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|  | Maximus Data Dictionary |
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| 9/15/2013 | Custom Data Fields |
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Data Dictionary for Maximus Custom Output

Custom Data Fields

MAXHIHIX\_CC\_S\_ACD\_AGENT\_ACTIVITY

## Data Field Listing

|  |
| --- |
| [AGENT\_CALLS\_DT] |
| [LOGIN\_ID] |
| [NOT\_READY\_SECONDS] |
| [ACD\_TALK\_SECONDS] |
| [HOLD\_SECONDS] |
| [AFTER\_CALL\_WORK\_SECONDS] |
| [IDLE\_SECONDS] |
| [RING\_SECONDS] |
| [ACD\_CALLS\_COUNT] |
| [EXTERNAL\_SECONDS] |
| [EXTERNAL\_CALLS\_COUNT] |
| [INTERNAL\_SECONDS] |
| [INTERNAL\_CALLS\_COUNT] |
| [LOGIN\_SECONDS] |

## Data Field Definitions

|  |  |
| --- | --- |
| [AGENT\_CALLS\_DT] | To determine the date on which the call was received (MM/dd/yyyy) |
| [LOGIN\_ID] | To view the login of the agent handling the interaction. |
| [NOT\_READY\_SECONDS] | Evaluate agent's time spent unavailable to take calls |
| [ACD\_TALK\_SECONDS] | Evaluate agent's time spent on inbound calls from the queue. |
| [HOLD\_SECONDS] | Evaluate agent's time placing callers on hold. |
| [AFTER\_CALL\_WORK\_SECONDS] | Evaluate agent's time spent in wrap-up work following each call. |
| [IDLE\_SECONDS] | Evaluate agent's time spent in an available state, ready to receive a call. |
| [RING\_SECONDS] | Evaluate the time it takes agents to answer calls once presented. |
| [ACD\_CALLS\_COUNT] | Evaluate the number of inbound calls the agent receives from the queue. |
| [EXTERNAL\_SECONDS] | Evaluate agent's time spent on outbound calls. |
| [EXTERNAL\_CALLS\_COUNT] | Evaluate the number of outbound calls an agent makes. |
| [INTERNAL\_SECONDS] | Evaluate the agent's time spent on Internal or Consult calls. |
| [INTERNAL\_CALLS\_COUNT] | Evaluate the number of Internal or Consult calls. |
| [LOGIN\_SECONDS] | Evaluate the agent's total login time. |

MAXHIHIX\_CC\_S\_ACD\_INTERVAL

## Data Field Listing

|  |
| --- |
| [INTERVAL\_DATE] |
| [QUEUE\_NAME] |
| [CALL\_TYPE] |
| [INTERVAL\_START\_TIME] |
| [CONTACTS\_RECEIVED\_FROM\_IVR] |
| [CONTACTS\_OFFERED] |
| [CONTACTS\_HANDLED] |
| [CONTACTS\_ABANDONED] |
| [MIN\_HANDLE\_TIME] |
| [MAX\_HANDLE\_TIME] |
| [MEAN\_HANDLE\_TIME] |
| [MEDIAN\_HANDLE\_TIME] |
| [STDDEV\_HANDLE\_TIME] |
| [MIN\_SPEED\_TO\_HANDLE] |
| [MAX\_SPEED\_TO\_HANDLE] |
| [MEAN\_SPEED\_TO\_HANDLE] |
| [MEDIAN\_SPEED\_TO\_HANDLE] |
| [STDDEV\_SPEED\_TO\_HANDLE] |
| [MIN\_SPEED\_OF\_ANSWER] |
| [MAX\_SPEED\_OF\_ANSWER] |
| [MEAN\_SPEED\_OF\_ANSWER] |
| [MEDIAN\_SPEED\_OF\_ANSWER] |
| [STDDEV\_SPEED\_OF\_ANSWER] |
| [SPEED\_OF\_ANSWER\_PERIOD\_1] |
| [SPEED\_OF\_ANSWER\_PERIOD\_2] |
| [SPEED\_OF\_ANSWER\_PERIOD\_3] |
| [SPEED\_OF\_ANSWER\_PERIOD\_4] |
| [SPEED\_OF\_ANSWER\_PERIOD\_5] |
| [SPEED\_OF\_ANSWER\_PERIOD\_6] |
| [SPEED\_OF\_ANSWER\_PERIOD\_7] |
| [SPEED\_OF\_ANSWER\_PERIOD\_8] |
| [SPEED\_OF\_ANSWER\_PERIOD\_9] |
| [SPEED\_OF\_ANSWER\_PERIOD\_10] |
| [CALLS\_ABANDONED\_PERIOD\_1] |
| [CALLS\_ABANDONED\_PERIOD\_2] |
| [CALLS\_ABANDONED\_PERIOD\_3] |
| [CALLS\_ABANDONED\_PERIOD\_4] |
| [CALLS\_ABANDONED\_PERIOD\_5] |
| [CALLS\_ABANDONED\_PERIOD\_6] |
| [CALLS\_ABANDONED\_PERIOD\_7] |
| [CALLS\_ABANDONED\_PERIOD\_8] |
| [CALLS\_ABANDONED\_PERIOD\_9] |
| [CALLS\_ABANDONED\_PERIOD\_10] |
| [LABOR\_MINUTES\_TOTAL] |
| [LABOR\_MINUTES\_WAITING] |
| [HEADCOUNT\_AVAILABLE] |
| [CONTACTS\_TRANSFERRED] |
| [ANSWER\_WAIT\_TIME\_TOTAL] |
| [ABANDON\_TIME\_TOTAL] |
| [TALK\_TIME\_TOTAL] |
| [AFTER\_CALL\_WORK\_TIME\_TOTAL] |
| [SERVICE\_LEVEL\_ANSWERED\_PERCENT] |
| [SERVICE\_LEVEL\_ANSWERED\_COUNT] |
| [SERVICE\_LEVEL\_ABANDONED] |
| [CALLS\_ON\_HOLD] |
| [HOLD\_TIME\_TOTAL] |
| [SHORT\_ABANDONS] |

## Data Field Definitions

|  |  |
| --- | --- |
| [INTERVAL\_DATE] | To determine the date on which the call was received (MM/dd/yyyy) |
| [QUEUE\_NAME] | To view the queue, if applicable, for the interval. |
| [CALL\_TYPE] | To determine the type of call. |
| [INTERVAL\_START\_TIME] | To view the 30 minute interval in Hawaiian time. |
| [CONTACTS\_RECEIVED\_FROM\_IVR] | To determine how many calls were received from the IVR during the interval. |
| [CONTACTS\_OFFERED] | To determine how many calls coming from a queue were received during the interval. |
| [CONTACTS\_HANDLED] | To determine how many calls from a queue were answered by agents. |
| [CONTACTS\_ABANDONED] | To determine how many never spoke to a live agent. |
| [MIN\_HANDLE\_TIME] | To determine the shortest handling duration during an interval in seconds. 'Handle Time' is the sum of talk time, hold time, and after call work. |
| [MAX\_HANDLE\_TIME] | To determine the longest handling duration during an interval in seconds. 'Handle Time' is the sum of talk time, hold time, and after call work. |
| [MEAN\_HANDLE\_TIME] | To determine the average handling duration during an interval in seconds. 'Handle Time' is the sum of talk time, hold time, and after call work. |
| [MEDIAN\_HANDLE\_TIME] | To determine the midpoint of the handling duration frequency distribution during an interval in seconds. 'Handle Time' is the sum of talk time, hold time, and after call work. |
| [STDDEV\_HANDLE\_TIME] | To determine the extent of deviation for the handling duration distribution group interval in seconds. 'Handle Time' is the sum of talk time, hold time, and after call work. |
| [MIN\_SPEED\_TO\_HANDLE] | To determine the shortest speed to handle duration during an interval in seconds. 'Speed to Handle' is the sum of talk time, hold time, queue time, IVR time, and ringing time. |
| [MAX\_SPEED\_TO\_HANDLE] | To determine the longest speed to handle duration during an interval in seconds. 'Speed to Handle' is the sum of talk time, hold time, queue time, IVR time, and ringing time. |
| [MEAN\_SPEED\_TO\_HANDLE] | To determine the average speed to handle duration during an interval in seconds. 'Speed to Handle' is the sum of talk time, hold time, queue time, IVR time, and ringing time. |
| [MEDIAN\_SPEED\_TO\_HANDLE] | To determine the midpoint of the speed to handle duration frequency distribution during an interval in seconds. 'Speed to Handle' is the sum of talk time, hold time, queue time, IVR time, and ringing time. |
| [STDDEV\_SPEED\_TO\_HANDLE] | To determine the extent of deviation for the speed to handle duration distribution group interval in seconds. 'Speed to Handle' is the sum of talk time, hold time, queue time, IVR time, and ringing time. |
| [MIN\_SPEED\_OF\_ANSWER] | To determine the shortest amount of time a caller waited in the queue and while the phone rang during an interval in seconds. 'Speed of Answer' is queue time + ringing time for answered calls. |
| [MAX\_SPEED\_OF\_ANSWER] | To determine the longest amount of time a caller waited in the queue and while the phone rang during an interval in seconds. 'Speed of Answer' is queue time + ringing time for answered calls. |
| [MEAN\_SPEED\_OF\_ANSWER] | To determine the average amount of time a caller waited in the queue and while the phone rang during an interval in seconds. 'Speed of Answer' is queue time + ringing time for answered calls. |
| [MEDIAN\_SPEED\_OF\_ANSWER] | To determine the midpoint of time a caller waited in the queue and while the phone rang freqeuency distribution during an interval in seconds. 'Speed of Answer' is queue time + ringing time for answered calls. |
| [STDDEV\_SPEED\_OF\_ANSWER] | To determine the extent of deviation the caller waited in the queue and while the phone rang during an interval in seconds. 'Speed of Answer' is queue time + ringing time for answered calls. |
| [SPEED\_OF\_ANSWER\_PERIOD\_1] | To determine the number of answered calls whose total queue time and ringing time combined was between 0 and 10 seconds. |
| [SPEED\_OF\_ANSWER\_PERIOD\_2] | To determine the number of answered calls whose total queue time and ringing time combined was between 11 and 20 seconds. |
| [SPEED\_OF\_ANSWER\_PERIOD\_3] | To determine the number of answered calls whose total queue time and ringing time combined was between 21 and 30 seconds. |
| [SPEED\_OF\_ANSWER\_PERIOD\_4] | To determine the number of answered calls whose total queue time and ringing time combined was between 31 and 40 seconds. |
| [SPEED\_OF\_ANSWER\_PERIOD\_5] | To determine the number of answered calls whose total queue time and ringing time combined was between 41 and 45 seconds. |
| [SPEED\_OF\_ANSWER\_PERIOD\_6] | To determine the number of answered calls whose total queue time and ringing time combined was between 46 and 50 seconds. |
| [SPEED\_OF\_ANSWER\_PERIOD\_7] | To determine the number of answered calls whose total queue time and ringing time combined was between 51 and 55 seconds. |
| [SPEED\_OF\_ANSWER\_PERIOD\_8] | To determine the number of answered calls whose total queue time and ringing time combined was between 56 and 60 seconds. |
| [SPEED\_OF\_ANSWER\_PERIOD\_9] | To determine the number of answered calls whose total queue time and ringing time combined was between 61 and 70 seconds. |
| [SPEED\_OF\_ANSWER\_PERIOD\_10] | To determine the number of answered calls whose total queue time and ringing time combined was greater than 70 seconds. |
| [CALLS\_ABANDONED\_PERIOD\_1] | To determine the number of abandoned calls whose total queue time and ringing time combined was between 0 and 10 seconds. |
| [CALLS\_ABANDONED\_PERIOD\_2] | To determine the number of abandoned calls whose total queue time and ringing time combined was between 11 and 20 seconds. |
| [CALLS\_ABANDONED\_PERIOD\_3] | To determine the number of abandoned calls whose total queue time and ringing time combined was between 21 and 30 seconds. |
| [CALLS\_ABANDONED\_PERIOD\_4] | To determine the number of abandoned calls whose total queue time and ringing time combined was between 31 and 40 seconds. |
| [CALLS\_ABANDONED\_PERIOD\_5] | To determine the number of abandoned calls whose total queue time and ringing time combined was between 41 and 45 seconds. |
| [CALLS\_ABANDONED\_PERIOD\_6] | To determine the number of abandoned calls whose total queue time and ringing time combined was between 46 and 50 seconds. |
| [CALLS\_ABANDONED\_PERIOD\_7] | To determine the number of abandoned calls whose total queue time and ringing time combined was between 51 and 55 seconds. |
| [CALLS\_ABANDONED\_PERIOD\_8] | To determine the number of abandoned calls whose total queue time and ringing time combined was between 56 and 60 seconds. |
| [CALLS\_ABANDONED\_PERIOD\_9] | To determine the number of abandoned calls whose total queue time and ringing time combined was between 61 and 70 seconds. |
| [CALLS\_ABANDONED\_PERIOD\_10] | To determine the number of abandoned calls whose total queue time and ringing time combined was greater than 70 seconds. |
| [LABOR\_MINUTES\_TOTAL] | To determine the time an agent spends working by taking calls, being ready to take calls, or being in the not ready login state. |
| [LABOR\_MINUTES\_WAITING] | To determine the time an agent spends waiting for calls. |
| [HEADCOUNT\_AVAILABLE] | To determine the number of agents ready or on a call during the interval. |
| [CONTACTS\_TRANSFERRED] | To determine the number of calls transferred. |
| [ANSWER\_WAIT\_TIME\_TOTAL] | To determine the total time callers waited in the queue before being answered. |
| [ABANDON\_TIME\_TOTAL] | To determine the total time callers waited in the queue before abandoning. |
| [TALK\_TIME\_TOTAL] | To determine the time agents spent talking to callers during the interval. |
| [AFTER\_CALL\_WORK\_TIME\_TOTAL] | To determine the time agents spent on after call work during the interval. |
| [SERVICE\_LEVEL\_ANSWERED\_PERCENT] | To determine how many calls were answered within the SLA-acceptable parameter of 55 seconds. |
| [SERVICE\_LEVEL\_ANSWERED\_COUNT] | To determine how many calls were answered within the SLA-acceptable parameter of 55 seconds. |
| [SERVICE\_LEVEL\_ABANDONED] | To determine the percentage of queue offered calls that were abandoned within the interval. |
| [CALLS\_ON\_HOLD] | To determine how many calls were placed on hold during the interval. |
| [HOLD\_TIME\_TOTAL] | To determine how much time callers spent on hold during the interval. |
| [SHORT\_ABANDONS] | To determine how many callers abandoned witin 20 seconds. |