

# EVOLVE

THE CLOUD STRATEGY COMPANY™

## **Evolve IP – OCC Overall csv Report Stream**

PROPRIETARY AND CONFIDENTIAL  
VERSION 1.0

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## 1. Instruction

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### 1.1. General

The OCC report stream is a csv that contains call, queue and state information from the OCC system. The csv is mostly used as an import file for BI tools like PowerBI

### 1.2. Explanation of the columns

**ConfigTenantID:** The ID of the tenant. The tenantID is a numeric value and will always be the same.

**Call\_ID:** Whenever a call is made the call gets a Call\_ID. The Call\_ID is a unique hex value and can be used to identify the calls within the upload.

**CallID:** The CallID is the hex value in the Call\_ID that is translated to a unique numeric value that can be used to identify a call within the csv.

**CallDirection:** When there is a call coming into the system it can be an in- or outbound call. The direction of the call is shown in this column

**RecordType:** The record type column shows the type of activity that was logged into the system:

- **AgentState:** indicates there was a change in the agentstate of an agent. Refer to the column Statename to see the state the agent changed to in the system
- **VOIP Call:** indicates that the logged event was a VOIP call

Please note that the agentstate recordtype don't prevent any call information since that will be linked to a VOIP call record type.

**StateName:** When the record Type indicates a AgentState event the StateName column shows the name of the State the agent changed into. The values seen here are:

- **Initialised:** The agent logged into the system
- **Available:** The agent changed the state to available
- **Available in call:** The agent is available in call (handling a ACD call)
- **In call:** The agent is in a call (in or outbound)
- **Logged out:** The agent logged out
- **Com fault:** The agent experienced a connection error between the application and the OCC platform
- **On hold:** The agent placed the call on hold (in or outbound)
- **Released:** The agent placed itself to the not available (released state)
- **Released in Call:** The agent is in a call (in- or outbound) but with a released ACD state
- **Ringing:** A call is offered to an agent
- **Wrap-up:** The agent is in wrap-up state after a call was finished

**QueueName:** Whenever a call enters a Queue the queuename will be shown here. Note that this field can be empty when an incoming call disconnects in an IVR or if an outbound call is made.

**GroupName:** The name of the group will be logged in this column whenever a call is made (in or outgoing) or an agent state is changed. The group name is attached to the agent that took the call or changed the state.

**SkillName:** When an incoming call enters a queue, there will be a skill assigned to that call. The attached skill name can be found in this column. When a caller abandoned before entering the queue no skill will be assigned to that call.

**Agent\_ID:** The unique identifier of the agent within the system

**AgentName:** The name of the agent that took or placed the call or changed the state.

**TeamName:** The name of the team that was assigned to the agent

**AgentSequence:** Whenever a call went through multiple agents because of ring time-outs or transfer, the agent sequence will add up. This column shows how many agents a call touched during the process

**CallingNumber:** The number of the caller that initiated the call.

**CalledNumber:** The number that was called by the party that initiated the call

**The following columns show what happened to incoming or outgoing calls and have the value 0 or 1**

**Offered:** If a call enters the system this value will be set to 1. This value will also be there when an agent makes an outgoing call.

**DoneInIVR:** If a call is handled within the IVR (for example closing treatments or self-service) this value will be set to 1

**TransferToSystem:** If configured, the system can transfer the caller to a system destination. If that's the case, the value will be set to 1.

**CallOut:** If the registered call was an outgoing call this value will be set to 1. Note that if the callout value is 1, the value in the direction column will be "outgoing"

**OnHold:** If the call was placed on hold by an agent this value will be set to 1

**Handled:** If the call was handled by an agent this value will be set to 1. The value can be 0 when the caller abandoned the call, or if the call was handled in the ivr.

**Transferred:** If the call was transferred by an agent the value will be set to 1. When transferred within the system a new record will be created with the same call id but a different agent sequence value

**Conference:** If the call was placed in a conference the value of this field will be 1

**AbandonedInQueue:** If the caller abandoned in queue the value will be set to 1

**AbandonedDuringHold:** If the caller abandoned while being placed on hold, this value will be set to 1

**Service Level:** If the call was abandoned or handled within service level this value will be set to 1. The service level will be calculated following this formula:

$$SL (\%) = (total\ calls\ handled\ within\ TQOS) \times 100 / ((total\ calls\ handled) + (total\ calls\ abandoned) - (total\ calls\ abandoned\ within\ TQOS))$$

TQOS can be configured in the web administrator per queue.

**The following values are time-based and refer to in and outgoing calls. Note that the values that start with a “t” have the same value but with a hh:mm:ss format and will not be mentioned in this document. All values are in seconds and are only visible in combination with the call recordtype except for the TimeIncall parameter.**

**AnswerTime:** The time before an agent answered the calls

**InQueueTime:** The time the caller spent waiting in queue

**TalkTime:** The talk time of the call

**OnHoldTime:** The time the agent put the other side on hold

**TimeInCall:** The total time the agent was in call. This parameter can also be filled with the in-call agent state

**TimeInWrapUp:** The time the agent spends in wrap up after the call

**The next parameters are linked to the agent state record type and the column statename and will be recorded when the agent change the ACD state.**

**TimeAvailable:** How much time the agent spends in the available state

**TimeRinging:** How much time the agent had the status ringing before answering the call

**TimeReleased:** How much time the agent spent in the released state.

**TimeMonitoring:** How much time the user spent on monitoring other users (supervisor only)

**TimeOnHold:** How much time the agent had the state call on hold

**TimePreview:** How much time the agent spent on the preview state (outbound dialer calls only)

**TimeLoggedIn:** How much time the agent was logged in for that state. This parameter can be used to count the total logged in time since this column will be filled for every agent state

**ReleaseCodeName:** when the agent spent time on the released state, the chosen release code will be placed here.

**OfferedTime:** When a call enters the queue, this column will be filled with the time the call was offered to the system.

**ArrivalTime:** The time when the entry/action (State change or call) was logged

**PickedUpTime:** The time the incoming call was picked up by an agent. If the call wasn't picked up this field will be empty.

**TerminatedTime:** The time the agent spent in a certain state before changing to another one

### The next fields are diverse types of time/date notation of the arrival date column

**DateNum:** The date as a numeric value. 2017-12-06 will be shown as 20171206

**TimeNum:** The time as a numeric value. 6:59:27 will be shown as 65927 The 27 are the seconds

**Year:** The year

**MonthName:** The name of the month

**Month:** The number of the month

**Week:** The week number

**Date:** The date in a normal date format. For example: 6-12-2017

**FullDate:** The full date notation. Example: 6-dec-17

**Day:** the date number. Example. When the date is December 6<sup>th</sup> the day number is 6

**DayName:** The name of the day

## Timeslots

**Hour:** The top of hour of the time

**HalfHour:** The half hour where the time falls in

**QuarterHour:** The quarter-hour of where the time falls in

**TenMinutes:** The ten-minute slot where time falls in

The following parameters are the same as above, but with extra text:

HalfHour	QuarterHour	TenMinutes	sHour	sHalfHour	sQuarterHour	sTenMinutes
06:30	06:45	06:50	06h	06h30	06h45	06h50

**sHour**

**sHalfHour**

**sQuarterHour**

**sTenMinutes**