

Data Dictionary

Name:	Citizen Service Request (CSR) Call Center Calls		
Unique ID:	UNIQUE_ID		
Column	Description	Notes	Filters
AGENTDISPID	When an agent has completed their call, they are required to choose the disposition of the call and how it was completed.		
CALLSTARTDT	Date the incoming call occurred.		
CALLACTIONID	A code for internal actions that occurred as the call completed.		
CALLACTIONREASONID	A code providing additional details for the CallActionId for the internal actions that occurred during the call.		
CALLID	Unique to a leg of the call. This along with SeqNum together form a primary Key.		
CALLTYPEID	The code for if a call is incoming or outgoing.	1 = and incoming regular call and 2 = outbound virtual call	
CONNCLEARDT	This field is the date/timestamp of when the call was completed.		
DNIS	This field is the number that the caller dialed when it was picked up at the DPS call center		
QUEUEENDDT	This field is the date/timestamp when the caller entered the queue (i.e. the call started)		
SEQNUM	The unique ID for each incoming call.		
SERVICE_ID	The service id code identifies the recipient of the call.	106 is an incoming DPS call with Call Type = Regular Call. 107 is an incoming DPS call with Call Type = Virtual Call	
STATION	The physical station that the representative answered the call.		
WORKGROUP_ID	Internal designations for what group the taker of a call belongs to. All DPS calls will be code 19.		
WRAPENDDT	Wrap time is the time spent by a representative doing after call work once a call has been completed. WrapEndDt is the date/time stamp when the representative has completed their after-call work.		
QUEUESTARTDT	This field is the date/timestamp when the caller entered the queue (i.e. the caller is on hold)		
PREVIEWENDDT	When a caller chooses to have a DPS call center representative call them back an alert appears on the call representatives computer with the details to call back. This field is date/time stamp of the preview getting accepted by the call representative.		
PREVIEWSTARTDT	When a caller chooses to have a DPS call center representative call them back an alert appears on the call representative's computer with the details to call back. This field is date/time stamp of the preview appearing on the call representative's computer.		
ANSWERDT	If Call Type = Virtual Call, then this field is the date/time stamp of when the customer answered the return call from DPS. Otherwise this field will be null.		
ANSWER_SPEED_SECS	This field is the total time in seconds it took for the call representative to answer the phone. This field is only applicable for regular calls.		

TALK_TIME_SECS	The total amount of time in seconds the call lasted in seconds.	This is found using the calculation IF Call Type = Regular Call THEN QueueEndDt - QueueStartDt ELSEIF Call Type = Virtual Call THEN ConnClearDt - AnswerDt	
WRAP_TIME_SECS	Wrap time is the time spent by a representative doing after call work once a call has been completed. This field is the total time in seconds that a representative did after call work.	This is found using the calculation WrapEndDt - ConnClearDt	
SERVICE_LEVEL	This Y/N field identifies if the call representative answered the phone call in 93 seconds or less. The 3 seconds accounts for any recorded messages that are given before the call enters the queue.	DPS has a self-chosen key performance indicator that 90% of calls should be answered within 90 seconds.	
ABANDONED	An abandoned call is a call that is ended before any conversation has occurred. This field is a Y/N attribute on if an incoming call to the DPS call center was abandoned.	This is found using the calculation: IF USER_ID is NULL AND CallActionId = 5 AND AnswerSpeed <> 0 THEN 'Y' ELSE 'N'.	
CALL_TYPE	There are two possible incoming call types - regular call and virtual call. When an individual call into the DPS call center, they are given an option to wait on hold for a representative or they can choose to have a call center representative call them back on their turn in the queue. A regular call is classified as a call where the individual waited on hold while a virtual call is classified as a call where the individual chose to have the call center call them back.	While a virtual call is technically an outbound call, the data is reflecting information from an original incoming call that was returned and therefore counts as an incoming call.	
UNIQUE_ID	SeqNum + Callid		
ANSWERED	This attribute shows whether the call was answered. If the call = "Not Answered" that means there was a technical error and the call was dropped before a representative could answer the phone.		