



SJS Solutions

**OPTYMYSE EMPLOYEE ENGAGEMENT &
COMMUNICATIONS SOFTWARE.**

Unify OSCC Real-Time Statistics List (using SDK & Stats Aggregator)

1 What OSCC statistics can I include in my Optymyse screen designs?

1.1. Cumulative vs, Realtime

OSCC defines both cumulative and real-time statistics. Cumulative statistics update every 30 seconds. Real-time statistics update at as little as 5 second intervals. The OSCC Connector presents 4 feeds to Optymyse each requiring a separate connector license:

- Queues
- Aggregates
- Users
- Groups

In the lists below, the same statistics are available for both Queues and Aggregates, so these have been presented in the same table.

Real-time statistics are prefixed with the letters RT.

Note that Groups are groups of agents (users), and Aggregates are groups of queues.

1.2. Queues and Aggregates

Statistic Name	Type	Notes
ID	Number	ID number for this
Name	String	The name of the aggregate as defined within the OSCC system.
Abandoned	Number	The number of contacts that were abandoned while waiting in the aggregate or while being offered to the user
AbandonedRate	Percentage	The percentage of contacts routed to the aggregate that were abandoned before being answered
Answered	Number	The number of contacts routed to the aggregate that were answered
AverageWaitTime	Time	The average amount of time that contacts waited in the aggregate before being answered, abandoned, or redirected
MaximumWaitTime	Time	The maximum amount of time that a contact waited in the aggregate before being answered, abandoned, or redirected
Received	Number	The number of contacts that were received in the aggregate
Redirected	Number	The number of contacts that were redirected in the aggregate

Statistic Name	Type	Notes
ServiceLevel	Percentage	The percentage of contacts routed to the aggregate that were answered within the site-defined or queue-defined service level
RTAbandonedRate	Percentage	The weighted percentage of the last 24 contacts routed to the aggregate that were abandoned
RTAverageAbandonedWaitTime	Time	The average amount of time that contacts waited in the aggregate before being abandoned, based on the last 10 contacts that were abandoned
RTAverageAnswerWaitTime	Time	The average amount of time that contacts waited in the aggregate before being answered, based on the last 10 contacts that were answered
RTContacts	Number	The number of contacts that are waiting in the aggregate
RTEstimatedAnswerWaitTime	Time	The estimated amount of time that contacts will spend in the aggregate before being routed to a user
RTEstimatedServiceLevel	Percentage	The estimated service level of the aggregate
RTOldestContactWaitTime	Time	The amount of time that the oldest contact has been waiting in the aggregate
RTOverflowedContacts	Number	The number of contacts waiting in the aggregate that have overflowed
RTServiceLevel	Percentage	The current service level, calculated based on the last 24 contacts routed to the aggregate

1.3. Groups

Statistic Name	Type	Notes
ID	Number	Auto-incrementing integer, primary key.
Name	String	The name of the group
ConsultOut	Number	The number of contacts associated with the group that were consulted out by the first answering user
Offered	Number	The number of contacts that were offered to the group
Received	Number	The number of contacts that were received by the group
ReceivedHereOfferedElsewhere	Number	The number of routed contacts that were received in the group, which is the primary group configured to handle these contacts, but were offered to another group
TransferOut	Number	The number of contacts associated with the group that were transferred by the first answering user
RTAwayUsers	Number	The number of users in the group who are in Away presence state
RTBusyUsers	Number	The number of users in the group who are in Busy presence state
RTCallsWaiting	Number	The number of contacts waiting in queue for the group
RTHandlingDirectUsers	Number	The number of users who are handling direct contacts.
RTHandlingRoutedUsers	Number	The number of users who are handling routed contacts.

Statistic Name	Type	Notes
RTIdleUsers	Number	The number of users in the group who are in the idle presence state.
RTLoggedOnUsers	Number	The number of users in the group who are logged on.

1.4. Users

Statistic Name	Type	Notes
ID	Number	Auto-incrementing integer, primary key.
UserName	String	The username of the user
FirstName	String	The first name of the user
MiddleInitial	String	The middle initial of the user
LastName	String	The last name of the user
AbandonedWhileRinging	Number	The number of routed contacts that were abandoned while being offered to the user.
ConsultedOut	Number	The number of routed contacts that were consulted out by the user. If the user consulted out more than once during a single contact, the contact is counted only once
Disconnected	Number	The number of routed contacts that were handled by the user and completed without being transferred or requeued
Handled	Number	The number of routed and direct contacts that were handled by the user.
MaximumRoutedHandlingTime	Time	The maximum amount of time spent handling a routed contact
Offered	Number	The number of routed and direct contacts that were offered to the user
Requeued	Number	The number of routed contacts that the user requeued
RoutedHeld	Number	The number of routed calls and callbacks that the user placed on hold
TotalAwayTime	Time	The amount of time that the user spent in Away presence state
TotalAwayTime	Time	The amount of time that the user spent in Away presence state
TotalBusyTime	Number	The amount of time that the user spent in Busy presence state
TotalHandledTime	Time	The amount of time that the user spent handling routed and direct contacts
TotalHoldTime	Time	The amount of time that the user spent with contacts on hold
TotalIdleTime	Time	The amount of time that the user spent in Idle presence state

Statistic Name	Type	Notes
TotalLoggedOnTime	Time	The amount of time that the user spent logged on
TotalPendingTime	Time	The amount of time that the user spent in the Pending handling state
TotalPostProcessingTime	Time	The amount of time that the user spent in the Post-processing handling state
TotalRingTime	Time	The total amount of time that the user's extension was ringing for routed or direct contacts (incoming) or listening to the ringing of a dialed extension (outgoing).
TotalTalkTime	Time	The amount of time that the user spent in Talking handling state
TotalTimeOther	Time	The amount of time that the user spent in Other handling state
TransferredOut	Number	The number of routed contacts that the user transferred directly without requeuing
Undelivered	Number	The number of routed calls that were assigned to the user but were not delivered to the user's extension
Unhandled	Number	The number of routed contacts that were not handled by the user
Utilization	Percentage	The percentage of the user's logged-on time that was spent handling contacts
RTExtension	String	The extension that the user is logged on to.
RTMaximumUnusedCapacity	Number	The maximum number of contacts (including direct contacts) that the user can accept before reaching their configured capacity
RTMinimumUnusedCapacity	Number	The minimum number of contacts (including direct contacts) that the user can accept before reaching their configured capacity
RTTimeInPresenceState	Time	The time the user has been in the current presence state
RTTimeInRoutingState	Time	The time the user has been in the current routing state.
RTPresenceState	String	The user's current presence state, one of: Unknown, Idle, Busy, Away, Active, Logged Off
RTRoutingState	String	The user's current routing state, one of: Unknown, Available, Unavailable, Work, Logged Off

2 Data Retention

Data is aggregated from midnight (00:00) until 23:59; or the start of shift (configured in the connector). Any number of shifts may be defined, the data is zeroed at each shift change. Note that shift changes must occur on an OSCC time boundary (i.e. any 15 minute interval).

Any number of shift changes may be configured in the connector, including shifts which run over the midnight period (e.g. 7am-3pm, 3pm-11pm; 11pm-7am), data is retained for the duration of the shift only.