



SJS Solutions

ShoreTel Real-Time Connector Data Fields for Optymyse™

(Platform: ShoreTel ECC / Connect Version 9+)

Group Statistics (Default)

GroupId - Group Number

GroupName - Group Name

Queued-calls - Number of calls waiting

Current-max-que-time - Oldest Call Waiting

CurrentAvgQueTime - Average Call Wait

QueuedCallsAboveTasa - Calls Waiting Outside TASA (Target Average Answer Time)

AgentsLoggedIn - Agents Logged On

AgentInRelease - Agents in Release

AgentsInWrapUp - Agents in Wrap

AgentsIdle - Agents Waiting

AgentsOnAcid - Agents on ACD (Automatic Call Distribution)

AgentsOnNonAcid - Agents on Non-ACD

AgentsTalkTooLong - Agents talking too long

TSF - % Service Factor (Target Service Factor)

ACDInCalls - Calls Offered

AnsweredCalls - Calls Answered

AbandonedCalls - Calls Abandoned

AvgTimeAbandoned - Average Time to Abandon Calls

InterflowOut - Number of Calls Interflowed From Group

InterflowIn - Number of Calls Interflowed To Group

ASA - Average Speed to Answer

AcceptedCalls – Number of Accepted Calls

CallsAnsweredBeforeTasa - Answered Within Target

CallsAnsweredAfterTasa - Answered Outside Target

AbandonedWithinTasa - Abandoned Within Target

AbandonedAfterTasa - Abandoned Outside Target

OverflowedInCallsAnswered – Overflowed in calls answered

OverflowedInCallsAbandoned – Overflowed in calls abandoned

Start-time

Interval-length

Queued-sti-1

Queued-sti-2

Queued-sti-3

Queued-sti-4



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Queued-sti-5
Queued-sti-6
Current-max-talk-time
Max-time-abandoned
Avg-time-interflow
Max-time-interflow
RPH
Avg-acd-talk-time
Max-configured-acd-talk-time
Interval-max-queue-time
Interval-avg-queue-time
Tasa – Target Average Speed to Answer
Total-talk-time
Total-wrap-up-time
Longest-acd-talk-time
Overflowed-in-calls-interflowed-out
Overflowed-in
Transferred-in-calls
Transferred-out-calls
Calls-answered-in-other-group
Group-calls-answered-in-other-group
Overflowed-calls-answered-in-other-group
Queued-emails
Queued-emails-above-tasa
Current-email-avg-que-start-time
Current-email-max-que-start-time
Email-sti-1
Email-sti-2
Email-sti-3
Email-sti-4
Email-sti-5
Email-sti-6
Emails-accepted
Emails-answered
Emails-interflow-out
Emails-answered-in-other-group
Email-interval-avg-queue-time
Email-avg-talk-time
Email-interval-max-queue-time
Email-longest-talk-time



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Agent Statistics

ActiveGroupId – Group Number
ActiveGroupName – Group Name
AgentId – Agent Number
AgentName – Agent Name
Number – Number
Ext – Extension Number
State – State
StateName – State Name*
StateDur – Duration in State
Ani – Automatic Number Identification
Dnis – Dialed Number Identification Service
ReleaseCode - Release Code
WrapCode – Wrap Code
AcdCallsTotal – Total ACD Calls
OacdCallsTotal - Total Outflow ACD Calls
NacdCallsTotal – Total Non-ACD Calls
ChatCallsTotal – Total Chat Calls
EmailCallsTotal – Total Email Calls
HeldTotal – Total Calls Held
AcdCalls – ACD Calls
OacdCalls - Outflow ACD Calls
NacdCalls – Non-ACD Calls
ChatCalls – Chat Calls
EmailCalls - Email Calls
Held – Calls Held
Ttl Time in Idle
Ttl Time in Ring
Ttl Time in Talk
Ttl Time in Release
Ttl Time in Wrap
Ttl Time in Busy
Ttl Time on Email
Ttl ACD Call Time (excludes Non-ACD)

Wrap Codes – InBound

If agents go into WRAP state after an inbound call, then Wrap codes will be available.

Wrap Code Name, Position, Count.



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*as well as real-time agent state SJS generate total time in state for the day for: Idle, Ringing, Talking, Release, Wrap and Email

Outbound (standard)

Ttl ACD Calls

Ttl Non-ACD (Incl: outbound, direct inbound, internal, conference)

Non-Standard Outbound non-ACD Stats (on request, extra config info required from customer)

Group:

Ttl Outbound Non-ACD calls - excludes: direct inbound, internal, conference

Per Agent (Outbound):

Ttl duration call ring time - The sum of the ring time for all outbound calls today (ie. the time the agent waited for the recipient to answer)

Current ring time (active call) - The ring time for the active call, that the agent's on right now.

Ttl talk time - Sum of the time for all outbound calls that the agent was actually connected to the recipient (i.e. total call time minus ring time)

Current talk time - Time (Talk time + Current Time) – Total of both the current call and previous calls.

Time (Talk time + Current Time) - Ring time + talk time for the current call (i.e. total time elapsed for the call). Zeros at end of current call.

Total Time – The same as “Time” above, but for the complete day.

Agent External call time - ACD calls + NACD calls (ring+talk), i.e. all calls excluding agent-to-agent and conference calls.