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CALL CENTER QUESTIONS & TERM GLOSSARY

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Call Center Questions & Term Glossary
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Questions to ask clients prior to setting up a call center

- Is this an inbound or outbound call center?
- How many total agents do you have?
- Are there multiple shifts?
- If so, how many agents per shift?
- How many queues do you have?
- How many agents per queue?
- Describe your processes for each call queue – what is the agent doing?
- What is the average call length?
- How are you handling these calls today?
- On a spreadsheet , write down the first and last name of each agent, their extension, whether or not they are a supervisor (allowed to do things like Call Monitor, Call Whisper, Call Barge) , location of each phone (office cubical #/remote or teleworker , type of phone for each (entry level, mid-size, executive)
- What are your call routing requirements (When a call comes in – describe exactly how the call will be routed and answered)
- What are your call overflow routing requirements (after xx callers are in the queue, what happens to the callers? Where do they go? What options do you want/not want for each)
- What are your call overflow routing requirements (after callers have held for xx seconds) – happens to the callers – where do they go? What options do you want/not want for each). Is the call to be answered on a first come, first served? Skill based? etc...
- Are there different call handling or routing based on different times of the day or day of the week? If so, describe in detail
- Describe your Holiday call routing
- When a caller is holding – exactly what would you like for them to hear? (I.e. messages on hold, music on hold, position in the queue, expected hold time), how do you want these to repeat? Etc...
- How many agents will you grow up to in each queue?
- Describe your reporting requirements – exactly what do you want to be able to report on
- Do the calls need to be recorded? Per agent or all calls? How long do you want to store them? How do you search for calls?
- Do you require business continuity / failover, meaning if the call server fails, do you need redundancy?
- Would you like to be able to give the option to leave a message and an agent would call them back? Describe that exact process
- Do you have a script you would like to pop when doing ACD?
- Do you require a Wallboard – if so, what info do you need on the wallboard?
- How many trunks do you have now? (Calculate if these are enough to take care of call flow)



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Call Center Terms: Glossary

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.



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ACD

See Automatic Call Distribution

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.



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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:
- If a call is Night Forwarded, it is counted as an Interflowed call for the Source ACD queue in the Queue report.
- 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.
- 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.
- 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.
- 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.).

ASA

See Average Speed of Answer

ATB

See All Trunks Busy

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.



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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.



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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 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.



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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.

CCR

see Customer Control Routing

CCS

see Centi-Call Seconds

CDNs

see Control Directory Numbers

Centi-Call Seconds

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.



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Control Directory Numbers

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

DCP

see ACD Time

Default DN (CDN)

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

Directory Number

A numbered code (usually a four or five digit number) used to route calls to a collection of telephones, otherwise known 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).

DN

see Directory Number

EAR

see Enhanced ACD Routing

Enhanced ACD Routing

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.



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HDCP

see Hold Direct Call Processing Time

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 if 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.

HPR Trunks

see High Priority Trunks

IDs

see Log In IDs or Position IDs

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.



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IVR

See Interactive Voice Response

LAN

see Local Area Network

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).

MSB

see Make Set Busy



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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)

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.

PBX

see Private Branch Exchange

PCP

see Not Ready

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



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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.

Post Call Processing (PCP)

see Not Ready

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.

RAN

see Recorded Announcement

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.



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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

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



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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.

TOF

see Timed Overflow In or Timed Overflow Out

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.

TSF

see Telephone Service Factor

Work Trunks

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

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