |              |               |               |            |                     |                |                         |                  |                 |
| Time                             | Total Port | Fault Port | Available Port | In Req Cnt | In Fail Cnt | In Succ Cnt | Xfered In Cnt | Simple Inquire Cnt | Xfer Req Cnt | Xfer Fail Cnt | Xfer Succ Cnt | Seize Time | Simple Inquire Time | Avg Seize Time | Avg Simple Inquire Time | Seize Succ Ratio | Xfer Succ Ratio |
| 29/12/2004 14:00                 | 13         | 0          | 13             | 0          | 0           | 0           | 0             | 0                  | 0            | 0             | 0             | 0          | 0                   | 0              | 0                       | 0                | 0               |
| 16:00                            | 2          | 0          | 2              | 5          | 0           | 5           | 0             | 5                  | 0            | 0             | 0             | 0:00:51    | 0:00:51             | 0:00:10        | 0:00:10                 | 100.0%           | 0               |

Columns of the Total Summary table and Each Time table are described below:

| Column             | Description  |
|--------------------|--|
| Record Cnt         | Total number of records                              |
| Time               | Time(The first and last rows display detailed time.) |
| Total Port         | Total number of ports                                |
| Fault Port         | Number of faulty ports                               |
| Use Port           | Number of ports available                            |
| In Req Cnt         | Number of required inbound calls                     |
| In Succ Cnt        | Number of successful inbound calls                   |
| In Xfer Cnt        | Number of inbound transfer calls                     |
| Simple Inquire Cnt | Simple inquired number                               |
| Xfer Req Cnt       | Number of required transfer                          |

| Column        | Description                   |
|---------------|-------------------------------|
| Xfer Fail Cnt | Number of transfer failures   |
| Xfer Succ Cnt | Number of successful transfer |

| <b>Column</b>                  | <b>Description</b>   |
|--------------------------------|--|
| <b>Seize Time</b>              | Seizure duration   |
| <b>Simple Inquire Time</b>     | Simple inquired duration   |
| <b>Avg Seize Time</b>          | Average seizure duration(Seizure duration/number of successful inbound calls)                          |
| <b>Avg Simple Inquire Time</b> | Average simple inquired duration(Simple inquired duration/ simple inquired number)                     |
| <b>Seize Succ Ratio</b>        | Ratio of successful seizure(Number of successful inbound calls/number of required inbound calls * 100) |
| <b>Xfer Succ Ratio</b>         | Ratio of successful transfer(Number of successful transfer/ number of required transfer * 100)         |

## VMAA/AA/Cadence Xfer Fail Statistics

This menu allows you to verify the overall statistics and the time-based statistics on VMAA/AA/Cadence transfer failures. Select the VMAA/AA/Cadence Transfer Fail Statistics submenu of the Miscellaneous menu.

Select the target time period from the execution options and click [Query].

| Total Summary |              |               |                 |         |      |     |         |          |                 |           |           |     |
|---------------|--------------|---------------|-----------------|---------|------|-----|---------|----------|-----------------|-----------|-----------|-----|
| Record Cnt    | Xfer Req Cnt | Xfer Fail Cnt | Xfer Fail Ratio | Invalid | Busy | DND | No More | Plug Out | Device Mismatch | No Answer | Abandoned | Etc |
| 8             | 0            | 0             | 0               | 0       | 0    | 0   | 0       | 0        | 0               | 0         | 0         | 0   |

| Each Time           |              |               |                 |         |      |     |         |          |                 |           |           |     |
|---------------------|--------------|---------------|-----------------|---------|------|-----|---------|----------|-----------------|-----------|-----------|-----|
| Time                | Xfer Req Cnt | Xfer Fail Cnt | Xfer Fail Ratio | Invalid | Busy | DND | No More | Plug Out | Device Mismatch | No Answer | Abandoned | Etc |
| 23/12/2004<br>16:00 | 0            | 0             | 0               | 0       | 0    | 0   | 0       | 0        | 0               | 0         | 0         | 0   |
| 17:00               | 0            | 0             | 0               | 0       | 0    | 0   | 0       | 0        | 0               | 0         | 0         | 0   |

Columns of the Total Summary table and Each Time table are described below:

| Column                 | Description  |
|------------------------|--|
| <b>Record Cnt</b>      | Total number of records  |
| <b>Time</b>            | Time(The first and last rows display detailed time.)                             |
| <b>Xfer Req Cnt</b>    | Number of required transfer  |
| <b>Xfer Fail Cnt</b>   | Number of transfer failures  |
| <b>Xfer Fail Ratio</b> | Ratio of transfer(number of transfer failures/number of required transfer * 100) |
| <b>Invalid</b>         | Invalid number   |
| <b>Busy</b>            | Busy   |
| <b>DND</b>             | DND  |
| <b>No More</b>         | Called Station is no more existed  |
| <b>Plug Out</b>        | Plug out   |
| <b>Device Mismatch</b> | Device mismatch  |
| <b>No Answer</b>       | No answer  |
| <b>Abandoned</b>       | Abandoned  |
| <b>Etc</b>             | Others   |

## Statistics by DID

This menu allows you to verify the overall statistics on DID inbound calls and the statistics by DID. Select the Statistics by DID submenu of the Miscellaneous menu.

Select the target time period from the execution options and click [Query].

| DID Statistics by DID |           |            |                    |              |                  |           |                      |               |    |   |    |       |
|-----------------------|-----------|------------|--------------------|--------------|------------------|-----------|----------------------|---------------|----|---|----|-------|
| From:                 |           | 01/12/2004 | 15                 | :            | 00               | To:       |                      | 31/12/2004    | 17 | : | 00 | Query |
| Total Summary         |           |            |                    |              |                  |           |                      |               |    |   |    |       |
| DID Cnt               | Seize Cnt | Answer Cnt | Abandoned Call Cnt | Answer Ratio | Trunk Seize Time | Call Time | Avg Trunk Seize Time | Avg Call Time |    |   |    |       |
| 6                     | 34        | 9          | 25                 | 26.5%        | 0:09:13          | 0:04:24   | 0:00:16              | 0:00:29       |    |   |    |       |
| Each DID              |           |            |                    |              |                  |           |                      |               |    |   |    |       |
| DID NO                | Seize Cnt | Answer Cnt | Abandoned Call Cnt | Answer Ratio | Trunk Seize Time | Call Time | Avg Trunk Seize Time | Avg Call Time |    |   |    |       |
| 2***                  | 15        | 3          | 12                 | 20.0%        | 0:02:50          | 0:00:20   | 0:00:11              | 0:00:07       |    |   |    |       |
| 3***                  | 0         | 0          | 0                  | 0            | 0                | 0         | 0                    | 0             |    |   |    |       |
| 4***                  | 0         | 0          | 0                  | 0            | 0                | 0         | 0                    | 0             |    |   |    |       |
| 5***                  | 19        | 6          | 13                 | 31.6%        | 0:06:23          | 0:04:04   | 0:00:20              | 0:00:41       |    |   |    |       |
| 6***                  | 0         | 0          | 0                  | 0            | 0                | 0         | 0                    | 0             |    |   |    |       |
| 8***                  | 0         | 0          | 0                  | 0            | 0                | 0         | 0                    | 0             |    |   |    |       |

Columns of the Total Summary table and Each Time table are described below:

| Column                      | Description  |
|-----------------------------|--|
| <b>DID Cnt</b>              | DID count  |
| <b>DID NO</b>               | DID Number   |
| <b>Seize Cnt</b>            | Seizure count  |
| <b>Answer Cnt</b>           | Number of answers  |
| <b>Abandoned Call Cnt</b>   | Number of abandoned calls  |
| <b>Answer Ratio</b>         | Ratio of answers(Number of answers/seizure number * 100)                 |
| <b>Trunk Seize Time</b>     | Trunk seizure duration   |
| <b>Call Time</b>            | Call duration  |
| <b>Avg Trunk Seize Time</b> | Average trunk seizure duration(Trunk seizure duration/number of seizure) |
| <b>Avg Call Time</b>        | Average call duration(Call duration/number of answers)                   |

## Detailed DID Statistics

This menu allows you to verify the overall statistics on DID inbound calls and the statistics by DID. Select the Detailed DID Statistics submenu of the Miscellaneous menu.

Select the target time period from the execution options and click [Query].

| Total Summary |           |            |                    |              |                  |           |                      |               |
|---------------|-----------|------------|--------------------|--------------|------------------|-----------|----------------------|---------------|
| DID NO        | Seize Cnt | Answer Cnt | Abandoned Call Cnt | Answer Ratio | Trunk Seize Time | Call Time | Avg Trunk Seize Time | Avg Call Time |
| 2***          | 6         | 1          | 5                  | 16.7%        | 0:00:15          | 0:00:01   | 0:00:02              | 0:00:01       |

| Each Time           |           |            |                    |              |                  |           |                      |               |
|---------------------|-----------|------------|--------------------|--------------|------------------|-----------|----------------------|---------------|
| Time                | Seize Cnt | Answer Cnt | Abandoned Call Cnt | Answer Ratio | Trunk Seize Time | Call Time | Avg Trunk Seize Time | Avg Call Time |
| 29/12/2004<br>10:45 | 5         | 1          | 4                  | 20.0%        | 0:00:14          | 0:00:01   | 0:00:03              | 0:00:01       |
| 12:15               | 0         | 0          | 0                  | 0            | 0                | 0         | 0                    | 0             |
| 13:15               | 0         | 0          | 0                  | 0            | 0                | 0         | 0                    | 0             |
| 14:00               | 1         | 0          | 1                  | 0.0%         | 0:00:01          | 0         | 0:00:01              | 0             |

Columns of the Total Summary table and Each Time table are described below:

| Column                      | Description  |
|-----------------------------|--|
| <b>DID NO</b>               | DID Number   |
| <b>Time</b>                 | Time(The first and last rows display detailed time.)                     |
| <b>Seize Cnt</b>            | Seizure count  |
| <b>Answer Cnt</b>           | Number of answers  |
| <b>Abandoned Call Cnt</b>   | Number of abandoned calls  |
| <b>Answer Ratio</b>         | Ratio of answers(Number of answers/seizure number * 100)                 |
| <b>Trunk Seize Time</b>     | Trunk seizure duration   |
| <b>Call Time</b>            | Call duration  |
| <b>Avg Trunk Seize Time</b> | Average trunk seizure duration(Trunk seizure duration/number of seizure) |
| <b>Avg Call Time</b>        | Average call duration(Call duration/number of answers)                   |



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## CHAPTER 5. Monitoring

This chapter describes the monitoring function of the OfficeServ DataView Web page.

### Monitoring Window Layout

You can use the monitoring function after connecting and logging in to the OfficeServ DataView homepage.

The general layout of a monitoring window is shown below:

Page Title

Execution Options

Additional Menus

Trunk Group Status

Interval : 10 sec Start

| Total Summary |            |            |                |          |              |               |            |              |
|---------------|------------|------------|----------------|----------|--------------|---------------|------------|--------------|
| Group Cnt     | Total Line | Fault Line | Available Line | Busy Cnt | In Seize Cnt | Out Seize Cnt | Busy Ratio | Group In Cnt |
| 5             | 188        | 0          | 188            | 3        | 1            | 2             | 1.6%       | 0            |

| Each Group |            |            |                |          |              |               |            |              |
|------------|------------|------------|----------------|----------|--------------|---------------|------------|--------------|
| Group NO   | Total Line | Fault Line | Available Line | Busy Cnt | In Seize Cnt | Out Seize Cnt | Busy Ratio | Group In Cnt |
| 0          | 60         | 0          | 60             | 3        | 1            | 2             | 5.0%       | 0            |
| 800        | 8          | 0          | 8              | 0        | 0            | 0             | 0.0%       | 0            |
| 803        | 40         | 0          | 40             | 0        | 0            | 0             | 0.0%       | 0            |
| 804        | 40         | 0          | 40             | 0        | 0            | 0             | 0.0%       | 0            |
| 805        | 40         | 0          | 40             | 0        | 0            | 0             | 0.0%       | 0            |

- Each value of 'Total Summary' table can be different from the summarized value of 'Each Group' table because a line belongs to several groups at the same time.

Sum

Detailed Result

## Page Title

The selected submenu is displayed as the title.

## Additional Menus

The three menus below are provided as additional menus. Refer to the 'Additional Menu' section of this chapter for detailed descriptions.

| Menu  | Description                          |
|---|--------------------------------------|
|  | Creates a new window for monitoring. |

## Execution Options

This section of the window allows you to set a monitoring option and to start or stop the monitoring process. The [Interval] option is applied to all monitoring pages, which are refreshed at each set interval time. Additional conditions may be provided depending on the monitoring item.

## Sum

This section of the window displays the sum of each item being monitored.

## Detailed Results

This section of the window displays detailed monitoring results for the selected submenu.

## Selecting a Monitoring Item

Monitoring windows display information on call events that occur in the OfficeServ system, based on various criteria such as trunk and station. You can select a monitoring item by placing the mouse pointer over a main menu and clicking a submenu from the list displayed.



## Monitoring Item



Monitoring items are categorized into four main menus, Trunk, Station, UCD, and Miscellaneous, and are further categorized into fifteen submenus.

## Additional Menus

### New Page

Click the New () icon to view the current monitoring window from a new page. This function helps you to monitor multiple items simultaneously. The following figure shows an example of clicking the New icon of a Trunk Group Status window.

| Trunk Group Status |            |            |                |          |              |               |            |                                      |
|--------------------|------------|------------|----------------|----------|--------------|---------------|------------|--------------------------------------|
|                    |            |            |                |          |              | Interval :    | 10 sec     | <input type="button" value="Start"/> |
| Total Summary      |            |            |                |          |              |               |            |                                      |
| Group Cnt          | Total Line | Fault Line | Available Line | Busy Cnt | In Seize Cnt | Out Seize Cnt | Busy Ratio | Group In Cnt                         |
| 4                  | 188        | 0          | 188            | 0        | 0            | 0             | 0.0%       | 0                                    |
| Each Group         |            |            |                |          |              |               |            |                                      |
| Group NO           | Total Line | Fault Line | Available Line | Busy Cnt | In Seize Cnt | Out Seize Cnt | Busy Ratio | Group In Cnt                         |
| 9                  | 68         | 0          | 68             | 0        | 0            | 0             | 0.0%       | 0                                    |
| 803                | 40         | 0          | 40             | 0        | 0            | 0             | 0.0%       | 0                                    |
| 804                | 40         | 0          | 40             | 0        | 0            | 0             | 0.0%       | 0                                    |
| 805                | 40         | 0          | 40             | 0        | 0            | 0             | 0.0%       | 0                                    |

- Each value of 'Total Summary' table can be different from the summarized value of 'Each Group' table because a line belongs to several groups at the same time.

## Trunk Monitoring

This function is used for monitoring the trunk status of the OfficeServ system.

### Trunk Group Status

This menu allows you to monitor the overall status of trunk groups and the status of each group. Select the Trunk Group Status submenu of the Trunk menu.

Click [Start] from the execution options to start the monitoring.

| Total Summary |            |            |                |          |              |               |            |              |
|---------------|------------|------------|----------------|----------|--------------|---------------|------------|--------------|
| Group Cnt     | Total Line | Fault Line | Available Line | Busy Cnt | In Seize Cnt | Out Seize Cnt | Busy Ratio | Group In Cnt |
| 4             | 188        | 0          | 188            | 2        | 1            | 1             | 1.1%       | 0            |

| Each Group |            |            |                |          |              |               |            |              |
|------------|------------|------------|----------------|----------|--------------|---------------|------------|--------------|
| Group NO   | Total Line | Fault Line | Available Line | Busy Cnt | In Seize Cnt | Out Seize Cnt | Busy Ratio | Group In Cnt |
| 9          | 68         | 0          | 68             | 2        | 1            | 1             | 2.9%       | 0            |
| 803        | 40         | 0          | 40             | 0        | 0            | 0             | 0.0%       | 0            |
| 804        | 40         | 0          | 40             | 0        | 0            | 0             | 0.0%       | 0            |
| 805        | 40         | 0          | 40             | 0        | 0            | 0             | 0.0%       | 0            |

- Each value of 'Total Summary' table can be different from the summarized value of 'Each Group' table because a line belongs to several groups at the same time.

Columns of the Total Summary table and the Each Group table are described below:

| Column                | Description  |
|-----------------------|--|
| <b>Group Count</b>    | Total number of groups   |
| <b>Group NO</b>       | Group Number   |
| <b>Total Line</b>     | Total number of lines  |
| <b>Fault Line</b>     | Number of faulty lines   |
| <b>Available Line</b> | Number of lines available  |
| <b>Busy Cnt</b>       | Number of busy lines   |
| <b>In Seize Cnt</b>   | Inbound seize count  |
| <b>Out Seize Cnt</b>  | Outbound seize count   |
| <b>Busy Ratio</b>     | Line usage(Number of busy lines/Number of lines available * 100) |
| <b>Group In Cnt</b>   | Number of Group Incoming calls                                   |

## Trunk Group Port Status

This menu allows you to monitor the status of a selected trunk group and the status of each trunk port of the group. Select the Trunk Group Port Status submenu of the Trunk menu.

| Total Summary |            |                |          |              |               |            |              |
|---------------|------------|----------------|----------|--------------|---------------|------------|--------------|
| Total Line    | Fault Line | Available Line | Busy Cnt | In Seize Cnt | Out Seize Cnt | Busy Ratio | Group In Cnt |
| 68            | 0          | 68             | 2        | 1            | 1             | 2.9%       | 0            |

| Each Port |          |              |             |             |          |         |             |
|-----------|----------|--------------|-------------|-------------|----------|---------|-------------|
| NO        | Port Tel | Port Type    | Port Status | Call Status | Duration | Opp Tel | Description |
| 1         | 7068     | Analog Trunk | Normal      | Idle        | 0        |         |             |
| 2         | 7067     | Analog Trunk | Normal      | Idle        | 0        |         |             |
| 3         | 7066     | Analog Trunk | Normal      | Idle        | 0        |         |             |
| 4         | 7065     | Analog Trunk | Normal      | Idle        | 0        |         |             |

Select a group from the execution options and click [Start].

Columns of the Total Summary table and the Each Group table are described below:

| Column                | Description  |
|-----------------------|--|
| <b>Total Line</b>     | Total number of lines  |
| <b>Fault Line</b>     | Number of faulty lines   |
| <b>Available Line</b> | Number of lines available  |
| <b>Busy Cnt</b>       | Number of busy lines   |
| <b>In Seize Cnt</b>   | Inbound seize count  |
| <b>Out Seize Cnt</b>  | Outbound seize count   |
| <b>Busy Ratio</b>     | Line usage(Number of busy lines/Number of lines available * 100) |
| <b>Group In Cnt</b>   | Number of Group Incoming calls                                   |
| <b>NO</b>             | Record Number  |
| <b>Port Tel</b>       | Port Number  |
| <b>Port Type</b>      | Port type  |

|                    |  |
|--------------------|--|
| <b>Port Status</b> | Port status                            |
| <b>Call Status</b> | Call status                            |
| <b>Duration</b>    | Duration                               |
| <b>Opp Tel</b>     | Telephone number of the opposite party |

## Trunk Port Status by Scope

This menu allows you to monitor the trunk port status for a selected scope. Select the Trunk Port Status by Scope submenu of the Trunk menu.

| Each Port |          |            |             |             |          |         |             |
|-----------|----------|------------|-------------|-------------|----------|---------|-------------|
| NO        | Port Tel | Port Type  | Port Status | Call Status | Duration | Opp Tel | Description |
| 1         | 7030     | ISDN Trunk | Normal      | Idle        | 0        |         |             |
| 2         | 7031     | ISDN Trunk | Normal      | Busy Out    | 0:05:02  | 2004    |             |
| 3         | 7032     | ISDN Trunk | Normal      | Busy Out    | 0:00:08  | 2002    |             |
| 4         | 7033     | ISDN Trunk | Normal      | Idle        | 0        |         |             |
| 5         | 7034     | ISDN Trunk | Normal      | Idle        | 0        |         |             |
| 6         | 7035     | ISDN Trunk | Normal      | Idle        | 0        |         |             |
| 7         | 7036     | ISDN Trunk | Normal      | Idle        | 0        |         |             |
| 8         | 7037     | ISDN Trunk | Normal      | Idle        | 0        |         |             |
| 9         | 7038     | ISDN Trunk | Normal      | Idle        | 0        |         |             |
| 10        | 7039     | ISDN Trunk | Normal      | Idle        | 0        |         |             |
| 11        | 7040     | ISDN Trunk | Normal      | Idle        | 0        |         |             |

Enter the range of trunk ports in the execution options and click [Start].

Columns of the Total Summary table and the Each Group table are described below:

| Column             | Description                            |
|--------------------|--|
| <b>NO</b>          | Record Number                          |
| <b>Port Tel</b>    | Port Number                            |
| <b>Port Type</b>   | Port type                              |
| <b>Port Status</b> | Port status                            |
| <b>Call Status</b> | Call status                            |
| <b>Duration</b>    | Duration                               |
| <b>Opp Tel</b>     | Telephone number of the opposite party |

## Trunk Port Status by Time

This menu allows you to monitor the trunk port status for a selected time. Select the Trunk Port Status by Time submenu of the Trunk menu.

| Each Port |          |            |             |             |          |         |             |
|-----------|----------|------------|-------------|-------------|----------|---------|-------------|
| NO        | Port Tel | Port Type  | Port Status | Call Status | Duration | Opp Tel | Description |
| 1         | 7031     | ISDN Trunk | Normal      | Busy Out    | 0:05:50  | 2004    |             |
| 2         | 7032     | ISDN Trunk | Normal      | Busy Out    | 0:00:56  | 2002    |             |

Enter the range of trunk ports and select the duration of the trunk port, and click [Start].

Columns of the Total Summary table and the Each Group table are described below:

| Column             | Description                            |
|--------------------|--|
| <b>NO</b>          | Record Number                          |
| <b>Port Tel</b>    | Port Number                            |
| <b>Port Type</b>   | Port type                              |
| <b>Port Status</b> | Port status                            |
| <b>Call Status</b> | Call status                            |
| <b>Duration</b>    | Duration                               |
| <b>Opp Tel</b>     | Telephone number of the opposite party |

## Station Monitoring

This function is used for monitoring the station status of the OfficeServ system.

### Station Group Status

This menu allows you to monitor the overall status of station groups and the status of each group. Select the Station Group Status submenu of the Station menu.

| Total Summary |            |            |                |          |              |               |            |              |
|---------------|------------|------------|----------------|----------|--------------|---------------|------------|--------------|
| Group Cnt     | Total Line | Fault Line | Available Line | Busy Cnt | In Seize Cnt | Out Seize Cnt | Busy Ratio | Group In Cnt |
| 1             | 1          | 1          | 0              | 0        | 0            | 0             | 0          | 0            |

| Each Group |            |            |                |          |              |               |            |              |
|------------|------------|------------|----------------|----------|--------------|---------------|------------|--------------|
| Group NO   | Total Line | Fault Line | Available Line | Busy Cnt | In Seize Cnt | Out Seize Cnt | Busy Ratio | Group In Cnt |
| 5000       | 1          | 1          | 0              | 0        | 0            | 0             | 0          | 0            |

- Each value of 'Total Summary' table can be different from the summarized value of 'Each Group' table because a line belongs to several groups at the same time.

Click [Start] from the execution options to start the monitoring.

Columns of the Total Summary table and the Each Group table are described below:

| Column                | Description  |
|-----------------------|--|
| <b>Group Count</b>    | Total number of groups                                       |
| <b>Group NO</b>       | Group Number   |
| <b>Total Line</b>     | Total number of lines  |
| <b>Fault Line</b>     | Number of faulty lines                                       |
| <b>Available Line</b> | Number of lines available                                    |
| <b>Busy Cnt</b>       | Number of busy lines   |
| <b>In Seize Cnt</b>   | Inbound seize count  |
| <b>Out Seize Cnt</b>  | Outbound seize count   |
| <b>Busy Ratio</b>     | Line usage(Number of busy lines/Number of lines available *) |

---

|                     |                                |
|---------------------|--------------------------------|
|                     | 100)                           |
| <b>Group In Cnt</b> | Number of Group Incoming calls |

## Station Group Port Status

This menu allows you to monitor the status of a selected station group and the status of each station port of the group. Select the Station Group Port Status submenu of the Station menu.

| Total Summary |            |                |          |              |               |            |              |
|---------------|------------|----------------|----------|--------------|---------------|------------|--------------|
| Total Line    | Fault Line | Available Line | Busy Cnt | In Seize Cnt | Out Seize Cnt | Busy Ratio | Group In Cnt |
| 1             | 1          | 0              | 0        | 0            | 0             | 0          | 0            |

| Each Port |          |                 |             |             |          |         |             |
|-----------|----------|-----------------|-------------|-------------|----------|---------|-------------|
| NO        | Port Tel | Port Type       | Port Status | Call Status | Duration | Opp Tel | Description |
| 1         | 2016     | Digital Station | Plug Out    | Idle        | 0        |         |             |

Select a group from the execution options and click [Start].

Columns of the Total Summary table and the Each Group table are described below:

| Column                | Description  |
|-----------------------|--|
| <b>Total Line</b>     | Total number of lines  |
| <b>Fault Line</b>     | Number of faulty lines   |
| <b>Available Line</b> | Number of lines available  |
| <b>Busy Cnt</b>       | Number of busy lines   |
| <b>In Seize Cnt</b>   | Inbound seize count  |
| <b>Out Seize Cnt</b>  | Outbound seize count   |
| <b>Busy Ratio</b>     | Line usage(Number of busy lines/Number of lines available * 100) |
| <b>Group In Cnt</b>   | Number of Group Incoming calls                                   |
| <b>NO</b>             | Record Number  |
| <b>Port Tel</b>       | Port Number  |
| <b>Port Type</b>      | Port type  |
| <b>Port Status</b>    | Port status  |
| <b>Call Status</b>    | Call status  |
| <b>Duration</b>       | Duration   |
| <b>Opp Tel</b>        | Telephone number of the opposite party                           |



## Station Port Status by Scope

This menu allows you to monitor the station port status for a selected scope. Select the Station Port Status by Scope submenu of the Station menu.

Enter the range of station ports in the execution options and click [Start].

| Each Port |          |                 |             |             |          |         |             |
|-----------|----------|-----------------|-------------|-------------|----------|---------|-------------|
| NO        | Port Tel | Port Type       | Port Status | Call Status | Duration | Opp Tel | Description |
| 1         | 2001     | Digital Station | Normal      | Busy Out    | 0:00:13  | 2002    |             |
| 2         | 2002     | Digital Station | Normal      | Busy In     | 0:00:13  | 2001    |             |
| 3         | 2003     | Digital Station | Normal      | Busy Out    | 0:00:11  | 2004    |             |
| 4         | 2004     | Digital Station | Normal      | Busy In     | 0:00:11  | 2003    |             |
| 5         | 2005     | Digital Station | Plug Out    | Idle        | 0        |         |             |

Columns of the Total Summary table and the Each Group table are described below:

| Column             | Description                            |
|--------------------|--|
| <b>NO</b>          | Record Number                          |
| <b>Port Tel</b>    | Port Number                            |
| <b>Port Type</b>   | Port type                              |
| <b>Port Status</b> | Port status                            |
| <b>Call Status</b> | Call status                            |
| <b>Duration</b>    | Duration                               |
| <b>Opp Tel</b>     | Telephone number of the opposite party |

## Station Port Status by Time

This menu allows you to monitor the station port status for a selected time. Select the Station Port Status by Time submenu of the Station menu.

| Each Port |          |                 |             |             |          |         |             |
|-----------|----------|-----------------|-------------|-------------|----------|---------|-------------|
| NO        | Port Tel | Port Type       | Port Status | Call Status | Duration | Opp Tel | Description |
| 1         | 2001     | Digital Station | Normal      | Busy Out    | 0:01:21  | 2002    |             |
| 2         | 2002     | Digital Station | Normal      | Busy In     | 0:01:21  | 2001    |             |
| 3         | 2003     | Digital Station | Normal      | Busy Out    | 0:01:19  | 2004    |             |
| 4         | 2004     | Digital Station | Normal      | Busy In     | 0:01:19  | 2003    |             |

Enter the range of station ports and select the duration of the station port, and click [Start].

Columns of the Total Summary table and the Each Group table are described below:

| Column      | Description                            |
|-------------|--|
| NO          | Record Number                          |
| Port Tel    | Port Number                            |
| Port Type   | Port type                              |
| Port Status | Port status                            |
| Call Status | Call status                            |
| Duration    | Duration                               |
| Opp Tel     | Telephone number of the opposite party |

## UCD Monitoring

This function is used for monitoring the UCD status of the OfficeServ system.

### UCD Call Status

This menu allows you to monitor the overall status of UCD groups and the call status of a UCD group. Select the UCD Call Status submenu of the UCD menu.

Click [Start] from the execution options to start the monitoring.

| Total Summary |           |           |             |            |            |              |                  |                    |
|---------------|-----------|-----------|-------------|------------|------------|--------------|------------------|--------------------|
| Group Cnt     | Agent Cnt | Login Cnt | In Call Cnt | Queued Cnt | Answer Cnt | Group In Cnt | Group In Ans Cnt | Group In Ans Ratio |
| 0             | 0         | 0         | 0           | 0          | 0          | 0            | 0                | 0                  |

| Each Group |           |           |             |            |            |              |                  |                    |
|------------|-----------|-----------|-------------|------------|------------|--------------|------------------|--------------------|
| Group NO   | Agent Cnt | Login Cnt | In Call Cnt | Queued Cnt | Answer Cnt | Group In Cnt | Group In Ans Cnt | Group In Ans Ratio |
| -          | 0         | 0         | 0           | 0          | 0          | 0            | 0                | 0                  |

- Each value of 'Total Summary' table can be different from the summarized value of 'Each Group' table because an agent belongs to several groups at the same time.

Columns of the Total Summary table and the Each Group table are described below:

| Column                  | Description  |
|-------------------------|--|
| <b>Group Count</b>      | Total number of groups                                     |
| <b>Group NO</b>         | Group Number   |
| <b>Agent Cnt</b>        | Number of agents   |
| <b>Login Cnt</b>        | Number of agents logged in                                 |
| <b>In Call Cnt</b>      | Number of inbound calls                                    |
| <b>Queued Cnt</b>       | Number of queued calls                                     |
| <b>Answer Cnt</b>       | Number of calls answered                                   |
| <b>Group In Cnt</b>     | Number of Group Incoming calls                             |
| <b>Group In Ans Cnt</b> | Group Incoming answered count                              |
| <b>Answer Ratio</b>     | Response rate(Number of calls answered / Number of inbound |

|              |
|--------------|
| calls * 100) |
|--------------|

## UCD Agent Status

This menu allows you to monitor the overall agent status of UCD groups and the agent status of a UCD group. Select the UCD Agent Status submenu of the UCD menu.

Click [Start] from the execution options.

| Total Summary |           |           |             |          |            |
|---------------|-----------|-----------|-------------|----------|------------|
| Group Cnt     | Agent Cnt | Login Cnt | Log Out Cnt | Busy Cnt | Busy Ratio |
| 0             | 0         | 0         | 0           | 0        | 0          |

| Each Group |           |           |             |          |            |
|------------|-----------|-----------|-------------|----------|------------|
| Group NO   | Agent Cnt | Login Cnt | Log Out Cnt | Busy Cnt | Busy Ratio |
| -          | 0         | 0         | 0           | 0        | 0          |

- Each value of 'Total Summary' table can be different from the summarized value of 'Each Group' table because an agent belongs to several groups at the same time.

Columns of the Total Summary table and the Each Group table are described below:

| Column             | Description   |
|--------------------|---|
| <b>Group Count</b> | Total number of groups  |
| <b>Group NO</b>    | Group Number  |
| <b>Agent Cnt</b>   | Number of agents  |
| <b>Login Cnt</b>   | Number of agents logged in  |
| <b>Log Out Cnt</b> | Number of agents logged out                                       |
| <b>Busy Cnt</b>    | Number of busy agents   |
| <b>Busy Ratio</b>  | Call rate(Number of busy agents/Number of agents logged in * 100) |

## UCD Group Agent Status

This menu allows you to monitor the status of a UCD group and the status of agents assigned to the UCD group. Select the UCD Group Agent Status submenu of the UCD menu.

UCD Group Agent Status

Interval : 5 sec Grp: -- Start

| Total Summary |           |             |          |            |
|---------------|-----------|-------------|----------|------------|
| Agent Cnt     | Login Cnt | Log Out Cnt | Busy Cnt | Busy Ratio |
| 0             | 0         | 0           | 0        | 0          |

| Each Agent |          |             |             |             |          |         |
|------------|----------|-------------|-------------|-------------|----------|---------|
| NO         | Port Tel | Port Status | Agent State | Call Status | Duration | Opp Tel |
| -          | -        | -           | -           | -           | 0        | -       |

Click [Start] from the execution options.

Columns of the Total Summary table and the Each Group table are described below:

| Column              | Description   |
|---------------------|---|
| <b>Agent Cnt</b>    | Number of agents  |
| <b>Login Cnt</b>    | Number of agents logged in  |
| <b>Log Out Cnt</b>  | Number of agents logged out                                       |
| <b>Busy Cnt</b>     | Number of busy agents   |
| <b>Busy Ratio</b>   | Call rate(Number of busy agents/Number of agents logged in * 100) |
| <b>NO</b>           | Record Number   |
| <b>Port Tel</b>     | Port Number   |
| <b>Port Status</b>  | Port status   |
| <b>Agent Status</b> | Agent status  |
| <b>Call Status</b>  | Call status   |
| <b>Duration</b>     | Duration  |
| <b>Opp Tel</b>      | Telephone number of the opposite party                            |

## Miscellaneous

This function is used for monitoring miscellaneous statuses of the OfficeServ system.

### Operator Group Status

This menu allows you to monitor an operator group status. Select the Operator Group Status submenu of the Miscellaneous menu.

Click [Start] from the execution options to start the monitoring.

| Total Summary |            |                |             |            |            |              |              |
|---------------|------------|----------------|-------------|------------|------------|--------------|--------------|
| Total Line    | Fault Line | Available Line | In Call Cnt | Queued Cnt | Answer Cnt | Answer Ratio | Group In Cnt |
| 1             | 1          | 0              | 0           | 0          | 0          | 0            | 0            |

| Each Port |          |                 |             |             |          |         |             |
|-----------|----------|-----------------|-------------|-------------|----------|---------|-------------|
| NO        | Port Tel | Port Type       | Port Status | Call Status | Duration | Opp Tel | Description |
| 1         | 2016     | Digital Station | Plug Out    | Idle        | 0        |         |             |

Columns of the Total Summary table and the Each Group table are described below:

| Column                | Description   |
|-----------------------|---|
| <b>Ring Plan</b>      | Ring Plan Number  |
| <b>Group</b>          | Operator Group Number   |
| <b>Total Line</b>     | Total number of lines   |
| <b>Fault Line</b>     | Number of faulty lines  |
| <b>Available Line</b> | Number of lines available   |
| <b>In Call Cnt</b>    | Number of inbound calls   |
| <b>Queued Cnt</b>     | Number of queued calls  |
| <b>Answer Cnt</b>     | Number of calls answered  |
| <b>Group In Cnt</b>   | Number of Group Incoming calls  |
| <b>Answer Ratio</b>   | Response rate(Number of calls answered/Number of inbound calls * 100) |

|                    |  |
|--------------------|--|
| <b>NO</b>          | Record Number                          |
| <b>Port Tel</b>    | Port Number                            |
| <b>Port Type</b>   | Port type                              |
| <b>Port Status</b> | Port status                            |
| <b>Call Status</b> | Call status                            |
| <b>Duration</b>    | Duration                               |
| <b>Opp Tel</b>     | Telephone number of the opposite party |

## AA/VMAA Group Status

This menu allows you to monitor an AA/VMAA group status. Select the AA/VMAA Group Status submenu of the Miscellaneous menu.

| Total Summary |            |            |                |             |            |            |              |              |
|---------------|------------|------------|----------------|-------------|------------|------------|--------------|--------------|
| Group Cnt     | Total Line | Fault Line | Available Line | In Call Cnt | Queued Cnt | Answer Cnt | Answer Ratio | Group In Cnt |
| 0             | 0          | 0          | 0              | 0           | 0          | 0          | 0            | 0            |

| Each Group |            |            |                |             |            |            |              |              |
|------------|------------|------------|----------------|-------------|------------|------------|--------------|--------------|
| Group NO   | Total Line | Fault Line | Available Line | In Call Cnt | Queued Cnt | Answer Cnt | Answer Ratio | Group In Cnt |
| -          | 0          | 0          | 0              | 0           | 0          | 0          | 0            | 0            |

- Each value of 'Total Summary' table can be different from the summarized value of 'Each Group' table because a line belongs to several groups at the same time.

Click [Start] from the execution options.

Columns of the Total Summary table and the Each Group table are described below:

| Column                | Description               |
|-----------------------|---------------------------|
| <b>Group Count</b>    | Total number of groups    |
| <b>Group NO</b>       | Group Number              |
| <b>Total Line</b>     | Total number of lines     |
| <b>Fault Line</b>     | Number of faulty lines    |
| <b>Available Line</b> | Number of lines available |
| <b>In Call Cnt</b>    | Number of inbound calls   |

|                     |   |
|---------------------|---|
| <b>Queued Cnt</b>   | Number of queued calls  |
| <b>Answer Cnt</b>   | Number of calls answered  |
| <b>Answer Ratio</b> | Response rate(Number of calls answered/Number of inbound calls * 100) |
| <b>Group In Cnt</b> | Number of Group Incoming calls  |

## AA/VMAA Group Port Status

This menu allows you to monitor an AA/VMAA group port status. Select the AA/VMAA Group Port Status submenu of the Miscellaneous menu.

| Total Summary |            |                |             |            |            |              |              |
|---------------|------------|----------------|-------------|------------|------------|--------------|--------------|
| Total Line    | Fault Line | Available Line | In Call Cnt | Queued Cnt | Answer Cnt | Answer Ratio | Group In Cnt |
| 0             | 0          | 0              | 0           | 0          | 0          | 0            | 0            |

| Each Port |          |           |             |             |          |         |             |
|-----------|----------|-----------|-------------|-------------|----------|---------|-------------|
| NO        | Port Tel | Port Type | Port Status | Call Status | Duration | Opp Tel | Description |

Select a group from the execution options and click [Start].

Columns of the Total Summary table and the Each Group table are described below:

| Column                | Description   |
|-----------------------|---|
| <b>Group Count</b>    | Total number of groups  |
| <b>Group NO</b>       | Group Number  |
| <b>Total Line</b>     | Total number of lines   |
| <b>Fault Line</b>     | Number of faulty lines  |
| <b>Available Line</b> | Number of lines available   |
| <b>In Call Cnt</b>    | Number of inbound calls   |
| <b>Queued Cnt</b>     | Number of queued calls  |
| <b>Answer Cnt</b>     | Number of calls answered  |
| <b>Answer Ratio</b>   | Response rate(Number of calls answered/Number of inbound calls * 100) |
| <b>Group In Cnt</b>   | Number of Group Incoming calls  |

## Wall board

Go to 'Configuration->Personalize->Set Wallboard' to set the wallboard contents and thresholds.

| Wall Board             |     |                      |       |
|------------------------|-----|----------------------|-------|
|                        |     | Interval : 10 sec    | Start |
| Trunk Total Line       | 188 | Trunk Fault Line     | 0     |
| Trunk Available Line   | 188 | Trunk Busy Cnt       | 4     |
| Trunk In Seize Cnt     | 2   | Trunk Out Seize Cnt  | 2     |
| Trunk Busy Ratio       | 2.1 | Trunk Group In Cnt   | 0     |
| UCD Agent Cnt          | 0   | UCD Login Cnt        | 0     |
| UCD Log Out Cnt        | 0   | UCD Busy Cnt         | 0     |
| UCD Busy Ratio         | 0   | UCD In Call Cnt      | 0     |
| UCD Queued Cnt         | 0   | UCD Answer Cnt       | 0     |
| UCD Group In Cnt       | 0   | UCD Group In Ans Cnt | 0     |
| UCD Group In Ans Ratio | 0   |                      |       |

- Go to 'Configuration->Personalize->Set Wallboard' to set above wallboard contents and thresholds.

Columns of the Wall Board table is described below:

| 필드명                      | 설명  |
|--------------------------|---|
| Trunk Total Line         | Total number of Trunk                                   |
| Trunk Fault Line         | Number of Trunk faulty lines                            |
| Trunk Available Line     | Number of Trunk Available lines                         |
| Trunk Busy Cnt           | Number of Trunk Busy                                    |
| Trunk In Seize Cnt       | Number of Trunk Inbound Seize                           |
| Trunk Out Seize Cnt      | Number of Trunk Outbound Seize                          |
| Trunk Busy Ratio         | Trunk Busy Rate   |
| Trunk Group In Cnt       | Number of Trunk Group In                                |
| Trunk Longest Seize Time | The longest seize time among the trunk currently in use |
| UCD Agent Cnt            | Number of UCD Agent                                     |

---

|                                   |  |
|-----------------------------------|--|
| <b>UCD Login Cnt</b>              | Number of UCD Login  |
| <b>UCD Log Out Cnt</b>            | Number of UCD Log Out  |
| <b>UCD Busy Cnt</b>               | Number of UCD Busy   |
| <b>UCD Busy Ratio</b>             | Ratio of UCD Busy  |
| <b>UCD In Call Cnt</b>            | Number of UCD In Call Cnt                                    |
| <b>UCD Queued Cnt</b>             | Number of UCD Queued   |
| <b>UCD Answer Cnt</b>             | Number of UCD Answer   |
| <b>UCD Group In Cnt</b>           | Number of Group In   |
| <b>UCD Group In Ans Cnt</b>       | Number of Group In Ans                                       |
| <b>UCD Group In Ans Ratio</b>     | UCD Group In Ans Rate  |
| <b>UCD Longest Connected Time</b> | The longest talk time among the currently answered UCD calls |
| <b>UCD Longest Wait Time</b>      | The longest wait among the currently ringing UCD calls       |



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## CHAPTER 6. Scheduled Report

This chapter describes the scheduled report function of the OfficeServ DataView Web site. Scheduled reports include trunk reports and UCD reports designated by a user. Refer to 'Chapter 4. Statistics' for descriptions report items.

### Scheduled Report Window Layout

The general layout of a scheduled report window is shown below:

|                  |   | Daily Trunk Report       |            |            |                |              |               |                |          |          |            |                                  |                |               |                  |            |                  |
|------------------|---|--------------------------|------------|------------|----------------|--------------|---------------|----------------|----------|----------|------------|----------------------------------|----------------|---------------|------------------|------------|------------------|
| Period           |   | Trunk Overall Statistics |            |            |                |              |               |                |          |          |            | Creation Date : 10/01/2005 03:12 |                |               |                  |            |                  |
|                  |   | Time                     | Total Line | Fault Line | Available Line | Max Use Line | Seize Try Cnt | Seize Succ Cnt | Fail Cnt | Call Cnt | Seize Time | Call Time                        | Avg Seize Time | Avg Call Time | Seize Succ Ratio | Call Ratio | Traffic (Erlang) |
| Sum              | ← | Sum                      | 188        | 0          | 188            | 0            | 0             | 0              | 0        | 0        | 0          | 0                                | 0              | 0             | 0                | 0          | 0                |
| Detailed Results | ← | 10/01/2005 03:45         | 188        | 0          | 0              | 0            | 0             | 0              | 0        | 0        | 0          | 0                                | 0              | 0             | 0                | 0          | 0                |
|                  |   | 04:45                    | 188        | 0          | 0              | 0            | 0             | 0              | 0        | 0        | 0          | 0                                | 0              | 0             | 0                | 0          | 0                |
|                  |   | 05:45                    | 188        | 0          | 0              | 0            | 0             | 0              | 0        | 0        | 0          | 0                                | 0              | 0             | 0                | 0          | 0                |
|                  |   | 06:45                    | 188        | 0          | 0              | 0            | 0             | 0              | 0        | 0        | 0          | 0                                | 0              | 0             | 0                | 0          | 0                |
|                  |   | 07:45                    | 188        | 0          | 0              | 0            | 0             | 0              | 0        | 0        | 0          | 0                                | 0              | 0             | 0                | 0          | 0                |
|                  |   | 08:45                    | 188        | 0          | 0              | 0            | 0             | 0              | 0        | 0        | 0          | 0                                | 0              | 0             | 0                | 0          | 0                |
|                  |   | 09:45                    | 188        | 0          | 0              | 0            | 0             | 0              | 0        | 0        | 0          | 0                                | 0              | 0             | 0                | 0          | 0                |
|                  |   | 10:45                    | 188        | 0          | 0              | 0            | 0             | 0              | 0        | 0        | 0          | 0                                | 0              | 0             | 0                | 0          |                  |
|                  |   | 11:45                    | 188        | 0          | 0              | 0            | 0             | 0              | 0        | 0        | 0          | 0                                | 0              | 0             | 0                | 0          |                  |

#### Page Title

서브메뉴에서 선택한 리포트의 제목이 표시됩니다.  
주기 리포트에는 일간 국선 리포트, 일간 UCD 리포트, 주간 국선 리포트, 주간 UCD 리포트, 월간 국선 리포트, 월간 UCD 리포트가 있습니다.

#### Period

통계 데이터를 수집한 기간을 나타냅니다. 위 그림에서는 2005년 01월 10일 00:00분부터 2005년 01월 10일 23:45분까지의 통계 데이터

터를 보여주고 있습니다. 주기 리포트의 기간은 [환경 구성] 메뉴의 [주기 리포트 설정] 에서 설정할 수 있습니다.

### **Creation Date**

주기 리포트가 생성된 날짜와 시간이 표시됩니다. 주기 리포트 생성 날짜는 [환경 구성] 메뉴의 [주기 리포트 설정] 에서 설정할 수 있으며 Scheduler 에서 확인할 수 있습니다.

### **Item Title**

주기 리포트의 종류를 나타냅니다. 리포트의 종류는 [환경 구성] 메뉴의 [주기 리포트 설정]의 일간/주간/월간리포트 설정 부분을 참고하십시오.

### **Sum**

This section of the window displays the sum of each statistical item.

### **Detailed Results**

This section of the window displays detailed scheduled report data for the selected submenu



## CHAPTER 7. Troubleshooting

This chapter provides information on problems that may occur during the installation and operation of OfficeServ DataView, and describes proper actions against each problem.

### ODBC Version Error

#### Symptom

An error message related to ODBC(Open Database Connectivity) appears on the window.

#### Cause

In order to use the OfficeServ DataView program with MDB, the version of Microsoft Access Driver(\*.mdb) must be 4.0 or later. Although the Microsoft Access Driver 4.0 for ODBC is automatically installed during the installation of OfficeServ DataView, the driver may not have been automatically installed on certain types of PC.

#### Resolution

Connect to the Microsoft site and download the latest version of Microsoft jet Driver. Install the driver on the PC and restart the OfficeServ DataView program.

## I cannot open the monitoring pages!

### Symptom

When you select any of the Monitoring pages, you encounter error page with the following description:

```
Server object error 'ASP 0178 : 80070005'  
Server.CreateObject Access Error  
The call to Server.CreateObject failed while checking permissions. Access is denied  
to this object.
```

### Cause

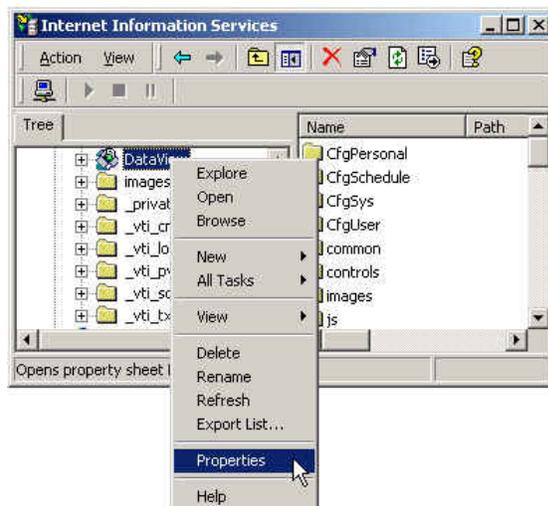
The authenticated user for the Visual Basic (VB) run-time file (Msvbvm60.dll) does not have sufficient permissions. The authenticated user is the IUSR\_computername account when you use anonymous access or the user that is authenticated with the Web page.

### Resolution

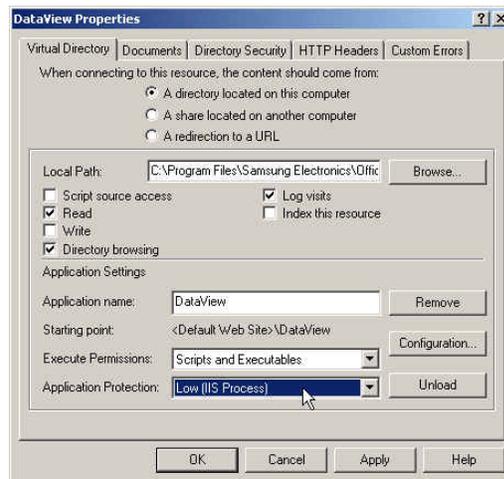
Click [Start] button, and select [Programs] -> [Administrative Tools] -> [Internet Service Manager].

Collapse [Default Web Site] folder and select [DataView] web application.

Right click the mouse button and select [Properties] option.



Then you will get the [DataView Properties] dialog open.



Set the [Application Permission] option as 'Low (IIS Process)'.  
Click [OK].

## I cannot save the Scheduled Report options!

### Symptom

When you select any of [Set Daily/Weekly/Monthly Report] pages, set options, and click the [Save] button, you will see the options are reset to the defaults.

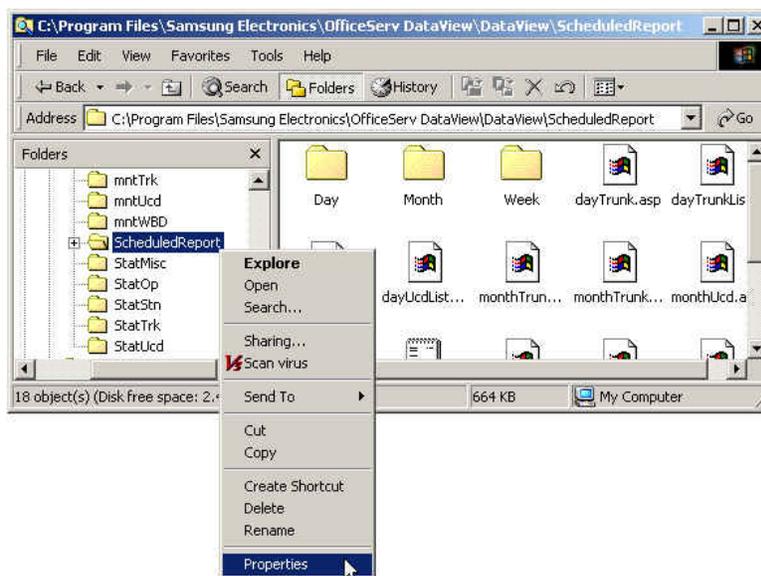
### Cause

The IUSR\_*computername* account does not have sufficient permissions to access configuration file. Or the configuration file is set read only when it is copied to the DataView server computer.

### Resolution

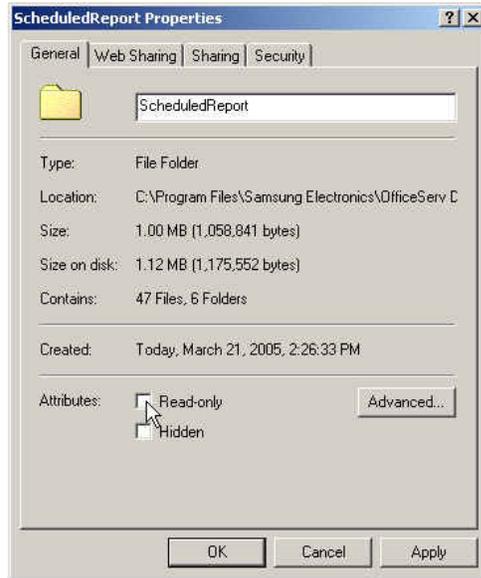
Run the Windows Explorer, and collapse the [DataView] folder under the OfficeServ DataView program folder.

Select the [ScheduledReport] folder and click the right mouse button.

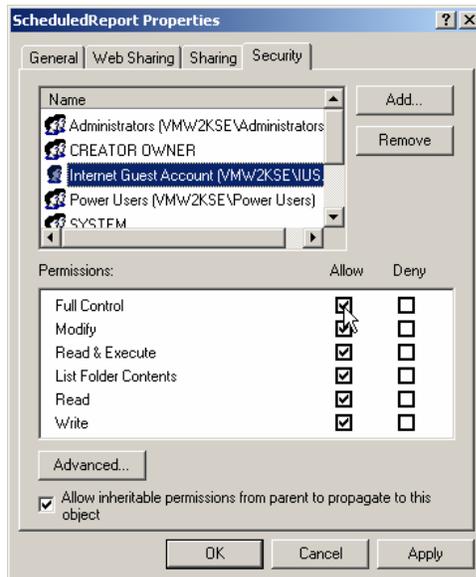


Select [Properties] option. Then you will get the [Scheduled Report Properties] window open.

If the 'Read-only attribute' is set, clear it.

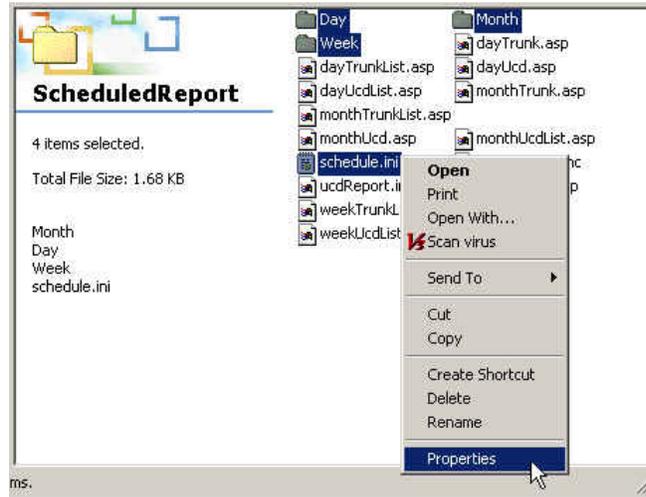


Select the [Security] tab.



Add 'Internet Guest Account' (IUSR\_*computername*) and give 'Full Control' to that account. Click [OK].

Select 'Day', 'Week', 'Month' folders and schedule.ini file in the [ScheduledReport] folder and right click the mouse button.



Select [Properties] option.

Confirm that the 'Read-only' attribute is not set.



## I cannot add/delete/modify accounts!

This case is only applicable to the OfficeServ DataView with MDB.

### Symptom

When you try to add, delete, or modify user accounts, you encounter error page with the following description:

Microsoft JET Database Engine (0x80004005)

Operation must use an updateable query.

*filename, line number*

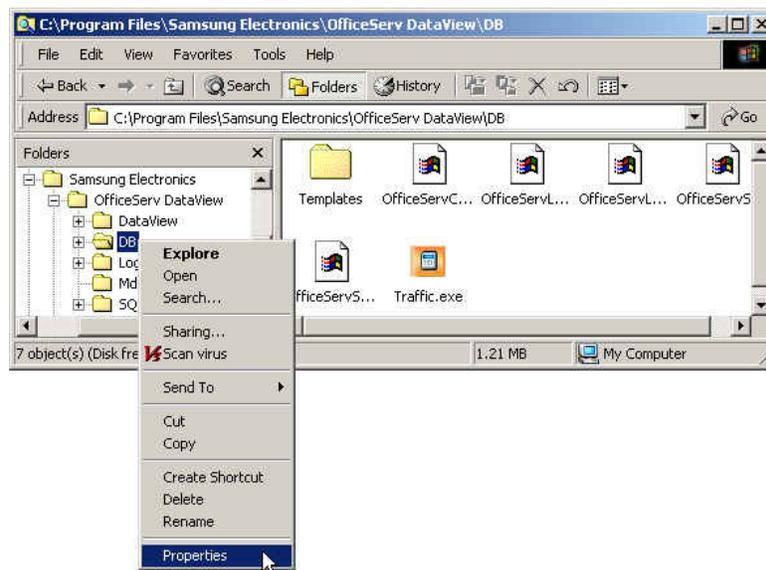
### Cause

The IUSR\_computername account does not have sufficient permissions to access MDB file.

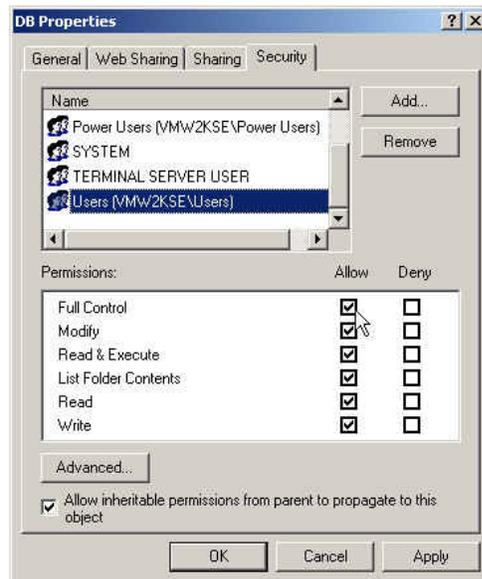
### Resolution

Run the Windows Explorer, and select the [DB] folder under the OfficeServ DataView program folder.

Click the right mouse button.



You will get the [DB Properties] window open.



Select [Security] tab and give full control to the Users group.  
Click [OK].

## I cannot save [Personalize] configurations!

This case is only applicable to the OfficeServ DataView with MDB.

### Symptom

When you try to save personal options such as ‘Skin’, you encounter error page with the following description:

```
Microsoft JET Database Engine (0x80004005)
```

```
Operation must use an updateable query.
```

```
filename, line number
```

### Cause

The IUSR\_*computername* account does not have sufficient permissions to access MDB file.

### Resolution

The same as “I cannot add/delete/modify accounts!” case

## I cannot save the exported excel report !

### Symptom

When you export a report into excel, it is open with the internet explorer without any menu or toolbar.

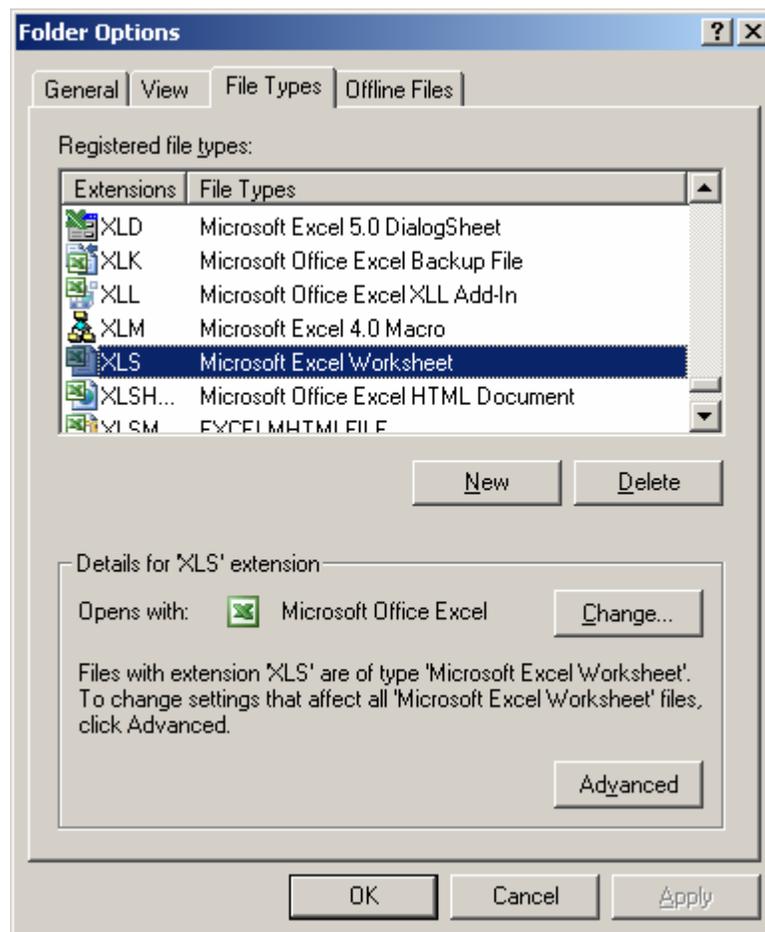
### Cause

The 'XLS' file is set to be open in the same window that is opening the 'XLS' file.

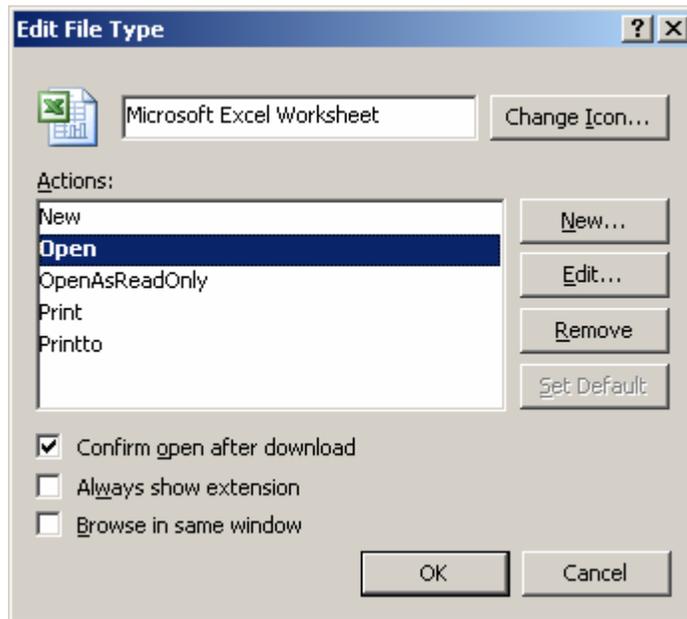
### Resolution

Open the Windows Explorer and select [Tools] -> [Folder Option].

The select the [File Types] tab, select [XLS] from the [Registered file types] list, and click the [Advanced] button



- When the [Edit File Type] dialog open, clear this option.
- Browse in same window







## ANNEX A. Abbreviation

---

### A

AA Automated Attendant

### C

CID Caller Identification  
COM Component Object Model  
CPU Central Processing Unit

### D

DB Database  
DID Direct Inward Dialing  
DND Do Not Disturb  
DOD Direct Outward Dialing

### I

ID Identification  
IIS Internet Information Server  
IP Internet Protocol

### L

LED Light Emitting Diode

### N

NetBIOS Network Basic Input Output System

NTFS New Technology File System

## **M**

MDB Multimedia Database

MMC Man Machine Command

## **O**

ODBC Open Database Connectivity

OS Operating System

## **S**

SQL Structured Query Language

## **T**

TCP/IP Transmission Control Protocol/Internet Protocol

TRK Trunk

## **U**

UCD Universal Call Distribution

UI User Interface

## **V**

VM Voice Mail

VMAA Voice Mail/Automated Attendant

**OfficeServ DataView**  
User Guide

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