



Communications & System Integration

Operational Analyst Cradle to Grave Report Offering

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Cradle to Grave Report

The purpose of this document is to outline a Cradle to Grave Report for an implementation of Interaction Center and Operational Analyst with IR customizations. The report will contain certain input parameters and the output will display call detail data including the external call history data from the Call Management System, along with relevant IC repository data and the custom IR data being gathered by IC and stored in the custom fields in the repository database. The detailed description of the data elements is included in the design as follows. The aforementioned cradle to grave reporting was developed using the OA Basic Reporting Tool and will be available to run via the OA Basic Reporting Website. Please refer to the screen shots below for the report appearance and the data elements.

Report Input

The report input page allows the user to input for a number of search parameters as shown in the screen shots below. The input parameter for the report would generally consist of the following and can be modified depending on specific requirements.

Cradle to Grave Report

Input Parameters

Note: "*" followed by an item in the drop-down denotes a deleted data element

Common Elements

Date Range: 22-Mar-2007 13:21:52 - 22-Mar-2007 14:21:52

Call Elements

Call ID Range: [] - []

ANI: []

DNIS: []

Answering Login: ADAMS, ALICIA - 48412, ADAMS, MIKE - 69013, Adella Archibeque - 64003, Adlakha, Sunil - 69447

OR

Originating Login: ADAMS, ALICIA - 48412, ADAMS, MIKE - 69013, Adella Archibeque - 64003, Adlakha, Sunil - 69447

VDN: *TCSS 69625 - 69625, *TCSS 69635 GTS - 69635, ATAC - 67717, ATAC 999 RNA - 67708

Skill: *THM s75/g31 - 316, *THM S8700 - 517, a196AlarmOrigination - 196, a293b_s8300g700alarm - 293

Trunk Group: []

Figure 1: Report Input

Report Input - Microsoft Internet Explorer

Address: http://135.122.44.202/reports1/jsp/custom/deploy/c2gInput.js

Adelle Archibeque - 64003
Adelkha, Sunil - 69447

VDN: *TCSS 69625 - 69625
*TCSS 69635 GTS - 69635
ATAC - 67717
ATAC 999 RNA - 67706

Skat: *THM s75/g31 - 316
*THM S8700 - 517
a196AlarmOrigination - 196
a293b_s8300g700alarm - 293

Trunk Group

IC Elements

EDU ID

Direction

IC Agent: 1. atec - atec1
1. test - test1
2. atec - atec2
2. test - test2

IC Queue: 32222 *
64445 MSOT voice
67709 IVR voice *
67715_GES voice *

Submit Clear

Done

Start

2 H...

4 L...

2 W...

IN...

SQ...

SQ...

W...

Ca...

13...

100%

Internet

9:18 PM

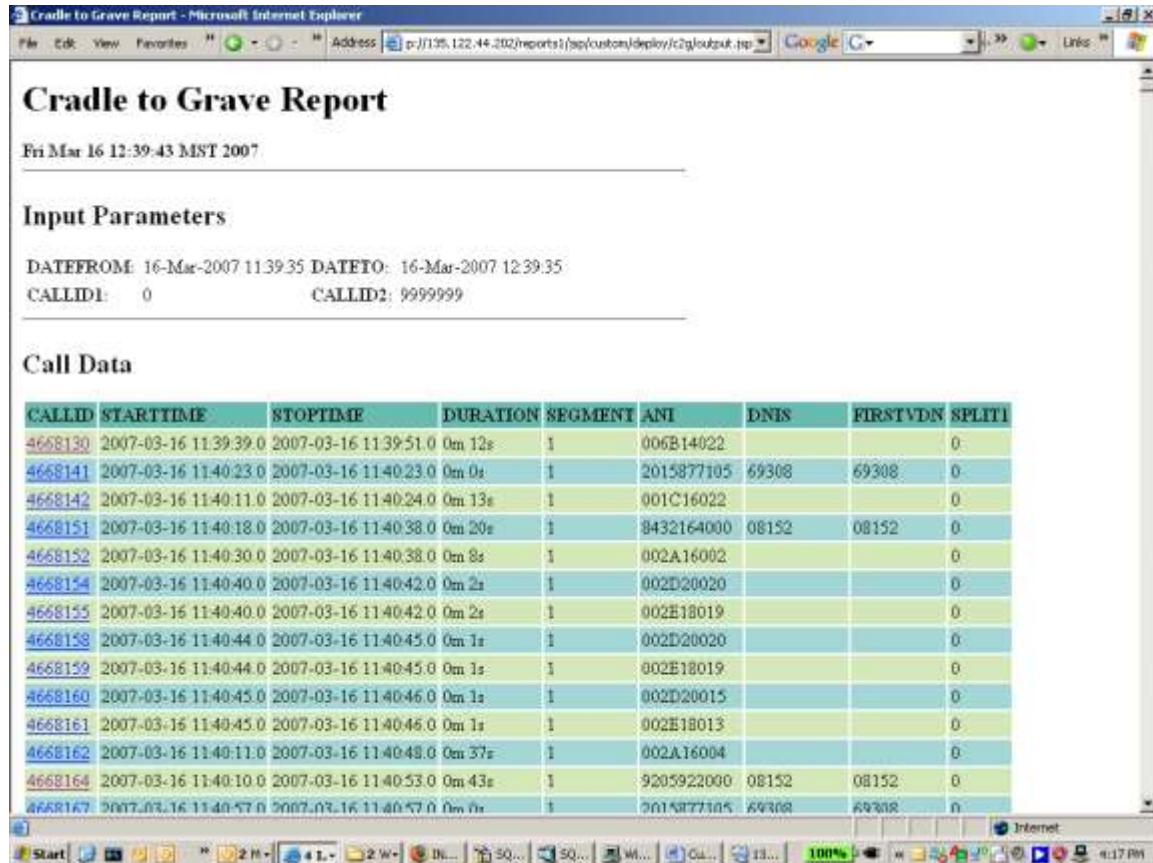
Figure 2: Report Input

Report Output

Based on the combination of the input parameters selected above the report output would be generated. The report output would comprise of four groups of data elements, along with displaying the input parameters selected on the input page. The screen shot below shows what the report output would look like and the actual report might vary in the look and feel and actual data elements.

Call Data

This group would show the first segment of all the calls retrieved from the database based on the input criteria. It would allow the user to see a summary of all the call records pulled from the database based on the input criteria. The call id would be a hyper link clicking on which, will pop up a new window with actual cradle to grave call details. The call data elements would consist of the following basic data elements.



Cradle to Grave Report
Fri Mar 16 12:39:43 MST 2007

Input Parameters
DATEFROM: 16-Mar-2007 11:39:35 DATETO: 16-Mar-2007 12:39:35
CALLID1: 0 CALLID2: 9999999

Call Data

CALLID	STARTTIME	STOPTIME	DURATION	SEGMENT	ANI	DNIS	FIRSTVDN	SPLIT1
4668130	2007-03-16 11:39:39.0	2007-03-16 11:39:51.0	0m 12s	1	006B14022			0
4668141	2007-03-16 11:40:23.0	2007-03-16 11:40:23.0	0m 0s	1	2015877105	69308	69308	0
4668142	2007-03-16 11:40:11.0	2007-03-16 11:40:24.0	0m 13s	1	001C16022			0
4668151	2007-03-16 11:40:18.0	2007-03-16 11:40:38.0	0m 20s	1	8432164000	08152	08152	0
4668152	2007-03-16 11:40:30.0	2007-03-16 11:40:38.0	0m 8s	1	002A16002			0
4668154	2007-03-16 11:40:40.0	2007-03-16 11:40:42.0	0m 2s	1	002D20020			0
4668155	2007-03-16 11:40:40.0	2007-03-16 11:40:42.0	0m 2s	1	002E18019			0
4668158	2007-03-16 11:40:44.0	2007-03-16 11:40:45.0	0m 1s	1	002D20020			0
4668159	2007-03-16 11:40:44.0	2007-03-16 11:40:45.0	0m 1s	1	002E18019			0
4668160	2007-03-16 11:40:45.0	2007-03-16 11:40:46.0	0m 1s	1	002D20015			0
4668161	2007-03-16 11:40:45.0	2007-03-16 11:40:46.0	0m 1s	1	002E18013			0
4668162	2007-03-16 11:40:11.0	2007-03-16 11:40:48.0	0m 37s	1	002A16004			0
4668164	2007-03-16 11:40:10.0	2007-03-16 11:40:53.0	0m 43s	1	9205922000	08152	08152	0
4668167	2007-03-16 11:40:57.0	2007-03-16 11:40:57.0	0m 0s	1	2015877105	69308	69308	0

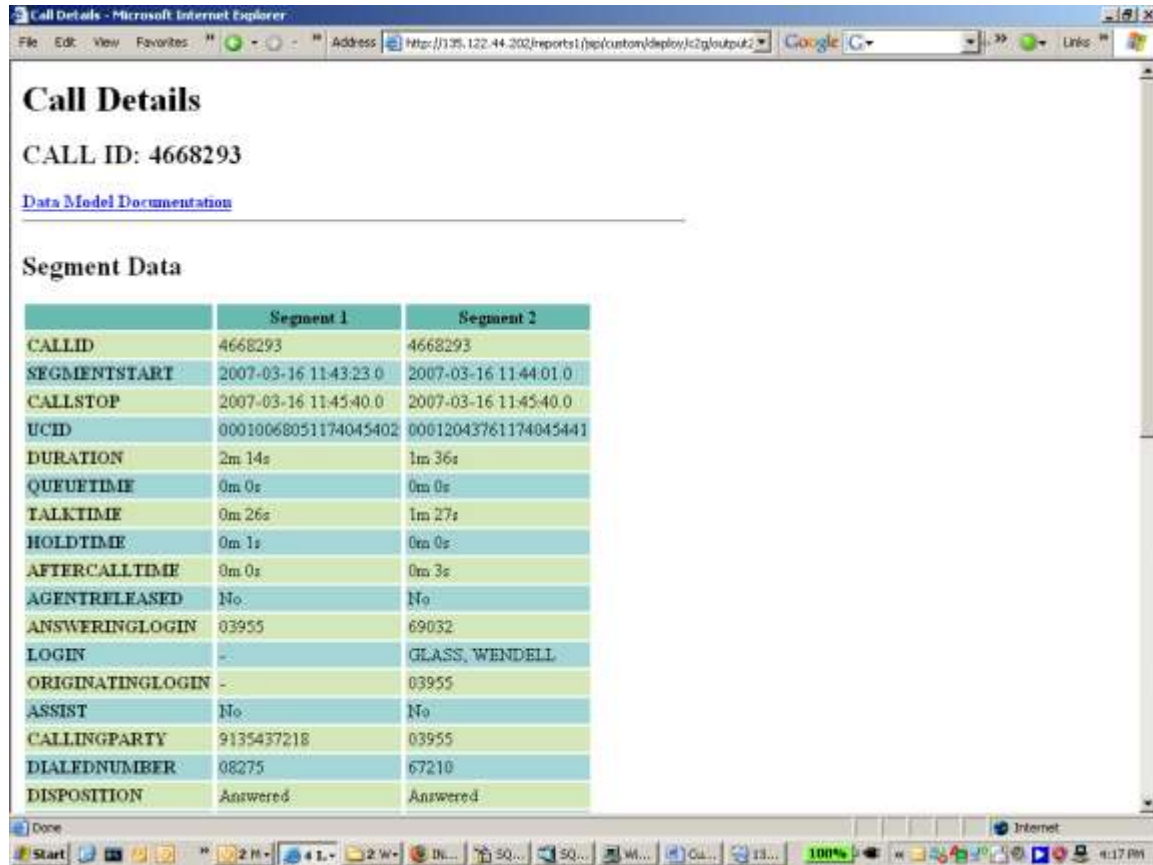
Figure 3: Report Output

Call Detail

The call detail would comprise of the cradle to grave call detail and would be broken down into the segment data as obtained from OA and thus the CMS and the IR and IC data as obtained from IC repository.

Segment Data

This group would consist of all the segments of the call displayed as columns of data. The data elements displayed for the segment would be as follows.



Call Details

CALL ID: 4668293

[Data Model Documentation](#)

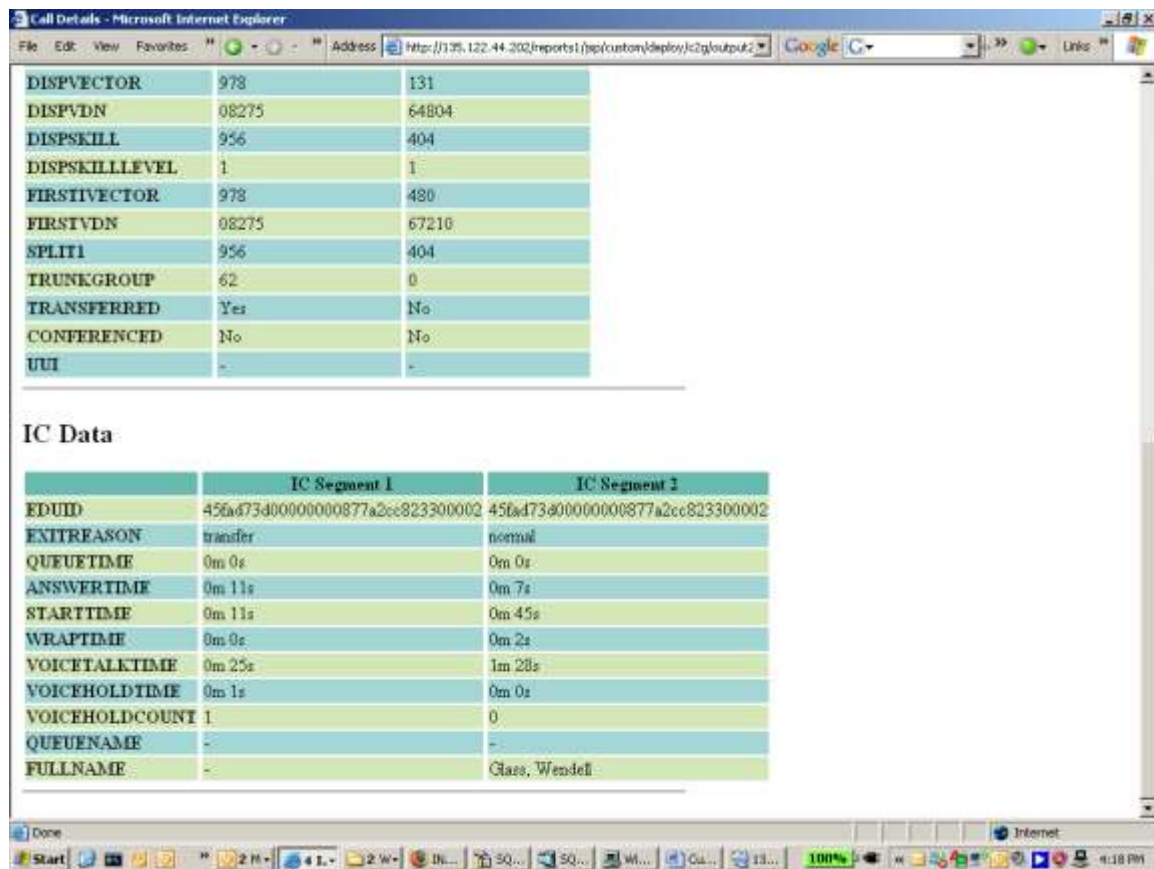
Segment Data

	Segment 1	Segment 2
CALLID	4668293	4668293
SEGMENTSTART	2007-03-16 11:43:23.0	2007-03-16 11:44:01.0
CALLSTOP	2007-03-16 11:45:40.0	2007-03-16 11:45:40.0
UCID	00010068051174045402	00012043761174045441
DURATION	2m 14s	1m 36s
QUEUE TIME	0m 0s	0m 0s
TALK TIME	0m 26s	1m 27s
HOLD TIME	0m 1s	0m 0s
AFTERCALL TIME	0m 0s	0m 3s
AGENT RELEASED	No	No
ANSWERING LOGIN	03955	69032
LOGIN	-	GLASS, WENDELL
ORIGINATING LOGIN	-	03955
ASSIST	No	No
CALLING PARTY	9135437218	03955
DIALED NUMBER	08275	67210
DISPOSITION	Answered	Answered

Figure 4: Report Output

IC Data

This section would consist of the IC data for this call with all its segments displayed as columns of data. The data elements would comprise of the following.



The screenshot shows a web browser window titled "Call Details - Microsoft Internet Explorer". The address bar displays a URL: <http://135.122.44.202/reports1/jsp/custom/deploy/c2g/output2>. The main content area contains two tables. The first table lists call details with three columns. The second table, titled "IC Data", compares two IC segments across various metrics.

DISPVECTOR	978	131
DISPVDN	08275	64804
DISPSKILL	956	404
DISPSKILLLEVEL	1	1
FIRSTIVECTOR	978	480
FIRSTVDN	08275	67210
SPLIT1	956	404
TRUNKGROUP	62	0
TRANSFERRED	Yes	No
CONFERENCED	No	No
UII	-	-

	IC Segment 1	IC Segment 2
EDUID	45fa473d00000000877a2cc823300002	45fa473d00000000877a2cc823300002
EXITREASON	transfer	normal
QUEUETIME	0m 0s	0m 0s
ANSWERTIME	0m 11s	0m 7s
STARTTIME	0m 11s	0m 45s
WRAPTIME	0m 0s	0m 2s
VOICETALKTIME	0m 25s	1m 28s
VOICEHOLDTIME	0m 1s	0m 0s
VOICEHOLDCOUNT	1	0
QUEUENAME	-	-
FULLNAME	-	Glass, Wendell

Figure 5: Report Output

Pricing

\$10,000.00

Revision Log

ID	Date	Author	Comments
1	07/28/2008	Viplav Fauzdar	