

CTI Server and Log Server Reports



User's Guide

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TECHNOLOGY FOR BUSINESS CORP.

CTI Server and Log Server Reports User Guide

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INTRODUCTION

CTI Server and Log Reporting Overview

This manual covers the use of built in CTI Server and Log Server reporting functions, as well as how to access the raw data created by the *TFB Logger*.

Introduction Section	Overview
Section 1	CTI Server Reports How to access, run, and read the reports available from CTI Server Window
Section 2	Log Server Reports How to access, run, and read the reports available from the Log Server Window
Section 3	Using Raw Log Files How to access the raw log files for use in Excel or other third party programs.

Introduction to Reporting

With every system, the TFB base package includes a set of pre-configured reports, accessible from the CTI Server desktop.

Two sets of reports are available,

CTI Server Reports – Application-based reports

Log Server Reports – Statistic (PEG) based reports

The TFB system logs numerous important events related to IVR activity, including customer interaction with Auto Attendant, custom IVR applications, the Callback products, and so forth. Report output is in text files and can be viewed directly on the server, printed from Windows Note Pad, archived, or preconfigured for email delivery via your local SMTP server.

The pre-configured reports are actually created from log files, which contain the events related to IVR activity recorded by the *TFB Logger*. The event data is stored as simple text on the server in raw format files named by date, with a *.log extension. This open format means that aside from access to the reports that are included with the system, all the event data is available for users to import into other applications such as Excel, or other 3rd party tools that accept and manipulate text data for reporting purposes. TFB users often use Excel to create additional bar charts and graphs for presentation and enhanced reporting.

Using the Preset Reports

There are several options to get reports in the format you need, but look first at the pre-configured reports available from the CTI Server Window and the Log Server Window on the server desktop. Frequently these windows are minimized, so you might find them in the task bar on the server.

Understanding Logs and PEGs

Before looking at how to access the reports, it's worthwhile to begin with an understanding of a few key concepts shared by all reports. That way, you'll develop an more intuitive understanding of reports, and regardless of the particular reports you view you won't have to lookup each report individually in order to understand and read them. Reports share the same nomenclature and conventions, and they are all based on a specific type of event recorded by CTI Server. It is important, however, to understand the underlying concepts that are central to Log reports and PEG events.

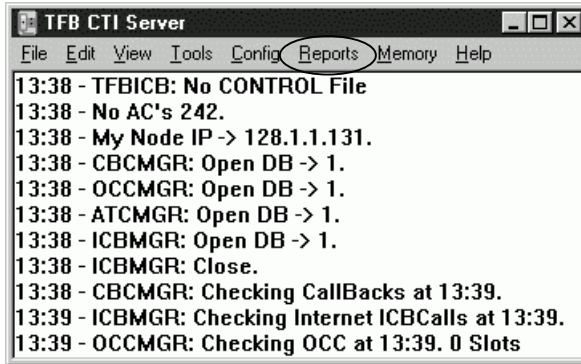
All bundled reports are based on events recorded in a Log file. Events are recorded as simple text in the file. These events are called PEGs, and they are recorded along with a function code, the time of the event, and which port the event is associated with. There is a name and numeric code associated with a PEG also. For example, PEG code '000' designates the start or end of a call. How can we use the same code for both? That is what the function code is used for. It indicates the type of event being pegged. Some events are durations, some are starts, and so on.

But users don't typically view this log directly, even though it is available. Instead, they view the summary reports created from this log. It is by recording each event in this manner, we derive other data, such as the average call length, total number of calls, and other calculated stats. The additional advantage is that you can import the raw log data into tools like Excel, and create your own reports.

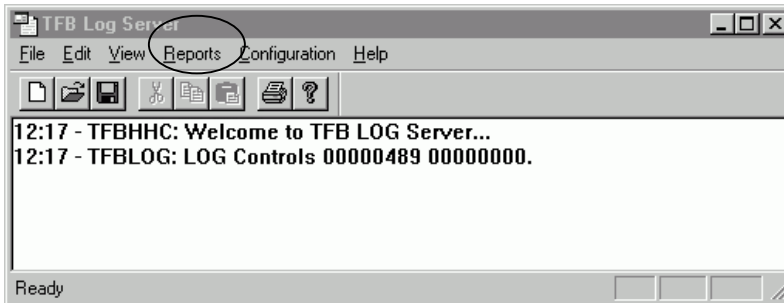
Getting to the Preset Reports

Reporting functions are available from two menus:

- 1 For CTI Server Reports, use the **Reports** menu in the CTI Server Window
- 2 For Log Server Reports, use the **Reports** menu in the **Log Server** Window



CTI Server Window



Log Server Window

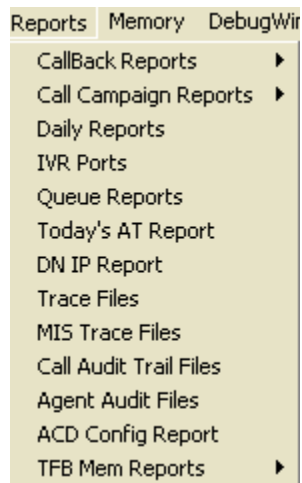


CTI Server Reports

CTI Server Reports are related to the packaged applications available for CTI Server such as Automated Callback, Outbound Campaigns, and Automated Transcriptions. Some specialized reports are also offered for technician use.

If you are not running Callback, Outbound Campaigns, Internet Callback, or Auto Transcriptions, most of the reports in this section are not active and will be blank.

To access CTI Server Reports, click from the **Reports** menu in the CTI Server Window, and select from the reports listed.



CTI Server Reports Summary

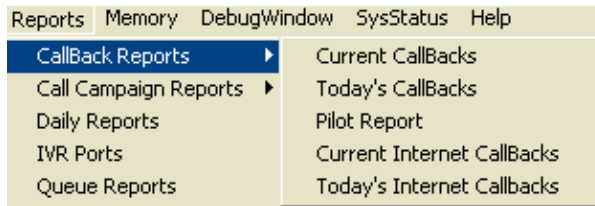
Menu Item	Report Description
Callbacks Reports	Reports for ASAP and Scheduled Callbacks.
Call Campaign Reports	Outbound Call Campaign Reports.
Daily Reports	Daily Callback and Campaign Reports.
IVR Ports	Current status of IVR ports.
Queue Reports	List of current active WallBoard reports in network.
Current Campaign Calls	Campaign calls in memory.
Today's Campaign Calls	All Campaign calls for today.
Today's AT Report	Today's Auto Transcription Report.
DN / IP Report	List of all current DN's and their associated IP address for screen pop.
Trace Files	Look at Infolink trace files. <i>For certified technician use only.</i>
MIS Trace Files	MIS link trace files. <i>For certified technician use only.</i>
Call Audit Trace Files	Audit events for ACD Reports. <i>For certified technician use only.</i> Campaign calls in memory.
Agent Audit Trace Files	Audit events for ACD Reports. <i>For certified technician use only.</i> Campaign calls in memory.
ACD config. Report	Today's Auto Transcription Report.
TFB mem Reports	RAM reports. <i>For certified technician use only.</i>
Trace Files	Look at Infolink trace files. <i>For certified technician use only.</i>

Using the Callback Reports

The callback reports include ASAP Callback, Scheduled Callback, NBD Callback, and Internet Callback. These reports will be blank if you are not using these features or if they have not been installed.

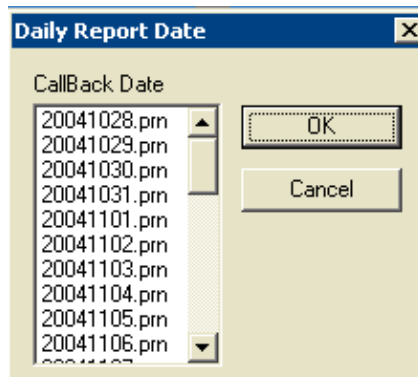
To Access Callback Reports

- 1 From the CTI Server Window, click from the **Reports** menu.
- 2 Select **Callback Reports**.
- 3 Select from the report options listed.



Callback Reports Summary

Menu Item	Report Description
Current Callbacks	Callbacks in queue, waiting for delivery to agent
Today's Callbacks	All Callbacks for the current day
Pilot Report	All Callbacks by Pilot
Current Internet Callbacks	Current Internet Callbacks in queue
Today's Internet Callbacks	All Internet Callbacks for the current day



Reading Callback Reports

Regardless of the type of callback report selected, the format is the same.

SAMPLE DAILY CALLBACK REPORT

Daily Callback Report Generated on 12/04/1997 at 23:46

Control	Status	Flag	T	Pilot	CB	Phone	In	Last	CB	Save
		<u>N</u>	<u>C</u>	<u>DN</u>	<u>ANI</u>		<u>Time</u>	<u>Time</u>	<u>Time</u>	
00096390	Good	0080	0	2048	6027040984		08:26	08:28		52
		<u>1</u>	<u>10</u>	7036	000	0				
Acct - 145545										
00096401		0080	0	2048	6024151583		08:29	08:34		239
		<u>1</u>	<u>19</u>	7137	000	0				
		<u>1</u>	<u>13</u>	1020	000	0				
00096506	Good	0080	0	2048	6029786147		09:22	09:29		374
		<u>1</u>	<u>11</u>	7066	000	0				
00096513	Good	0080	0	2048	6029472002		09:25	09:31		329
		<u>1</u>	<u>11</u>	7126	000	0				
Acct - 15730										
00096516	Good	0080	0	2048	6029486090		09:24	09:32		440
		<u>1</u>	<u>17</u>	7066	000	0				
00096525	Good	0080	0	2048	6028328466		09:27	09:36		485
		<u>1</u>	<u>14</u>	7048	000	0				
00096529	Good	0080	0	2048	6024860516		09:28	09:36		463
		<u>1</u>	<u>19</u>	7015	000	0				
00096559	Good	0080	0	2048	6024960937		09:34	09:41		380
		<u>1</u>	<u>11</u>	7126	000	0				
00098735	Good	0080	0	2048	6029550009		17:31	17:35		205
		<u>1</u>	<u>10</u>	7137	000	0				
00098739	Good	0080	0	2048	9163325501		17:32	17:35		150
		<u>1</u>	<u>16</u>	7033	000	0				
00098743	Good	0080	0	2048	6029903429		17:34	17:36		65
		<u>1</u>	<u>08</u>	7031	000	0				

Total Callbacks

528

Total Saved

244726

Callback Report Labels

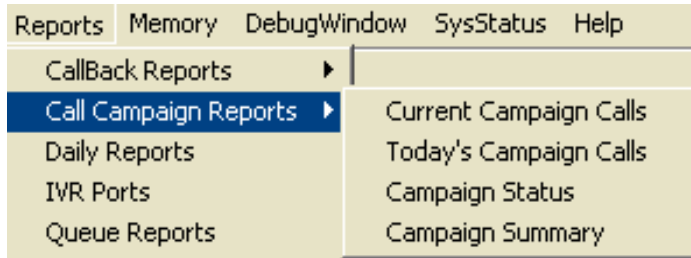
Field	Description
Control	Internal number used to track the call uniquely
Status	Current Status of this callback Good – Callback completed Failed – Callback not completed after all retries
Flag	Numeric code corresponding to the Status field
T	Number of retries
Pilot	The ACD Pilot number of the incoming call
CB Phone	The 10-digit callback phone number specified by the caller
In Time	The TOD the callback was requested
Last Time	Most recent TOD CB number was dialed
CB Time	TOD scheduled for callback (scheduled CB only)
Save	Seconds of inbound toll charges/hold time saved on this call
N	CTI Server Node that processed the callback
C	Channel – IVR port
DN	DN or STN of agent the call was most recently dialed from
ANI	10-digit ANI (caller ID) from the original inbound call
Acct	Caller's account number, as available

Using the Campaign Reports

The callback reports include ASAP Callback, Scheduled Callback, NBD Callback, and Internet Callback. These reports will be blank if you are not using these features or if they have not been installed.

To Access Campaign Reports

- 1 From the CTI Server Window, click from the **Reports** menu.
- 2 Select **Call Campaign Reports**.
- 3 Select from the report options listed.



Campaign Reports Summary

Menu Item	Report Description
Current Campaign Calls	All campaigns in queue, waiting for delivery to agent
Today's Campaign Calls	All campaigns for the current day
Campaign Status	All campaigns by Pilot
Campaign Summary	Current campaign statistics

Reading Campaign Reports

Regardless of the type of campaign report selected, the format is essentially the same. The information is a lot like the callback reports.

```

-----
Campaign - Appt Reminder, All Calls.
-----
Control  Status  Flag  T Campaign Pilot  CB Phone  In  Last  CB
          DN      Priority
-----
00009682  FAILED  008100  2  0001  5000  8855551576  18:00  18:40  01/12/2004  18:39
          0          000  01/13/03|09:00AM|530SUP DIET|PENAFIEL 000001
00009683  GOOD    008000  1  0001  5000  8855556628  18:00  18:36  01/12/2004  18:00
          0          000  01/13/03|09:30AM|530SUP DIET|CAMARON 000002582391
00009684  GOOD    008000  1  0001  5000  8855551919  18:00  18:37  01/12/2004  18:00
          0          000  01/13/03|10:00AM|530SUP DIET|VELASCO 000002
00009685  CONNECT 00C000  1  0001  5000  8855551601  18:00  18:35  01/12/2004  18:00
          0          000  01/13/03|10:30AM|530SUP DIET|THOMAS 000001606293
00009686  GOOD    008000  1  0001  5000  8855557119  18:00  18:36  01/12/2004  18:00
          0          000  01/13/03|11:00AM|530SUP DIET|VIEL 0000020
00009687  CONNECT 00C000  2  0001  5000  8855556858  18:00  18:41  01/12/2004  18:40
          0          000  01/13/03|11:30AM|530SUP DIET|VILLAFUERTE 000006
00009688  GOOD    008000  1  0001  5000  8855557757  18:00  18:37  01/12/2004  18:00
          0          000  01/13/03|12:00PM|530SUP DIET|PAUL 000002413742
00009689  GOOD    008000  2  0001  5000  8855554051  18:00  18:42  01/12/2004  18:39
          0          000  01/13/03|02:00PM|530SUP DIET|SINGH 000001
00009690  CONNECT 00C000  1  0001  5000  8855554592  18:00  18:36  01/12/2004  18:00
          0          000  01/13/03|02:30PM|530SUP DIET|ZARATE 000001
00009691  FAILED  008100  2  0001  5000  8855553709  18:00  18:39  01/12/2004  18:39
          0          000  01/13/03|03:00PM|530SUP DIET|GUL 000002
00009692  GOOD    008000  1  0001  5000  8855553406  18:00  18:36  01/12/2004  18:00
          0          000  01/13/03|03:30PM|530SUP DIET|RODRIGUEZ 000001
00009693  GOOD    008000  1  0001  5000  8855559070  18:00  18:36  01/12/2004  18:00
          0          000  01/13/03|09:10AM|530SUP DIZO|PEREZ 000002
-----

```

Campaign Report Labels

Field	Description
Control	Internal number used to track the call uniquely
Status	Current Status of this campaign call Good – Call completed Failed – Call not completed after all retries Connect – Call completed but no response from target caller
Flag	Numeric code corresponding to the Status field
T	Number of retries
Campaign	The user campaign number
Priority	The ACD priority for these calls in queue (agent campaigns only)
Pilot	The ACD Pilot number of the incoming call
CB Phone	The 10-digit callback phone number specified by the campaigns data
In Time	The TOD the call was placed in queue
Last Time	Most recent TOD CB number was dialed
CB Time	TOD scheduled for callback (scheduled CB only)
DN	DN or STN of agent the call was most recently dialed from. This will be 0 for IVR campaigns

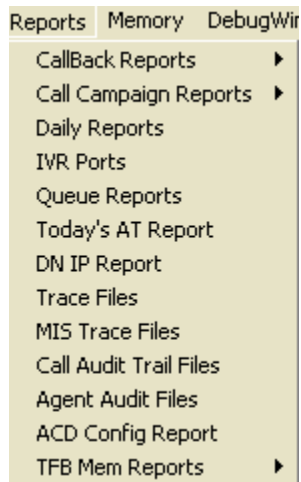
Using the DN IP Report

For reporting and screen pop purposes, CTI Server maintains a list of ACD DNs or STNs and the associated IP address of the agent PC at that station.

Sometimes screen pop will not work correctly for a particular agent merely because that Agent IP and associated DN have not been correctly registered on the server.

To Access DN IP Reports

- 1 From the CTI Server Window, click from the **Reports** menu.
- 2 Select **DN IP Report**.
- 3 The report appears in a Note Pad window.



DN IP Report Sample 1

DN	IND	T	IP	PORT	AGENT	AGT NAME	SPLITS-PREFEREN
2000	0	0	192.168.254.31	2600	0		
3703	1	1	0.0.0.0	0	3803	Pat	4-1
3803	2	1	66.245.129.210	2600	0		
3804	3	1	0.0.0.0	0	0		
3806	4	0	0.0.0.0	0	0		
3807	5	0	0.0.0.0	0	0		
3808	6	1	0.0.0.0	0	0		
3809	7	1	4.65.80.108	2600	0		
3850	8	1	0.0.0.0	0	3850	Danielle Parks	1-1 2-2
3888	9	0	0.0.0.0	0	0		
3821	10	1	0.0.0.0	0	0		

The reports should show a unique IP address for each agent logged in. Agents not logged in will show zeroes in their address. DNs that do not appear at all have not been properly registered with CTI Server. Register agent DNs from the **Config** option on the CTI Server main menu.

DN IP Report Labels

Field	Description
DN	Agent DN or STN
IND	Index of DN record – for programming use only
IP	The IP address of the agents PC
PORT	The IP port of the agent PC. Almost always 2600, although in some environments unique port numbers are used to track a mainframe session.
AGENT	Agent ACD ID
AGT NAME	Name of the agent
Splits Preference	Splits set for agent in the ACD. The format is SPLIT – PREF. So, 4-1 indicates Split 4, preference 1. This information is read from the ACD, and only appears if ACD Reports is installed.

Using the Technician Reports

A series of reports on the menu are for use by authorized technicians only. These are,

- Trace Files
- MIS Trace Files
- Call Audit Trail Files
- Agent Audit Files
- ACD Config Report
- TFB Mem Reports

While these are not generally useful for users, they are a useful way for TFB engineers to track issues either with the server or the switch. Frequently TFB can help the switch vendor find problems even if they are not directly related to the TFB applications.

Some or all of these reports are blank when the associated trace or application is not installed.

The ACD Configuration reports are probably the least technical, and are a convenient way to verify proper configuration of the ACD for setup or troubleshooting. The server gets this information directly from the ACD via Infolink.

To Access ACD Config Reports

- 1 From the CTI Server Window, click from the **Reports** menu.
- 2 Select **ACD Config Report**.
- 3 The report appears in a Note Pad window.

ACD Config Report Sample 1

```
-----
Tenant  splits  Name
-----
   1      0   TFB
   2      0   Sales
-----

Index  Pilot    CCV  Ten  Name
-----
   0  3087     0:0  0   Non ACD Pilot
   1  3138     0:0  0   Non ACD Pilot
   2  3603     0:0  0   Non ACD Pilot
   3  3703     0:0  0   Non ACD - Moss Voicemail
   4  3800     1:1  1   <blank>
   5  3803    20:1  1   Development
   6  3804     0:0  0   Non ACD - Max DeLavenne
   7  3805    17:1  1   Jose Medina
   8  3807     0:0  0   Non ACD - David Bean
   9  3811    24:1  1   Terri Lavery
  10  3813     1:1  0   Non ACD - Nichola Harris
  11  3818     9:1  1   will Jones
  12  3820    26:1  1   Joe Spereno
  13  3837     0:0  0   Non ACD Pilot
  14  3838    15:1  1   Chuck Cuggino
  15  3850     0:0  0   Non ACD - Dan McGarry
  16  3859     0:0  0   Non ACD Pilot
  17  3860     8:1  1   Engineering DNIS
  18  3861     3:1  1   IVR 99
  19  3862     5:1  1   Main TFB Line
  20  3864     8:8  1   Engineering Split
  21  3865     8:7  1   Account Prompt
-----
```

The reports include pilot definitions

ACD Config Report Sample 2

```
IVR          Last IL          ACD
Port DN      N C Status      Flag Time Code Ann Control
00 3987 1 01          0000 09:37 IO 11 -
01 3988 1 02          0004 09:35 IO 11 - 00011264 -
02 3989 1 03          0004 06:01 IO 11 #000785 - 00011195 -
03 3990 1 04          0000 16:00 00 -
04 3668 2 01          0000 16:00 00 -
05 3950 2 02          0000 16:00 00 -
06 3951 2 03          0000 16:00 00 -
07 3952 2 04          0000 16:00 00 -
```

The reports include definitions of IVR ports

ACD Config Report Sample 3

Logon ID	Abbrev.	Agent Name
1111	JD	Joe Demo
1112	Joe	Joe Admin
3803	PM	
3804	MS	Mike Smith
3807	DB	.
3808	ALX	.
3850	DP	Danielle Parks
3851	DM	.

Split	Tenant	Pool	wait	Name
1	1	200	120	Tech Support
2	1	200	120	Engineering
3	1	200	120	Marketing
4	1	200	120	Development
8	1	200	120	Terminator
9	1	200	120	Audit Trail
10	1	200	120	Advanced Routing
1	2	200	120	Sales Split

Menu	Name
11	Main Menu
12	Jury Demo
13	Screen Pop Demo
14	Pharm Refill Demo
15	HMO Elig Demo
16	Appt Conf Demo
17	Acct Inqiuiry Demo
20	Demo Main Menu
111	Support & Training
113	Training
114	Address Main
121	Jury Gen Info Menu
122	Jury Exc or Post
129	Jury Demo Main Menu
141	Pharm Refill Main Menu

The reports also include agent, split, and TFB Auto Attendant menu definitions for reference.

Users are welcome to access these reports although they were intended for use by technicians. Please consult your ACD documentation for firther explanation of the data displayed.



Log Server Reports

Statistical reports based on IVR port events and durations are available from the **Reports** menu in the Log Server Window. The reports offered encompass all the statistics, or *PEG* counts, logged and stored by the log server. This includes statistics based on packaged and applications, custom applications, call durations on the IVR port, and more.

The log server also provides the Auto Log Reports feature, which allows users to configure and save report parameters, and schedule automated email delivery of the available reports.

What Reports are Available from the Log Server

The log server provides six reporting categories that include PEG-based reports, IVR port utilization, and Automated Attendant utilization.

Log Server Report Types

Menu Item	Report Description
Daily Detail Log	Shows each recorded PEG code event and the time it occurred.
Summary Reports	Offers PEG summary reports on any statistic.
Hourly Reports	Offers PEG reports on any statistic in hourly increments.
User Data Reports	Shows reports on caller data related to custom applications.
Line Utilization Reports	Shows call volume on IVR ports for a specified day.
Auto Attendant Reports	Shows detail of caller interaction with the <i>Enhanced Automated Attendant</i> , including menu selections and durations.

Using the Log Server

- The log server provides extended turnkey reporting functions
- Log server reporting functions are also available for use with custom applications developed from TFB's VOS API
- Log data is stored in open text files for import into other packages, such as Excel

Available Log Server Reports

The log server Reports window provides six distinct reporting categories

Reports	Configuration	Debu
Daily Detail Log		
Summary Reports		▶
Hourly Reports		▶
User Data Reports		▶
Line Utilization Reports		▶
Auto Attendant Reports		▶
Archives		

Report options include the type and which statistics are of interest. Typically you will also have the option to run the report for all statistics in the system.

Log Server Report Types

Menu Item	Report Description
Daily Detail Log	Shows PEG summaries reports on any statistic.
Summary Reports	Shows PEG summaries reports on any statistic.
Hourly Reports	Shows PEG reports on any statistic in hourly increments.
User Data Reports	Shows reports on caller data related to custom applications.
Line Utilization Reports	Shows call volume on IVR ports.
Auto Attendant Reports	Shows detail of caller interaction with the <i>Enhanced Automated Attendant</i> , including menu selections and durations.

What is a PEG Statistic?

The Log Server reports are built around predefined and custom PEG statistics. A PEG is a predefined event during a call such as a particular touch tone selection by the caller, the start of the call, a menu selection, and so forth. As PEG events occur they are logged on the server along with a time stamp and other details about the call. The Log Reports are assembled from the series of events recorded by the server. Note that each PEG is an event with no inherent duration. Within the reports, however the duration is often shown between PEGS to report on such things as caller duration on a particular Auto Attendant menu.

This is a list of predefined PEG statistic. Some are for a particular product, and some are generalized. Each PEG is associated with a unique 3 digit number. If you have a custom IVR application on the server, there is also a range of PEG codes set aside for reporting that is defined as a part of your applications.

Log Server Statistics or PEGS

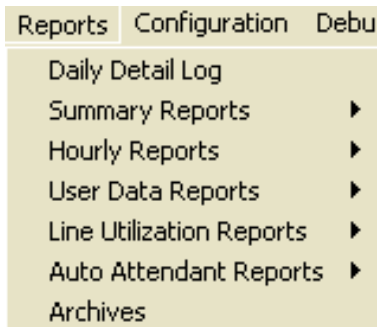
PEG NAME	Description
000 Start/End	Log Start/End of call on IVR port
001-099 Custom	Reserved for custom IVR applications. Unique by site.
300 Log Start	Logfile Startup
301 IVR Ann 1	IVR Announcement 1 calls received
303 IVR Ann 3	IVR Announcement 3 calls received
308 IVR Ann 8	Callbacks routed to an agent
309 IVR Ann 9	IVR Ann 9 processed by IVR (includes all Ann 9 sent to the IVR regardless of whether the callback offer threshold had been reached.
310-399 Ann n	IVR Ann 10-99
400 Callbacks	Number of callbacks entered
401 Sched. Callback	Scheduled callbacks entered
402 After Hrs. Call	After hours callbacks entered
403 Offered CB	Number of times caller was offered callback
404 Return To Queue	Caller specifically chose to return to queue
405 Failed CB Entry	Caller failed entry of a callback
406 Hangup In CB	Caller hung up while entering a callback
407 Denied CB	Caller entered invalid callback phone number – restricted area codes
408 Duplicate CB	Caller entered callback for a phone number already scheduled fo
409 900 - 911 CB	Caller entered callback in 900-911 or 976 area code (callback is rejected)
410 Precall Ann	Announcement spoken to agent as call arrives
411 AA CBs.	A callback offer triggered from Auto Attendant.
412 ETA's	ETA spoken. The ETA value and pilot are also shown.
413 Redirected Out	A callback redirected by Network ACD to an external ACD
414 Redirected Fail	Attempt to redirect a callback by Network ACD to an external ACD failed.
415 Redirected In	A callback redirected by Network ACD from an external ACD to the local ACD.
420 Agt. Failed CB	Agent did not respond to accept callback
430 Missing Prompt	System attempted to play a prompt that was not recorded.
450 Out. IVR Call	Start of an outbound call by an IVR port
451 Out. IVR Term	Outbound call by an IVR port stopped
460 Add Page	Alarm manager instructed to send a page by IVR or other application
461 Add EMail	Alarm manager instructed to send an email by IVR or other application
470 Start Survey	Survey started
500 AA Call	Auto Attendant calls processed
501 AA Menu	Number of AA menus offered
502 AA Action	Number of actions chosen by caller on an AA menu
503 AA Transfer	Number of transfers from the Auto Attendant to another pilot or extension.

You will see these PEG statistics as options as you run reports and as labels in the actual reports. Note that each PEG is an event with no inherent duration.

Within the reports, however the duration is often shown between PEGS.

Running a Log Server Report

Use the **Reports** menu in the Log Server Window to access these reports. Some reports will offer options, like the report date, and the option to select a particular statistic.

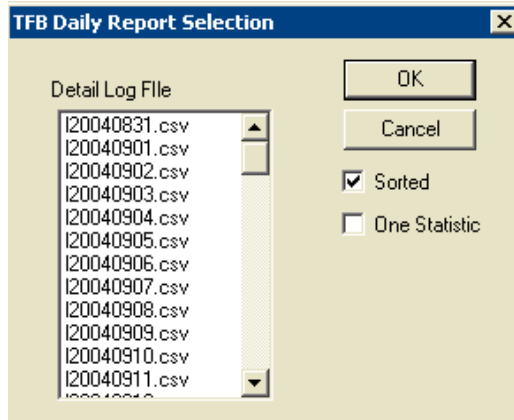


The report files are stored as text, and named using the dates covered by the report. The format is,

TYYYMMDD

Always two digits for month, MM, and day, DD. T is the tenant number which is typically '1' but if your telephone system is set up for more multiple tenants then report files are named starting with the tenant number. For example, 120040901 is 9/1/2004, in tenant '1'.

Use the **Reports** menu in the Log Server Window to access these reports. Some reports will offer options, like the report date, and what statistics are of particular interest.



Other typical options include choice of statistic and sorting. Note the TYYYYMMDD date format.

The next section discuss automating reports and using reports remotely. If you'd like to see information about reading reports, skip ahead to **Reading Log Server Reports**.

Reading the Log Server Reports

Log server reports are straightforward counts and durations of events. Each event is identified by a PEG code. Plenty of events refer to internal switch activity, and it is typical for users to identify a few key statistics of interest and use only the related reports. Several reports are shown here as examples, but you'll see the same types of fields in all reports.

Reading Daily Detail Log Reports

The Daily Detail Log is a record of every event that happens on an IVR port. It is not typical for users to view the Daily Detail Log on a regular basis. Its primary use is for troubleshooting or to research the events for a particular call.

Daily Detail Log

Field	Description
Control	A unique number assigned to the call by CTI Server for tracking purposes.
Name	PEG Statistic Name
CH	Channel that the call was received on
Time	TOD the PEG was recorded.
F	Function Pegged
ST	PEG statistic code
P	PEG count for that event

Sample Daily Detail Log Report

Technology For Business
 File name < 19990805.log >.
 Sorted by call no.

■
 Sorted Transaction Log.

CONTROL	NAME	CH	TIME	F	ST	P	DUR	USER DATA
00000000	Start of Day	-1	09:09:28	0	999	0	00:00	
00000000	Start of Day	-1	09:11:34	0	999	0	00:00	
00000000	Start of Day	-1	09:50:40	0	999	0	00:00	
00002143	Start of Call	-12	00:06:29	1	0	1	<--->	
00002143	Start CA	12	00:06:29	4	13	1	00:00	
00002143	End CA	12	00:06:58	2	13	0	00:29	
00002143	-----	12	00:06:58	2	0	0	00:29	
00002144	Start of Call	-13	00:21:19	1	0	1	<--->	
00002144	Start CA	13	00:21:19	4	13	1	00:00	
00002144	Transfer	13	00:22:08	3	2	1	00:00	7899
00002144	End CA	13	00:22:08	2	13	0	00:49	
00002144	-----	13	00:22:08	2	0	0	00:49	
00002145	Start of Ann 9	14	00:22:21	4	309	1	00:00	00186772 ETA 9959
00002145	Start of Call	-14	00:22:21	1	0	1	<--->	7899 0000
00002145	After Hrs. CBs	14	00:23:43	3	402	1	00:00	001867726194287710 08051999 0802
00002145	-----	14	00:23:50	2	309	0	01:29	
00002145	-----	14	00:23:50	2	0	0	01:29	
00002146	Start of Call	-0	03:44:47	1	0	1	<--->	
00002146	Start CA	0	03:44:47	4	13	1	00:00	
00002146	Transfer	0	03:45:32	3	2	1	00:00	7899
00002146	End CA	0	03:45:32	2	13	0	00:45	
00002146	-----	0	03:45:32	2	0	0	00:45	
00002147	Start of Call	-5	03:45:43	1	0	1	<--->	7899 0000
00002147	Start of Ann 9	5	03:45:43	4	309	1	00:00	00186773 ETA 9959
00002147	Failed CB Entry	5	03:46:33	3	405	1	00:00	0000
00002147	-----	5	03:46:41	2	309	0	00:58	
00002147	-----	5	03:46:41	2	0	0	00:58	
00002148	Start CA	12	04:19:49	4	13	1	00:00	
00002148	Start of Call	-12	04:19:49	1	0	1	<--->	
00002148	End CA	12	04:20:21	2	13	0	00:32	
00002148	-----	12	04:20:21	2	0	0	00:32	
00002149	Start of Call	-13	04:39:59	1	0	1	<--->	
00002149	Start CA	13	04:39:59	4	13	1	00:00	
00002149	End CA	13	04:40:30	2	13	0	00:31	
00002149	-----	13	04:40:30	2	0	0	00:31	
00002150	Start of Call	-14	05:22:23	1	0	1	<--->	
00002150	Start CA	14	05:22:23	4	13	1	00:00	
00002150	End CA	14	05:23:07	2	13	0	00:44	
00002150	-----	14	05:23:07	2	0	0	00:44	
00002151	Start CA	15	05:24:19	4	13	1	00:00	
00002151	Start of Call	-15	05:24:19	1	0	1	<--->	

Reading Daily Summary Reports

The Daily Summary Log is a record of total PEG counts and durations for each PEG statistic defined in the system.

Daily Summary Log

Field	Description
PEG	PEG Statistic code.
Name	PEG Statistic Name
Count	Total count for that PEG
Duration	Total Duration for that event during the specified day. hh:mm:ss.
Average	Average Duration for that event during the specified day. hh:mm:ss.
Shortest	Shortest Duration for any single occurrence of that event during the specified day. hh:mm:ss.
Longest	Shortest Duration for any single occurrence of that event during the specified day. hh:mm:ss.

Sample Daily Summary Report

Technology For Business
File name < 19990801.log >.
Daily Summary Report for 08/01/1999.
Number of Reporting Days - 1.

Summary Report.

PEG	NAME	COUNT	DURATION	AVERAGE	SHORTEST	LONGEST
000	Calls Received	8339	84:05:16	00:36	00:01	05:35
002	Transfer	3797				
009	MF Failure	0				
011	Circ Bus Hrs	3558	21:48:59	00:22	00:01	03:42
012	Class Bus Hrs	0				
013	Circ After Hrs	729	07:48:48	00:38	00:01	00:49
014	Class After Hrs	212	01:52:14	00:31	00:02	02:02
020	Circ Inquiry	0				
021	Circ Complaint	0				
022	Circ Payment	0				
023	Circ Vacation	0				
031	Class Cancellat	0				
032	Class Renewal	0				
033	Class Direction	0				
034	Class Faxback	1				
035	Class Hours	1				
301	IUR Ann 1	0				
303	IUR Ann 3	0				
308	IUR Ann 8	762	09:09:29	00:43	00:01	03:16
309	IUR Ann 9	2729	39:59:57	00:52	00:04	05:13
400	Callbacks	548				
401	Sched. CBs	5				
402	After Hrs. CBs	188				
403	Offered CB	1900				
404	Return To Queue	682				
405	Failed CB Entry	60				
406	Hangup In CB	316				
407	Denied CB	0				
408	Duplicate CB	36				
409	900 - 911 CB	0				
420	Agt. Failed CB	43				
500	AA Call	0				
501	AA Menu	0				
502	AA Action	0				
503	AA Transfer	0				

Reading Daily Hourly Summary Reports

Sample Daily Hourly Summary Report

Technology For Business
File name < 120040831.csv >.
Daily Hourly Summary Report.
|

PEG NAME HOURLY BREAKOUT REPORT

000 Calls Received

HOURLY	COUNT	DURATION	AVERAGE
00	0	00:00	00:00
01	0	00:00	00:00
02	0	00:00	00:00
03	0	00:00	00:00
04	0	00:00	00:00
05	0	00:00	00:00
06	0	00:00	00:00
07	0	00:00	00:00
08	1	00:48	00:48
09	1	00:19	00:19
10	2	00:21	00:10
11	2	03:23	01:41
12	3	02:38	00:52
13	1	00:48	00:48
14	3	02:04	00:41
15	1	00:49	00:49
16	0	00:00	00:00
17	0	00:00	00:00
18	1	00:49	00:49
19	0	00:00	00:00
20	0	00:00	00:00
21	0	00:00	00:00
22	0	00:00	00:00

Daily Hourly Summary Report

Field	Description
PEG	PEG Statistic code.
Count	Total count for that PEG
Duration	Total Duration for that event during the specified day. mm:ss.
Average	Average Duration for that event during that specified day. mm:ss.

Reading User Data Summary Reports

Sample User Data Summary Report

```
Technology For Business  
File name < \tfb\reports\00000623.txt >.  
Monthly User Data Summary Report for 09/2004 - Statistic 309 IVR Ann 9  
|
```

```
-----  
USER DATA SUMMARY REPORT FOR PEG 309 IVR Ann 9  
-----
```

COUNT	DURATION	USER DATA
15	00:00	00000001 ETA 20
1	00:00	00000001 ETA 42
7	00:00	00000002 ETA 20
1	00:00	00000002 ETA 42
6	00:00	00000003 ETA 20
1	00:00	00000003 ETA 41
4	00:00	00000004 ETA 20
1	00:00	00000004 ETA 41
2	00:00	00000005 ETA 20
1	00:00	00000005 ETA 41
1	00:00	00000006 ETA 20
1	00:00	00000006 ETA 41
1	00:00	00000007 ETA 41
1	00:00	00000008 ETA 20
1	00:00	00000008 ETA 41
1	00:00	00000009 ETA 20
1	00:00	00000009 ETA 77

User Data Summary Report

Field	Description
PEG	PEG Statistic code.
Count	Total count for that PEG
Duration	Total Duration for that event during the specified day. mm:ss.
User Data	Data specific to the particular PEG

Reading Auto Attendant Summary Reports

Sample Auto Attendant Summary Report

```
-----
AUTO ATTENDANT SUMMARY REPORT
MENU   DESCRIPTION                               COUNT   DURATION  AVERAGE  SHORTEST  LONGEST
-----
Total Auto Attendant Calls -                188    02:05:31  00:40    00:10    03:12
-----
0011-0 Main Menu                            199    01:11:52  00:21    00:01    00:35
0012-0 Jury Demo                             0         00:00    00:00    00:00    00:00
0013-0 Screen Pop Demo                       0         00:00    00:00    00:00    00:00
0014-0 Pharm Refill Demo                     1         00:27    00:27    00:27    00:27
0015-0 HMO Elig Demo                         0         00:00    00:00    00:00    00:00
0016-0 Appt Conf Demo                        0         00:00    00:00    00:00    00:00
0017-0 Acct Inquiry Demo                     0         00:00    00:00    00:00    00:00
0020-0 Demo Main Menu                        2116    62:40:20  01:46    00:03    02:17
0111-0 Support & Training                     46        17:57    00:23    00:01    02:21
0113-0 Training                              0         00:00    00:00    00:00    00:00
0114-0 Address Main                           5         00:59    00:11    00:08    00:29
0121-0 Jury Gen Info Menu                    0         00:00    00:00    00:00    00:00
0122-0 Jury Exc or Post                       0         00:00    00:00    00:00    00:00
0129-0 Jury Demo Main Menu                   0         00:00    00:00    00:00    00:00
0141-0 Pharm Refill Main Menu                 2         01:16    00:38    00:16    01:00
0803-0 Moss Voicemail                          0         00:00    00:00    00:00    00:00
-----
```

Sample Auto Attendant Extension Summary Report

```
-----
AUTO ATTENDANT EXTENSION SUMMARY REPORT
COUNT EXTENSION DESCRIPTION
-----
0 Transfer to 3703 Moss Voicemail.
2 Transfer to 3803 Pat.
1 Transfer to 3804.
8 Transfer to 3805.
12 Transfer to 3807 David.
4 Transfer to 3813 Nichola.
1 Transfer to 3818.
0 Transfer to 3820 Sales-Mktg.
2 Transfer to 3838.
7 Transfer to 3850 Dan.
1 Transfer to 3883.
5 Transfer to 3888.
6 Transfer to 3890 sales tfer.
0 Transfer to 3909 Supp FWD.
100 Transfer to 3950 Operator.
33 Transfer to 3955 Tfer Support.
0 Transfer to 5000 General Assistance.
0 Transfer to 5001 Spanish Assistance.
-----
```

Sample Auto Attendant Key Summary Report

Technology For Business
File name < \tfb\reports\00000625.txt >.
Auto Attendant Monthly Report for 10/2004.
0

```
-----  
AUTO ATTENDANT REPORT  
MENU   DESCRIPTION                               COUNT   DURATION AVERAGE  SHORTEST  LONGEST  
-----  
0011-0 Main Menu                               199     01:11:52  00:21     00:01     00:35  
-----
```

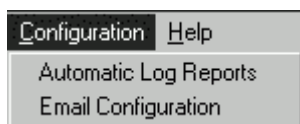
```
ACTION   COUNT DESCRIPTION  
-----  
0        17 Transfer to 3950 Operator.  
1        46 GoTo Menu 0111 Support & Training.  
2         6 Transfer to 3890 sales tfer.  
3        16 Dial Extension  
4         2 GoTo Menu 0114 Address Main.  
5         1 GoTo Menu 0020 Demo Main Menu.  
6         0 N/A  
7         0 GoTo Menu 0020 Demo Main Menu.  
8         0 N/A  
9         4 GoTo Menu 0011 Main Menu.  
*         0 N/A  
#        30 N/A  
TIMEOUT  77 Transfer to 3950 Operator.  
ERROR    0 Transfer to 3950 Operator.  
HANGUP   0
```

Automating Log Server Reports

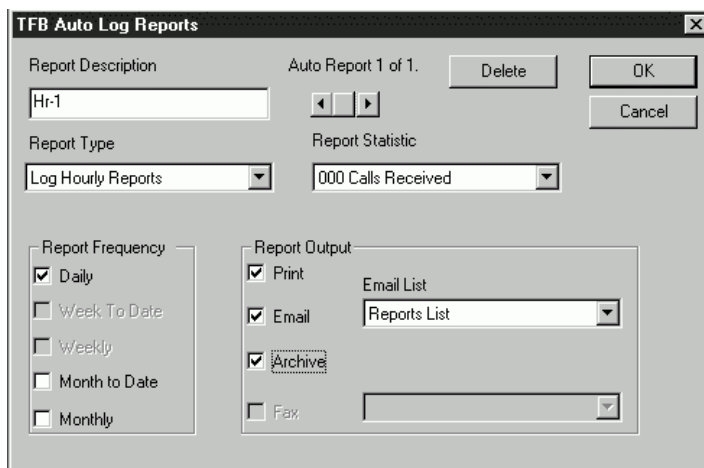
The log server also provides user-configurable automated report functions. By selecting the desired report type, frequency, and statistic, you can define and save reports for repeated access or for scheduled email delivery to management.

To Define Auto Log Reports

- 1 Select **Automatic Log Reports** from the **Configuration** Menu in the Log Server window

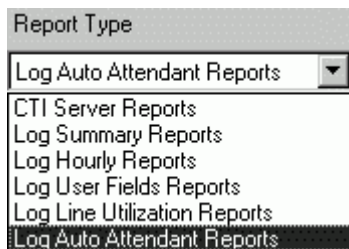


- 2 The TFB **Auto Log Reports** dialog appears



From this dialog, you can specify the name of the saved report, which type of report, the specific PEG statistic to be used, the frequency, and the output options.

- 3 Enter a descriptive name for the report. Specify the report type from the **Report Type** dropdown list, and the statistic of interest from the **Report Statistic** dropdown list.



- 4 Specify the frequency of report delivery.

MORE To Define Auto Log Reports

- 5 Select the desired delivery options.
Print goes to the default Windows printer for the server.
Email goes sends the report to the routing list specified in the **Email List** dropdown box. More on email delivery in the next section.
Archive writes the report to a text file on the server.
- 6 Click **OK** to finish.

Log Server Report Types

Menu Item	Report Description
CTI Server Reports	Shows PEG summary reports on any statistic.
Log Summary Reports	Shows PEG summary reports on any statistic.
Log Hourly Reports	Shows PEG reports on any statistic in hourly increments.
Log User Fields Reports	Shows reports on caller data related to custom applications.
Log Line Utilization Reports	Shows call volume on IVR ports.
Log Auto Attendant Reports	Shows caller use of the Enhanced Automated Attendant, including menu selections and durations.

Log Server Statistics or PEGS

PEG NAME	Description
000 Start/End	Log Start/End of call on IVR port
001-099 Custom	Reserved for custom IVR applications. Unique by site.
300 Log Start	Logfile Startup
301 IVR Ann 1	IVR Announcement 1 calls received
303 IVR Ann 3	IVR Announcement 3 calls received
308 IVR Ann 8	Callbacks routed to an agent
309 IVR Ann 9	IVR Ann 9 processed by IVR (includes all Ann 9 sent to the IVR regardless of whether the callback offer threshold had been reached.
310-399 Ann n	IVR Ann 10-99
400 Callbacks	Number of callbacks entered
401 Sched. Callback	Scheduled callbacks entered
402 After Hrs. Call	After hours callbacks entered
403 Offered CB	Number of times caller was offered callback
404 Return To Queue	Caller specifically chose to return to queue
405 Failed CB Entry	Caller failed entry of a callback
406 Hangup In CB	Caller hung up while entering a callback
407 Denied CB	Caller entered invalid callback phone number – restricted area codes
408 Duplicate CB	Caller entered callback for a phone number already scheduled fo
409 900 - 911 CB	Caller entered callback in 900-911 or 976 area code (callback is rejected)
410 Precall Ann	Announcement spoken to agent as call arrives
411 AA CBs.	A callback offer triggered from Auto Attendant.
412 ETA's	ETA spoken. The ETA value and pilot are also shown.
413 Redirected Out	A callback redirected by Network ACD to an external ACD
414 Redirected Fail	Attempt to redirect a callback by Network ACD to an external ACD failed.
415 Redirected In	A callback redirected by Network ACD from an external ACD to the local ACD.
420 Agt. Failed CB	Agent did not respond to accept callback
430 Missing Prompt	System attempted to play a prompt that was not recorded.
450 Out. IVR Call	Start of an outbound call by an IVR port
451 Out. IVR Term	Outbound call by an IVR port stopped
460 Add Page	Alarm manager instructed to send a page by IVR or other application
461 Add EMail	Alarm manager instructed to send an email by IVR or other application
470 Start Survey	Survey started
500 AA Call	Auto Attendant calls processed
501 AA Menu	Number of AA menus offered
502 AA Action	Number of actions chosen by caller on an AA menu
503 AA Transfer	Number of transfers from the Auto Attendant to another pilot or extension.

If you selected email as a delivery option for your Auto Log Report, you need to specify the SMTP server that the system should use to send the email, as well as some email routing lists with the address of the desired recipients. You can define multiple unique routing lists for use with different reports.

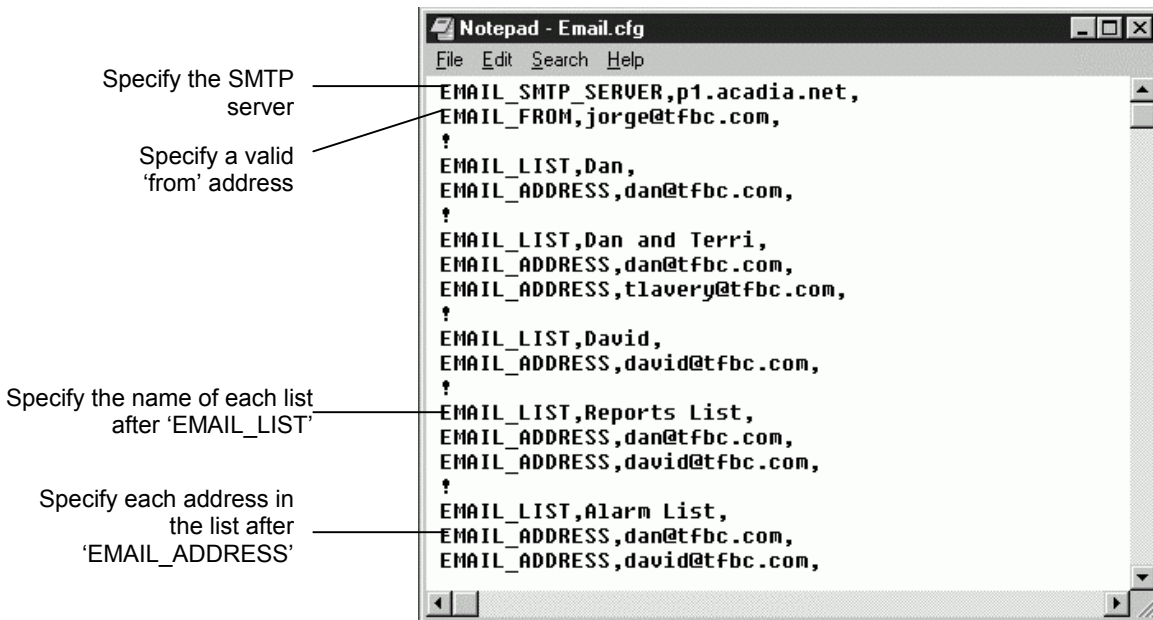
Your system administrator can provide you with an appropriate SMTP server name.

To Set Up Email Routing

- 1 Select **Email Configuration** from the **Configuration** Menu in the Log Server window



- 2 The TFB **Email** dialog file appears in a Notepad window.



Enter the SMTP server name, and the From address as shown. Be sure to type a comma at the end of every line. Then enter each email list as shown. The name of the list is what appears in the **Email List** dropdown box in the **Auto Log Reports** dialog. Select **Save** from the **File** menu when finished.

Running the Log Server Remotely

Some users may want to run log reports from their desktop. The log reports server is not a true client server application but by mapping a network drive to the users desktop, it is easily configured to run on another computer on the LAN

Note that to run the Log Server from your desktop, you will need network access to the TFB CTI Server.

To run the Log Server from your desktop

- 1 Right-click on your desktop, and select **New**, then select **Shortcut**.
- 2 The file you need to map to is located on the TFB CTI Server in `\tfb\bin\tfblog.exe`
- 3 Be sure to preface `\tfb\bin\tfblog.exe` with the name of our server. Please check with your network folks for the server name.

After the shortcut is created, simply double-click the desktop icon and this should launch the Log Server which has the IVR reports.

For additional assistance with remote access, please contact your vendor or TFB Support.

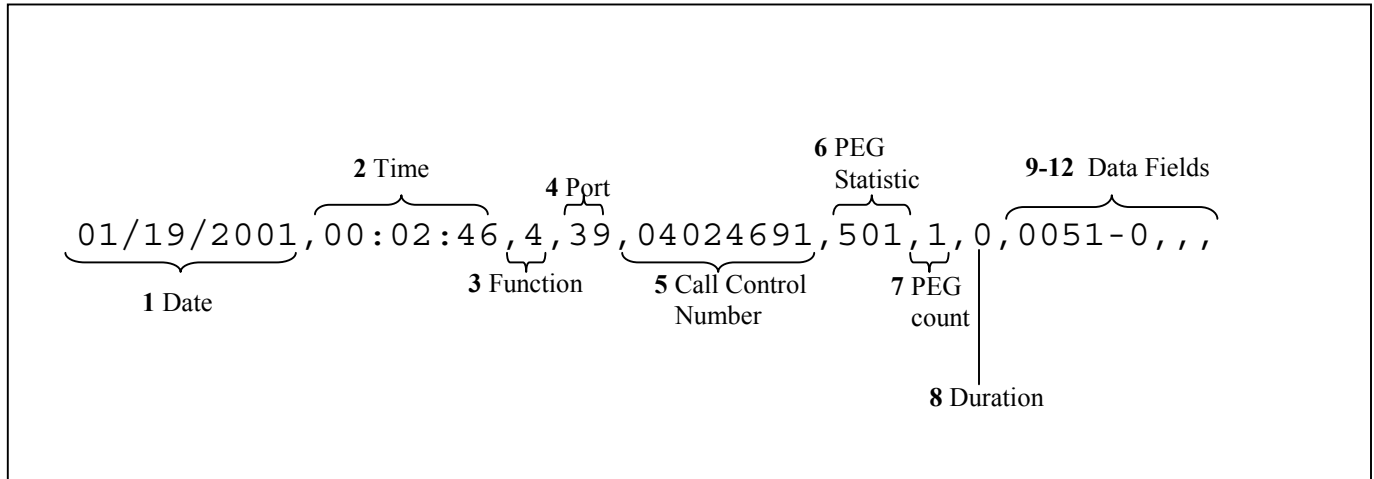


Using the Raw Log Files

The bundled reports in sections 1 and 2 are merely built on top of the raw log files. The TFB *TLogger* logs information about all IVR port activity in *.log text files stored on the server. These files are comma-delimited ASCII to allow other applications access to this data. Because of this, users can create their own reports by importing the log files into Excel, Access, Crystal Reports, or other 3rd party tools that accept and manipulate data in text format.

What's in the Log files...

Each line in the log file indicates a specific type of event that occurred for that call. Some events are also associated with additional detail, such as pilot, agent DN (STN), or ANI(caller ID).



Sample Log File Excerpt

The log file is a series 'entries', one entry per line. Each entry indicates a particular event, at a particular time. Each log file will typically have thousands of entries, and multiple entries for a given call. Here's an excerpt from a typical log file.

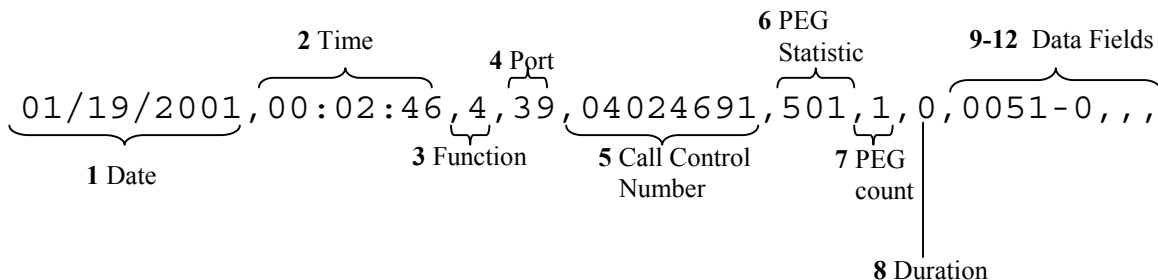
```
01/19/2001,00:02:46,1,39,04024691,0,1,0,,,,,  
01/19/2001,00:02:46,4,39,04024691,500,1,0,,,,,  
01/19/2001,00:02:46,4,39,04024691,501,1,0,0051-0,,,,,  
01/19/2001,00:02:48,5,39,04024691,501,0,2,0051-0,,,,,  
01/19/2001,00:02:48,3,39,04024691,502,1,0,0051-0 1,,,,,  
01/19/2001,00:02:48,4,39,04024691,501,1,0,0053-0,,,,,  
01/19/2001,00:02:50,5,39,04024691,501,0,2,0053-0,,,,,  
01/19/2001,00:02:50,3,39,04024691,502,1,0,0053-0 1,,,,,  
01/19/2001,00:03:03,3,39,04024691,2,1,0,0401941622,,,,,  
01/19/2001,00:03:12,3,39,04024691,23,1,0,,,,,  
01/19/2001,00:03:20,1,44,04024692,0,1,0,,,,,  
01/19/2001,00:03:20,4,44,04024692,500,1,0,,,,,
```

Data Fields in Each Entry

Note that certain fields are shared by all entries, while other fields are specific to the particular PEG statistic listed. Specifically, the first seven fields appear in every entry. They are:

- 1 DATE (MM/DD/YYYY)
- 2 Time of Day the event was logged (HH:MM:SS)
- 3 Function (1-6)
- 4 Port (which voice port handled the call)
- 5 Call control number (a unique sequential number assigned to each call)
- 6 PEG Code (indicates the type of event being logged)
- 7 PEG count (indicates the number of instances the specified event occurred)
- 8 Duration (sec.)

The fields following the PEG count are used for data specific to the PEG code.



Summary TFB Standard PEG Statistics

The 6th field of each log entry is the PEG statistic, which indicates the type of event being logged. The fields that follow each contain data specifically applicable to the PEG code.

PEG NAME	Description
000 Start/End	Log Start/End of call on IVR port
001-099 Custom	Reserved for custom IVR applications. Unique by site.
300 Log Start	Logfile Startup
301 IVR Ann 1	IVR Announcement 1 calls received
303 IVR Ann 3	IVR Announcement 3 calls received
308 IVR Ann 8	Callbacks routed to an agent
309 IVR Ann 9	IVR Ann 9 processed by IVR (includes all Ann 9 sent to the IVR regardless of whether the callback offer threshold had been reached.
310-399 Ann n	IVR Ann 10-99
400 Callbacks	Number of callbacks entered
401 Sched. Callback	Scheduled callbacks entered
402 After Hrs. Call	After hours callbacks entered
403 Offered CB	Number of times caller was offered callback
404 Return To Queue	Caller specifically chose to return to queue
405 Failed CB Entry	Caller failed entry of a callback
406 Hangup In CB	Caller hung up while entering a callback
407 Denied CB	Caller entered invalid callback phone number – restricted area codes
408 Duplicate CB	Caller entered callback for a phone number already scheduled for
409 900 - 911 CB	Caller entered callback in 900-911 or 976 area code (callback is rejected)
410 Precall Ann	Announcement spoken to agent as call arrives
411 AA CBs.	A callback offer triggered from Auto Attendant.
412 ETA's	ETA spoken. The ETA value and pilot are also shown.
413 Redirected Out	A callback redirected by Network ACD to an external ACD
414 Redirected Fail	Attempt to redirect a callback by Network ACD to an external ACD failed.
415 Redirected In	A callback redirected by Network ACD from an external ACD to the local ACD.
420 Agt. Failed CB	Agent did not respond to accept callback
430 Missing Prompt	System attempted to play a prompt that was not recorded.
450 Out. IVR Call	Start of an outbound call by an IVR port
451 Out. IVR Term	Outbound call by an IVR port stopped
460 Add Page	Alarm manager instructed to send a page by IVR or other application
461 Add EMail	Alarm manager instructed to send an email by IVR or other application
470 Start Survey	Survey started
500 AA Call	Auto Attendant calls processed
501 AA Menu	Number of AA menus offered
502 AA Action	Number of actions chosen by caller on an AA menu
503 AA Transfer	Number of transfers from the Auto Attendant to another pilot or extension.

301,IVR Ann 1,Start of Ann 1,End of Ann 1,
302,IVR Ann 2,Start of Ann 2,End of Ann 2,
303,IVR Ann 3,Start of Ann 3,End of Ann 3,
304,IVR Ann 4,Start of Ann 4,End of Ann 4,
305,IVR Ann 5,Start of Ann 5,End of Ann 5,
306,IVR Ann 6,Start of Ann 6,End of Ann 6,
307,IVR Ann 7,Start of Ann 7,End of Ann 7,
308,IVR Ann 8,Start of Ann 8,End of Ann 8,
309,IVR Ann 9,Start of Ann 9,End of Ann 9,
310,IVR Ann 10,Start of Ann 10,End of Ann 10,
311,IVR Ann 11,Start of Ann 11,End of Ann 11,
312,IVR Ann 12,Start of Ann 12,End of Ann 12,
313,IVR Ann 13,Start of Ann 13,End of Ann 13,
314,IVR Ann 14,Start of Ann 14,End of Ann 14,
315,IVR Ann 15,Start of Ann 15,End of Ann 15,
316,IVR Ann 16,Start of Ann 16,End of Ann 16,
317,IVR Ann 17,Start of Ann 17,End of Ann 17,
318,IVR Ann 18,Start of Ann 18,End of Ann 18,
319,IVR Ann 19,Start of Ann 19,End of Ann 19,
320,IVR Ann 20,Start of Ann 20,End of Ann 20,
321,IVR Ann 21,Start of Ann 21,End of Ann 21,
322,IVR Ann 22,Start of Ann 22,End of Ann 22,
323,IVR Ann 23,Start of Ann 23,End of Ann 23,
324,IVR Ann 24,Start of Ann 24,End of Ann 24,
325,IVR Ann 25,Start of Ann 25,End of Ann 25,
326,IVR Ann 26,Start of Ann 26,End of Ann 26,
327,IVR Ann 27,Start of Ann 27,End of Ann 27,
328,IVR Ann 28,Start of Ann 28,End of Ann 28,
329,IVR Ann 29,Start of Ann 29,End of Ann 29,
400,Callbacks,,,
401,Sched. CBs,,,
402,After Hrs. CBs,,,
403,Offered CB,,,
404,Return To Queue,,,
405,Failed CB Entry,,,
406,Hangup In CB,,,
407,Denied CB,,,
408,Duplicate CB,,,
409,900 - 911 CB,,,
410,Pre-call Ann,,,
411,AA CBs,,,
412,ETA's,,,
413,Redirected Out,,,
414,Redirected Fail,,,
415,Redirected In,,,
420,Agt. Failed CB,,,
420,Missing Prompt,,,
450,Out. IVR Call,Start OC,End OC,
451,Out. IVR Term,,,,
460,Add Page,,,
461,Add EMail,,,
470,Start Survey,,,
500,AA Call,Start AA Call,End AA Call,
501,AA Menu,Start AA Menu,End AA Menu,
502,AA Action,,,
503,AA Transfer,,,

PEG Statistics Reference

This section details the data fields specific to each PEG statistic. Statistics are grouped numerically to indicate the particular feature or function they are associated with.

NOTES ON FORMAT

For each statistic the format is given in the form, <MM/DD/YYYY>, <HH:MM:SS>, <FCN>, <P>, <CTRL>, <S>, <CNT>, <DUR>, <D>, <ANI>, <PILOT>.

Parameters

<MM/DD/YYYY> - Date

<HH:MM:SS> - Time

<FCN> - Log Function (see section below)

<P> - Port

<CTRL> - Call control number – Each event for a given call has the same control number

<S> - PEG Statistic

<CNT> - Count

<DUR> - Duration (sec.)

<D> - Additional data specific to the PEG statistic

<ANI> - The caller's ANI (10-digit caller ID)

<PILOT> - The current ACD Pilot of the caller

Fields in yellow are the most important for reporting purposes. Note that the ANI and PILOT fields are only logged at the start of a call, with statistic '0'. These fields are typically blank for every other statistic.

The function parameter indicates the type of data being logged, and for most purposes can be disregarded as a reporting statistic.

FCN Parameter

1 – Log Start Call

2 – Log End Call

3 – Log PEG Count

4 – Log Start Duration

5 – Log End Duration

6 – Log PEG Count and Duration

Route to IVR Port PEG Statistics

The PEG statistics associated with the action of routing a call from the ACD to an IVR port are designated to be in the 300's. In addition, the PEG statistic of '0' is used to log the start and completion of each call on an IVR port. Calls are routed to CTI Server by a particular IVR Announcement number, depending on the desired function/feature that will handle the call. For example, calls routed using IVR Announcement 9 are, by definition, given ETA and a callback offer. Such calls are indicated by PEG Statistic 309, 'IVR Ann 9'.

PEG NAME	Description
000 Log Start	Logfile Startup

FORMAT

Logging the start of a call

<MM/DD/YYYY>,<HH:MM:SS>,<1>,<P>,<CTRL>,0,<CNT>,0,,<ANI>,<PILOT>,

ANI – Caller's 10-digit ANI/caller ID (if available)

PILOT – The ACD pilot the call is on

Logging the completion of a call

<MM/DD/YYYY>,<HH:MM:SS>,<2>,<P>,<CTRL>,0,<CNT>,<DUR>,,,,

SAMPLES

Logging the start of a call

10/25/2000,08:18:21,1,13,00018909,0,1,0,,0000,65000,

Logging the completion of the same call

10/25/2000,08:19:26,2,13,00018909,0,0,65,,,,

NOTES

Notice in the samples above that PEG statistic '0' is used twice on the same call. The first time, the PEG count is '1', indicating the new call, but duration is zero. This first instance is logged with function (FCN) '1', 'Start Call'. The second entry marks completion of the call, with the example showing a duration of '65' seconds, and is logged with function (FCN) '2', 'End Call'. Both entries are determined to be for the same call because of their identical call control numbers (CCN), both '00018909'.

PEG NAME	Description
300 Log Start	Logfile Startup

FORMAT

<MM/DD/YYYY>,<HH:MM:SS>,<FCN>,<P>,<CTRL>,300,<CNT>,<DUR>,,,

SAMPLE

01/19/2001,01:02:11,3,0,04024744,300,1,0,,,,

PEG NAME	Description
301 IVR Ann 1	IVR Announcement 1 calls received

FORMAT

<MM/DD/YYYY>,<HH:MM:SS>,<FCN>,<P>,<CTRL>,301,<CNT>,<DUR>,,,

SAMPLE

01/19/2001,01:02:11,4,0,04024744,301,1,0,,,,

PEG NAME	Description
303 IVR Ann 3	IVR Announcement 3 calls received

FORMAT

<MM/DD/YYYY>,<HH:MM:SS>,<FCN>,<P>,<CTRL>,303,<CNT>,<DUR>,,,

SAMPLE

01/19/2001,01:02:11,4,0,04024744,303,1,0,,,,

PEG NAME	Description
308 IVR Ann 8	Callback routed to an agent

FORMAT

<MM/DD/YYYY>,<HH:MM:SS>,<FCN>,<P>,<CTRL>,308,<CNT>,<DUR>,<CCN AGTDN>,,

CCN – Callback control number. Unique ID assigned by CTI server to the callback.
 AGTDN – PBX line of agent handling callback

SAMPLE

01/16/2001,08:02:33,4,1,02749884,308,1,0,00304242 1966,, ,

PEG NAME	Description
309 IVR Ann 9	IVR Ann 9 processed by IVR – includes all Ann 9 sent to the IVR, regardless of whether the callback offer threshold had been reached.

FORMAT

<MM/DD/YYYY>,<HH:MM:SS>,<FCN>,<P>,<CTRL>,309,<CNT>,<DUR>,<CCN “ETA” T>,,

CCN – Callback control number. Unique ID assigned by CTI server to the callback.
 “ETA” – Is the literal string “ETA”
 T – Current ETA for this caller (m)mss. Minutes and seconds.
 For example,
 An ETA of 3 minutes, 20 seconds would appear as 320

SAMPLE

10/25/2000,08:19:18,4,14,00018911,309,1,0,00011722 ETA 337,, ,
 10/25/2000,08:14:48,4,5,00018904,309,1,0,00011716 ETA 12,, ,
 10/25/2000,08:15:29,2,5,00018904,309,0,41,, , ,

Callback PEGs

The PEG codes associated specifically with Automated Callback are in the 400's.

PEG NAME	Description
400 Callbacks	callback entered

FORMAT

<MM/DD/YYYY>,<HH:MM:SS>,<FCN>,<P>,<CTRL>,400,<CNT>,<DUR>,<CCN CBN>,,,

CCN – Callback control number. Unique ID assigned by CTI server to the callback.

CBN – Callback phone number entered by the caller.

SAMPLE

10/25/2000,08:19:20,3,13,00018909,400,1,0,00011721 6506157207,, ,

PEG NAME	Description
401 Sched. Callback	Scheduled callbacks entered

FORMAT

<MM/DD/YYYY>,<HH:MM:SS>,<FCN>,<P>,<CTRL>,401,<CNT>,<DUR>,<CCN CBN DT>,,,

CCN – Callback control number. Unique ID assigned by CTI server to the callback.

CBN – Callback phone number entered by the caller.

DT – Date and time scheduled by caller for the callback.

SAMPLE

01/19/2001,01:02:11,4,0,04024744,401,1,0,00011721 6506157207
01021999070306,, ,

PEG NAME	Description
402 After Hrs. Call	After hours callbacks entered

FORMAT

<MM/DD/YYYY>,<HH:MM:SS>,<FCN>,<P>,<CTRL>,402,<CNT>,<DUR>,<DATA>,,,

PEG NAME	Description
403 Offered CB	Number of times caller was offered callback

FORMAT

<MM/DD/YYYY>,<HH:MM:SS>,<FCN>,<P>,<CTRL>,403,<CNT>,0,<PILOT>,,,

PILOT – The ACD pilot the call is on

SAMPLE

01/16/2001,08:41:49,3,43,02750164,403,1,0,0000,,,

PEG NAME	Description
404 Return To Queue Caller	specifically chose to return to queue

FORMAT

<MM/DD/YYYY>,<HH:MM:SS>,<FCN>,<P>,<CTRL>,404,<CNT>,0,<PILOT>,,,

PILOT – The ACD pilot the call is on

SAMPLE

01/16/2001,08:42:21,3,43,02750164,404,1,0,0000,,,

PEG NAME	Description
405 Failed CB Entry	Caller failed entry of a callback

FORMAT

<MM/DD/YYYY>,<HH:MM:SS>,<FCN>,<P>,<CTRL>,405,<CNT>,<DUR>,<PILOT>,,,

PILOT – The ACD pilot the call is on

SAMPLE

01/16/2001,12:18:54,3,23,02751593,405,1,0,6426,,,

PEG NAME	Description
406 Hangup In CB	Caller hung up while entering a callback

FORMAT

<MM/DD/YYYY>,<HH:MM:SS>,<FCN>,<P>,<CTRL>,406,<CNT>,0,,,

SAMPLE

10/25/2000,08:17:05,3,6,00018905,406,1,0,,,,

PEG NAME	Description
407 Denied CB	Caller entered invalid callback phone number – restricted area codes

FORMAT

<MM/DD/YYYY>,<HH:MM:SS>,<FCN>,<P>,<CTRL>,407,<CNT>,<DUR>,<CBN>,,

CBN – the callback phone number entered by the caller.

SAMPLE

01/19/2001,01:02:11,4,0,04024744,407,1,0,2035552783,,,

NOTES

CTI server can be configured to disallow callback to specified area codes. When a caller requests a callback to such an area code, an entry for PEG statistic 407 is logged, and the caller denied a callback.

PEG NAME	Description
408 Duplicate CB	Caller entered callback for a phone number already scheduled for callback

FORMAT

<MM/DD/YYYY>,<HH:MM:SS>,<FCN>,<P>,<CTRL>,408,<CNT>,<DUR>,<CBN>,,

CBN – the callback phone number entered by the caller.

SAMPLE

01/19/2001,01:02:11,3,0,04024744,408,1,0,,,,

PEG NAME	Description
409 900 - 911 CB	Caller entered callback in 900-911 or 976 area code (callback is rejected)

FORMAT

<MM/DD/YYYY>,<HH:MM:SS>,<FCN>,<P>,<CTRL>,409,<CNT>,0,<ANI CBN>,,,

ANI – the caller’s ANI (if available)
 CBN – the callback phone number entered by the caller.

SAMPLE

01/19/2001,01:02:11,4,0,04024744,409,1,0,6505558297 9765551627,, ,

NOTES

Notice that the caller’s ANI, and the callback phone number (CBN) are both in the parameter field, separated by a space.

PEG NAME	Description
420 Agt. Failed CB	Agent did not respond to accept callback

FORMAT

<MM/DD/YYYY>,<HH:MM:SS>,<FCN>,<P>,<CTRL>,420,<CNT>,<DUR>,<CCN AGTDN>,,,

CCN – Callback control number. Unique ID assigned by CTI server to the callback.
 AGTDN – PBX Extension of the agent the callback was sent to.

SAMPLE

01/16/2001,13:52:09,3,4,02752036,420,1,0,000304282 1958,, ,

NOTES

Notice that the agent’s DN (AGTDN) and the callback control number (CCN) are both in the parameter field, separated by a space.

Auto Attendant PEGs

The PEG codes associated with Auto Attendant are in the 500's.

PEG NAME	Description
500 AA Call	Auto Attendant calls processed

FORMAT

<MM/DD/YYYY>,<HH:MM:SS>,<N>,<CH>,<CTRL>,500,<CNT>,0,,,

SAMPLE

Caller entered auto attendant

01/19/2001,01:02:11,4,0,04024744,500,1,0,, , ,

Caller used auto attendant for 23 secs (DUR field = 23)

01/16/2001,08:54:28,2,56,02750252,500,0,23,, , , ,

PEG NAME	Description
501 AA Menu	AA menus offered

FORMAT

<MM/DD/YYYY>,<HH:MM:SS>,<N>,<CH>,<CTRL>,501,<CNT>,0,<MENU-LANG>,,,

MENU-LANG is the menu number and language code.

LANGUAGE CODES

- 0 English
- 1 Spanish

SAMPLES

Caller offered menu 51, in English (0051-0)

01/19/2001,00:02:03,4,38,04024690,501,1,0,0051-0,, ,

Caller offered menu 1, in English (0001-0)

10/25/2000,08:08:48,4,0,00018902,501,1,0,0001-0,, ,

Caller used menu 1 for 16 secs (DUR field = 16)

10/25/2000,08:09:04,5,0,00018902,501,0,16,0001-0,, ,

PEG NAME	Description
502 AA Action	Number of actions chosen by caller on an AA menu

FORMAT

<MM/DD/YYYY>,<HH:MM:SS>,<N>,<CH>,<CTRL>,502,<CNT>,0,<MENU-LANG>< ><SEL>,,,

MENU-LANG – the menu number and language code.

SEL – the touch tone key selected by the caller.

LANGUAGE CODES

- 0 English
- 1 Spanish

SAMPLES

01/19/2001,00:02:04,3,38,04024690,502,1,0,0051-0 1,,,
 The caller selected option “1” from English menu 51

10/25/2000,08:09:21,3,0,00018902,502,1,0,0002-1 2,,,
 The caller selected option “2” from Spanish menu 2

PEG NAME	Description
503 AA Transfer	Transfers from the Auto Attendant to a live agent

FORMAT

<MM/DD/YYYY>,<HH:MM:SS>,<N>,<CH>,<CTRL>,502,<CNT>,0,<MENU-LANG EXT>,,,

MENU-LANG – the menu number and language code.

EXT – the extension or Pilot the caller was sent to

LANGUAGE CODES

- 0 English
- 1 Spanish

SAMPLES

01/16/2001,07:14:40,3,35,02749609,503,1,0,0087-0 4598,,,
 01/19/2001,00:02:04,3,38,04024690,502,1,0,0051-0 2327,,,

Sample Auto Attendant Event Sequence for One Call

Because multiple events occur for any given call, each call control number will appear in multiple log entries. Note also that entries for a given call are listed in sequence, but are not necessarily contiguous because calls overlap.

01/19/2001,00:02:03,4,38,04024690,501,1,0,0051-0,,,

01/19/2001,00:02:04,5,38,04024690,501,0,1,0051-0,,,

01/19/2001,00:02:04,3,38,04024690,502,1,0,0051-0 1,,,

01/19/2001,00:02:04,4,38,04024690,501,1,0,0053-0,,,

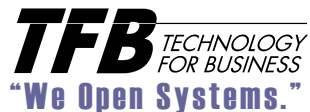
01/19/2001,00:02:04,3,38,04024690,502,1,0,0053-0 1,,,

01/19/2001,00:02:11,3,38,04024690,2,1,0,0409012337,,,

01/19/2001,00:02:12,3,38,04024690,23,1,0,,,,

01/19/2001,00:02:28,2,38,04024690,500,0,25,,,,

01/19/2001,00:02:28,2,38,04024690,0,0,25,,,,



1112 Ocean Drive, Suite 202
Manhattan Beach, CA 90266
Ph 310. 491-3800
Fx 310. 372-5486