ACD Terms and Definitions

There are four different types of information on the telephone activity of your call center: Agent data, Queue data, CDN data and Trunk data. A data item (such as Accepted Calls) that appears in a Queue report can be defined differently in a CDN report or in a Trunk report.

Abandoned Calls (CDNs)

The number of calls accepted into the CDN, but abandoned before being answered through the controlled operation or routed according to the CDN's script.

Abandoned Calls (Queues)

An incoming ACD call is counted as abandoned when the caller hangs up before the call is answered by an agent or before the call is routed off-site. The sum includes calls that abandon while waiting for an agent to answer the call at their telephone. Calls that abandon while in the Timed Overflow (TOF) queue are counted against the ACD queue that initiated the overflow.

Abandoned Trunk Calls Before Threshold

A peg count of Calls Abandoned that shows how many calls were abandoned before the threshold time is reached. The threshold time is set in the telephone system for the ACD queue where a trunk route terminates. Do not try to relate these numbers to the numbers of Calls Abandoned in the Queue reports. The number of Call Abandoned in the Queue reports can include Abandoned Calls other than the Abandoned Trunk Calls (such as Overflowed Abandoned, etc.).

Abandoned Trunk Calls After Threshold

A peg count of Calls Abandoned that shows how many calls were abandoned after the threshold time is reached. The threshold time is set in the telephone system for the ACD queue where a trunk route terminates. Do not try to relate these numbers to the numbers of Calls Abandoned in the Queue reports. The number of Call Abandoned in the Queue reports can include Abandoned Calls other than the Abandoned Trunk Calls (such as Overflowed Abandoned, etc.).

Accepted Calls (CDNs)

The number of calls that entered the CDN and were routed by the telephone system according to the Enhanced ACD Routing script. The number of Accepted Calls for the CDN is equal to the number of Calls Answered plus the number Abandoned plus the number Routed to the CDN plus the number Disconnected plus the number Busy plus the number Defaulted to this CDN.

Accepted Calls (Queues)

The number of calls placed in this ACD queue, including any Overflow by Number calls from another ACD queue. Timed Overflow calls from another ACD queue are not included. The number is based on the following:

- If a call is Night Forwarded, it is counted in the Interflow amount for the source ACD queue in the Queue report. If the Night Forwarded number is an ACD queue, then numbers of Calls Accepted, Answered, or Abandoned (among other things) are reflected in the count for the destination ACD queue. The call is not counted as an Accepted call (or Answered, etc) against the source ACD queue.
- If a call is not Night Forwarded (whether or not Night RAN is given), the call counts as an Accepted Call (or Answered, etc) against the source ACD queue. It will not count under Interflow in this case.
- If the Time Overflow feature is used, the Calls Answered value includes answered Time Overflow calls from another queue. Calls to this ACD queue that are answered by another queue

(via Time Overflow) are not counted.

ACD Report Buffer
A component of ACD Performance Reporting that transfers your call center data from the Call Accounting Buffer to the ACD Parser program for processing into your historical database. The ACD Report Buffer is a software application that runs on a computer connected to the Call Accounting Buffer.

ACD state
When an agent is engaged on an ACD call, they are considered to be in the ACD state. Also see Agent states.

ACD time (Talk time, DCP time, ACD time, Customer talk time)
The duration of an ACD call (including ACD hold time), or the length of a customer's call. Basically, from the time the agent answers the ACD call to the time when either the customer or the agent disconnects the call. ACD time is also called Direct Call Processing time, Customer time, ACD Talk time, Call Processing time, or Talk time.

Active
In the Northern telephone system, 'active' is defined as having the ability to receive ACD calls. Agents become active when they log into the telephone system.

Agent
A general term for someone who handles telephone calls in a call center. Other common names for the same job include operator, Telephone Service Representative (TSR), attendant, and representative.

Agent states
The type of telephone activity an agent either performed or is engaged in performing. The time an agent spends in each state is tracked and is included in the information sent by the Northern telephone system.

All Trunks Busy (ATB)
The situation that occurs when a call is received by a trunk group and, because of the level of telephone traffic, the trunk group cannot route the call. If a trunk busy condition exists beyond a single reporting period (for example, it begins during period 1 and is still busy during period 2), that condition may be pegged for both periods.

All Trunks Busy Calls
A peg count of the number of times a call received by a trunk group could not be routed by that trunk group, due to the level of telephone traffic.

All Trunks Busy Time
The total amounts of time calls that were received by a trunk group could not be routed by that trunk group, due to the level of telephone traffic.

All Trunks Busy Longest
The longest amount of time a call was received by a trunk group and could not be routed by that trunk group, due to the level of telephone traffic.

Answered Call (CDNs)
This is the number of calls that entered the CDN and were answered with the controlled operation or according to the scripting of the CDN's routing.

Answered Call (Queues)
A call that was routed to an ACD queue, and was then answered by an agent in that ACD queue. The number of Answered Calls is based on the following:
o If a call is Night Forwarded, it is counted as an Interflowed call for the Source ACD queue in the Queue report.
o If the Night Forwarded number is an ACD queue, the Answered Call is reflected in the count for the destination ACD queue. The call is not counted as Answered against the source ACD queue.
o If a call is not Night Forwarded (whether or not Night RAN is given), then it counts as an Answered Call against the source ACD queue. It will not count under Interflow in this case.
o If the Time Overflow feature is used, the Calls Answered value includes calls that Time Overflowed from another queue to this one (TOF-IN), as well as the number of calls that Time Overflow to another ACD queue (TOF-OUT) from this one.
o This shows the number of ACD calls answered by agents for this queue, including calls that overflow into the queue.
Answered Trunk Calls Before Threshold
A peg count of Calls Answered that shows how many calls were answered before the threshold time is reached. The threshold time is set in the telephone system for the ACD queue where a trunk route terminates. Do not try to relate these numbers to the numbers of Calls Answered in the Queue reports. The number of Call Answered in the Queue reports can include Answered Calls other than the Answered Trunk Calls (such as Overflowed Answered, etc.).

Answered Trunk Calls After Threshold
A peg count of Calls Answered that shows how many calls were answered before the threshold time is reached. The threshold time is set in the telephone system for the ACD queue where a trunk route terminates. Do not try to relate these numbers to the numbers of Calls Answered in the Queue reports. The number of Call Answered in the Queue reports can include Answered Calls other than the Answered Trunk Calls (such as Overflowed Answered, etc.).

Automatic Call Distribution (ACD)
A software feature of the Northern telephone system that routes a call to groups of agents (also called a 'queue') based on first-in, first-answered criteria. The guiding principle is that the caller who has been waiting the longest will be first the caller routed to the next available agent. The agent that receives the call will be either the first available agent or the agent that has been available for the longest period of time.

Available state
An agent's telephone is considered in the Available state when the telephone is able to receive ACD calls. A logged on agent enters the Available mode when they log into the telephone system and then exit the Not Ready state. Some telephone systems automatically place agents into the Available state at log in. A line that is available to receive ACD calls is also available to receive Non-ACD incoming calls (internal or external).

Available time
The amounts of time that an agent in the ACD queue spends in the Available state. The Available telephone state is one where an agent is available to take an incoming ACD call.

Average Busy Time
This is the sum of all Position Manned times, minus the sum of all waiting times, divided by the number of positions that had any Position Manned time accumulated against them.

Average Direct Call-Processing (DCP) Time
The average amounts of time per Answered ACD call that an agent (or agents) was engaged with an ACD call. This is the total time (in seconds) that each agent spent handling ACD calls divided by the total number of calls answered (by either the agent or the ACD queue). Handling time is the time from initial answer of the call to final release of the call. When the telephone system data includes Hold time, the average Direct Call Processing time does not include the Hold time. In this situation, the Average DCP time is the time that the agents are active on the call, excluding holding time of ACD calls.

Average Hold Time (HDCP time)
The average amounts of time per Answered ACD call that an agent (or agents) placed an ACD call on hold. Handling time is measured from the time the agent puts the ACD call on Hold to the time the agent becomes active on the call again or the caller abandons the call. The average Hold time is the sum of all ACD call hold times divided by the number of ACD calls answered by the agent or ACD queue. When the telephone system data includes Hold time, the average Direct Call Processing time does not include the Hold time. In this situation, the Average DCP time is the time that the agents are active on the call, excluding holding time of ACD calls.

Average Incoming Call Time
The average amounts of time per Non-ACD call that an agent (or agents) was engaged in a call on their Non-ACD extensions. This is the total duration (in seconds) of all incoming calls on the agent’s Non-ACD key(s) during the report period, timed from call answer to final call release, divided by the total number of Non-ACD calls received during that time period.

Average Incoming Call Time (Trunks)
The average amount of incoming trunk traffic time per Trunk call. This is the total incoming trunk traffic for the trunk route (in CCS) between seizure and disconnect (including non-ACD calls, if any) divided by the total number of calls that came in on this trunk route (including non-ACD calls) during the report period. The total number of calls per ACD queue equals the total number of Incoming Calls for all trunk routes terminating on the ACD queue.

Average Manned Time
The average amounts of time per reporting period agents were logged into the telephone system. This is the sum of all Position Manned times divided by the number of agent positions that had any manned time accumulated. An agent position is considered Manned when an agent logs into the telephone system, and the agent will continue to accumulate Manned time until the agent engages the Make Set Busy key (which logs them out of the telephone system.

Average Non-ACD In Time
The average amounts of time an agent spends engaged on incoming Non-ACD calls. The

Average Non-ACD Incoming time is the sum of all times from the initial selection of the individual extension key, including transfer and conference keys, to the final release of the call, divided by the number of incoming calls. The telephone system only accumulates call time for one Non-ACD call per agent position at a time. It is not possible to add multiple simultaneous events (engaging on several Non-ACD calls at once, using the Hold feature) as the total Non-ACD time would exceed real clock time. This means that if an agent position has more than one DN (or extension) key and the agent uses both at once, the reported Non-ACD call time will not be accurate. Agent positions should be configured with only one extension key unless you are willing to forego the accuracy of Non-ACD call statistics.

Average Non-ACD Out Time
The average amounts of time an agent spends engaged on outgoing Non-ACD calls. The Average Non-ACD Outgoing time is the sum of all times from the initial selection of the individual extension key, including transfer and conference keys, to the final release of the call, divided by the number of outgoing calls. The system only accumulates call time for one Non-ACD call per agent position at a time. It is not possible to add multiple simultaneous events (engaging on several Non-ACD calls at once, using the Hold feature) as the total Non-ACD time would exceed real clock time. This means that if an agent position has more than one DN (or extension) key and the agent uses both at once, the reported Non-ACD call time will not be accurate. Agent positions should be configured with only one extension key unless the customer is willing to forego the accuracy of Non-ACD call statistics. If an agent is involved in a conference call or an outgoing Non-ACD call, or is transferring a call when the telephone data is generated, the Non-ACD Outgoing time includes the call start time minus the current time. The Non-ACD Out and Transferred IDN amounts are not incremented until the call is released, and they are reflected in the next reporting period.

Average PCP Time (Not Ready)
The average amount of time per ACD call that an agent (or agents) was in the Post Call Processing (or Not Ready) state. The Average PCP time is measured from the time the agent goes into Not Ready (the NRD key activated) until the occurrence of any event that removes the agent from the Not Ready state. The average PCP time is the total time accumulated against all Not Ready states divided by the total number of ACD calls answered by an agent or ACD queue.

Average Speed of Answer (ASA)
The Average Speed of Answer for calls received by an ACD queue. The timing for answering the call begins when the call is queued for the ACD queue and ends when an agent (either in the primary or overflow ACD queue) answers the call. If an agent in an overflow group answers the call, Average Speed of Answer is counted in the overflow group. This is the sum includes Enhanced Overflow Calls from other queues, but not including Timed Overflow In Calls from another queue nor Network ACD calls that are answered by a remote target agent.

Average Wait Time before Abandon
The average amounts of time per Abandoned call the customer waited to be answered before abandoning the call. This is the total of all waiting times for Abandoned calls divided by the number of calls abandoned in the ACD queue this reporting period.

Average Waiting Time
This is the average amount of time that an agent was available to receive an ACD call. It is the

total amount of waiting time divided by the number of incoming ACD calls answered.

Busy (CDN)
The number of calls given a busy tone when routed to this CDN, due to a setting in the telephone system (Supervisor Control of Queue Size). Calls treated with the busy tone are noted with a B next to the entry in the telephone system data.

Busy (Queue)
An agent is considered Busy when he/she is logged into the telephone system and is engaged on an ACD call, engaged on a Non-ACD call, or in the Not Ready state. An agent is not considered Busy when he/she is in the Waiting state (waiting for an ACD call to be routed to the agent's telephone).

Busy Time
The cumulative amounts of time that an agent in the ACD queue spends in the ACD state, the Not Ready state, or the Non-ACD state. Basically, the total amount of agent position manned time minus the total amount of agent position waiting time.

Call Accounting Buffer
A hardware data collection device that receives data broadcast by the telephone system and stores that data until the ACD Report Buffer program asks for it. The device is slightly larger than the standard external modem, and connects to the telephone system via standard data cabling.

Centi-Call Seconds (CCS)
A unit used for the measurement of telephone traffic analysis, equivalent to one hundred seconds of telephone usage.

Connection
A two-way communication path between terminations that allows the transmission of speech (or other information) and supervisory signals.

Control Directory Numbers (CDNs)
A Control DN (CDN) is a special Directory Number not associated with any physical telephone or equipment. The CDN specifies a destination ACD queue to which incoming calls are directed. Multiple CDNs can place calls into the same ACD queue. The parameters of the CDN, not those of the ACD queue, determine call treatment.

Customer Control Routing (CCR)
Customer Controlled Routing enables the customer to customize the treatment and the routing of incoming calls

Default DN (CDN)
The number of ACD calls routed to the Default DN for this CDN. This is usually an ACD queue.

Directory Number (DN)
A numbered code (usually a four or five digit number) used to route calls to a collection of telephones, otherwise know as an ACD queue.

Directory Number Key (DN Key, Extension, Non-ACD line)

A Directory Number Key is a button on a person's telephone that allows them to take calls routed directly to their telephone or to make calls to other telephone extensions. When a person calls your telephone directly, they are dialing the number for one of the DN keys on your telephone. When an agent presses a DN key to make or receive a call, any other call in progress is automatically released (unless on hold). When the call on the DN key is released, the agent position is automatically returned to whatever state it was in before the DN key was pressed. Any call being presented to the ACD In-Calls key, but not yet answered by the agent when the DN key is pressed, is moved back to the head of its priority grouping in the incoming call queue for the ACD queue.

Disconnect
The total number of controlled calls that were given forced disconnect by the system. If you want to set a time limit to long conversations, you can implement a Timed Forced Disconnect timer on each route. Any conversation that reaches that timer threshold will be disconnected instantly.

Division
A user-defined collection of ACD queues. Divisions are usually organized along the lines of functionality or type of telephone activity (i.e. the Sales division and the Support Division).

Enhanced ACD Routing (EAR)
An optional ACD feature that allows supervisors to regulate ACD traffic and to give different RAN and music treatments to calls queued at the same ACD queue.

Hold Direct Call Processing Time (HDCP)
The time (in seconds) that each agent spent with an ACD call placed on Hold. Hold time is measured from the time the agent puts the ACD call on Hold to the time the agent becomes active on the call again or the caller abandons the call. When Hold time appears, the DCP time does not include the HDCP time; the DCP time is the time that the agents are active on the call, excluding holding time of ACD calls. HDCP only appears in the data from the telephone system is the data output is set for Totals (rather than the usual Averages).

High Priority Trunks (HPR)
The number of trunks designated as High Priority. Calls being routed to an ACD queue via a High Priority Trunk are presented before another queue's Timed Overflow queue (TOFQ) calls.

Incoming Calls (Agent or Queue)
A phone call received by an agent in the ACD queue on their telephone extensions.

Incoming Calls (Trunk)
This is the total number of calls that came in on this trunk route (including non-ACD calls) during the report period. The total number of calls per ACD queue equals the total number of Incoming Calls for all trunk routes terminating on the ACD queue. The number of Incoming Calls equals the numbers of (Calls Abandoned Before Threshold) plus (Calls Abandoned After Threshold) plus (Calls Answered Before Threshold) plus (Calls Answered After Threshold). Do not try to relate this number to those of the ACD reports (Answered Calls, Accepted Calls, and Abandoned Calls). This number applies to auto-terminating trunks and reflects how the trunk was first handled (answered or abandoned).

Incoming Non-ACD Calls

This is the number of incoming calls that arrived on an agent’s DN key(s) (or telephone extensions) during the report period.

Interactive Voice Response (IVR)
An option of the Northern telephone system that gives you the ability to route calls according to the caller's response to your recording. Most IVRs take the form of a recording that states (for example) 'If you want Sales, press one. If you want Support, press two'.

Interflows
The number of calls removed from this queue and directed to another (internal or external) queue by the interflow mechanism. This number does not include Time Overflow calls. The Interflow (ENI) key allows the supervisor, during excess traffic periods, to redirect incoming ACD calls to another pre-designated ACD queue. If a call is Night Forwarded, it is counted as an Interflow for the source ACD queue in the Queue report.

Local Area Network (LAN)
A group of computers connected via a networking protocol (such as Ethernet, Novell, etc.), that can communicate and share resources with each other.

Log In IDs
When an agent wants to receive ACD calls at their telephone, they first must log into the telephone system. Depending on how the telephone system is programmed, there are two different methods an agent can use to log in. The first method uses a Log In ID. When the agent wants to take ACD calls, they enter a (usually four-digit) number. The Northern telephone system then tracks their telephone activity according to that log in number. The other method uses a Position ID. When the agent wants to take ACD calls, they hit their ACD button twice. The Northern telephone system then tracks their telephone activity according to the position ID of the telephone that they used to log in. The major difference between the two different methods is that Log In IDs track the telephone activity of a number (which may appear at different telephone locations) and Position IDs track the telephone activity of a particular telephone (regardless of whose using it). If your agents always sit at the same telephones, then the Position ID method will track the telephone activity of the agents (because the activity of the telephone is always the same as the activity of the agent). If your agents sometime sit at different telephones, then, in order to track the telephone activity of the agents correctly, the Northern telephone system needs to be configured to use Log In IDs.

Longest Wait before Answer
The longest time a call had to wait before being answered by an agent in the ACD queue. This excludes Time Overflow calls answered by a target agent, but includes Recall to Source calls answered by a source agent.

Make Set Busy (MSB)
Engaging the Make Set Busy key on the agent's telephone logs the agent out of the telephone system. Telephone sets that are logged out of the telephone system cannot receive ACD calls.

Manned
An agent is considered Manned if they are logged into the telephone system and able to take ACD or Non-ACD calls. When Manned, agents can be in the Available, Not Ready, ACD, or Non-ACD

states.

Manned time
The period of time an agent was logged into the ACD queue. Manned time includes time spent in the Available, ACD, Not Ready, or Non-ACD states. Manned time is accumulated when an agent logs into the telephone system and stops when the agent engages the Make Set Busy key (which logs the agent out of the telephone system).

Non-ACD Calls
A peg count of the number of times that agents initiated or received a call on their individual extension telephone keys. Transfer and conference keys are also included in this category. The peg count is increase each time the agent engages an extension (or DN) key, regardless of whether or not they dial a number or whether a telephone connection takes place.

Non-ACD state
A Non-ACD call is a call that is either placed or received on one of an agent's extensions. Non-ACD calls include Incoming, Outgoing and Internal calls that were placed from, or received at, an agent's extension.

Not Ready (PCP - Post Call Processing)
A state an agent can engage to finish paperwork associated with a recently finished ACD call. Not Ready is also called the Post Call Processing state. Agents enter the Not Ready state by engaging the Not Ready Key on their telephone sets. Agents should only engage the Not Ready key when performing work directly related to completing ACD calls. The Not Ready state should not be used for other activities not related to ACD calls (i.e., bathroom breaks, lunch, etc.).

Outgoing Non-ACD Calls
The number of outgoing calls from an agent position using extension (DN), conference, or transfer keys.

Outgoing Calls (Trunk)
The total number of calls outgoing on this route. These are non-ACD calls, but could include outgoing calls made from the DN keys of the ACD agent positions.

Overflow
The number of calls redirected to another queue with the Automatic Overflow feature, excluding Timed Overflowed calls.

Peg Count
A simple count of the number of times an event has occurred, like moving a peg on a cribbage board or making notches on a piece of wood.

Position IDs
When an agent wants to receive ACD calls at their telephone, they first must log into the telephone system. Depending on how the telephone system is programmed, there are two different methods an agent can use to log in. The first method uses a Log In ID. When the agent wants to take ACD calls, they enter a (usually four-digit) number. The Northern telephone system then tracks their telephone activity according to that log in number. The other method uses a Position ID. When the

agent wants to take ACD calls, they hit their ACD button twice. The Northern telephone system then tracks their telephone activity according to the position ID of the telephone that they used to log in. The major difference between the two different methods is that log in IDs track the telephone activity of a number (which may appear at different telephone locations) and position IDs track the telephone activity of a particular telephone (regardless of whose using it). If your agents always sit at the same telephones, then the position ID method will track the telephone activity of the agents (because the activity of the telephone is always the same as the activity of the agent). If your agents sometime sit at different telephones, then, in order to track the telephone activity of the agents correctly, the Northern telephone system needs to be configured to use log in IDs.

Private Branch Exchange (PBX)
A switching system providing telephone communications between internal stations and external telephone networks. The term generally refers to manually operated switching equipment as opposed to computer operated switching.

Queue
A queue is a number of calls that are waiting to be answered by agents in an ACD queue. The calls are usually assigned to available agents in a first-arrived, first-answered basis. The queue is the "line up" where incoming calls wait until they are answered. The queue sometimes refers to the group of agents available to answer incoming calls to an ACD queue.

Raw Data
The unprocessed data output from the telephone system. This data is passed to the Call Accounting Buffer box on an hourly, half-hourly or hourly on the half-hour basis. The periodic raw data reports are a summation of the telephone activity of your call center, and are processed into your historical database by the ACD Parser application.

Recalled to Source
If a call Time Overflows while in the target ACD queue (because it previously Overflowed or Interflowed by number from a source queue), it will then be recalled back to the source ACD queue. The call is then linked to the source ACD queue’s Timed Overflow queue, and the Recall To Source number is increased.

Recorded Announcement (RAN)
An option of the Northern telephone system, which plays a recorded announcement for callers waiting for an available agent. An example would be when a caller is waiting and hears 'Your call is important to us. Please remain on the line, and your call will be answered by the next available agent'. A call can only get one First RAN treatment and one peg against the 1ST RAN amount. Each time that a call receives second RAN treatment, it is pegged against 2ND RAN amount. The 1ST RAN and 2ND RAN peg counts do not necessarily equal the Accepted Calls peg counts for an ACD queue. It is possible for a caller to hear RAN both before and after a transfer. In this case, the Accepted Calls count would tally only one call while there are two RAN peg count increases.

Routing
The way a call is passed through the Northern telephone system. The telephone system handles the way a call is sent, and the route the call takes through the telephone system. Different version of the Northern telephone system can route a call in different ways, according to the available

routing features.

Routed by IVR
The Route By IVR field is incremented if the call is queued to receive IVR treatment and the IVR routing initiates a call modification to another field. This is the number of IVR controlled calls given a Route To command (and no additional processing).

Routed by CCR
The number of calls routed by CCR and given a Route To command by the CCR script (and no additional processing).

Supervisor
A user-defined group of agents, usually collected under a designated supervisor.

Team
A user-defined group of agents, usually collected under a group specific label (such as French, Spanish, East, West, etc.).

Telephone Service Factor (TSF)
The TSF measures how quickly incoming calls are answered. The customer specifies the time (in seconds) in the programming of the telephone system. The percentage of incoming calls answered or abandoned before that time (in seconds) is the TSF. A value of 100 means all calls were answered or abandoned within the customer-defined time threshold. Calls Time Overflowed and calls answered by target agents (TOF In Calls) are included in these calculations because TOF In Calls accumulate a Before Time Threshold value. However, TOF In Calls do not last in the target queue long enough to accumulate an After Time Threshold value. Calls Time Overflowed from a source ACD queue (TOF-Out) are not counted in this field because the TSF factor does not apply to calls answered by the source agent.

Timed Overflowed In
ACD calls that hit the call's primary ACD target and then are either assigned to an ACD agent as an Overflow ACD target or are assigned to an ACD agent in an ACD queue where the group is defined as an Overflow ACD target. The source and target queues must have the Timed Overflow option turned on for accurate reports. For example, the source ACD queue has the option turned off and the target ACD queue has the option turned on. When an overflowed call is answered by the target queue, that call is pegged as answered for the target queue but not for the source queue, resulting in an inaccurate report.

Timed Overflowed Out (TOF)
ACD calls that hit the call's primary ACD target and then are either assigned to an ACD agent as an Overflow ACD target or are assigned to an ACD agent in an ACD queue where the group is defined as an Overflow ACD target. A call is also counted as Overflowed Out of the ACD queue when it is assigned (by the Northern telephone system) to an extension or when the call is routed off-site. Calls answered by voice mail are counted as Overflowed Out. The source and target queue must have the Timed Overflow option turned on for accurate reports. For example, the source ACD queue has the option turned off and the target ACD queue has the option turned on. When an overflowed call is answered by the target queue, that call is pegged as answered for the

target queue but not for the source queue, resulting in an inaccurate report.

Transferred Internal DN Calls (IDN)
The Transferred IDN number is the sum of all the calls the agent Transferred or Conferenced while on an active Non-ACD call. The number increases when the Transfer or Conference is complete.

Transferred ACD Calls
The Transferred ACD number is the sum of all the calls the agent Transferred or Conferenced while on an active ACD call. The number increases when the Transfer or Conference is complete.

Trunk
Trunks are the physical links that enable telephone communication. A trunk route carries calls from outside to answering positions in your ACD queue.

Work Trunks
This is the number of trunks (including non-ACD trunks) that are currently enabled.

ACD
Automatic Call Distribution. Automatically routes calls to the appropriate call center reps by matching customer phone numbers with a database. You specify which agents should take certain calls based on the customer's products, geography, or any other parameter.
AHT
Average handle time. The mean time a call center rep spends with a client on the phone plus the amount of work spent on the account after the call.
ANI
Automatic Number Identifier. Shows you the phone numbers of incoming calls, similar to caller ID for home telephone service. Call center reps use it to immediately pull the callers' details up on screen for a call.
ASP
Application Service Provider. Off-site hosting option allowing you to access your call management software that's running on a third-party provider's network.
Autodialing
A call management software feature that automatically dials phone numbers and provides a pre-recorded message that prompts the listener to press the phone keypad to respond. Autodialing also keeps track of call times, length of call, and the call results. Also known as Auto Dialer.
Call accounting
Application that captures and archives call data from your phone system and then organizes it into reports. Call accounting helps you keep costs under control and allocate expenses throughout the call center.
Call blending
Allows call center agents to handle both inbound and outbound calls depending on call volume.
Call center
Handles customer inquiries from web forms, email, and phone calls and routes them to available agents. Can be an internal department or an outsourced service. Call centers offer services for help desk, customer service, directory assistance, emergency response, answering services, telemarketing, and more.
Concurrent users

Total number of people that can use a call center function simultaneously.

Conditional routing

Changes call center routing based on situations that you define. Conditional routing uses “if-then” programming to let your call management software know what it should do. (Example: If you receive more than five calls at once, additional calls should be routed to an available agent.)

Contact Centers

Another term for call centers.

CRM

Customer Relationship Management. Focuses on compiling information about customers from multiple sources and acting on that data. Also known as ERM (Electronic Relationship Management).

CTI

Computer Telephony Integration. Combines the functionality of computers and telephones using software, hardware, and programming to improve the customer experience. Call centers use CTI to allow you to view customer information on screen while on the phone to save time.

DNIS

Dialed Number Identification Service. Indicates what number the customer called from. Call center routes inquires to appropriate agents based on user-defined information.

Database call handling

Processes phone calls according to information in the call center database.

Handled calls

Number of calls that come in to a call center and are handled by agents or computers.

Handling time

Amount of time an agent spends talking to a client, or the length of time it takes to process transactions.

Help desk

Call centers focused on answering customers' questions about computer hardware and software, specifically product installation, usage, and problems.

Hold time

Length of time a caller waits before a call center rep takes the call. Call management software helps to reduce the time callers spend waiting for someone to respond to them.

IVR

Interactive Voice Response. Allows customers to access information using speech recognition or by pressing buttons on their phone keypads. Helps limit the time call center agents spend on the phone answering simple customer questions.

Internal response time

Time it takes call center agents that support other groups in an organization to respond to customer inquiries.

Least cost routing

A black box that you purchase from your phone company containing software that allows you to see which dedicated lines are available for you to dial out. Least cost routing then selects the least expensive option.

Multimedia handling

Uses call center agents’ downtime from taking customer phone calls to take care of inquiries by other forms of media such as email, fax, web, and chat. All questions and orders are tracked the same for other media as they would be for standard phone calls.

Offshore call center

A call center provider located outside the U.S. to save businesses money.

PBX
Private Branch Exchange. In-house telephone switching system that connects all phone extensions to each other and to an external network. PBX can include various functions for customer management software including least cost routing, call forwarding, and call accounting.
Predictive dialing
Automatically places calls and only connects them to agents when a live person answers. The system uses previous averages of talk time to predict when agents will be done with calls and will be available to take new ones. Predictive dialing helps minimize downtime and improve call center efficiency. Also known as Predictive Dialer.
Preview dialer
Allows you to view the contact information of the caller before making or taking phone calls.
Prompts
Menu selections in an IVR system that give callers multiple options for information they would like to get or a representative they want to speak to.
Queue
Customers on hold waiting for available call center agents to take their calls. Allows reps to take calls based on account priority or who called first. You can let callers know how long they have been waiting and how much time before their calls are answered.
RDBMS
Relational Database Management System. Links files together by comparing data to create single files. Allows you to cross-reference information, such as customer names and account numbers, to run queries related to all sets of data.
Real time data
Call center information that is constantly updated to show how many calls are in queue and the average wait time.
Remote access
Ability to access a call center’s central database from any location using an Internet connection and a laptop.
Reporting
Real-time information on current call center performance, or overall performance over a specific time period.
Skill-based routing
Allows you to list each call center agent's strong points - sales, specific products, or technical skills - and have callers distributed to them based on those skills.
Soft phone functionality
Using computers to control phone calls.
Screen pop
Displays customer information on call center agents’ screens at the same time they answer a call.
Speech recognition
System that automatically converts speech into text that call center reps can view on their computer screens. Also known as IVR.
Time-per-call average
The length of time a call center rep spends on the phone with a customer.
UCD
Uniform call distributor. Allocates calls to agents and provides some reporting functions. Less sophisticated version of automatic call distributors (ACD).
VAR
Value Added Reseller. Company that sells another distributor’s customer management software

with its own enhanced service offerings such as customization and customer support.

VRU

Voice Response Unit. Automated system that responds to a caller’s speech or phone keystrokes without immediate need for an operator. Also known as IVR.

VoIP

Voice Over Internet Protocol. Technology that allows you to make phone calls through your PC. Most customer management software supports VoIP, which allows you to save money vs. standard phone systems.

Workforce management

Various options that facilitate call center processes including real-time call monitoring, recording, scripting, and call forecasting.

Wrap-up codes

Helps identify the types of calls that call center agents work with.

SMDR

Station Message Detail Recording or sometimes System Message Detail Recording is a port or hardware and programming in a PABX that outputs to a serial port details of call and messages generated by the PABX system (usually just call records). It is usually designed to be connected to a printer. The MonTel Server program takes this information instead and uses it to generate call records

DNIS

DNIS (Dialed Number Identification Service) is a telephone service that identifies for the receiver of a call the number that the caller dialed. It's a common feature of 800 and 900 lines. If you have multiple 800 or 900 numbers to the same destination, DNIS tells which number was called. DNIS works by passing the touch tone digits (dual tone multi frequency or MF digits) to the destination where a special facility can read and display them or make them available for call center programming.

Last Modified By: ademski, Tuesday, August 24, 2010
http://micc.mitel.com/kb/TroubleshooterGuide50586.aspx

Friday, March 02, 2018