

ATTENDANT CONSOLE STATISTICS

Operations Manual

NEC America, Inc.

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Chapter 1 INTRODUCTION

This manual provides the information needed to configure and operate the **Attendant Console Statistics** software application.

What is Attendant Console Statistics?

Overview

Attendant Console Statistics (*Console Stats*) is an application that collects data from Attendant Console call processing and produces statistical reports for display or printing. *Console Stats* may be used as a stand-alone product or as a supplement to the Hospitality Center System (HCS) or Medical Center System (MCS) applications.

Console Stats provides options for design and generation of any number of reports from a variety of available statistics for attendant call processing and attendant queue activity. Reports can also be designed and generated for trunk route group and station group activity. The statistics can be calculated by the hour, day, or for the current day, up until the current time.

The design process involves naming the report, selecting the statistics it is to contain, and naming the time interval by which those statistics are to be calculated. Once formatted, a report can be generated from the Main Menu to reflect statistics calculated from call processing data collected during a previous time period or scheduled for automatic generation either once in the future or on a recurring basis (i.e., Monday morning at 1:00 a.m., every week and month of the year). Report data is collected for a configurable length of time.

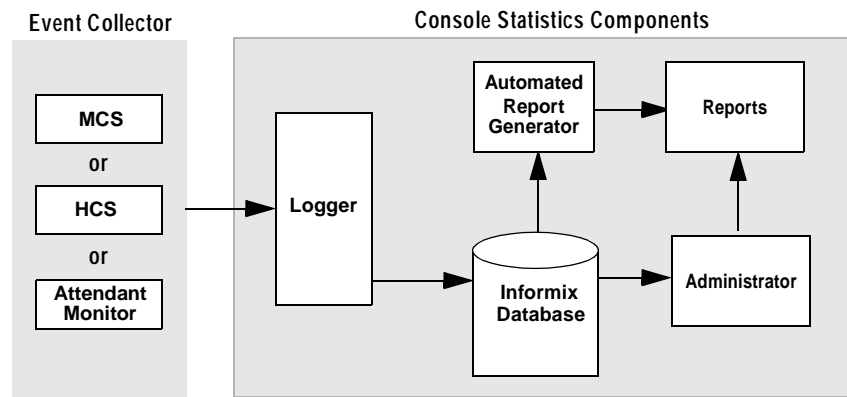
The list of statistics available through *Console Stats* during report formatting is extensive and includes totals, percentages, ranges, and averages calculated from such things as number and types of calls queued and answered, connected and idle periods, calls waiting in queue for available operators, and abandoned calls.

Console Stats retains all saved reports (whether formatted and generated through the menus or routinely produced by *Console Stats*) for a configurable period during which time they can be displayed and printed from a Main Menu option.

Interface to other OAI Applications

Console Stats requires an external application to act as an Event Collector. The figure on the following page illustrates how the *Console Stats* components interface with other OAI applications.

MCS and HCS applications may be configured to collect events for *Console Stats*, or the Attendant Monitor application may be used when attendant consoles are used in a stand-alone environment.



The Event Collector detects events generated by the attendants and the PBX, then sends messages to the *Console Stats* Logger application. The Logger parses the messages and saves the statistic data in an Informix Database.

The data in the Informix Database is used by the *Console Stats* Administrator and Automated Report Generator applications to build reports, that can be viewed or printed by the Administrator application.

How To Use This Manual

This manual describes the various screens, windows and functions for the configuration and operation of *Console Stats*. Examples of displayed screens and step-by-step procedures are shown in the following chapters. The procedural steps to perform a given task (Adding a Report Format) are given in sequence and marked as shown below:

Step 1: From the Main Menu, select...

Manual Organization

Chapter 1 - Introduction

This chapter details how to use this manual, the actual manual organization, and an overview of the *Console Stats* application.

Chapter 2 - Installation and Configuration

Chapter 2 describes how to install and configure the application, along with the key usage conventions, main menu screen, and an overview of the main menu functions.

Chapter 3 - Report Formats

Report Formats describes the available statistics for report formats. All screens and procedures for adding new report formats, modifying formats, deleting formats, or printing reports are described.

Chapter 4 - Report Generation

This chapter describes the screens and all procedures for generating a report.

Chapter 5 - Automated Report Generation

Chapter 5 describes the screens and all procedures for configuring an Automated Generated report.

Chapter 6 - Report Viewing

This chapter describes the procedures for viewing reports.

Chapter 7 - Route Groups

Chapter 7 describes the screens and procedures for adding new trunk route groups, and modifying, deleting, or printing groups information.

Chapter 8 - Station Groups

This chapter describes the screens and procedures for adding new station groups, and modifying, deleting, or printing groups information.

**Manual
Organization
(Cont.)****Chapter 9 - Administration Menu**

Chapter 9 describes special functions and their procedures available at the *Console Stats* Administration Menu.

Appendix - Example Reports

The appendix shows selected example reports and formats that can be generated.

Chapter 2 INSTALLATION & CONFIGURATION

This chapter provides a step-by-step description of the installation, configuration, and Main Menu functions for *Console Stats*. Before proceeding with the configuration, ensure that the SCO UNIX operating system and the Applications Manager (APM) platform software are installed on the system.

The *Applications Manager Operations Manual* provides detailed instructions for using the APM menus and for completing the data entry screens illustrated in this manual. NEAX2400 IMS system manuals provide the procedures for making the data assignments at the NEAX MAT.

Before Installation

Before installing *Console Stats*, the following two procedures must be performed:

Informix Database Installation

The Informix On-Line database application must be installed on the UAP before *Console Stats* can run. Since the installation scripts will attempt to create the application database, it is a good idea to install Informix before installing *Console Stats*. Informix may already be installed if one of the following is true:

- HCS or MCS is currently installed and running
- The UAP is a UAP2000 or UAP3000

If Informix is not installed, *Console Statistics* can still be installed on the UAP, but it will not run until Informix is installed and the application database is created using the Console Statistics Administration utility (*See Chapter 9 of this manual*).

Database Space Creation

After the Informix On-Line database has been installed, the *Console Stats* database space must be created using the Informix *tbmonitor* utility. The database space must contain at least 400 MB of free space.

If HCS or MCS is currently installed, the “atcsspace” or “mcsspace” database spaces may also be used by *Console Stats* if there is enough free space; otherwise, use the Informix *tbmonitor* to create a new database space with the name “statsdbspace”. Remember the database space name (“statsdbspace”, “atcsspace”, “mcsspace”, etc.) as the installation scripts will prompt for it later.

Installation Procedure

This section describes the procedures to install the Attendant Console Statistics application software. Follow the procedure below to install the software.

Note: *Some keyboards use a marked **Return** key for the carriage return function. Other keyboards mark this function key as **Enter**. The installation procedure will identify this function as **Return** (Enter). When the procedure indicates, use the appropriate marked key on your particular keyboard.*

```
login: apmadm
password:
```

To begin the *Console Stats* software installation, type **apmadm** at the UNIX login prompt and press **Enter**.

(If your “apmadm” account requires a password, enter the “apmadm” password at the subsequent password prompt.)

```

NEC America                APM Administration        Wed - Oct 31, 1996

APM Platform Release Rel2.3 (May 22, 1996)

Main Menu
APM
Debug Facilities
Halt APM System
File Archive
Installation of Applications/Packages
PEX Simulator
Removal of Packages
Start-up APM System

Logout
UNIX
Enter Option: [i]

APM Status: ACTIVE
```

APM Administration Main Menu.

Type 'i' in the “Enter Option: []” field to select “Installation of Applications/Packages” and press **Enter**.

Note: *The APM Platform release and date may vary from this example.*

```
NEC America                APM Administration        Wed - Oct 31, 1996

Installation of Applications/Packages

Available Packages are:

applications  asl  mt1  tcpip  uapname  uucp  x25

Enter Package to be installed:  applications
```

Console Stats is an application. When prompted for the package to be installed, type '**applications**' and press **Enter**.

```
NEC America                APM Administration        Wed - Oct 31, 1996

Installation of Applications/Packages

Available Packages are:

applications  asl  mt1  tcpip  uapname  uucp  x25

Enter Package to be installed:  applications

Release Media Devices are:

(F)loppy Disk Device          (C)artridge Tape Device

Enter Release Media Device:  F
```

You are asked to select the installation media. Type '**F**' for "Floppy Disk Device" and press **Enter**.

Note: *The standard Floppy Disk Device will be a 3.5 inch type.*

```
Install Procedure

Installing from /dev/fd0

Insert OAI Application/Update Release Media #1
Enter <Return> to continue:
```

Next, you are requested to insert the Attendant Console Statistics installation diskette in the Floppy Disk Device.

Insert the diskette and press **Enter** to continue.

Note: *The Attendant Console Statistics installation diskette will be a 3.5 inch type.*

```

                Install Procedure
    Installing from /dev/fd0
        Insert OAI Application/Update Release Media #1
        Enter <Return> to continue:
    Copying .....
tar: blocksize = 20
x oai/app/consoleStats/install/etc/updstats.Z, 112163 bytes, 220 tape blocks
x oai/app/consoleStats/install/etc/swpcall.Z, 115463 bytes, 226 tape blocks
x oai/app/consoleStats/install/etc/swpatt1.Z, 114652 bytes, 224 tape blocks
x oai/app/consoleStats/install/bluebars1.Z, 562 bytes, 2 tape blocks
x oai/app/consoleStats/install/bluebars2.Z, 343 bytes, 1 tape blocks
x oai/app/consoleStats/install/stats_ins.Z, 5263 bytes, 11 tape blocks
x oai/app/consoleStats/install/createAccounts.Z, 947 bytes, 2 tape blocks
x oai/app/consoleStats.ins, 2050 bytes, 5 tape blocks
x oai/chksum_app, 5259 bytes, 11 tape blocks

    Has all release media been loaded [y or n] ? y
    
```

The screen displays the files as they are loaded from the media. Some files may scroll off the screen, until all the files from the diskette have been processed.

You are asked if all of the application release media (diskettes) have been processed. Type 'n' for any additional diskettes for *Console Stats*. When all diskettes have been loaded, type 'y' (yes) and press **Enter**.

Note: *The number of bytes, tape blocks, and/or files may vary from this example.*

```

OAI Platform is at revision 5 for machine i386 (May 22 1996 Rel2.3)

consoleStats   Revision: 6machine type: i386           Version: Ver3.1.0
Processing, please wait...
Validating installed files
.....
Validation Completed

Looking for installation scripts

                Installing the Release Files

                Processing files
    
```

APM installation begins, processing all of the *Console Stats* installation files and checking them for correctness. The screen indicates the status of this installation.

Note: *Some revisions and dates may vary from this example.*

```

NEC America           Console Statistics           Wed - Oct 31,1996

                Installation Options

                [I]nSTALL
                [U]pgrade
                [C]ancel Installation

                Enter Option
    
```

Select the installation option for *Console Stats*. For a new installation, type 'I' and press **Enter**. The installation of files will now begin.

If performing an upgrade, type U and press **Enter**. If you wish to Cancel the installation at this time, type 'C' and press **Enter**.


```
NEC America          Console Statistics          Wed - Oct 31,1996

Creating installation directories
Creating backup directories
```

Screen messages show the installation and backup directories being installed.

```
NEC America          Console Statistics          Wed - Oct 31,1996

Super User (root) privileges are required to create the Console Statistics
user accounts.

Please enter the Super User Password:
Removing the old Console Statistics user accounts...

Creating the stats user account...
Deleting the password for user: stats
Password change is forced for stats.

Creating the statsadm user account...
Deleting the password for user: statsadm
Password change is forced for statsadm.

Configuring Informix to go on-line when the system is booted...
Installing the ansi_nec terminal information...
```

For *Console Stats* installation, certain files must be modified that require “root” privileges.

Type your “root” password and press **Enter** to continue the installation. Various messages will show the progress of the installation.

Note: *An incorrect password entry will cancel the install and return you to the APM Administration Main Menu.*

```
NEC America          Console Statistics          Wed - Oct 31,1996

Installing login scripts...
Installing APM database files...
Installing config files...
Installing executable files...
Updating APM Configuration files...
```

Status messages show the installation of various files.

```

NEC America           Console Statistics           Wed - Oct 31,1996

Configuring StatLogger
autocfg running...

autocfg: StatLogger           application configured.

autocfg terminated normally.

Press Return to continue installation
    
```

Status messages show the installation and configuration of the first *Console Stats* main component.

At the prompt, press **Enter** to continue the installation.

```

NEC America           Console Statistics           Wed - Oct 31,1996

Configuring StatPatroller
autocfg running...

autocfg: StatPatroller       application configured.

autocfg terminated normally.

Press Return to continue installation
    
```

Status messages show the installation and configuration of the second *Console Stats* main component.

At the prompt, press **Enter** to continue the installation.

```

NEC America           Console Statistics           Wed - Oct 31,1996

The Console Statistics Informix database may be installed now if an Informix
database space has been created. This may be an existing database space used
by other applications, or a new space dedicated to Console Statistics. If the
database does not exist at this time, type 'N' when prompted below. The
Console Statistics Informix database can be created later using the Informix
tbmonitor utility to create the database space, and then using the Console
Statistics Administration utility to create the database and build the
indices.

WARNING: If an Informix database already exists for Console Statistics, it
will be destroyed before the new database is installed, and all
data will be lost.

Do you want to install the Console Statistics Informix database now? (y/n)
    
```

Read this screen message carefully.

At the prompt, type 'y' or 'n' and press **Enter**.

```
NEC America           Console Statistics           Wed - Oct 31,1996

Please enter the Informix database space name: [statsdbspace]
You entered [statsdbspace], is this correct (y/n)
```

If HCS or MCS is currently installed, the 'atcsspace' or 'mcsspace' database spaces may also be used by *Console Stats*-- if there is enough free space.

If not, type the *Console Stats* default database space name '**statsdbspace**' and press **Enter**.

At the prompt, verify the database space name. If correct, type '**y**' and press **Enter**.

```
NEC America           Console Statistics           Wed - Oct 31,1996

Ready to install Console Statistics Database in statsdbspace

WARNING:  If an Informix database already exists for Console Statistics, it
          will be destroyed before the new database is installed, and all
          data will be lost.

Do you want to continue? (y/n)
```

Ensure there is no existing *Console Stats* database or that the existing database has been backed-up before proceeding.

At the prompt, type '**y**' and press **Enter** to continue.

```
NEC America           Console Statistics           Wed - Oct 31,1996

Removing the old Console Statistics Informix database...

Installing the new Console Statistics Infomrix database...

Building the Console Statistics Informix database indices...
```

Status messages show the installation of the new database.

```
NEC America          Console Statistics          Wed - Oct 31,1996

Setting up info files...

Old files saved in /tmp/stats0, the system deletes these after 7 days.
Apm should now be Terminated and then Re-Initialized and the appropriate
Console Statistics APM Database files should be modified.

Installation Complete.
Press Return
```

Status messages show the progress of the *Console Stats* installation. When all files have been set-up by the installer, the *Console Stats* installation is complete.

Press **Enter** to exit this screen and return to the APM Main Menu.

After Installation

The *Console Stats* application can be used with the Hospitality Center System (HCS) or Medical Center System (MCS) applications. If *Console Stats* is to be used with either of these applications, perform the following steps as appropriate:

HCS Configuration

If HCS is to be used with *Console Statistics*, then HCS must be configured as follows:

Step 1: Halt all HCS applications.

Step 2: Add the following line to “/oai/app/hcs/cfg/Matcsii.cfg”:

- /oai/app/stats/cfg/api.cfg

Step 3: Create a file called “/oai/app/hcs/cfg/Mserver.cfg” and insert the following line:

- /oai/app/stats/cfg/api.cfg

Step 4: Use the APM Administrator to set the User Defined #13 value of all HCS_ServerX applications (HCS_Server1, HCS_Server2, etc.) to the following:

- /oai/app/hcs/cfg/Mserver.cfg

Step 5: Restart all HCS applications.

MCS Configuration

If MCS is to be used with *Console Statistics*, then MCS must be configured as follows:

Step 1: Halt all MCS applications.

Step 2: Add the following line to “/oai/app/mcs/menus/Mcs.cfg”:

- /oai/app/stats/cfg/api.cfg

Step 3: Create a file called “/oai/app/mcs/menus/Mserver.cfg” and insert the following line:

- /oai/app/stats/cfg/api.cfg

Continue to Steps 4 and 5 on the next page...

**MCS Configuration
(Cont.)**

Step 4: Use the APM Administrator to set the User Defined #10 value of all Mcs_ServerX applications(Mcs_Server1, Mcs_Server2, etc.) to the following:

- /oai/app/mcs/menus/Mserver.cfg

Step 5: Restart all MCS applications.

Proceed to the next page to configure the APM and various components...

Application Configuration

Since *Console Stats* is internally supported by the APM, its two components must be configured in the APM environment. This section provides the information that must be entered into the APM configuration file.

Console Stats is set-up in the APM system using the **Add** function of the Application Configuration option on the APM System Administration menu.

A Note on Selecting Commands

*In the following procedures, a step may call for pressing the **Tab** key to select a command. It may be necessary to press the **Tab** key multiple times in order to select the specific command. When reading a step, understand to press the **Tab** key (as needed) to select the specified command.*

APM System Configuration

Follow the steps to configure the APM system for *Console Stats*.

Step 1: Enter the APM option from the APM Platform Management menu.

Step 2: Enter the System Administrator password at the APM password screen.

Step 3: Select the **Application Configuration** option from the System Administration menu.

Console Stats Components

Console Stats has two components that must be configured through the APM.

StatPatroller – Clears the database of old records, clears directories of old reports and old log files, and date-stamps the log files.

StatLogger – Logs attendant on-line, off-line, login, and logout messages. It also logs call messages — incoming, answer, abandon, recall, and release. Messages are logged in the Informix database.

Proceed to the next page to define these components...

Component Characteristics

Define the two components **exactly** as shown in the table:

Characteristic	StatPatroller	StatLogger
OAI Application	N	N
CRT Application	N	N
Communication Queue	N	Y

Parameter

Definition

OAI Application

Whether (Yes or No) the component communicates with the NEAX2400 using OAI processes.

CRT Application

Whether (Yes or No) the component runs on the same screen as the APM, rendering the APM temporarily inaccessible.

Communication Queue

Whether (Yes or No) the component needs an IPC queue to communicate with other processes.

Proceed to the next page to set the Primary Configuration Parameters...

Primary Configuration Parameters

From the APM Configuration Entry screen, configure each component as follows. All parameters marked with asterisks (*) should be entered **exactly** as shown. The rest of the entries in the table below are just examples.

Parameter	StatPatroller Values	StatLogger Values
Application Name	StatPatroller	StatLogger
Executable Filename*	/oai/app/stats/bin/patroller	/oai/app/stats/bin/logger
Group*	STATS	STATS
Response Mode*	I(gnore)	I(gnore)
Initialization Batch	N(o)	N(o)
Termination Mode*	T(erminate)	M(essage)
Standard Output	/dev/null	/dev/null
Number of Restarts	0	0
Queue Key		112

Parameter

Definition

Application Name	The name to be displayed in the APM menus. This name is displayed as it is entered here — i.e., capital letters, lowercase, etc.
Executable Filename*	The path name of the executable file.
Group*	The group that the component belongs to. Make no entry.
Response Mode*	The action that the APM is to take with the component should a member of the group terminate.
Initialization Batch	Whether (Yes or No) the component is to be initialized automatically when the OAI system is initialized.
Termination Mode*	How the APM is to notify the component to terminate.
Standard Output	Where any output is sent.
Number of Restarts	How many times the APM may restart the component after it terminates in error.
Queue Key	The interprocess communication key by which the component communicates with other processes.

This completes the configuration of *Console Stats* into the APM.

Proceed to the next page to review database support for Console Stats...

Database Support

Console Stats requires one database of its own in the APM. The *Console Stats* database (**statcfg**) was loaded during software installation from the release media and contains default field entries, most of which should not be changed without first consulting an NEC representative. The **statcfg** database structure and contents are described in the table below:

Field Name	Master File Definition (statcfg)				App. File Definition (Statcfg)	Master Database (statcfg)
	Type	Size	Min. Value	Max. Value	Data Type	Default Entry
Automated Reports Dir	A	25			ASCII	/oai/log/stats/arpts
Non-Automated Reports Dir	A	25			ASCII	/oai/log/stats/narpts
Login Reports Dir	A	25			ASCII	/oai/log/stats/lrpts
Log Directory	A	25			ASCII	/oai/log/stats
Report Generator Process	A	25			ASCII	/oai/app/stats/bin/rptgen
Database Name	A	9			ASCII	statsdb
Max Days to Keep Records	N	3	1	730	Short Integer	365
Max DB Records to Query	N	2	1	50	Short Integer	50
Attendant Statistics	A	1			ASCII	Y
Call Queue Statistics	A	1			ASCII	Y

The only field in this database whose entry should be changed is the **Max Days to Keep Records**. This value reflects the number of days for which attendant data is maintained in the database and can be any number of days, from 1 to 730. If you need to change this value, use the **Database Administration** option on the APM System Administration Menu. Refer to the *APM Operations Manual* for more detailed instructions.

Proceed to the next page to initialize the Console Stats components...

Initialize Components

The two *Console Stats* components must be initialized from the APM as follows:

StatLogger Component

Follow the steps below to initialize the StatLogger component:

Step 1: On the APM System Operations Menu, select the **Non-CRT Application Control** option.

Step 2: Use the **Initialize** command to start up the “StatLogger” component.

StatPatroller Component

Follow the steps below to initialize the StatPatroller component:

Step 1: On the APM System Administration Menu, select **Control Options**.

Step 2: On the Application Selection screen, select **StatPatroller**.

Step 3: On the **Application Control Options** screen, create a schedule for *StatPatroller* to automatically initialize every midnight by making the following entries:

Minute (0-59):	0
Hour of Day (0-23):	0
Day of Month (1-31):	*
Month of Year (1-12):	*
Day of Week (0-6):	*

This completes all the application configuration.

Proceed to the next page to start-up the Console Stats application...

Application Start-Up

Logging in to Console Stats

The *Console Stats* application executes on a UAP (User Application Processor). From the UAP terminal, follow the steps below to login and start *Console Stats*:

Step 1: At the **Login:** prompt, type '**stats**' (lower case) and press **Enter**.

- If the system is configured for a password, a password prompt will be displayed. Type your password at the prompt and press **Enter**.

Step 2: The *Console Stats* application will start and display the Main Menu screen. See [Figure 2-1](#).

General Key Use

Throughout *Console Stats*, the keys shown in the table will produce the associated action:

Key	Action
Enter or Return	Accept a chosen selection or field entry
Escape	Exit the current screen or window
Tab	Move to the next field on the screen or window
Back Tab	Move to the previous field on the screen or window
Down Arrow	<ul style="list-style-type: none"> • Move down one line in a scrolling window or selection list • Move to the next field on the screen or window
Up Arrow	<ul style="list-style-type: none"> • Move up one line in a scrolling window or selection list • Move to the next field on the screen or window
Left Arrow	Move left one character in a field
Right Arrow	Move right one character field
Backspace	Move left one character in a field, then delete the character
Delete	Delete the current character in a field
Home	<ul style="list-style-type: none"> • Move to the first character in a field • Move to the first line in a scrolling window
End	<ul style="list-style-type: none"> • Move to the last character in a field • Move to the last line in a scrolling window
Page Up	Move up one page in a scrolling window
Page Down	Move down one page in a scrolling window

Main Menu

Following the *Console Stats* login, the *Console Stats* Main Menu will be displayed (Figure 2-1).

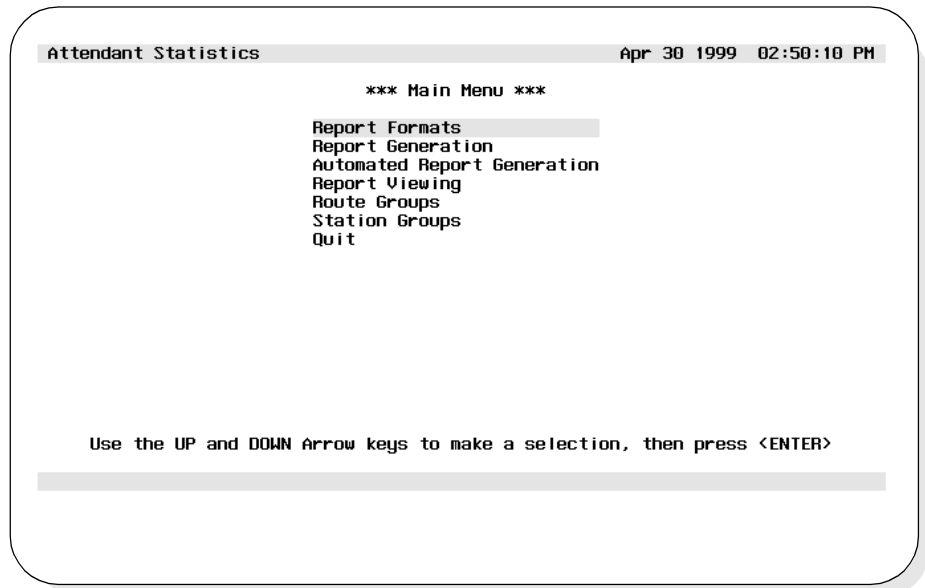


Figure 2-1 Main Menu Screen

Console Stats call processing reports can be designed with statistics to be computed by hour or by day over a definable range of time or for today only. For example, *Console Stats* can calculate the amount of time out of every hour that all logged-in and active attendants spent talking to callers over the past week. The format for this report would contain these settings:

Time Interval:	Hourly
Statistic:	Total Talk Time

The range of time set for this formatted report when it is being generated on August 17, 1999 would look like this:

Starting Date:	08/17/1999
Starting Time:	08:00 AM
Ending Date:	08/10/1999
Ending Time:	08:00 AM

The *Console Stats* Main Menu shows the sequential approach to report production.

- The first step is to create a format the report, giving it a name and identifier (for storage and retrieval), naming the interval by which its statistics are calculated (e.g., by hour), and naming the specific statistics that are to be calculated from call processing data.

Main Menu (Cont.)

- The second step is to generate the formatted report or schedule it for automatic generation. Generating the report involves naming the range of time over which the formatted statistics are to be calculated from the call processing data collected for that time (for instance, over the past three days) and showing whether the report is to be displayed, printed, and/or saved. Scheduling automatic report generation involves naming a time at which the formatted report will be generated, either once or on a recurring basis.
- Lastly, formatted and generated reports can be viewed and printed.

Main Menu Options

This sequence (described above) to produce a report is reflected in the Main Menu (Figure 2-1) options.

- **Report Formats** – Create formats for reports of statistics calculated by attendant or by the types of calls that are queued for and by attendants.
- **Report Generation** – Generate a formatted report of statistics calculated from call processing data collected before. Note that reports formatted with a *Current* interval can only be generated through this option. They cannot be scheduled for automatic generation.
- **Automated Report Generation** – Schedule the specific time at which a formatted report is automatically generated once or on a recurring basis. Note that only reports formatted for statistics calculated by the hour and by the day can be scheduled for automatic generation.
- **Report Viewing** – Display existing attendant login, automated and non-automated reports for viewing and printing.
- **Route Groups** – Create trunk route groups
- **Station Groups** – Create station groups

These option selections and their functions are described in detail in other chapters of this manual. Refer to the following:

- **Report Formats** – See Chapter 3
- **Report Generation** – See Chapter 4
- **Automated Report Generation** – See Chapter 5
- **Report Viewing** – See Chapter 6
- **Route Groups** – See Chapter 7
- **Station Groups** – See Chapter 8

Selecting Menu Options

Select menu options from the screen using the **Up** and **Down** arrow keys to highlight the desired function. Each menu selection can also be selected by a specific “Hot Key” character, displayed in **Bold**.

For example: Report **F**ormats
Report **V**iewing

Typing **F** will select Report Formats function, and **V** will select the Report Viewing function. Look for the Hot Keys on each menu screen.

Quit *Console Stats*

Follow the steps to quit the *Console Stats* application:

Step 1: Go to the *Console Stats* Main Menu ([Figure 2-1](#)).

Step 2: Use the UP and DOWN arrow keys to select **Quit** from the menu and press **Enter**.

Chapter 3 REPORT FORMATS

The **Report Formats** option from the *Console Stats* Main Menu provides options to define new report formats; and find, modify, delete, and print existing reports. All display screens, windows, menus and procedures are described in the following sections of this chapter.

Using Report Formats

Use the **Report Formats** option to design reports for attendant activity (Attendant Reports) or for specific types of calls that are queued for and by attendants (Queue Reports). Report formats can also be designed for Route Groups and Station Groups. Each type of report (Attendant, Queue, Route Group, Station Group) contains a standard set of statistical data that can be generated.

Report Statistics

Attendant Report Statistics

Attendant reports can contain statistics specific to Attendant call handling.

Statistic	Description
Inbound Calls Answered	Total number of inbound calls that were answered by the attendant, including recalls.
Inbound Talk Time	The total time that the attendant was connected to inbound callers.
Inbound Talk Percentage	The percentage of total time that the attendant spent logged in and connected to inbound callers.
Inbound Average Duration	The average time that the attendant spent connected to an inbound caller.
Inbound Minimum Duration	The shortest time that the attendant spent connected to an inbound caller.
Inbound Maximum Duration	The longest time that the attendant spent connected to an inbound caller.
Outbound Calls Placed	Total number of outbound calls that were placed by the attendant.
Outbound Talk Time	The total time that the attendant was connected to outbound calls.
Outbound Talk Percentage	The percentage of total time that the attendant spent connected to an outbound caller.
Outbound Average Duration	The average time that the attendant spent connected to an outbound caller.
Outbound Minimum Duration	The shortest time that the attendant spent connected to an outbound caller.
Outbound Maximum Duration	The longest time that the attendant spent connected to an outbound caller.
Idle Time	The total time that the attendant was logged in but not connected to an inbound or outbound call.
Idle Percentage	The percentage of total time that the attendant spent logged in and not connected to an inbound or outbound call.
Idle Average Duration	The average time that the attendant spent logged in but not connected to an inbound or outbound call.
Idle Minimum Duration	The shortest time that the attendant spent logged in but not connected to an inbound or outbound call.
Idle Maximum Duration	The longest time that the attendant spent logged in but not connected to an inbound or outbound call.

Using Report Formats (Cont.)

Queue Report Statistics

Queue Reports can contain statistics specific to the attendant call queue. Statistics are available for the following types of calls: Internal, external, attendant transfers, station transfers, held camp calls and those that time out, paged calls, parked calls and those that time out, held calls and those that time out, no-answer calls that time out, off-hook alarms, Common Control Switching Arrangement (CCSA), foreign exchange, tie trunks, Wide Area Telephone Service (WATS), priority, forwarded, and vacant. These statistics are described in the following table:

Statistic	Description
Inbound Calls Received	Total number of inbound calls that were received.
Inbound Calls Answered	Total number of inbound calls that were answered.
Inbound Calls Abandoned	Total number of inbound calls that were abandoned before they were answered.
Inbound Percentage Answered	The percentage of inbound calls that were answered.
Inbound Percentage Abandoned	The percentage of inbound calls that were abandoned before they were answered.
Inbound Average Wait Time	The average time a caller had to wait before the call was answered, the caller abandoned, or it was recalled to another queue.
Inbound Minimum Wait Time	The shortest time a caller had to wait before the call was answered, the caller abandoned, or it was recalled to another queue.
Inbound Maximum Wait Time	The longest time a caller had to wait before the call was answered, the caller abandoned, or it was recalled to another queue.
Outbound Calls Placed	Total number of outbound calls that were placed by the attendant.
Outbound Average Duration	The average time that the attendant spent connected to an outbound caller.
Outbound Minimum Duration	The shortest time that the attendant spent connected to an outbound caller.
Outbound Maximum Duration	The longest time that the attendant spent connected to an outbound caller.

Route and Station Group Reports Statistics

Route and Station Group reports statistics are specific to outbound trunk and station operations.

Outbound Calls Placed	Total number of outbound calls that were placed by all attendants to routes (in the specified route group) or to stations (in the specified station group).
Outbound Average Duration	The average time that all attendants spent connected to an outbound caller over routes (in the specified route group) or over stations (in the specified station group).
Outbound Minimum Duration	The shortest time that all attendants spent connected to an outbound caller over routes (in the specified route group) or over stations (in the specified station group).
Outbound Maximum Duration	The longest time that all attendants spent connected to an outbound caller over routes (in the specified route group) or over stations (in the specified station group).

Using Report Formats (Cont.)

Intervals of Statistics

Every report format must include the interval during which the statistics are calculated. The interval can be designated as *hourly*, *daily*, or the *current* day and does not include the specific dates or times. Those are named when the report is actually generated (See **Report Generation** option on the *Console Stats* main menu).

- **Hourly** - Hourly reports calculate statistics every hour for every attendant or queue during the time period shown in report generations.
- **Daily** - Daily reports calculate statistics for every attendant or queue during the day shown in report generation.
- **Current** - Current reports calculate statistics every hour for every attendant or queue for today, from the given starting time until the present time.

Example Reports

See Appendix A of this manual for selected example reports and formats.

Procedure Overview

The overall sequence for designing a report is the following:

- Create a report format by choosing statistical data that the report is to contain and placing that data into the sequence in which it is to appear.
- Specify a time period over which the data is to be generated -- daily, hourly, or for today only.
- When a report format is complete, the report can be generated for a set period of time using either the **Report Generation** or the **Automated Report Generation** options on the Main Menu (see Chapters 4 and 5).

Existing report formats can be modified, deleted, viewed, and printed. The specific step-by-step procedures for all these functions are described in the following sections of this chapter.

A Note on Selecting Commands

- *In the following procedures, a step may call for pressing the **Tab** key to select a command. It may be necessary to press the **Tab** key multiple times in order to select the specific command. When reading a step, understand to press the **Tab** key (as needed) to select the specified command.*
- *Commands can also be selected by pressing their associated 'Hot Key', displayed in **BOLD**.*

Report Formats Menu

Step 1: From the *Console Stats* Main Menu ([Figure 3-1](#)), use the Up and DOWN arrow keys to highlight to select the **Report Formats** option and press **Enter**.

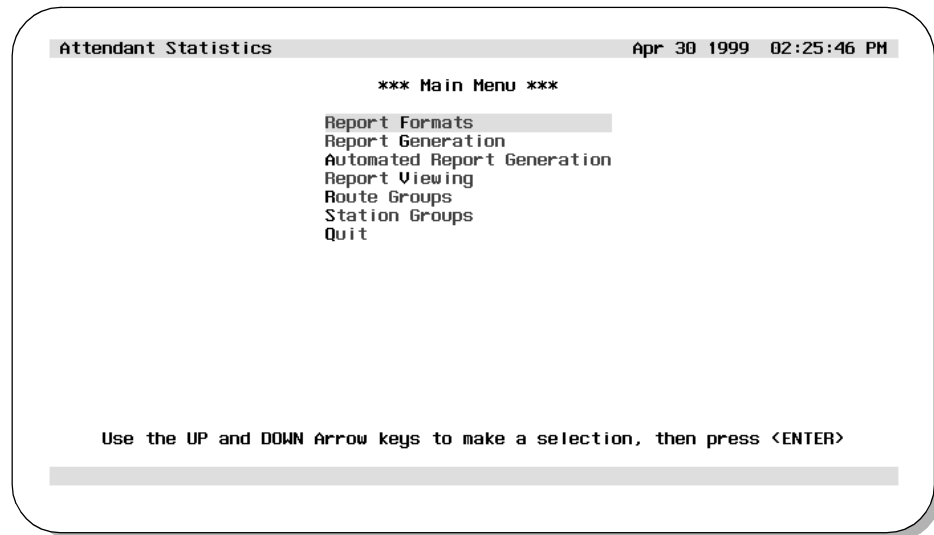


Figure 3-1 Main Menu - Report Formats Selection

Step 2: The Report Formats menu screen will be displayed ([Figure 3-2](#)). The Report Formats screen options are described in detail in the following sections of this chapter.

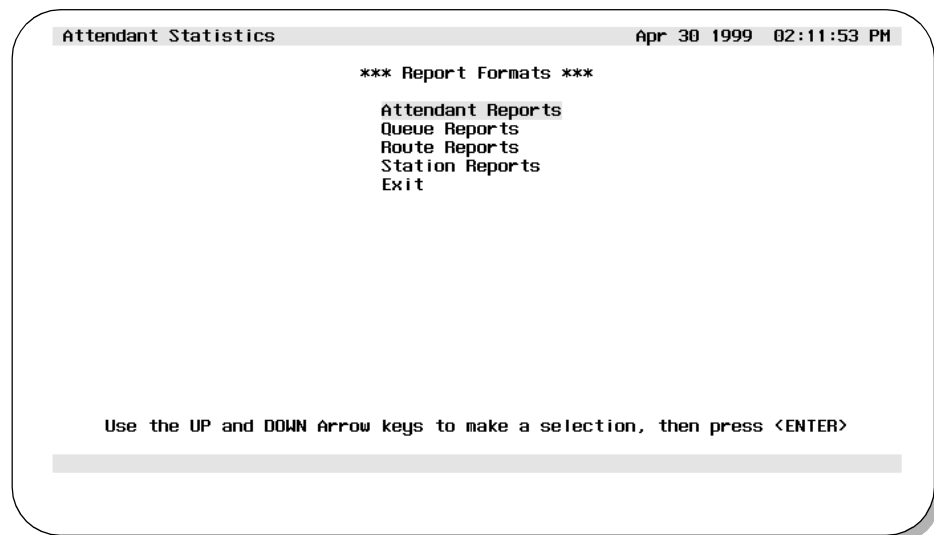


Figure 3-2 Report Formats Screen

Attendant, Queue, Route, & Station Report Formats

The overall procedures for creating, finding, modifying, deleting, and printing report formats are identical for each type of report. In the following procedures, make the appropriate menu selection (where indicated) for the type of report format desired.

Adding a Report Format

This procedure will create a new report format. Follow the steps to add a format:

Step 1: From the *Console Stats* Main Menu (Figure 3-1), select the **Report Formats** option and press **Enter**. The Report Formats menu screen (Figure 3-2) will be displayed

Step 2: From the Report Formats menu (Figure 3-2), select the desired type of report (**Attendant, Queue, Route, Station**) option and press **Enter**. The associated screen will be displayed (Figure 3-3).

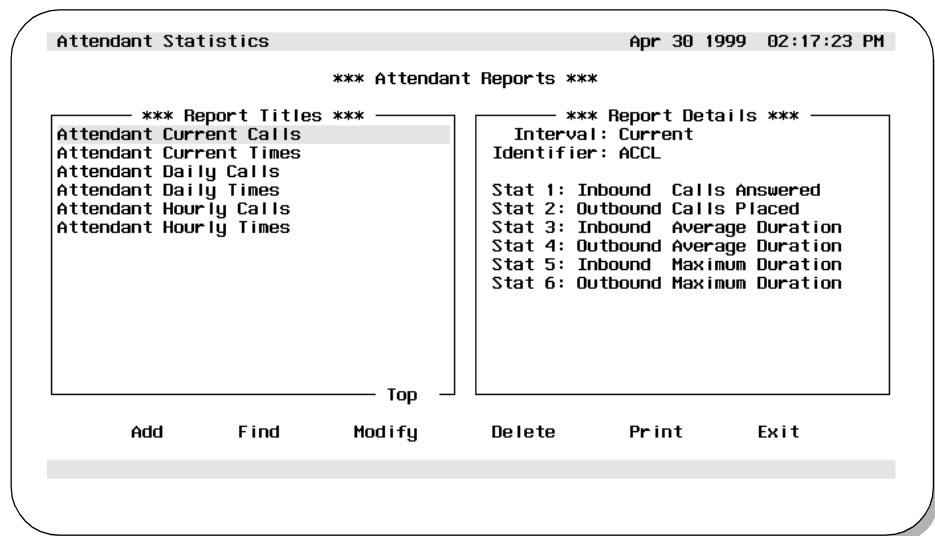


Figure 3-3 Example Attendant Reports Screen

Note: The specific reports screen shows all existing reports in the left window. The right window shows the current detail settings for the report highlighted in the left window.

Attendant, Queue, Route, & Station Report Formats (Cont.)

Adding a Report Format (Cont.)

Step 3: Use the **Tab** key to select the **Add** option at the bottom of the screen and press **Enter**. The Add a Report Format window will be displayed (Figure 3-4).

```

*** Add A Report Format ***
Title: █
Interval: Hourly
Identifier:
Statistic 1: None
Statistic 2: None
Statistic 3: None
Statistic 4: None
Statistic 5: None
Statistic 6: None

Ok          Clear          Exit
  
```

Figure 3-4 Add A Report Format Window

Step 4: Enter a unique name (using up to 35 characters) that will identify the report format in the **Report Title** field, and press **Enter**.

Step 5: The **Time Interval** field defines the time period duration which data will be collected for the report. A pop-up window will display listing the values **Hourly**, **Daily**, and **Current**. Using the UP and DOWN arrow keys, highlight to select the desired interval and press **Enter**.

Step 6: Enter a unique four-character ID in the **Report Identifier** field and press **Enter**. *Console Stats* combines this ID with the ending month, day, and hour for any report generated from this format to build the filename under which it is saved.

Step 7: When the **Statistic 1** field is selected, a pop-up window lists the four types of statistics (**None**, **Inbound**, **Outbound**, **Idle**). Using the UP and DOWN arrow keys, highlight to select the desired type and press **Enter**.

Step 8: A second pop-up window now lists the statistic values associated with the selected type from [Step 7](#). Only the statistic values for the selected type (None, Inbound, Outbound, Idle) will be listed in the window. Use the UP and DOWN arrow keys to move the highlight bar to the desired statistic value and press **Enter**. The selected statistic will be displayed in the **Statistic 1** field and another pop-up window will be displayed.

Attendant, Queue, Route, & Station Report Formats (Cont.)

Adding a Report Format (Cont.)

Step 9: From the pop-up window, highlight to select the second report statistic type for the **Statistic 2** field and press **Enter**. Continue the selection through all desired remaining report statistic fields.

Step 10: When all desired statistics have been added to the report, select **None** from the statistic type pop-up window and press **Enter**.

Note: *The **None** option can be selected at any time when all desired statistics have been chosen for the report. When the **None** option is selected all remaining Statistic fields will show **None**.*

Note: *This report format can be cleared at anytime by selecting the **Clear** option at the bottom of the window. Using the **Tab** key, select the **Clear** option and press **Enter**. All fields will be cleared on the Add a Report Format window.*

Step 11: Use the **Tab** key to select the **Ok** option at the bottom of the window and press **Enter** to save this report format.

- If more report formats are to be added, repeat [Steps 4-10](#).

Step 12: If finished with the Add a Report Format function, use the **Tab** key to select the **Exit** option at the bottom of the window and press **Enter** to return to the specific reports screen ([Figure 3-3](#)).

Attendant, Queue, Route, & Station Report Formats (Cont.)

Finding a Report Format

This procedure will find an existing report format. Follow the steps to find a format:

Step 1: From the *Console Stats* Main Menu (Figure 3-1), select the **Report Formats** option and press **Enter**. The Report Formats menu screen (Figure 3-2) will be displayed

Step 2: From the Report Formats menu (Figure 3-2), select the desired type of report (**Attendant, Queue, Route, Station**) option and press **Enter**. The associated screen will be displayed (Figure 3-5).

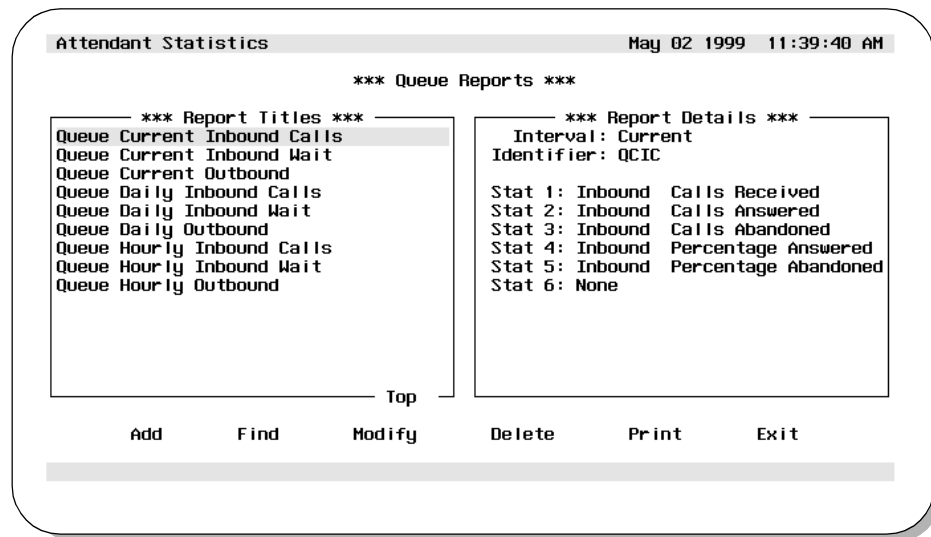


Figure 3-5 Example Queue Reports Screen

Note: The specific reports screen shows all existing reports in the left window. The right window shows the current detail settings for the report highlighted in the left window.

Continue to Step 3 on the next page...

Attendant, Queue, Route, & Station Report Formats (Cont.)

Finding a Report Format (Cont.)

Step 3: Use the **Tab** key to select the **Find** option at the bottom of the screen and press **Enter**. The Find a Report Format window will be displayed (Figure 3-6).

```

*** Find A Report Format ***
Find By: Title  Title
         Title  Identifier
Ok          Clear  Exit
  
```

Figure 3-6 Find A Report Format Window

Step 4: At the **Find By** field, use the UP and DOWN arrow keys to select either **Title** or **Identifier** from the pop-up window and press **Enter**.

- If **Title** is selected, the Title field will be displayed. Enter the report title to be found. The * character may be used as a wildcard at the end of the string (Example: “Bob*” will find the first report with a title that contains “Bob” as the first three characters of the report title).
- If **Identifier** is selected, the Identifier field will be displayed. Enter the report identifier to be found.

Step 5: When the Title or Identifier has been entered, use the **Tab** key to select the **Ok** option at the bottom of the screen and press **Enter**. A search will now begin for the specified report.

- If a match is found, the Find a Report Format window is popped down. The Attendant Reports screen now shows the found report format highlighted in the left Report Titles window, and the specified report format details displayed in the right Report Details window.
- If more than one match is found, each time the **Find** option is selected the next match will be highlighted.
- If a match is not found, the Find a Report Format window remains visible and an error message is displayed near the bottom of the screen.

Step 6: To begin another search, repeat [Steps 3-5](#).

Step 7: If finished with this specific reports function, use the **Tab** key to select the **Exit** option at the bottom of the screen and press **Enter** to return to the Report Formats menu screen ([Figure 3-2](#)).

Attendant, Queue, Route, & Station Report Formats (Cont.)

Modifying a Report Format

This procedure will modify an existing report format. Follow the steps to modify a format:

Step 1: From the *Console Stats* Main Menu (Figure 3-1), select the **Report Formats** option and press **Enter**. The Report Formats menu screen (Figure 3-2) will be displayed

Step 2: From the Report Formats menu (Figure 3-2), select the desired type of report (**Attendant, Queue, Route, Station**) option and press **Enter**. The associated screen will be displayed (Figure 3-7).

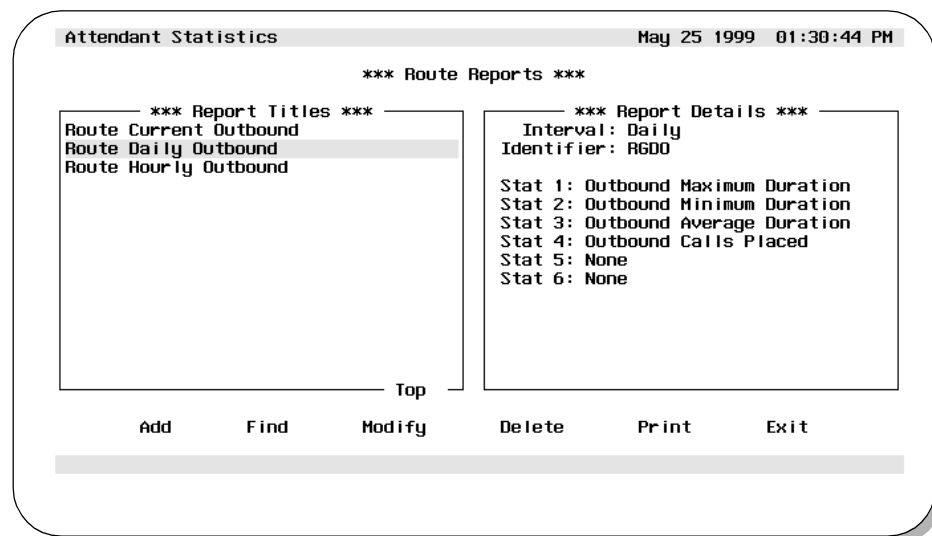


Figure 3-7 Example Route Reports Screen

Note: The specific reports screen shows all existing reports in the left window. The right window shows the current detail settings for the report highlighted in the left window.

Step 3: At the specific reports screen, use the UP and DOWN arrow keys to select the report format to modify from the left Report Titles window.

- More than one report format can be selected. Highlight each desired report format to modify and press **Enter**. Continue this to select any additional report formats to modify.

Attendant, Queue, Route, & Station Report Formats (Cont.)

Modifying a Report Format (Cont.)

Step 4: With the report format(s) selected, use the **Tab** key to select the **Modify** option at the bottom of the screen and press **Enter**. The Modify a Report Format window (Figure 3-8) will be displayed.

```

*** Modify A Report Format ***
Title: Attendant Current Calls
Interval: Current
Identifier: ACCL
Statistic 1: Inbound Calls Answered
Statistic 2: Outbound Calls Placed
Statistic 3: Inbound Average Duration
Statistic 4: Outbound Average Duration
Statistic 5: Inbound Maximum Duration
Statistic 6: Outbound Maximum Duration

Ok          Clear          Exit
  
```

Figure 3-8 Modify A Report Format Window

Step 5: If needed, modify the **Interval** field selecting between Hourly, Daily, or Current and press **Enter**.

Step 6: If needed, modify the **Identifier** field by entering a new unique four-character ID and press **Enter**.

Step 7: If needed, modify the **Statistic 1** field. Select the statistic type from the pop-up window and press **Enter**. Then select the associated statistic from the second pop-up window, and press **Enter**. Repeat this through the remaining Statistics fields to modify.

Step 8: When modifications to the report format are complete, use the **Tab** key to select the **Ok** option at the bottom of the window and press **Enter** to save the changes. The specific reports screen will again be displayed.

- If more than one report format was marked to modify (Step 3), a new Modify a Report Format screen will now be displayed showing the next report format selected to modify. Repeat Steps 5-8.

Note: At anytime *BEFORE* saving the changes (Step 8), the original settings for the selected report format can be restored. Using the **Tab** key, select the **Clear** option at the bottom of the screen and press **Enter**. The prior settings for the report format will be displayed on the screen.

Attendant, Queue, Route, & Station Report Formats (Cont.)

Modifying a Report Format (Cont.)

Step 9: If finished with the specific reports function, use the **Tab** key to select the **Exit** option at the bottom of the screen and press **Enter** to return to the Report Formats screen ([Figure 3-2](#)).

Attendant, Queue, Route, & Station Report Formats (Cont.)

Deleting a Report Format

This procedure will delete an existing report format. Follow the steps to delete a format:

Step 1: From the *Console Stats* Main Menu (Figure 3-1), select the **Report Formats** option and press **Enter**. The Report Formats menu screen (Figure 3-2) will be displayed

Step 2: From the Report Formats menu (Figure 3-2), select the desired type of report (**Attendant, Queue, Route, Station**) option and press **Enter**. The associated screen will be displayed (Figure 3-9).

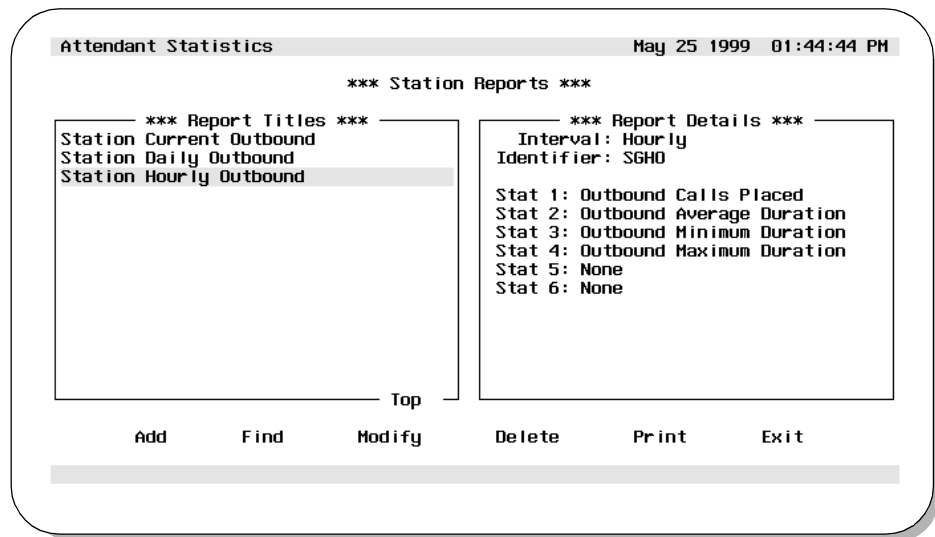


Figure 3-9 Example Station Reports Screen

Note: *The specific reports screen shows all existing reports in the left window. The right window shows the current detail settings for the report highlighted in the left window.*

Step 3: At the specific reports screen, use the UP and DOWN arrow keys to highlight to select the report format to delete from the left Report Titles window and press **Enter**.

- More than one report format can be selected. Highlight each desired report format to delete and press **Enter**. Continue this to select any additional report formats to delete.

Attendant, Queue, Route, & Station Report Formats (Cont.)

Deleting a Report Format (Cont.)

Step 4: With the report format(s) selected, use the **Tab** key to select the **Delete** option at the bottom of the screen and press **Enter**. The Delete a Report Format window (Figure 3-10) will be displayed showing the selected report to delete.

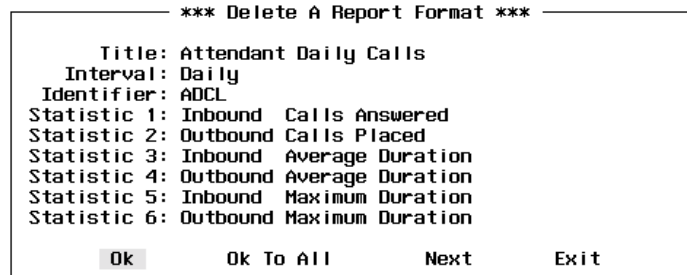


Figure 3-10 Delete a Report Format Window

Step 5: To delete the displayed report format, use the **Tab** key to select the **Ok** option at the bottom of the screen and press **Enter**. The displayed report format will be deleted.

Note: To not delete (keep) the displayed report format, use the **Tab** key to select the **Next** option at the bottom of the screen and press **Enter**. The next report format marked for deletion will be displayed.

- If more than one report format was marked to delete (Step 3), a new Delete a Report Format screen will now be displayed for the next report format title selected to delete. Repeat as necessary for all selected report formats to delete.
- As an option, if multiple report formats have been selected for deletion-- use the **Tab** key to select the **Ok To All** option at the bottom of the screen and press **Enter**. A window will pop-up to confirm or cancel the delete. If confirmed, all report formats selected (Step 3) will be deleted. If canceled, no report formats will be deleted.

CAUTION

Be sure the selected reports are really to be deleted. Double-check the selections, there is no recovery from the format delete.

Step 6: If finished with the specific reports function, use the **Tab** key to select the **Exit** option at the bottom of the screen and press **Enter** to return to the Report Formats screen (Figure 3-2).

Attendant, Queue, Route, & Station Report Formats (Cont.)

Printing a Report Format

This procedure will print an existing report format. Follow the steps to print a format:

Step 1: From the *Console Stats* Main Menu (Figure 3-1), select the **Report Formats** option and press **Enter**. The Report Formats menu screen (Figure 3-2) will be displayed

Step 2: From the Report Formats menu (Figure 3-2), select the desired type of report (**Attendant, Queue, Route, Station**) option and press **Enter**. The associated screen will be displayed (Figure 3-11).

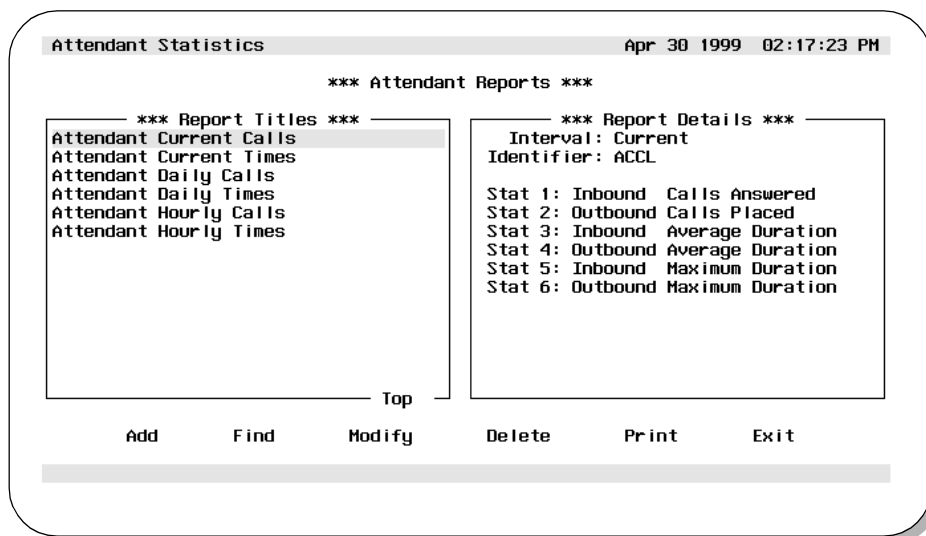


Figure 3-11 Example Attendant Reports Screen

Note: The specific reports screen shows all existing reports in the left window. The right window shows the current detail settings for the report highlighted in the left window.

Step 3: Use the **Tab** key to select the **Print** option at the bottom of the screen and press **Enter**. The Print Formats window will be displayed (Figure 3-12).

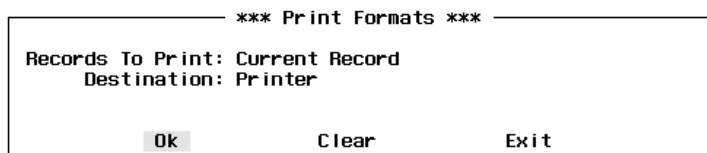


Figure 3-12 Print Formats Window

Attendant, Queue, Route, & Station Report Formats (Cont.)

Printing a Report Format (Cont.)

Step 4: At the **Records to Print** field, use the UP and Down arrow keys to select **Current Record**, **Marked Records**, or **All Records** and press **Enter**.

Step 5: The **Destination** field specifies how the report will be printed. Use the UP and Down arrow keys to select **Printer** or **UNIX File** and press **Enter**.

Step 6: If the Destination field is set to **UNIX File**, the **File Name** field will be displayed. Enter the file name of the UNIX file that will be created by the print of the selected report format and press **Enter**.

Step 7: To output the report format (output to printer or to UNIX file) use the **Tab** key to select **Ok** at the bottom of the screen and press **Enter**. The selected report will now be sent to the printer device or to the UNIX file (as designated in [Step 5](#)).

Note: *This report format can be cleared at anytime by selecting the **Clear** option at the bottom of the screen. Using the **Tab** key, select the **Clear** option and press **Enter**. All fields will be cleared on the Report Formats window.*

Step 8: If finished with the specific reports function, use the **Tab** key to select the **Exit** option at the bottom of the screen and press **Enter** to return to the Report Formats menu screen ([Figure 3-2](#)).

Chapter 4 REPORT GENERATION

The **Report Generation** option on the *Console Stats* Main Menu is used to generate a formatted report using call processing data that has been collected over a configurable amount of time. All display screens, windows, menus and procedures are described in the following sections of this chapter.

Using Report Generation

Use the **Report Generation** option to generate reports for attendant activity (Attendant Reports) or for specific types of calls that are queued for and by attendants (Queue Reports). Reports can also be generated for Route and Station groups activity. These reports can be viewed or printed.

Access to Generated Reports

Console Stats maintains generated reports for a configurable time period of up to two years, during which they can be viewed and printed via the **Report Viewing** option on the Main Menu (See Chapter 6). The filename for the report comprises the report identifier that is named in the report format and the month, day, and hour at which the report is generated. When a report has been in storage for longer than the specified time period, *Console Stats* deletes it.

Procedure Overview

The overall sequence for generating a report is the following:

- First select the report format from the existing report formats (as described in Chapter 3).
- Next is to name a range of time within the setup collection period, during which the statistics named in the format are to be calculated.

Statistics are generated only for attendants who are logged on during the specified range of time. That is, if a report is generated for a 36-hour period and an attendant is logged in during two eight-hour shifts within that period, statistics for that attendant reflect only the two eight-hour shifts. Statistics for queue reports are generated and printed only for those call queues that received calls during the range of time named during report generation. Call queues that were idle during the period covered by the report do not appear on the report.

Note: *A report must be displayed, printed, or saved. If none of these actions is shown for the report, it is not generated and an error message is displayed.*

A Note on Selecting Commands

- *In the following procedures, a step may call for pressing the **Tab** key to select a command. It may be necessary to press the **Tab** key multiple times in order to select the specific command. When reading a step, understand to press the **Tab** key (as needed) to select the specified command.*
- *Commands can also be selected by pressing their associated 'Hot Key', displayed in **BOLD**.*

Report Generation Menu

Step 1: From the *Console Stats* Main Menu (Figure 4-1), highlight to select the **Report Generation** option and press **Enter**.)

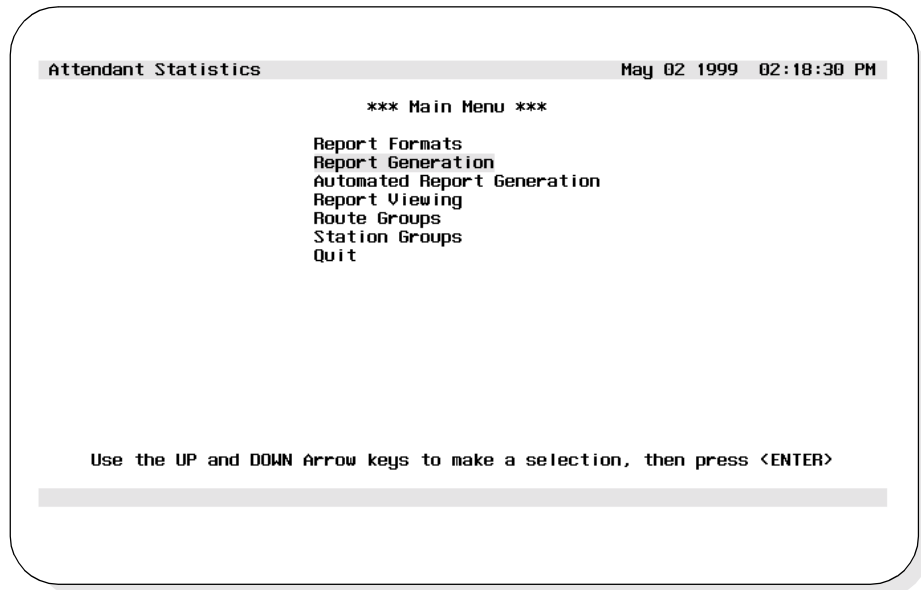


Figure 4-1 Main Menu - Report Generation Selection

Step 2: The Report Generation menu screen will be displayed (Figure 4-2). The Report Generation screen options are described in detail in the following sections of this chapter.

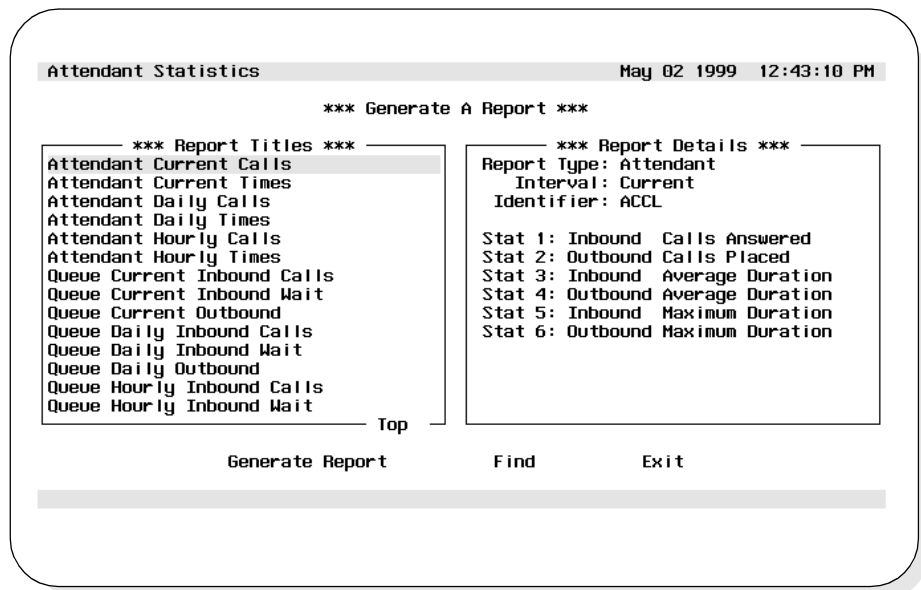


Figure 4-2 Report Generation Screen

Generating Reports

Generating a Report

This procedure will generate a report from an existing defined report format. If the report format has not been previously defined, see Chapter 3 for procedures to design new report formats. Follow the steps to generate a report:

Step 1: From the *Console Stats* Main Menu (Figure 4-1), select the **Report Generation** option and press **Enter**. The Report Generation screen (Figure 4-2) will be displayed.

Step 2: The Report Generation screen shows a listing of all existing report formats by title, along with their Time Interval and Report Identifier. To select a report to generate, use the UP and DOWN arrow keys to highlight the desired report title and press the **Enter** key. Use the **Tab** key to select **Ok** and press **Enter**. The Generate a Report window will be displayed (Figure 4-3).

```
*** Generate A Report ***
Title: Attendant Current Times
Report Type: Attendant
Interval: Current
Identifier: ACTM

Start Time: 12:00 AM

Display: No   Print: No   Save: No

Ok           Clear          Exit
```

Figure 4-3 Generate a Report Window

Step 3: At the **Start Time** field, enter the starting time of the reporting period. This is the start of the time the data will be collected for the report. The time format used is HH:MM:XX; where HH specifies the hour (01/12), MM specifies the minutes (00-59), and XX specifies AM (midnight to noon) or PM (noon to midnight). When the time has been entered, press **Enter**.

Step 4: At the **Display** field, select **Y** and press **Enter** if the report will be displayed to the screen.

Step 5: At the **Print** field, select **Y** and press **Enter** if the report will be sent to a printer.

Generating Reports (Cont.)

Generating a Report (Cont.)

Step 6: At the **Save** field, select **Y** and press **Enter** if the report will be saved to a file.

Step 7: When all fields have been completed, use the **Tab** key to select the **Ok** option at the bottom of the screen and press **Enter**. Depending on the previous selections, the report will now be displayed on the screen, sent to a printer, or saved to a file.

Note: *The fields of the Generate a Report screen can be cleared anytime. Using the **Tab** key, select the **Clear** option and press **Enter**. All screen fields will be cleared.*

Step 8: If finished with the Generate a Report function, use the **Tab** key to select the **Exit** option at the bottom of the screen and press **Enter**. The *Console Stats* Main Menu ([Figure 4-1](#)) will now be displayed.

Generating Reports

Finding a Report (to Generate)

This procedure will find a report to generate from existing report formats. Follow the steps to find a report:

Step 1: From the *Console Stats* Main Menu (Figure 4-1), select the **Report Generation** option and press **Enter**. The Report Generation screen (Figure 4-2) will be displayed.

Step 2: Using the **Tab** key, select the **Find** option at the bottom of the screen and press **Enter**. The Find a Report Format window will be displayed (Figure 4-4).

```

*** Find A Report Format ***
Find By: Title  Title
          Title: Identifier
Ok          Clear          Exit
  
```

Figure 4-4 Find A Report Format Window

Step 3: At the **Find By** field, use the UP and DOWN arrow keys to select either **Title** or **Identifier** from the pop-up window and press **Enter**.

- If **Title** is selected, the Title field will be displayed. Enter the report title to be found. The * character may be used as a wildcard at the end of the string (Example: "Bob*" will find the first report with a title that contains "Bob" as the first three characters of the report title).
- If **Identifier** is selected, the Identifier field will be displayed. Enter the report identifier to be found.

Step 4: When the Title or Identifier has been entered, use the **Tab** key to select the **Ok** option at the bottom of the screen and press **Enter**. A search will now begin for the specified report.

- If a match is found, the Find a Report Format screen is popped down. The Generate a Report screen now shows the found report format highlighted in the left Report Titles window, and the specified report format details displayed in the right Report Details window.
- If more than one match is found, each time the **Find** option is selected the next match will be highlighted.
- If a match is not found, the Find a Report Format screen remains visible and an error message is displayed near the bottom of the screen.

Generating Reports (Cont.)

Finding a Report Format (Cont.)

Step 5: To begin another search, repeat [Steps 3-5](#).

Step 6: If finished with the Report Generation function, use the **Tab** key to select the **Exit** option at the bottom of the screen and press **Enter** to return to the Report Formats menu screen ([Figure 4-1](#)).

Chapter 5 AUTOMATED REPORT GENERATION

The **Automated Report Generation** option on the *Console Stats* Main Menu is used to schedule reports for automatic generation. All display screens, windows, menus and procedures are described in the following sections of this chapter.

Using Automated Report Generation

When an automated report is generated, it is sent to the printer and then saved. The filename for the report comprises the report identifier that is named in the report format and the month, day, and hour at which the report is generated. The report is maintained for a configurable period of time, during which time it may be viewed or printed via the **Report Viewing** option on the Main Menu.

Note: *A report format with a Current interval cannot be set for automatic generation.*

Note: *Automated Reports collect data from the time when the Automated Report is first set. Whenever the report is scheduled to printout, it will contain data starting at the time the report was first set. If a report is needed with past data, a report can be manually generated.*

Procedure Overview

The overall sequence for generating an automated report is the following:

- First select the report format from the existing report formats (as described in Chapter 3).
- Next is to set the schedule for the automated report.

Report statistics are generated only for attendants who are logged on during the specified range of time. That is, if a report is generated for a 36-hour period and an attendant is logged in during two eight-hour shifts within that period, statistics for that attendant reflect only the two eight-hour shifts. Statistics for queue reports are generated and printed only for those call queues that received calls during the range of time named during report generation. Call queues that were idle during the period covered by the report do not appear on the report.

Note: *A report must be displayed, printed, or saved. If none of these actions is shown for the report, it is not generated and an error message is displayed.*

Current Time Interval

Since reports formatted with a *Current* interval compute statistics for the present day, these reports cannot be automatically generated. They must be generated from the **Report Generation** option on the Main Menu.

Automated Report Generation Menu

A Note on Selecting Commands

- In the following procedures, a step may call for pressing the **Tab** key to select a command. It may be necessary to press the **Tab** key multiple times in order to select the specific command. When reading a step, understand to press the **Tab** key (as needed) to select the specified command.
- Commands can also be selected by pressing their associated 'Hot Key', displayed in **BOLD**.

Step 1: From the *Console Stats Main Menu* (Figure 5-1), highlight to select the **Automated Report Generation** option and press **Enter**.)

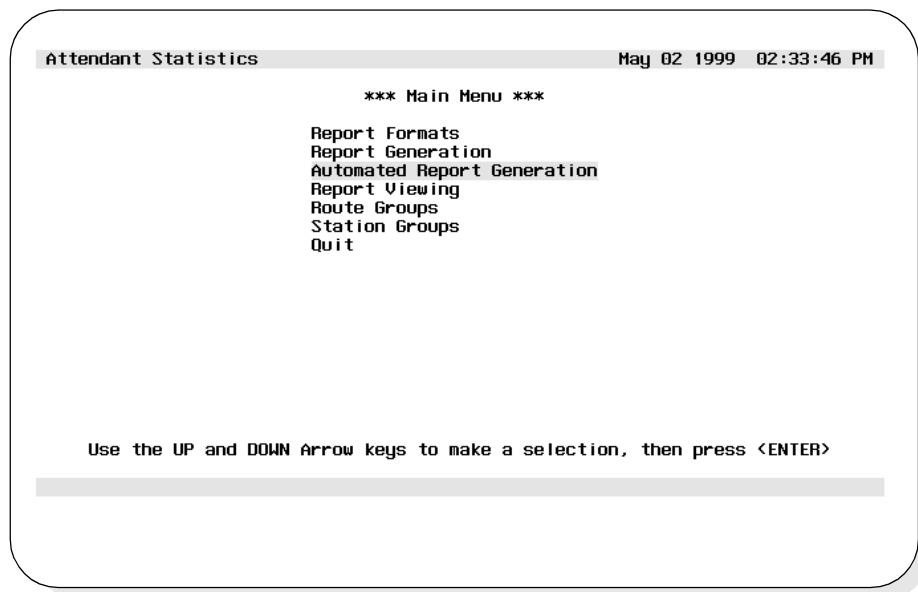
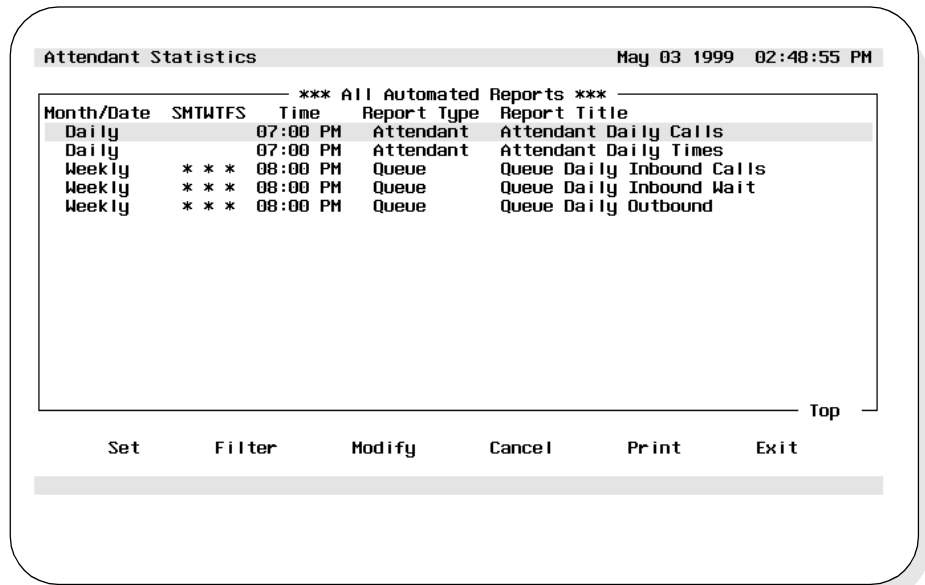


Figure 5-1 Main Menu - Automated Report Generation Selection

Automated Report Generation Menu (Cont.)

Step 2: The Automated Report Generation screen will be displayed (Figure 5-2). The Automated Report Generation screen options are described in detail in the following sections of this chapter.



The screenshot displays a terminal window titled "Attendant Statistics" with a timestamp of "May 03 1999 02:48:55 PM". The main content is a table of report options under the heading "*** All Automated Reports ***".

Month/Date	SMTWTFS	Time	Report Type	Report Title
Daily		07:00 PM	Attendant	Attendant Daily Calls
Daily		07:00 PM	Attendant	Attendant Daily Times
Weekly	* * *	08:00 PM	Queue	Queue Daily Inbound Calls
Weekly	* * *	08:00 PM	Queue	Queue Daily Inbound Wait
Weekly	* * *	08:00 PM	Queue	Queue Daily Outbound

At the bottom right of the table area is a "Top" link. Below the table is a horizontal bar containing the following navigation options: Set, Filter, Modify, Cancel, Print, and Exit.

Figure 5-2 Automated Report Generation Screen

Generating Automated Reports

Set a Report Schedule

This procedure will set the schedule for an automated generated report from an existing defined report format. If a report format has not been previously defined, see Chapter 3 for procedures to design new report formats. Follow the steps to schedule a report:

Step 1: From the *Console Stats* Main Menu (Figure 5-1), select the **Automated Report Generation** option and press **Enter**. The Automated Report Generation screen (Figure 5-2) will be displayed.

Step 2: The Automated Report Generation screen shows a listing of all currently scheduled reports by scheduled date/time, report type, and report title. Use the **Tab** key to select the **Set** option at the bottom of the screen and press **Enter**. The Set a Report Schedule window will be displayed (Figure 5-3).

```
*** Automate A Report ***
Event Type: Hourly
          Time: --:00
Report Title:
Report Type:
Interval:
Identifier:

Ok          Clear          Exit
```

Figure 5-3 Set a Report Schedule Window

Step 3: At the **Event Type** field, use the UP and Down arrow keys to select the event type and press **Enter**. The values **Hourly**, **Daily**, **Weekly**, or **Month/Date** can be selected.

- **Hourly** events occur once per hour
- **Daily** events occur once per day
- **Weekly** events occur on one or more weekdays
- **Month/Date** events occur on all days within a specific month, once a month on a specific date, or once a year on a specific month and date

Generating Automated Reports (Cont.)

Set a Report Schedule (Cont.)

Step 4: At the **Time** field, enter the time the report will be generated. Hourly reports use the format --:MM, where MM specifies the minutes (00-59). All other reports use the format HH:MM:XX; where HH specifies the hour (01/12), MM specifies the minutes (00-59), and XX specifies AM (midnight to noon) or PM (noon to midnight). When the time has been entered, press **Enter**.

Step 5: If the Event Type **Weekly** is selected in Step 3, the **Weekdays** field will be displayed. This will set the day(s) of the week the report will automatically be generated. A **Yes/No** field is displayed for each day of the week. The values **Yes** and **No** can be selected using the UP and DOWN arrow keys and pressing **Enter**.

Step 6: If the Event Type **Month/Date** is selected in Step 3, the **Month** and **Date** fields will be displayed.

- The **Month** field specifies the month the report will be generated. The values **Any** and **1-12** and can be selected using the UP and DOWN arrow keys and pressing **Enter**
- The **Date** field specifies the date the report will be generated. The values **Any** and **1-31** and can be selected using the UP and DOWN arrow keys and pressing **Enter**.

Note: *The fields of the Automated Report Generation screen can be cleared anytime. Using the **Tab** key, select the **Clear** option and press **Enter**. All screen fields will be cleared.*

Step 7: At the **Report Titles** field, use the UP and DOWN arrow keys to select an existing unscheduled report to be automated and press **Enter**. The **Report Type**, **Interval**, and **Identifier** fields will be filled in from the report format database information.

Step 8: When all fields have been completed, use the **Tab** key to select the **Ok** option at the bottom of the window and press **Enter**. Automated report generation is now scheduled and a status message will display near the bottom of the screen.

Step 9: If finished with the Automated Report function, use the **Tab** key to select the **Exit** option at the bottom of the screen and press **Enter**. The *Console Stats* Main Menu ([Figure 5-1](#)) will now be displayed.

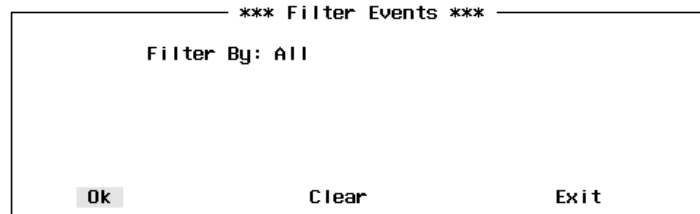
Generating Automated Reports (Cont.)

Filter an Automated Report

This procedure will apply filter parameters to the reports displayed on the Automated Reports screen.

Step 1: From the *Console Stats* Main Menu (Figure 5-1), select the **Automated Report Generation** option and press **Enter**. The Automated Report Generation screen (Figure 5-2) will be displayed.

Step 2: The Automated Report Generation screen shows a listing of all currently scheduled reports by scheduled date/ time, report type, and report title. Use the **Tab** key to select the **Filter** option at the bottom of the screen and press **Enter**. The Filter Events window (Figure 5-4) will be displayed.



```
*** Filter Events ***
Filter By: All
Ok          Clear          Exit
```

Figure 5-4 Filter Events Window

Step 3: At the **Filter By** field, use the UP and Down arrow keys to select the filter parameter and press **Enter**. The values **All**, **Today**, **Date**, or **Weekday** can be selected.

- **All** is the default and lists all automated reports
- **Today** lists reports scheduled for today
- **Date** lists all reports scheduled for a specific date
- **Weekday** lists all reports scheduled for a weekday

Step 4: If the **Filter By** value is set to **Date**, the **Date** field will be displayed. It specifies the date that will be used to filter the data in the Automated reports window. The date format used is MM/DD/YYYY; where MM specifies the month (01/12), DD specifies the day (01-31), and YYYY specifies the year. When the date has been entered, press **Enter**.

Generating Automated Reports (Cont.)

Filter an Automated Report (Cont.)

Step 5: If the **Filter By** value is set to **Weekday**, the **Weekday** field will be displayed. It specifies the day of the week that will be used to filter the data (the day the report is scheduled to generate) in the Automated Reports Generation screen. When the weekday has been entered, press **Enter**.

Step 6: When all fields have been completed, use the **Tab** key to select the **Ok** option at the bottom of the screen and press **Enter**. The Automated Report Generation screen ([Figure 5-2](#)) will again be displayed. The listing of report titles available will be limited to the filter values applied in the previous steps.

- (Example: If **Date** was used to filter the report formats with a value of **04/16/99**, then only report titles that are scheduled to be generated on 04/16/99 will now be listed in the Report Title field).

Step 7: If needed, use the UP and DOWN arrow keys to select the desired report format from the filtered list and proceed to perform another Automated Reports function (i.e. Modify, Delete, Print etc.) on the selected report format.

Note: *The fields of the Automated Report Generation screen can be cleared anytime. Using the **Tab** key, select the **Clear** option and press **Enter**. All screen fields will be cleared.*

Step 8: If finished with the Automated Report Generation function, use the **Tab** key to select the **Exit** option at the bottom of the screen and press **Enter**. The *Console Stats* Main Menu ([Figure 5-1](#)) will now be displayed.

Generating Automated Reports (Cont.)

Modify an Automated Report

This procedure will modify an existing automated report schedule and parameters. Follow the steps to modify a report schedule:

Step 1: From the *Console Stats* Main Menu (Figure 5-1), select the **Automated Report Generation** option and press **Enter**. The Automated Report Generation screen (Figure 5-2) will be displayed

- The Automated Report Generation screen shows a listing of all currently scheduled reports by scheduled date/time, report type, and report title (reports scheduled by the Set function, see Set a Report Schedule).

Step 2: At the Automated Report Generation screen, use the UP and DOWN arrow keys to select the automated report to modify and press **Enter**.

Note: *More than one automated report can be selected. Highlight each desired report to modify and press **Enter**. Continue this to select any additional reports to modify.*

Step 3: With the automated report(s) selected, use the **Tab** key to select the **Modify** option at the bottom of the screen and press **Enter**. The Modify an Automated Report window (Figure 5-5) will be displayed. (The **Report Title** field will verify the report selected in [Step 2](#).)

```

*** Modify An Automated Report ***
Event Type: Weekly
      Time: 08:00 PM
Weekdays: Sun Mon Tue Wed Thu Fri Sat
            No  Yes No  Yes No  Yes No
Report Title: Queue Daily Inbound Calls
Report Type: Queue
Interval: Daily
Identifier: ADIC

      Ok                Clear                Exit
  
```

Figure 5-5 Modify An Automated Report Window

Step 4: If needed, modify the **Event Type** field selecting between **Hourly**, **Daily**, **Weekly**, or **Month/Date** using the UP and DOWN arrow keys and press **Enter**.

Step 5: If needed, modify the **Time** field by entering a new time value and press **Enter**.

Generating Automated Reports (Cont.)

Modify an Automated Report (Cont.)

Step 6: If the Event Type **Month/Date** is selected in [Step 4](#), the **Date** field will be displayed. Modify this field as needed using the UP and DOWN arrow keys and pressing **Enter**.

Step 7: If the Event Type **Weekly** is selected in [Step 4](#), the **Weekdays** field will be displayed. Modify this field as needed using the UP and DOWN arrow keys for each day and pressing **Enter**.

Step 8: When modifications to the automated report are complete, use the **Tab** key to select the **Ok** option at the bottom of the screen and press **Enter** to save the changes.

- If more than one automated report was marked for modifying ([Step 2](#)), a new Modify an Automated Report window will now be displayed for the next automated report selected to modify. Repeat [Steps 4-8](#) for all reports to modify.

Note: *At anytime BEFORE saving the changes (Step 8), the original settings for the report can be restored. Using the **Tab** key, select the **Clear** option at the bottom of the screen and press **Enter**. The prior settings for the report will be displayed on the screen.*

Step 9: If finished with the Automated Report Generation function, use the **Tab** key to select the **Exit** option at the bottom of the screen and press **Enter** to return to the *Control Stats Main Menu* ([Figure 5-1](#)).

Generating Automated Reports (Cont.)

Cancel an Automated Report

This procedure will cancel an existing automated report schedule. Follow the steps to cancel a report:

Step 1: From the *Console Stats* Main Menu (Figure 5-1), select the **Automated Report Generation** option and press **Enter**. The Automated Report Generation screen (Figure 5-2) will be displayed

Step 2: At the Automated Report Generation screen, use the UP and DOWN arrow keys to select the automated report to cancel and press **Enter**.

Note: *More than one automated report can be selected. Highlight each desired report to cancel and press **Enter**. Continue this to select any additional reports to cancel.*

Step 3: With the automated report(s) selected, use the **Tab** key to select the **Cancel** option at the bottom of the screen and press **Enter**. The Cancel an Automated Report window (Figure 5-5) will be displayed. (The **Report Title** field will verify the report selected in Step 2.)

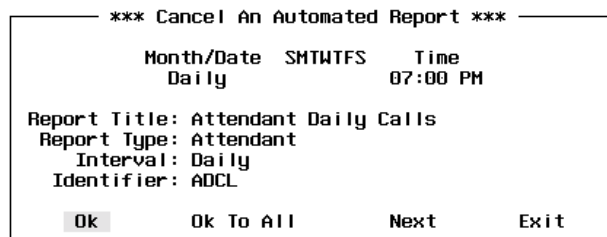


Figure 5-6 Cancel An Automated Report Screen

Continue to Step 4 on the next page...

Generating Automated Reports (Cont.)

Cancel an Automated Report (Cont.)

Step 4: To cancel the displayed automated report, use the **Tab** key to select the **Ok** option at the bottom of the screen and press **Enter**. The displayed automated report will be canceled.

Note: *To not delete the displayed automated report, select the **Next** option at the bottom of the screen and press **Enter**. The next automated report marked for deletion will be displayed.*

- If more than one automated report was marked to cancel (Step 2), a new Cancel an Automated Report screen will now be displayed for the next report selected to cancel. Repeat as necessary for all selected reports to cancel.
- As an option, if multiple automated reports have been selected to cancel-- select the **Ok To All** option at the bottom of the screen and press **Enter**. A window will pop-up to confirm or cancel the cancel step. If confirmed, all reports selected (Step 2) will be canceled. Otherwise, no reports are canceled.

Step 5: If finished with the Automated Report Generation function, use the **Tab** key to select the **Exit** option at the bottom of the screen and press **Enter** to return to the *Control Stats* Main Menu ([Figure 5-1](#)).

Generating Automated Reports (Cont.)

Print an Automated Report

This procedure will send selected automated report schedule(s) to the printer device. Follow the steps to print an automated report schedule:

Step 1: From the *Console Stats* Main Menu (Figure 5-1), select the **Automated Report Generation** option and press **Enter**. The Automated Report Generation screen (Figure 5-2) will be displayed

Step 2: At the Automated Report Generation screen, use the UP and DOWN arrow keys to select the automated report to print and press **Enter**.

Note: *More than one automated report can be selected. Highlight each desired report to print and press **Enter**. Continue this to select any additional reports to print.*

Step 3: With the automated report(s) selected, use the **Tab** key to select the **Print** option at the bottom of the screen and press **Enter**. The Print Schedule window (Figure 5-7) will now show the title and other field values for the marked report to cancel (or the first marked report if canceling more than one report).

```

*** Print Schedule ***
Records To Print: Current Record
Destination: Printer
Ok          Clear          Exit
  
```

Figure 5-7 Print Schedule Window

Step 4: At the **Records to Print** field, use the UP and Down arrow keys to select **Current Record**, **Marked Records**, or **All Records** and press **Enter**.

Step 5: The **Destination** field specifies where the report will be printed. Use the UP and Down arrow keys to select **Printer** or **UNIX File** and press **Enter**.

Step 6: If the Destination field is set to **UNIX File**, the **File Name** field will be displayed. Enter the file name of the UNIX file that will be created by the print of the selected report schedule and press **Enter**.

Generating Automated Reports (Cont.)

Print an Automated Report (Cont.)

Step 7: To output the automated report schedule (output to printer or to UNIX file), use the **Tab** key to select **Ok** at the bottom of the screen and press **Enter**. The selected report will now be sent to the printer device or to the UNIX file (as designated in [Step 5](#)).

Note: *This print schedule window can be cleared at anytime by selecting the **Clear** option at the bottom of the screen. Using the **Tab** key, select the **Clear** option and press **Enter**. All fields will be cleared on the Print Schedule window.*

Step 8: If finished with the Automated Report Generation function, use the **Tab** key to select the **Exit** option at the bottom of the screen and press **Enter** to return to the *Control Stats* Main Menu ([Figure 5-1](#)).

Chapter 6 REPORT VIEWING

The **Report Viewing** option on the *Console Stats* Main Menu provides options for on-screen viewing of existing reports. All display screens, windows, menus and procedures are described in the following sections of this chapter.

Using Report Viewing

Use the **Report Viewing** option to view on-screen Attendant Login Statistics, Automated, and Non-Automated types of reports. These reports provide information on Attendant activity and call handling statistics.

Report Types

Attendant Login Reports

Attendant Login Reports show operator login and logout activity from previously designed report formats. Each night at midnight an attendant login report is created using data collected for all attendants that have logged in or logged out since the previous night at midnight. The report name consists of the text "ALOG" followed by the month, date and hour. (For example: an attendant login report for March 22 has a filename ALOG032200.) The current day's attendant report is stored in a file named "Today". The "Today" report is updated each time the Attendant Login Reports option is selected from the reports menu.

Automated Reports

Automated Reports show data collected and computed for various call statistics based on previously designed automatic report formats. These reports are generated according to the schedules defined through the *Console Stats* Main Menu option **Automated Report Generation** (See Chapter 5).

When a report is generated at its defined schedule, it is labeled with a combination of its Report Identifier (from its Report Format) and the date that shows when its data was collected. *Console Stats* stores the report for a configurable period of time during which it can be viewed and printed. At the end of the configurable period of time the reports will be automatically deleted from the system.

Non-Automated Reports

Non-Automated Reports show data collected and computed for various call statistics based on previously designed non-automatic report formats. These reports are generated on request through the *Console Stats* Main Menu option **Report Generation** (See Chapter 4).

When a report is generated from the *Console Stats* Main Menu it is labeled with a combination of its Report Identifier (from its Report Format) and the date that shows when its data was collected. *Console Stats* stores the report for a configurable period of time during which it can be viewed and printed. At the end of the configurable period of time the reports will be automatically deleted from the system.

**Procedure
Overview**

The overall sequence for viewing a report is the following:

- First select the report from the existing report types and formats (as described in Chapter 3).
- Next is view the selected report or optionally print selected text within a report.

A Note on Selecting Commands

- *In the following procedures, a step may call for pressing the **Tab** key to select a command. It may be necessary to press the **Tab** key multiple times in order to select the specific command. When reading a step, understand to press the **Tab** key (as needed) to select the specified command.*
- *Commands can also be selected by pressing their associated 'Hot Key', displayed in **BOLD**.*

Report Viewing Menu

Step 1: From the *Console Stats* Main Menu (Figure 6-1), highlight to select the **Report Viewing** option and press **Enter**.)

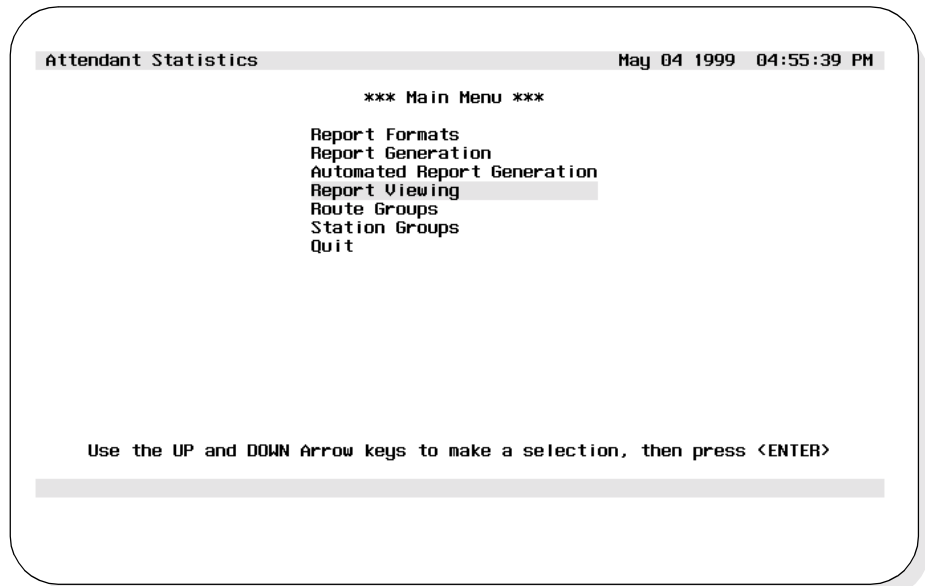


Figure 6-1 Main Menu - Report Viewing Selection

Step 2: The Report Viewing menu screen will be displayed (Figure 6-2). The Report Viewing menu options are described in detail in the following sections of this chapter.

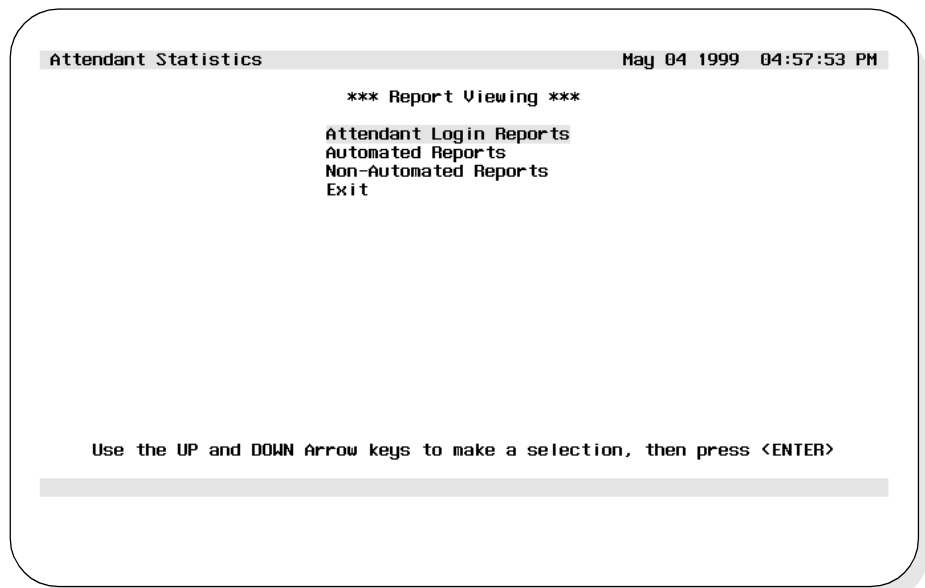


Figure 6-2 Report Viewing Menu Screen

Viewing Reports

Viewing an Attendant Login Report

This procedure will display on-screen an Attendant Login type of report. These reports will show data in the following fields.

- **Operator:** The login name of the operator
- **Login:** The date and time the operator logged in
- **Logout:** The date and time the operator logged out (If the operator is currently logged in, this field will be blank)
- **Duration:** The time in hours, minutes, and seconds that the operator was logged in
- **ASAT:** The attendant console number used by the operator

Follow the steps to view an Attendant Login Report:

Step 1: From the *Console Stats* Main Menu (Figure 6-1), select the **Report Viewing** option and press **Enter**. The Report Viewing menu screen (Figure 6-2) will be displayed.

Step 2: From the Report Viewing menu (Figure 6-2), select the **Attendant Login Reports** option and press **Enter**. The View Attendant Reports screen will be displayed (Figure 6-3). The screen lists all available attendant reports.

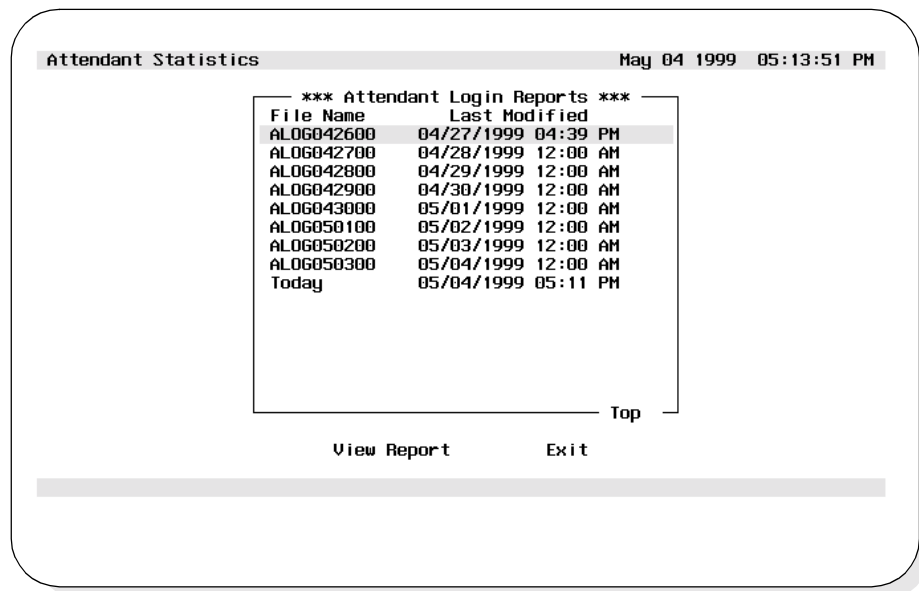


Figure 6-3 View Attendant Login Reports Screen

Viewing Reports (Cont.)

Viewing an Attendant Login Report (Cont.)

- Step 3:** To view a report, Use the UP and DOWN arrow keys to highlight to select the Report Identifier (filename) for the desired report. Use the **Tab** key to select **View Report** and press **Enter**. The selected report is displayed on the View Report screen (Figure 6-4).
- The display can be scrolled to view the entire report. To scroll the display up-- use the UP arrow, Page Up, or Home keys. To scroll the display down-- use the DOWN arrow, Page Down, or End keys.

Attendant Statistics		May 24 1999 01:44:27 PM			
*** View Report ***					
Attendant Login Reports -- May 13 1999					
Operator	Login	Logout	Duration	ASAT	
JONES	05/12/1999 06:12:42 PM	05/12/1999 06:14:18 PM	0000:01:36	3500	
MCS	05/12/1999 06:07:10 PM	05/12/1999 06:07:16 PM	0000:00:06	3500	
SMITH	05/12/1999 06:09:32 PM	05/12/1999 06:12:35 PM	0000:03:03	3500	

Top

Page Down Page Up Find Home End Print Exit

Figure 6-4 View Report Screen (Attendant)

Finding Text Option

Specific text can be found within a viewed report. From the View Report screen (Figure 6-4), follow the steps to find text.

Step 3a: To find specific text in a displayed report, use the **Tab** key to select the **Find** option at the bottom of the screen and press **Enter**. The Find Text window will be displayed.

Step 3b: At the **Search String** prompt, enter the desired search text and press the **Enter** key. Press the **Enter** again to select **Ok**. The cursor moves to the specified text in the View report scrolling window. If no matching text is found a message will be displayed at the bottom of the screen.

Viewing Reports (Cont.)

Viewing an Attendant Login Report (Cont.)

Printing Text Option

Specific text can be printed from a viewed report. From the View Report screen ([Figure 6-4](#)), follow the steps to print text.

Step 3c: To print specific text in a displayed report (from View Report Screen,), use the **Tab** key to select the **Print** option at the bottom of the screen and press **Enter**. The Print Report window will be displayed.

Step 3d: At the prompt, select the data to print (**Screen Only** or **Entire File**) and press the **Enter** key. Use the **Tab** key to select **Ok** and press **Enter**. The selected data will be output to the designated printer device.

Exit Attendant Login Screen

Step 4: If finished with the Attendant Login screen, use the **Tab** key to select the **Exit** option at the bottom of the screen and press **Enter** to return to the Report Viewing screen ([Figure 6-2](#)).

Step 5: If finished with the Report Viewing function, use the **Tab** key to select the **Exit** option at the bottom of the screen and press **Enter** to return to the *Console Stats* Main menu ([Figure 6-1](#)).

Viewing Reports (Cont.)

Viewing an Automated Report

This procedure will display on-screen an Automated type of report. The report fields and data displayed will be based on the previously designed report formats. Follow the steps to view an Automated Report:

Step 1: From the *Console Stats* Main Menu (Figure 6-1), select the **Report Viewing** option and press **Enter**. The Report Viewing menu screen (Figure 6-2) will be displayed.

Step 2: From the Report Viewing menu (Figure 6-2), select the **Automated Reports** option and press **Enter**. The View Automated Reports screen will be displayed (Figure 6-5). The screen lists all available automated reports.

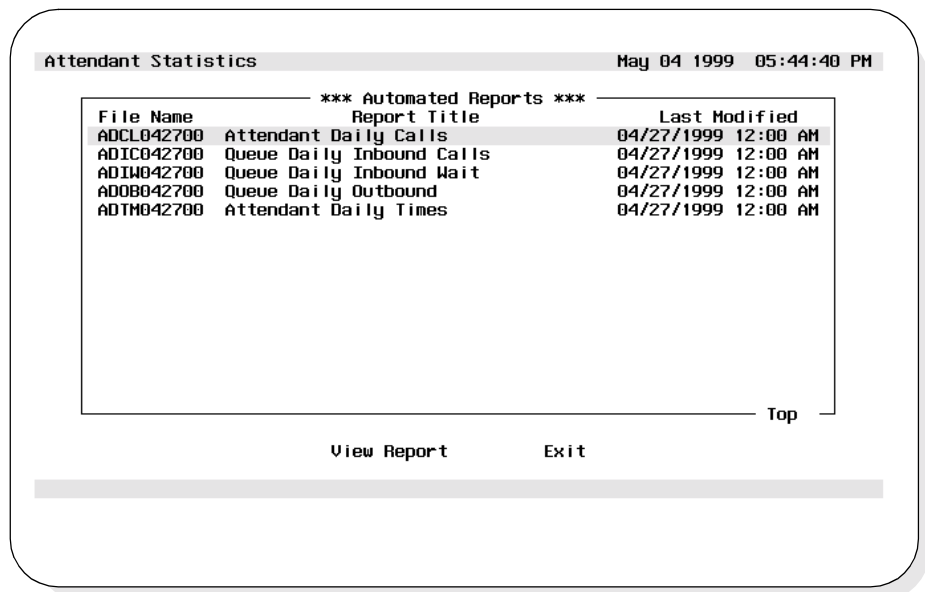


Figure 6-5 View Automated Reports Screen

Viewing Reports (Cont.)

Viewing an Automated Report (Cont.)

- Step 3:** To view a report, use the UP and DOWN arrow keys to highlight to select the Report Identifier (filename) for the desired report. Use the **Tab** key to select **View Report** and press **Enter**. The selected report is displayed on the View Report screen (Figure 6-6).
- The display can be scrolled to view the entire report. To scroll the display up, use the UP arrow, Page Up, or Home keys. To scroll the display down, use the DOWN arrow, Page Down, or End keys.

Attendant Statistics		May 24 1999 01:49:08 PM				
*** View Report ***						
*** Attendant Daily Calls ***						
Starting: 05/12/1999 06:00 PM						
Ending: 05/12/1999 07:00 PM						
Date: 05/12/1999						
Attendant	Inbound Calls Answered	Outbound Calls Placed	Inbound Average Duration	Outbound Average Duration	Inbound Maximum Duration	Outbound Maximum Duration
JONES	4	1	00:00:08	00:00:14	00:00:12	00:00:14
MCS	0	0	00:00:00	00:00:00	00:00:00	00:00:00
SMITH	8	2	00:00:08	00:00:08	00:00:15	00:00:09

Top

Page Down Page Up Find Home End Print Exit

Figure 6-6 View Reports Screen (Automated)

Finding Text Option

Specific text can be found within a viewed report. From the View Report screen (Figure 6-6), follow the steps to find text.

Step 3a: To find specific text in a displayed report, use the **Tab** key to select the **Find** option at the bottom of the screen and press **Enter**. The Find Text window will be displayed.

Step 3b: At the **Search String** prompt, enter the desired search text and press the **Enter** key. Press the **Enter** again to select **Ok**. The cursor moves to the specified text in the View report scrolling window. If no matching text is found a message will be displayed at the bottom of the screen.

Viewing Reports (Cont.)

Viewing an Automated Report (Cont.)

Printing Text Option

Specific text can be printed from a viewed report. From the View Report screen (Figure 6-6), follow the steps to print text.

Step 3c: To print specific text in a displayed report, use the **Tab** key to select the **Print** option at the bottom of the screen and press **Enter**. The Print Report window will be displayed.

Step 3d: At the prompt, select the data to print (Screen Only or Entire File) and press the **Enter** key. Use the **Tab** key to select **Ok** and press **Enter**. The selected data will be output to the designated printer device.

Exit Automated Report Screen

Step 4: If finished with the Automated Report screen, use the **Tab** key to select the **Exit** option at the bottom of the screen and press **Enter** to return to the Report Viewing screen (Figure 6-2).

Step 5: If finished with the Report Viewing function, use the **Tab** key to select the **Exit** option at the bottom of the screen and press **Enter** to return to the *Console Stats* Main menu (Figure 6-1).

Viewing Reports (Cont.)

Viewing a Non-Automated Report

This procedure will display on-screen a Non-Automated type of report. The report fields and data displayed will be based on the previously designed report formats. Follow the steps to view a Non-Automated Report:

Step 1: From the *Console Stats* Main Menu (Figure 6-1), select the **Report Viewing** option and press **Enter**. The Report Viewing menu screen (Figure 6-2) will be displayed.

Step 2: From the Report Viewing menu (Figure 6-2), select the **Non-Automated Reports** option and press **Enter**. The Non-Automated Reports screen will be displayed (Figure 6-7). The screen lists all available non-automated reports.

File Name	Report Title	Last Modified
ACCL051218	Attendant Current Calls	05/12/1999 06:16 PM
ACTM051218	Attendant Current Times	05/12/1999 06:16 PM
ADCL051300	Attendant Daily Calls	05/21/1999 02:58 PM
ADTM051300	Attendant Daily Times	05/12/1999 06:16 PM
QCIC051218	Queue Current Inbound Calls	05/12/1999 06:16 PM
QCIW051218	Queue Current Inbound Wait	05/12/1999 06:17 PM
QCOB051218	Queue Current Outbound	05/12/1999 06:17 PM
QDIC051300	Queue Daily Inbound Calls	05/12/1999 06:17 PM
QDIW051300	Queue Daily Inbound Wait	05/12/1999 06:17 PM
QDOB051300	Queue Daily Outbound	05/12/1999 06:17 PM
RGC0051218	Route Current Outbound	05/12/1999 06:17 PM
RGD0051300	Route Daily Outbound	05/12/1999 06:18 PM
S6C0051218	Station Current Outbound	05/12/1999 06:18 PM
S6D0051300	Station Daily Outbound	05/12/1999 06:18 PM

Top

View Report Exit

Figure 6-7 Non-Automated Reports Screen

Viewing Reports (Cont.)

Viewing a Non-Automated Report (Cont.)

- Step 3:** To view a report, Using the UP and DOWN arrow keys to highlight to select the Report Identifier for the desired report and press **Enter**. Use the Tab key to select **View Report** and press **Enter**. The selected report is displayed on the View Report screen (Figure 6-8).
- The display can be scrolled to view the entire report. To scroll the display up, use the UP arrow, Page Up, or Home keys. To scroll the display down, use the DOWN arrow, Page Down, or End keys.

The screenshot shows a terminal window titled "Attendant Statistics" with a timestamp of "May 24 1999 01:53:07 PM". The main content is a report titled "*** View Report ***" and "*** Queue Daily Inbound Calls". It specifies the time range: "Starting: 05/12/1999 06:00 PM" and "Ending: 05/12/1999 07:00 PM". The date is "Date: 05/12/1999". Below this is a table with columns: "Call Type", "Inbound Calls Received", "Inbound Calls Answered", "Inbound Calls Abandoned", "Inbound Percent Answered", and "Inbound Percent Abandoned". The table data is as follows:

Call Type	Inbound Calls Received	Inbound Calls Answered	Inbound Calls Abandoned	Inbound Percent Answered	Inbound Percent Abandoned
Internal	8	8	0	100.00%	0.00%
TIE	3	3	0	100.00%	0.00%
Park	4	4	0	100.00%	0.00%

At the bottom of the screen, there are navigation options: "Page Down", "Page Up", "Find", "Home", "End", "Print", and "Exit". A "Top" link is also visible in the bottom right corner of the report area.

Figure 6-8 View Reports Screen (Non-Automated)

Finding Text Option

Specific text can be found within a viewed report. From the View Report screen (Figure 6-8), follow the steps to find text.

Step 3a: To find specific text in a displayed report, use the **Tab** key to select the **Find** option at the bottom of the screen and press **Enter**. The Find Text window will be displayed.

Step 3b: At the **Search String** prompt, enter the desired search text and press the **Enter** key. Press the **Enter** again to select **Ok**. The cursor moves to the specified text in the View report scrolling window. If no matching text is found a message will be displayed at the bottom of the screen.

Viewing Reports (Cont.)

Viewing a Non-Automated Report (Cont.)

Printing Text Option

Specific text can be printed from a viewed report. From the View Report screen (Figure 6-8), follow the steps to print text.

Step 3c: To print specific text in a displayed report, use the **Tab** key to select the **Print** option at the bottom of the screen and press **Enter**. The Print Report window will be displayed.

Step 3d: At the prompt, select the data to print (Screen Only or Entire File) and press the **Enter** key. Use the **Tab** key to select **Ok** and press **Enter**. The selected data will be output to the designated printer device.

Exit Non-Automated Report Screen

Step 4: If finished with the Non-Automated Report screen, use the **Tab** key to select the **Exit** option at the bottom of the screen and press **Enter** to return to the Report Viewing screen (Figure 6-2).

Step 5: If finished with the Report Viewing function, use the **Tab** key to select the **Exit** option at the bottom of the screen and press **Enter** to return to the *Console Stats* Main menu (Figure 6-1).

Chapter 7 ROUTE GROUPS

The **Route Groups** option from the *Console Stats* Main Menu provides options to define new trunk route groups, find a group, modify and delete groups. Route group information can also be printed. All display screens, windows, menus and procedures are described in the following sections of this chapter.

Using Route Groups

Procedure Overview

The overall sequence for route groups is the following:

- Define a new route group.
- Existing route groups can be modified, deleted, and printed.

The specific step-by-step procedures for all these functions are described in the next sections of this chapter.

A Note on Selecting Commands

- *In the following procedures, a step may call for pressing the **Tab** key to select a command. It may be necessary to press the **Tab** key multiple times in order to select the specific command. When reading a step, understand to press the **Tab** key (as needed) to select the specified command.*
- *Commands can also be selected by pressing their associated 'Hot Key', displayed in **BOLD**.*

Route Groups Menu

Step 1: From the *Console Stats* Main Menu (Figure 7-1), use the Up and DOWN arrow keys to highlight to select the **Route Groups** option and press **Enter**.

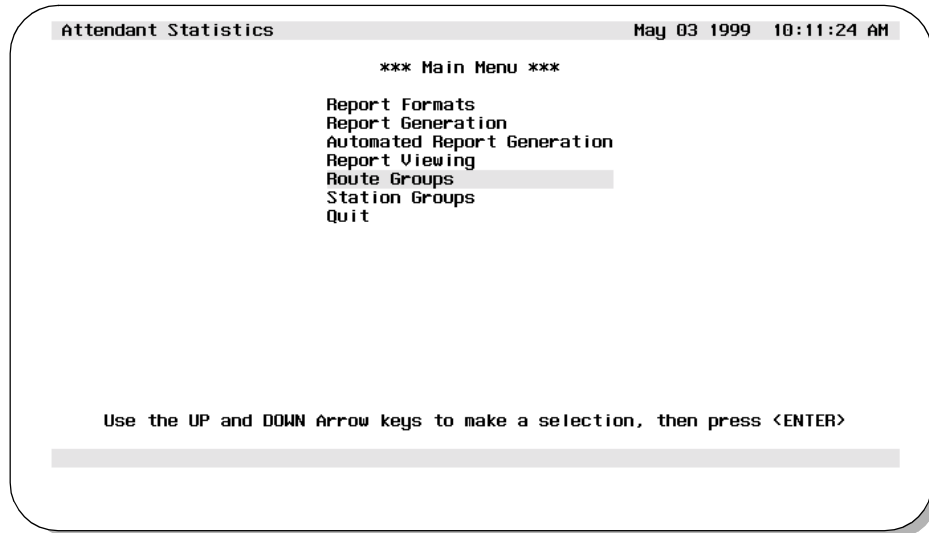


Figure 7-1 Main Menu - Route Groups Selection

Step 2: The Route Groups screen will be displayed (Figure 7-2). The screen shows all existing route groups. Route Group screen options are described in detail in the following sections of this chapter.

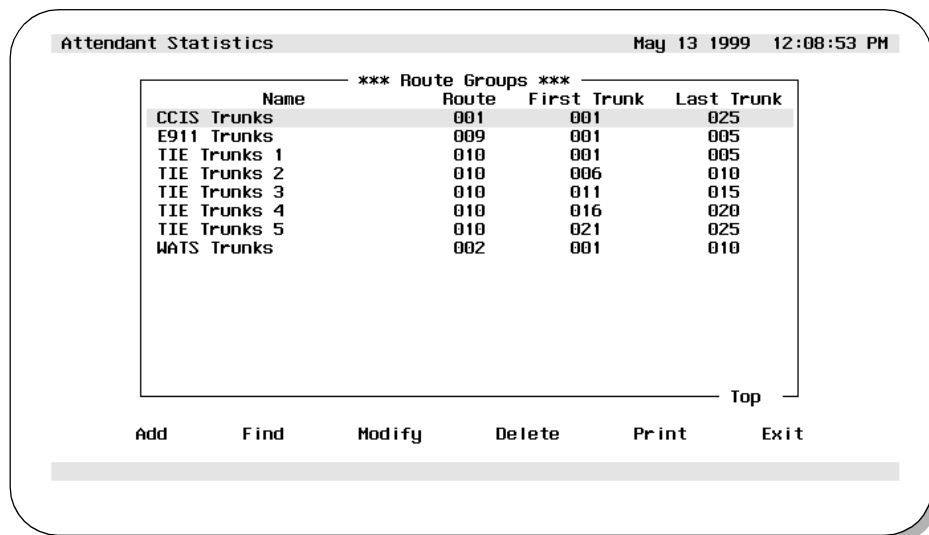


Figure 7-2 Route Groups Screen

Route Groups

Adding a Route Group

This procedure will create a new route group. Follow the steps to add a route group:

Step 1: From the *Console Stats* Main Menu (Figure 7-1), select the **Route Groups** option and press **Enter**. The Route Groups screen (Figure 7-2) will be displayed

Step 2: From the Route Groups screen (Figure 7-2), use the **Tab** key to select the **Add** option and press **Enter**. The Add a Route Group window will be displayed (Figure 7-3).

```
*** Add A Route Group ***
Name: _____
Route: 001
First Trunk: 001
Last Trunk: 001
Ok          Clear          Exit
```

Figure 7-3 Add a Route Group Window

Step 3: At the **Name** field, enter a name for the new route group and press **Enter**.

Step 4: At the **Route** Field, enter a three-digit number to identify the route group and press **Enter**.

Step 5: At the **First Trunk** field, enter a three-digit number for the first trunk that will be assigned to this route group and press **Enter**.

Step 6: At the **Last Trunk** field, enter a three-digit number for the last trunk that will be assigned to this route group and press **Enter**.

Note: *The field data can be cleared at anytime by selecting the **Clear** option at the bottom of the window. Using the **Tab** key, select the **Clear** option and press **Enter**. All fields will be cleared on the Add a Route Group window.*

Step 7: When all fields have been completed, use the **Tab** key to select **Ok** at the bottom of the window and press **Enter** to save this new route group information.

- If additional route groups will be added at this time, use the **Tab** key to select the **Clear** option and press **Enter**. Repeat Steps 3-7 as needed.

Route Groups (Cont.)

Adding a Route Group (Cont.)

Step 8: If finished with the Add a Route Group function, use the **Tab** key to select the **Exit** option at the bottom of the window and press **Enter** to return to the Route Groups screen ([Figure 7-2](#)).

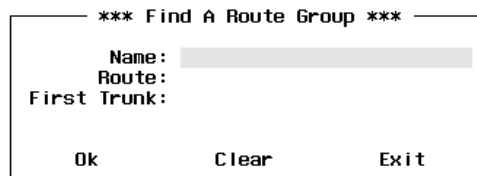
Route Groups (Cont.)

Finding a Route Group

This procedure will find an existing route group by name, route number, and/or first trunk number. Follow the steps to find a group:

Step 1: From the *Console Stats* Main Menu (Figure 7-1), select the **Route Groups** option and press **Enter**. The Route Groups screen (Figure 7-2) will be displayed

Step 2: Use the **Tab** key to select the **Find** option at the bottom of the screen and press **Enter**. The Find a Route Group window will be displayed (Figure 7-4).



```
*** Find A Route Group ***
Name: _____
Route: _____
First Trunk: _____
Ok          Clear          Exit
```

Figure 7-4 Find A Route Group Window

Any one or any combination of three parameters can be used to find a route group. A route group can be found by Route Name, and/or Route Number, and/or First Trunk number in the group.

Step 3: If finding a route group by name, at the **Name** field, enter the name of the route group to be found and press **Enter**.

Note: *The * character may be used as a wildcard at the end of the string (Example: "CCI*" will find the first group with a name that contains "CCI" as the first three characters of the group name).*

- If no other search values will be entered (i.e. Route Number and/or First Trunk number), use the **Tab** key to select the **Ok** option and press **Enter**. Now continue to Step 6.

Route Groups (Cont.)

Finding a Route Group (Cont.)

Step 4: If finding a route group by route number, at the **Route** field, enter the number of the route group to be found and press **Enter**.

- If no other search values will be entered (i.e. First Trunk number), use the **Tab** key to select the **Ok** option and press **Enter**. Now continue to [Step 6](#).

Step 5: If finding a route group by first trunk number, at the **First Trunk** field, enter the number of the first trunk number in the group to be found and press **Enter**. Use the **Tab** key to select the **Ok** option and press **Enter**. Now continue to [Step 6](#).

Step 6: When all search values have been entered for any one or any combination of the three parameters, and the **Ok** option has been selected, a search will now begin for the specified group.

- If a match is found, the Find a Route Group window is popped down. The Route Groups screen now shows the found route group highlighted on the screen.
- If more than one match is found, each time the **Find** option is selected the next match will be highlighted.
- If a match is not found, the Find a Route Group window remains visible and an error message is displayed near the bottom of the screen.

Step 7: To begin a new search, use the **Tab** key to select the **Clear** option and press **Enter**. repeat [Steps 3-6](#) as needed.

Step 8: If finished with the Find a Route Group function, use the **Tab** key to select the **Exit** option at the bottom of the window and press **Enter** to return to the Route Groups screen ([Figure 7-2](#)).

Route Groups (Cont.)

Modifying a Route Group

This procedure will modify an existing route group. Follow the steps to modify a route group:

Step 1: From the *Console Stats* Main Menu (Figure 7-1), select the **Route Groups** option and press **Enter**. The Route Groups screen (Figure 7-2) will be displayed

Step 2: At the Route Groups screen, use the UP and DOWN arrow keys to highlight to select the route group to modify.

- More than one route group can be selected. Highlight each desired route group to modify and press **Enter**. Continue this to select any additional route groups to modify.

Step 3: With the route group(s) selected, use the **Tab** key to select the **Modify** option at the bottom of the screen and press **Enter**. The Modify a Route Group window (Figure 7-5) will be displayed.

```
*** Modify A Route Group ***
Name: TIE Trunks 1
Route: 010
First Trunk: 001
Last Trunk: 005
Ok          Clear          Exit
```

Figure 7-5 Modify A Route Group Window

Step 4: If needed, modify the **Name** for the route group and press **Enter**.

Step 5: If needed, modify the **Route Number** of the route group and press **Enter**.

Step 6: If needed, modify the **First Trunk** assigned to this route group and press **Enter**.

Step 7: If needed, modify the **Last Trunk** assigned to this route group and press **Enter**.

Route Groups (Cont.)

Modifying a Route Group (Cont.)

Step 8: When modifications to the route group are complete, use the **Tab** key to select the **Ok** option at the bottom of the window and press **Enter** to save the changes. The Route Groups screen will again be displayed.

- If more than one route group was marked to modify ([Step 2](#)), a new Modify a Route Group window will now be displayed showing the next route group selected to modify. Repeat [Steps 4-8](#).

Note: *At anytime BEFORE saving the changes (Step 8), the original settings for the selected route group can be restored. Using the **Tab** key, select the **Clear** option at the bottom of the screen and press **Enter**. The prior settings for the route group will be displayed on the screen.*

Step 9: When the last Route Group has been modified, the Modify a Route Group window pops down and the display returns to the Route Groups screen ([Figure 7-2](#)).

Route Groups (Cont.)

Deleting a Route Group

This procedure will delete an existing route group. Follow the steps to delete a route group:

Step 1: From the *Console Stats* Main Menu (Figure 7-1), select the **Route Groups** option and press **Enter**. The Route Groups screen (Figure 7-2) will be displayed.

Step 2: At the Route Groups screen, use the UP and DOWN arrow keys to highlight to select the route group to delete and press **Enter**.

- More than one route group can be selected. Highlight each desired route group to delete and press **Enter**. Continue this to select any additional route groups to delete.

Step 3: With the route groups(s) selected, use the **Tab** key to select the **Delete** option at the bottom of the screen and press **Enter**. The Delete a Route Group window (Figure 7-6) will be displayed showing the selected route group to delete.

```
*** Modify A Route Group ***
Name: TIE Trunks 1
Route: 010
First Trunk: 001
Last Trunk: 005
Ok          Clear          Exit
```

Figure 7-6 Delete a Route Group Window

Continue to Step 4 on the next page...

Route Groups (Cont.)

Deleting a Route Group (Cont.)

Step 4: To delete the displayed route group, use the **Tab** key to select the **Ok** option at the bottom of the screen and press **Enter**. The displayed route group will be deleted.

Note: To not delete (keep) the displayed route group, use the **Tab** key to select the **Next** option at the bottom of the screen and press **Enter**. The next route group marked for deletion will be displayed.

- If more than one route group was marked to delete (Step 2), a new Delete a Route Group window will now be displayed for the next route group selected to delete. Repeat as necessary for all selected route groups to delete.
- As an option, if multiple route groups have been selected for deletion-- use the **Tab** key to select the **Ok To All** option at the bottom of the window and press **Enter**. A window will pop-up to confirm or cancel the delete. If confirmed, all route groups selected (Step 2) will be deleted. If canceled, no route groups will be deleted.

CAUTION

*Be sure the selected route groups are really to be deleted.
Double-check the selections, there is no recovery from this
route groups delete.*

Step 5: If finished with the Route Groups function, use the **Tab** key to select the **Exit** option at the bottom of the screen and press **Enter**. The *Console Stats* Main Menu ([Figure 7-1](#)) will now be displayed.

Route Groups (Cont.)

Printing a Route Group

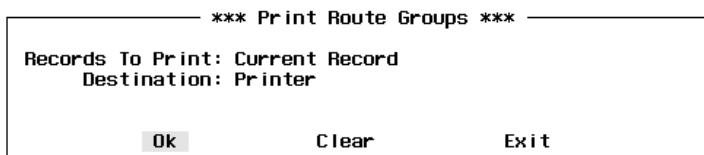
This procedure will print an existing route group. Follow the steps to print a route group:

Step 1: From the *Console Stats* Main Menu (Figure 7-1), select the **Route Groups** option and press **Enter**. The Route Groups screen (Figure 7-2) will be displayed.

Step 2: At the Route Groups screen, use the UP and DOWN arrow keys to highlight to select the route group to print and press **Enter**.

- More than one route group can be selected. Highlight each desired route group to print and press **Enter**. Continue this to select any additional route groups to print.

Step 3: With the route groups(s) selected, use the **Tab** key to select the **Print** option at the bottom of the screen and press **Enter**. The Print a Route Group window (Figure 7-7) will be displayed showing the selected route group to print.



```
*** Print Route Groups ***
Records To Print: Current Record
Destination: Printer
Ok Clear Exit
```

Figure 7-7 Print Route Groups Window

Step 4: At the **Records to Print** field, use the UP and Down arrow keys to select **Current Record**, **Marked Records**, or **All Records** and press **Enter**.

Step 5: The **Destination** field specifies how the report will be printed. Use the UP and Down arrow keys to select **Printer** or **UNIX File** and press **Enter**.

Step 6: If the Destination field is set to **UNIX File**, the **File Name** field will be displayed. Enter the file name of the UNIX file that will be created by the print of the selected report format and press **Enter**.

Route Groups (Cont.)

Printing a Route Group (Cont.)

Step 7: To output the route group (output to printer or to UNIX file) use the **Tab** key to select **Ok** at the bottom of the screen and press **Enter**. The selected route group will now be sent to the printer device or to the UNIX file if designated in [Step 5](#).

Note: *This route group can be cleared at anytime by selecting the **Clear** option at the bottom of the screen. Using the **Tab** key, select the **Clear** option and press **Enter**. All fields will be cleared on the Route Group window.*

Step 8: If finished with the Route Groups function, use the **Tab** key to select the **Exit** option at the bottom of the screen and press **Enter**. The *Console Stats Main Menu* ([Figure 7-1](#)) will now be displayed.

Chapter 8 STATION GROUPS

The **Station Groups** option from the *Console Stats* Main Menu provides options to define new station groups, find a group, modify and delete groups. Station group information can also be printed. All display screens, windows, menus and procedures are described in the following sections of this chapter.

Using Station Groups

Procedure Overview

The overall sequence for station groups is the following:

- Define a new station group.
- Existing station groups can be modified, deleted, and printed.

The specific step-by-step procedures for all these functions are described in the next sections of this chapter.

A Note on Selecting Commands

- *In the following procedures, a step may call for pressing the **Tab** key to select a command. It may be necessary to press the **Tab** key multiple times in order to select the specific command. When reading a step, understand to press the **Tab** key (as needed) to select the specified command.*
- *Commands can also be selected by pressing their associated 'Hot Key', displayed in **BOLD**.*

Station Groups Menu

Step 1: From the *Console Stats* Main Menu (Figure 8-1), use the Up and DOWN arrow keys to highlight to select the **Station Groups** option and press **Enter**.

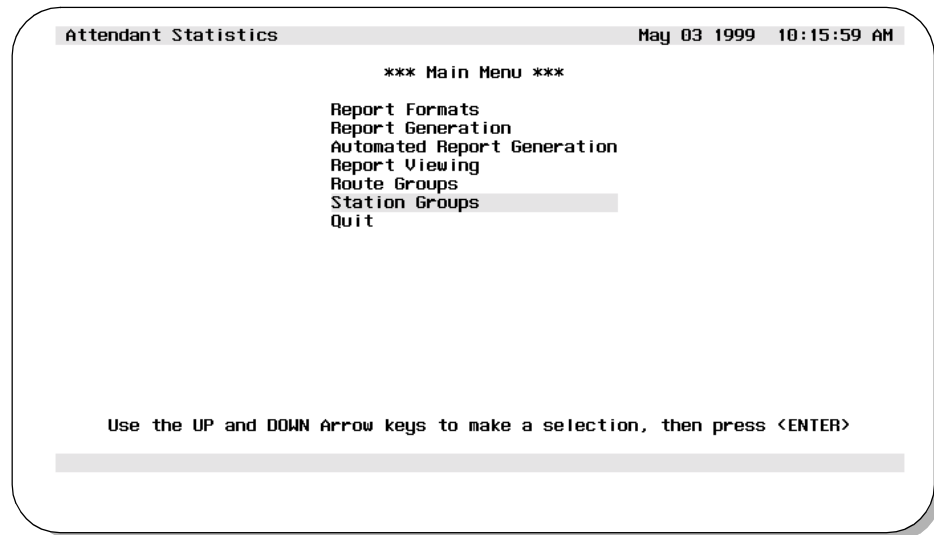


Figure 8-1 Main Menu - Station Groups Selection

Step 2: The Station Groups screen will be displayed (Figure 8-2). The screen shows all existing station groups. Station Group screen options are described in detail in the following sections of this chapter.

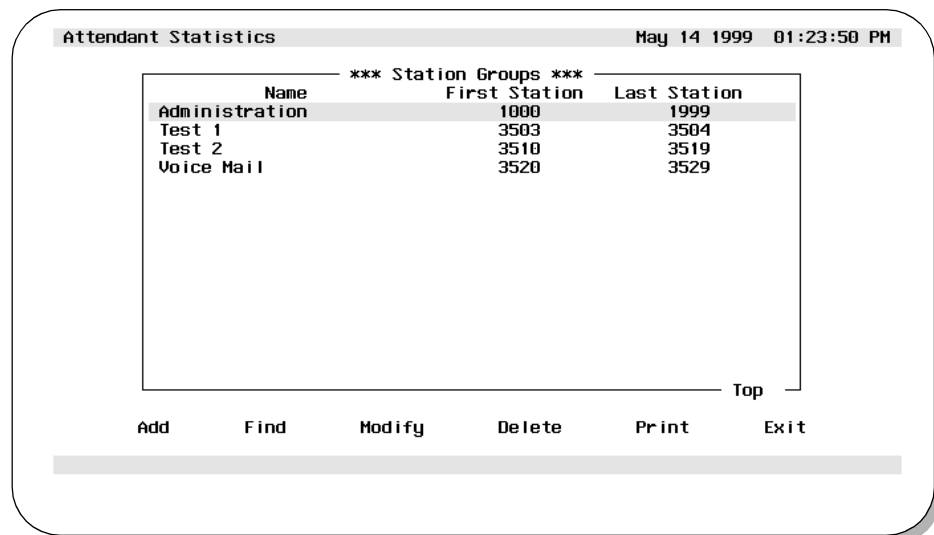


Figure 8-2 Station Groups Screen

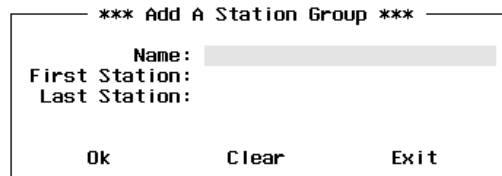
Station Groups

Adding a Station Group

This procedure will create a new station group. Follow the steps to add a station group:

Step 1: From the *Console Stats* Main Menu (Figure 8-1), select the **Station Groups** option and press **Enter**. The Station Groups screen (Figure 8-2) will be displayed

Step 2: From the Station Groups screen (Figure 8-2), use the **Tab** key to select the **Add** option and press **Enter**. The Add a Station Group window will be displayed (Figure 8-3).



```
*** Add A Station Group ***
Name:
First Station:
Last Station:
Ok          Clear          Exit
```

Figure 8-3 Add a Station Group Window

Step 3: At the **Name** field, enter a name for the new station group and press **Enter**.

Step 4: At the **First Station** field, enter a three-digit number for the first station that will be assigned to this station group and press **Enter**.

Step 5: At the **Last Station** field, enter a three-digit number for the last station that will be assigned to this station group and press **Enter**.

Note: *The field data can be cleared at anytime by selecting the **Clear** option at the bottom of the window. Using the **Tab** key, select the **Clear** option and press **Enter**. All fields will be cleared on the Add a station Group window.*

Step 6: When all fields have been completed, use the **Tab** key to select **Ok** at the bottom of the window and press **Enter** to save this new station group information.

- If additional station groups will be added at this time, use the **Tab** key to select the **Clear** option and press **Enter**. Repeat Steps 3-6 as needed.

Station Groups (Cont.)

Adding a Station Group (Cont.)

Step 7: If finished with the Add a Station Group function, use the **Tab** key to select the **Exit** option at the bottom of the window and press **Enter** to return to the Station Groups screen ([Figure 8-2](#)).

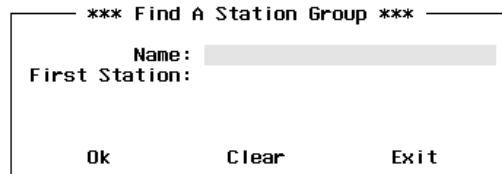
Station Groups (Cont.)

Finding a Station Group

This procedure will find an existing station group by name, and/or first station number. Follow the steps to find a group:

Step 1: From the *Console Stats* Main Menu (Figure 8-1), select the **Station Groups** option and press **Enter**. The station Groups screen (Figure 8-2) will be displayed

Step 2: Use the **Tab** key to select the **Find** option at the bottom of the screen and press **Enter**. The Find a Station Group window will be displayed (Figure 8-4).



```
*** Find A Station Group ***
Name: _____
First Station: _____
Ok          Clear      Exit
```

Figure 8-4 Find A Station Group Window

Either group name and/or first station number can be used to find a station group.

Step 3: If finding a station group by name, at the **Name** field, enter the name of the station group to be found and press **Enter**.

Note: *The * character may be used as a wildcard at the end of the string (Example: "CCI*" will find the first group with a name that contains "CCI" as the first three characters of the group name).*

- If no other search values will be entered (i.e. First Station Number), use the **Tab** key to select the **Ok** option and press **Enter**. Now continue to Step 5.

Station Groups (Cont.)

Finding a Station Group (Cont.)

Step 4: If finding a station group by first station number, at the **First Station** field, enter the number of the first station of the group to be found and press **Enter**. Use the **Tab** key to select the **Ok** option and press **Enter**. Now continue to [Step 5](#).

Step 5: When all search values have been entered for any one or both of the parameters, and the **Ok** option has been selected, a search will now begin for the specified group.

- If a match is found, the Find a Station Group window is popped down. The Station Groups screen now shows the found station group highlighted on the screen.
- If more than one match is found, each time the **Find** option is selected the next match will be highlighted.
- If a match is not found, the Find a Station Group window remains visible and an error message is displayed near the bottom of the screen.

Step 6: To begin a new search, use the **Tab** key to select the **Clear** option and press **Enter**. Repeat [Steps 3-5](#) as needed.

Step 7: If finished with the Find a Station Group function, use the **Tab** key to select the **Exit** option at the bottom of the window and press **Enter** to return to the Station Groups screen ([Figure 8-2](#)).

Station Groups (Cont.)

Modifying a Station Group

This procedure will modify an existing station group. Follow the steps to modify a station group:

Step 1: From the *Console Stats* Main Menu (Figure 8-1), select the **Station Groups** option and press **Enter**. The Station Groups screen (Figure 8-2) will be displayed

Step 2: At the Station Groups screen, use the UP and DOWN arrow keys to highlight to select the station group to modify.

- More than one station group can be selected. Highlight each desired station group to modify and press **Enter**. Continue this to select any additional station groups to modify.

Step 3: With the station group(s) selected, use the **Tab** key to select the **Modify** option at the bottom of the screen and press **Enter**. The Modify a Station Group window (Figure 8-5) will be displayed.

```
*** Modify A Station Group ***
      Name: Voice Mail
First Station: 3520
Last Station: 3529
      Ok          Clear          Exit
```

Figure 8-5 Modify A Station Group Window

Step 4: If needed, modify the **Name** for the station group and press **Enter**.

Step 5: If needed, modify the **First Station** number of the station assigned to this group and press **Enter**.

Step 6: If needed, modify the **Last Station** number of the station assigned to this group and press **Enter**.

Station Groups (Cont.)

Modifying a Station Group (Cont.)

Step 7: When modifications to the station group are complete, use the **Tab** key to select the **Ok** option at the bottom of the window and press **Enter** to save the changes. The station Groups screen will again be displayed.

- If more than one station group was marked to modify ([Step 2](#)), a new Modify a Station Group window will now be displayed showing the next station group selected to modify. Repeat [Steps 4-7](#).

Note: *At anytime BEFORE saving the changes (Step 7), the original settings for the selected station group can be restored. Using the **Tab** key, select the **Clear** option at the bottom of the screen and press **Enter**. The prior settings for the station group will be displayed on the screen.*

Step 8: When the last Station Group has been modified, the Modify a Station Group window pops down and the display returns to the Station Groups screen ([Figure 8-2](#)).

Station Groups (Cont.)

Deleting a Station Group

This procedure will delete an existing station group. Follow the steps to delete a station group:

Step 1: From the *Console Stats* Main Menu (Figure 8-1), select the **Station Groups** option and press **Enter**. The Station Groups screen (Figure 8-2) will be displayed.

Step 2: At the Station Groups screen, use the UP and DOWN arrow keys to highlight to select the station group to delete and press **Enter**.

- More than one station group can be selected. Highlight each desired station group to delete and press **Enter**. Continue this to select any additional station groups to delete.

Step 3: With the station groups(s) selected, use the **Tab** key to select the **Delete** option at the bottom of the screen and press **Enter**. The Delete a Station Group window (Figure 8-6) will be displayed showing the selected station group to delete.

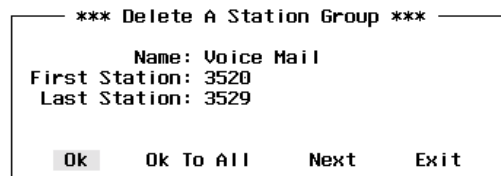


Figure 8-6 Delete a Station Group Window

Continue to Step 4 on the next page...

Station Groups (Cont.)

Deleting a Station Group (Cont.)

Step 4: To delete the displayed station group, use the **Tab** key to select the **Ok** option at the bottom of the screen and press **Enter**. The displayed station group will be deleted.

Note: To not delete (keep) the displayed station group, use the **Tab** key to select the **Next** option at the bottom of the screen and press **Enter**. The next station group marked for deletion will be displayed.

- If more than one station group was marked to delete (Step 2), a new Delete a station Group window will now be displayed for the next station group selected to delete. Repeat as necessary for all selected station groups to delete.
- As an option, if multiple station groups have been selected for deletion-- use the **Tab** key to select the **Ok To All** option at the bottom of the window and press **Enter**. A window will pop-up to confirm or cancel the delete. If confirmed, all station groups selected (Step 2) will be deleted. If canceled, no station groups will be deleted.

CAUTION

*Be sure the selected station groups are really to be deleted.
Double-check the selections, their is no recovery from this
station groups delete.*

Step 5: When the last Station Group has been deleted, the Delete a Station Group window pops down and the display returns to the Station Groups screen ([Figure 8-2](#)).

Station Groups (Cont.)

Printing a Station Group

This procedure will print an existing station group. Follow the steps to print a station group:

Step 1: From the *Console Stats* Main Menu (Figure 8-1), select the **Station Groups** option and press **Enter**. The Station Groups screen (Figure 8-2) will be displayed.

Step 2: At the Station Groups screen, use the UP and DOWN arrow keys to highlight to select the station group to print and press **Enter**.

- More than one station group can be selected. Highlight each desired station group to print and press **Enter**. Continue this to select any additional station groups to print.

Step 3: With the station group(s) selected, use the **Tab** key to select the **Print** option at the bottom of the screen and press **Enter**. The Print a Station Group window (Figure 8-7) will be displayed showing the selected station group to print.

```
*** Print Station Groups ***
Records To Print: Current Record
Destination: Printer
Ok          Clear          Exit
```

Figure 8-7 Print Station Groups Window

Step 4: At the **Records to Print** field, use the UP and Down arrow keys to select **Current Record**, **Marked Records**, or **All Records** and press **Enter**.

Step 5: The **Destination** field specifies how the report will be printed. Use the UP and Down arrow keys to select **Printer** or **UNIX File** and press **Enter**.

Step 6: If the Destination field is set to **UNIX File**, the **File Name** field will be displayed. Enter the file name of the UNIX file that will be created by the print of the selected report format and press **Enter**.

Station Groups (Cont.)

Printing a Station Group (Cont.)

Step 7: To output the station group (output to printer or to UNIX file) use the **Tab** key to select **Ok** at the bottom of the screen and press **Enter**. The selected station group will now be sent to the printer device or to the UNIX file if designated in [Step 5](#).

Note: *This station group can be cleared at anytime by selecting the **Clear** option at the bottom of the screen. Using the **Tab** key, select the **Clear** option and press **Enter**. All fields will be cleared on the station Group window.*

Step 8: If finished with the Station Groups function, use the **Tab** key to select the **Exit** option at the bottom of the screen and press **Enter**. The *Console Stats Main Menu* ([Figure 8-1](#)) will now be displayed.

Chapter 9 ADMINISTRATION MENU

The *Console Stats Administration Menu* is used to manage the database and access the log files in which entries are made from menus and report generation activities.

Using the Administrative Menu

Logging In

The *Console Stats Administration Menu* is accessed from the system login prompt. At the prompt, enter '**statsadm**' and press **Enter**. The Administrative Main Menu (Figure 9-1) will be displayed.

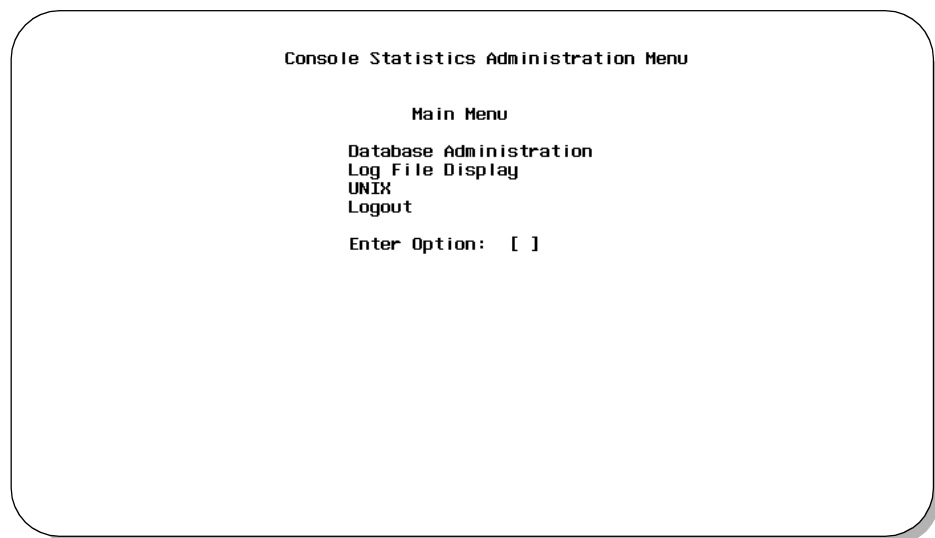


Figure 9-1 Administration Main Menu Screen

Main Menu Options

The *Console Stats Administration Main Menu* provides these options:

- **Database Administration** – This option makes it possible to perform maintenance tasks with this database.
- **Log File Display** – Use this option to access these files for display and printing of log entries.
- **UNIX** – Positions the cursor at the UNIX prompt. Once this option is selected, refer to a UNIX reference guide.
- **Logout** – Logout and exit the Administration menu function.

The specific step-by-step procedures for all these functions are described in the following sections of this chapter.

Database Administration

The **Database Administration** option on the Console Statistics Administration Menu is used to manage the Informix database used by *Console Stats*. This database maintains the call processing and attendant login data, statistics, report formats, and indexed time schedules for *Console Stats*.

Note: *The Console Stats database and its components were created when the Console Stats application was first installed. Should it become necessary to change the Console Stats database, or some of its components, these menu options are used to implement the desired changes.*

Procedure Overview

The overall sequence for establishing a new database:

- If a current database exists, **Remove** the current database.
- **Set** the database space for the new database.
- Assign a **Name** to the new database.
- **Install** the new database.
- Use the **Build Database Indices** option to name the new database indices that are used during search and retrieval functions.

Utility options are also provided to manage the database and view various components of the database. These options include: Erase Database Indices, Display Table Count, Update System Catalog, and Informix dbaccess Utility are described in the following sections of this chapter.

Database Administration (Cont.)

Database Administration Menu

From the Administration Main Menu (Figure 9-1), press the 'D' key and press **Enter** to select the Database Administration option. The Database Administration menu screen (Figure 9-2) will be displayed.

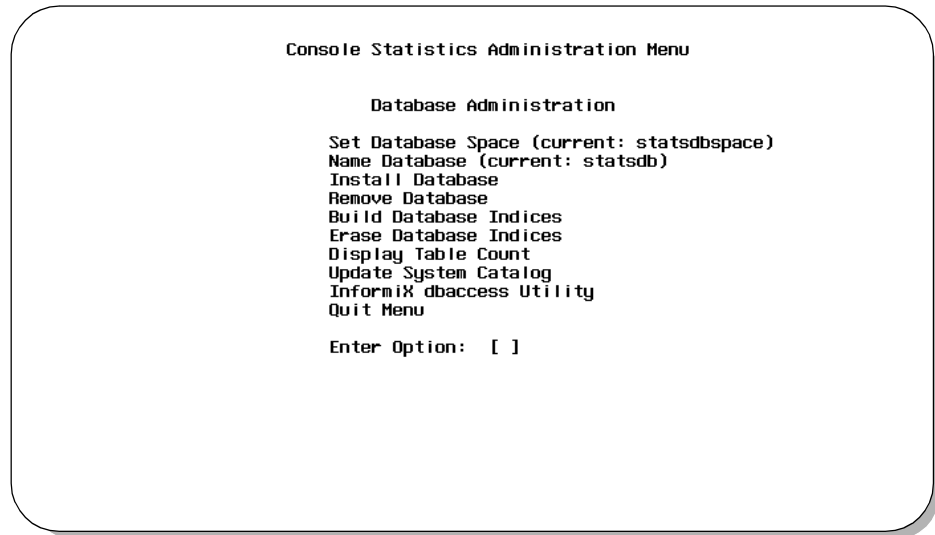


Figure 9-2 Database Administration Menu Screen

Menu Options

The Database Administration menu provides these options:

- **Set Database Space** – Change the name of the database space.
- **Name Database** – Change the name of the database.
- **Install Database** – Create a new database.
- **Remove Database** – Delete the current database.
- **Build Database Indexes** – Structure the database indexes by which data is stored and retrieved according to instructions embedded in *Console Stats* software.
- **Erase Database Indexes** – Erase the indexes by which data is stored and retrieved.
- **Display Table Count** – Display the name of each database table and the number of records each contains.
- **Update System Catalog** – Updates Informix system information about the *Console Stats* database.
- **Informix dbaccess Utility** – This launches the Informix dbaccess utility. Refer to the appropriate Informix user's guide.

The specific step-by-step procedures for all these functions are described in the following sections of this chapter.

Database Administration (Cont.)

Set Database Space

The **Set Database Space** option on the Database Administration menu is used to reserve the necessary storage for the new database. This must be done prior to installing a new database.

Note: *The current database space is shown in parenthesis by the Set Database Space menu option. If a current database is set, the current database must be removed (using the **Remove Database** option) BEFORE setting a new database space. See the **Remove Database** section later in this chapter.*

Step 1: From the Database Administration menu ([Figure 9-2](#)), press the 'S' key and press **Enter**. The following prompt will be displayed:

Specify name of desired database space:

Step 2: At this prompt, enter the name of the database space to be used and press **Enter**. The screen will show a message confirming the new database space name. This new database space name will now be shown in parenthesis following the Set Database Space option on the menu.

Name Database

The **Name Database** option on the Database Administration menu is used to establish or change the name of the database.

Note: *The current database is shown in parenthesis by the Name Database menu option.*

Step 1: From the Database Administration menu ([Figure 9-2](#)), press the 'N' key and press **Enter**. The following prompt will be displayed:

Specify name of desired database:

Step 2: At this prompt, enter the name of the database to be used and press **Enter**. The screen will show a message confirming the new database name. This new database name will now be shown in parenthesis following the Name Database option on the menu.

Note: *If a value other than "statsdb" is used for the Database Name, the Database Name field in the statcg APM database must also be changed. Then process and install statcg.*

Database Administration (Cont.)

Install Database

The **Install Database** option on the Database Administration menu is used to create new database tables according to instructions embedded in *Console Stats* software.

Note: *This option is typically only performed during installation or (rarely) when the database is removed. Once the new database fields are created through this option, use the **Build Database Indexes** option to name the database indexes that are used during search and retrieval functions.*

Step 1: From the Database Administration menu (Figure 9-2), press the 'I' key and press **Enter**. The Install Database screen (Figure 9-3) will be displayed showing the status of the installation.

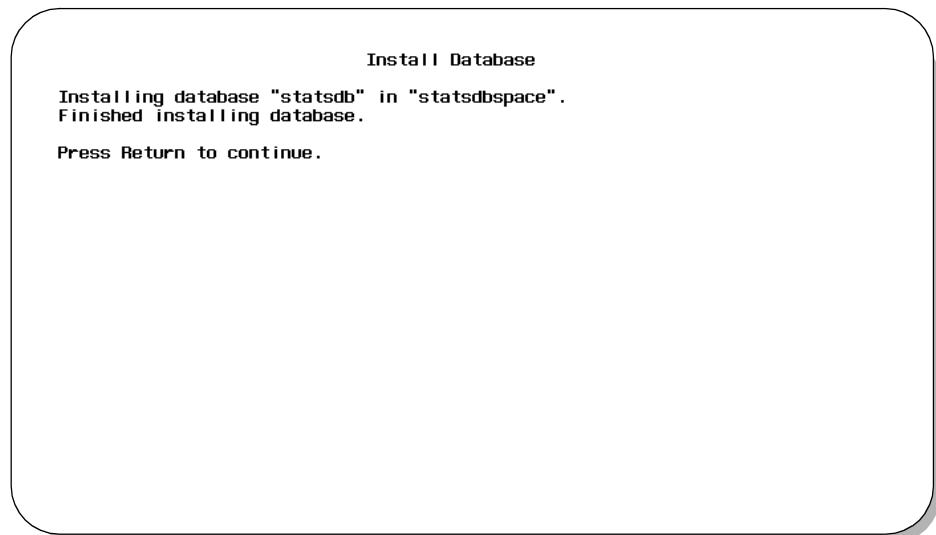


Figure 9-3 Install Database Screen

Step 2: The display will show the status of the installation. When the installation is complete, press **Enter**.

Database Administration (Cont.)

Remove Database

The **Remove Database** option on the Database Administration menu is used to remove all data now stored in the *Console Stats* database.

WARNING

To protect the database, do not use this option without first backing up the database on tape using instructions provided in the Informix documentation.

WARNING

Use of this option causes the loss of all call processing and attendant login data that has been collected, including report formats, and indexed time schedules

Step 1: From the Database Administration menu (Figure 9-2), press the '**R**' key and press **Enter**. The Remove Database screen (Figure 9-4) will be displayed showing a warning and confirmation prompt. .

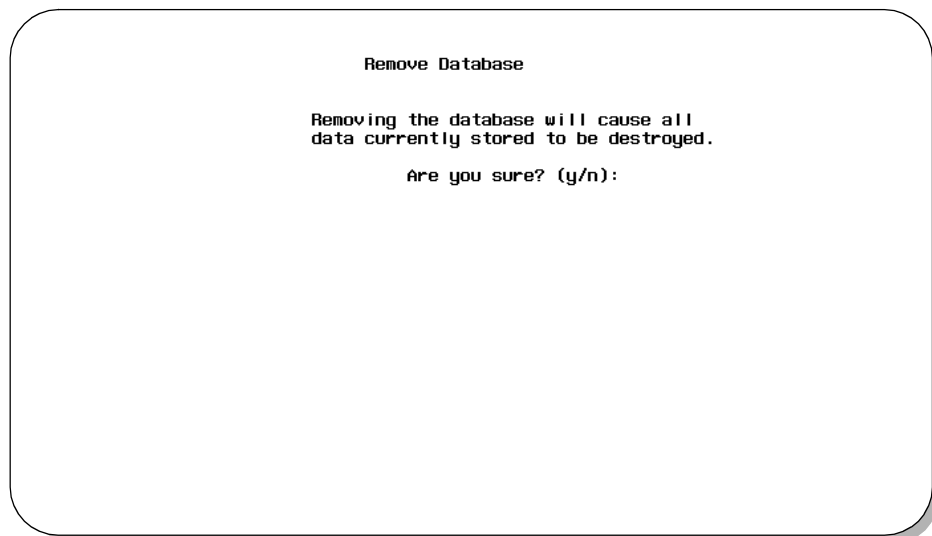


Figure 9-4 Remove Database Screen

Step 2: Ensure that the specified database is to be removed (deleted). At the prompt, enter **Y** to remove the database (or **N** to not remove the database) and press **Enter**. A message will show the status of the database removal. When the removal is complete, press **Enter**.

Note: *After removing the database and returning to the Database Administration menu, the previous database space name and database name values will still be shown on the display. These do not indicate the status of the database. They may be changed per any new database being installed.*

Database Administration (Cont.)

Build Database Indexes

The **Build Database Indices** option on the Console Stats Database Administration menu is used to create indices that make access to the data in the database faster. This function marks the specified database fields that are to be used for indices.

Note: *The Build Database Indices option must be implemented whenever a new database is installed.*

Step 1: From the Database Administration menu (Figure 9-2), press the 'B' key and press **Enter**. The Build Database Indices screen (Figure 9-5) will be displayed.

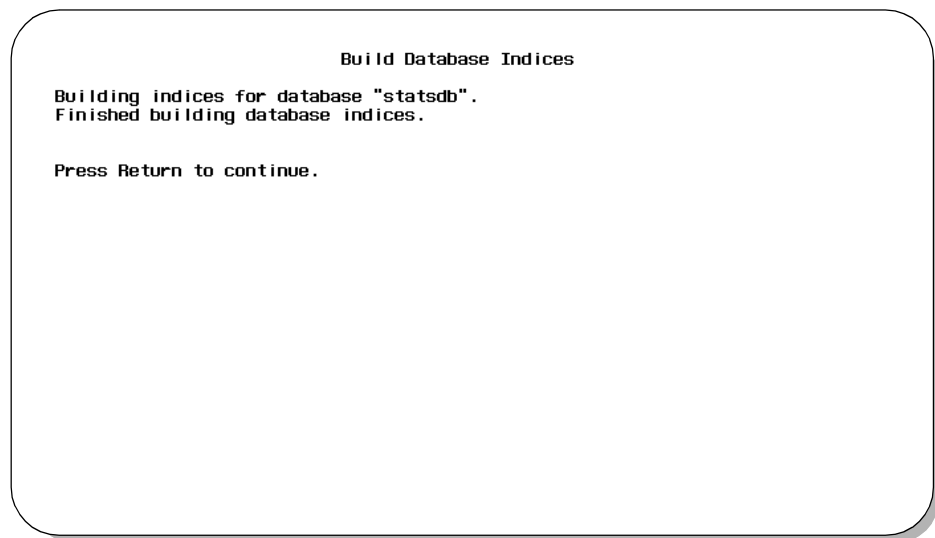


Figure 9-5 Build Database Indices Screen

Step 2: The display will show the status of building indices. When the build is complete, press **Enter**.

Database Administration (Cont.)

Erase Database Indexes

Typically, it will only be necessary to use **Erase Database Indexes** option on the Database Administration menu when the database has become corrupted. When the indices are erased, the **Build Database Indices** option is required to re-make the indices.

Step 1: From the Database Administration menu (Figure 9-2), press the 'E' key and press **Enter**. The Erase Database Indices screen (Figure 9-6) will be displayed.

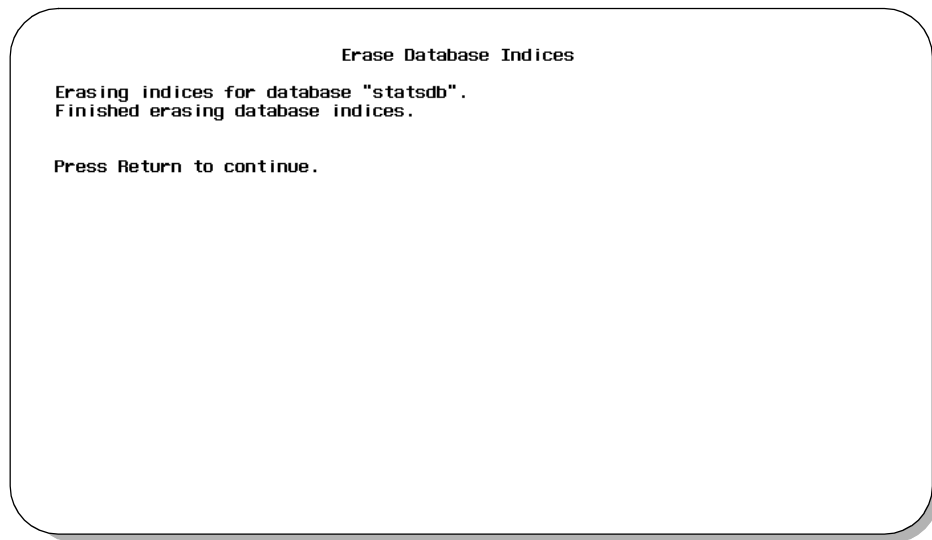


Figure 9-6 Erase Database Indices Screen

Step 2: The display will show the status of the erase database indices process. When the erase is complete, press **Enter**.

Note: *It is necessary to re-build the database indices before using the database. Use the **Build Database Indices** function described in this chapter.*

Database Administration (Cont.)

Display Table Count

The **Display Table Count** option on the Database Administration menu is used to list the internal database tables and to display a count of the records each contains.

Step 1: From the Database Administration menu (Figure 9-2), press the 'D' key and press **Enter**. The Display Table Count screen (Figure 9-7) will be displayed.

```
                                Display Table Count
attlog ..... (0)
attrun ..... (0)
atty ..... (0)
caliprc ..... (0)
querun ..... (0)
rptfmt ..... (0)
rtgrp ..... (0)
rterun ..... (0)
stgrp ..... (0)
starun ..... (0)
timidx ..... (0)
Total number of records ..... (0)

Press Return to continue.
```

Figure 9-7 Display Table Count Screen

Step 2: The display will show the various tables used for the *Console Stats* database and the number of records for each table. When finished viewing the tables, press **Enter**.

Database Administration (Cont.)

Update System Catalog

The Update System Catalog option on the Database Administration menu is used to update the table row counts stored in the Informix SYSTABLES catalog.

Step 1: From the Database Administration menu (Figure 9-2), press the 'U' key and press **Enter**. The Update System Catalog screen (Figure 9-8) will be displayed.

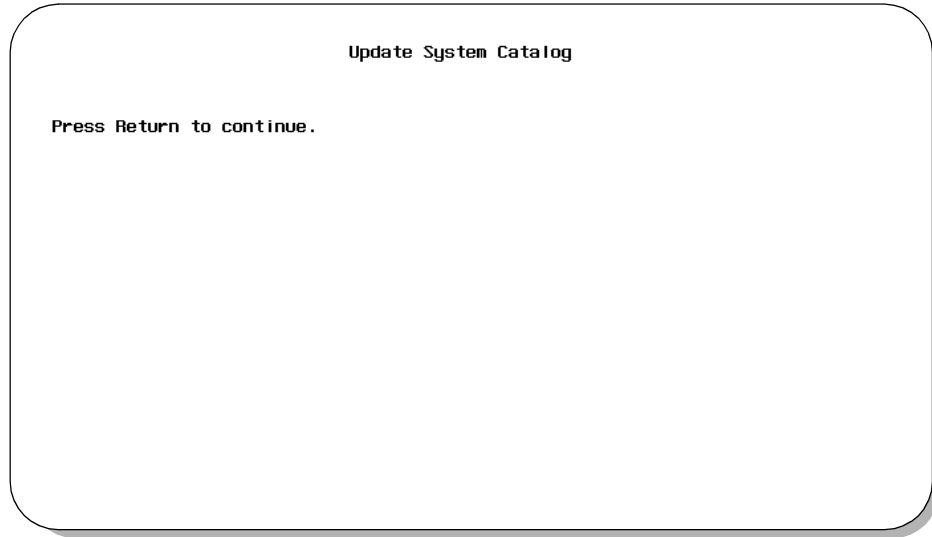


Figure 9-8 Update System Catalog Screen

Step 2: When the update is complete, press **Enter**.

Database Administration (Cont.)

Informix dbaccess Utility

The Informix dbaccess Utility option on the Database Administration menu is used to activate the Informix dbaccess utility. For more information about this utility, see the *Informix System Administrator's Guide*.

Log File Display

The **Log File Display** option on the Console Statistics Administration Menu is used to access the log files for display and printing of log entries. *Console Stats* enters process and error messages to a menu log file and to a report generation log file.

Log File Display Menu

From the Administration Main Menu (Figure 9-1), press the 'F' key and press **Enter** to select the Log File Display option. The Log File Display menu screen (Figure 9-9) will be displayed.

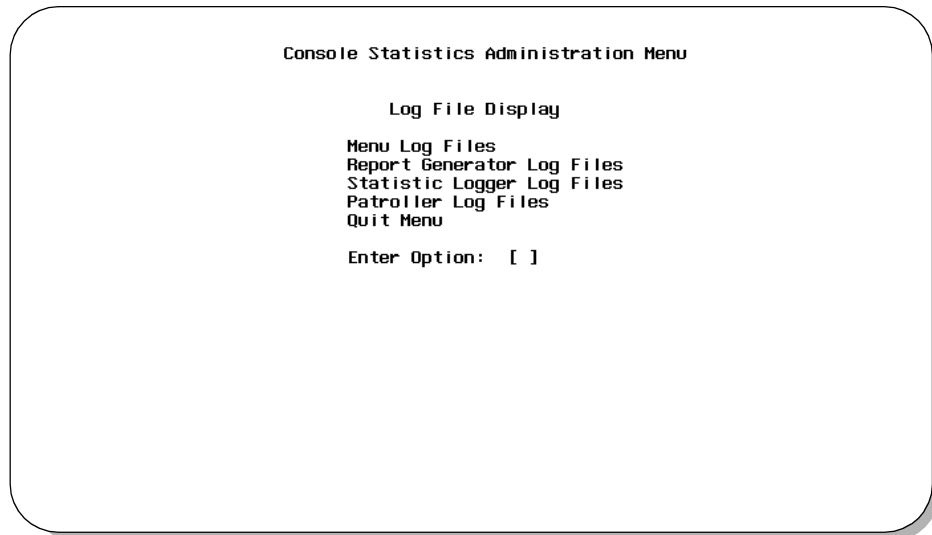


Figure 9-9 Log File Display Screen

Menu Options

The Log File Display menu provides these options:

- **Menu Log Files** – Access the files that contain process and error messages occurring during performance of menu functions.
- **Report Generator Log Files**– Access the files that contain process and error messages occurring during automatic report generation.
- **Statistic Logger Log Files** – Access the files that contain process and error messages occurring during statistic logging.
- **Patroller Log Files** – Access the files that contain process and error messages occurring during patroller logging.

The specific step-by-step procedures for all these functions are described in the following sections of this chapter.

Log File Display (Cont.)

Menu Log Files

The Menu Log Files option is used to access the files that contain process and error messages that occur during performance of menu functions.

Step 1: From the Log File Display screen (Figure 9-9), press the 'M' key and press **Enter**. The Menu Log Files screen (Figure 9-10) will be displayed.

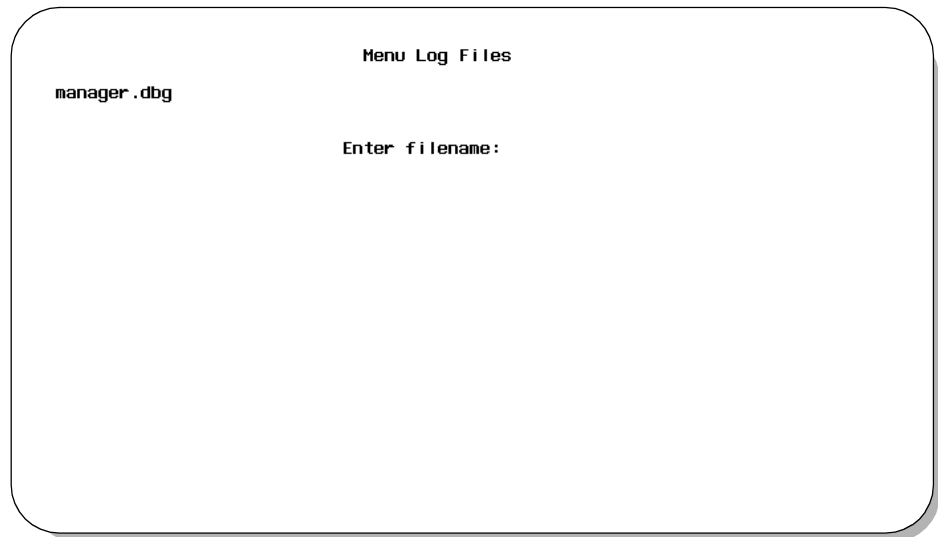


Figure 9-10 Menu Log Files Screen

Step 2: The display shows the available menu log files listed on the left of the screen. At the prompt, enter the filename of the menu log file to view, and press **Enter**. The specified menu log file data will be displayed (Figure 9-11).

Log File Display (Cont.)

Menu Log Files (Cont.)

```

manager.dbg                               Fri May 21 16:41 1999
BEGINNING OF DATA
02/08/99 19:06:47.220 Debug Logging started

02/08/99 19:06:47.440 configuration database dump:
autoReportDir = "/oai/app/stats/arpts"
nonAutoReportDir = "/oai/app/stats/narpts"
loginReportDir = "/oai/app/stats/lrpts"
logDir = "/oai/log/stats"
reportGenerator = "/oai/app/stats/bin/rptgen"
informixDbName = "statsdb"
storageMax = 7
queryMax = 50
attendantFlag = 'y'
queueFlag = 'y'

02/08/99 19:07:03.720 tempReportWrite() called
currentLine = 0
stringLines = 8
pageFooterStart = 58
More
Search Top Bottom Command Print AutoScroll Quit

```

Figure 9-11 Menu Log File Data Screen

The Menu Log File Data screen shows the data log entries for the specified menu log file.

Screen Options

Various options are available at this screen:

- **Search** – Use the Search option to find specific text in the file. Press the 'S' key and press **Enter**. At the prompt enter the text value to search and press Enter. The found text will be shown on the screen in highlight. All occurrences of the found text will be shown.
- **Top/Bottom** – Use the **Top** option to move to the beginning of the file and the **Bottom** option to move to the end of the file. Press the 'T' or 'B' keys and press **Enter**. (The UP and DOWN arrow keys can also be used to scroll the file line-by-line.)
- **Command** – Use the **Command** option to enter commands directly in the UNIX environment. Press the 'C' key and press **Enter** to access UNIX. Enter the appropriate UNIX command at the prompt and press **Enter**.
- **Print** – Type 'P' and press **Enter** to select the **Print** command. At the prompt, type 'F' to print the whole file or 'S' to print just the screen and press **Enter**. (Press Esc to return the cursor to the command line, cancelling the print request.)

Log File Display (Cont.)

Menu Log Files (Cont.)

Screen Options (Cont.)

- **Autoscroll** – The reflects real-time activity in the file when it is in **AutoScroll** mode. Press the 'A' key and press **Enter** to toggle the **AutoScroll** option on and off. In **AutoScroll** mode (shown by the notation **A-S** in the bottom right corner of the screen) new messages are scrolled onto the screen as they occur and are added to the file.
- **Quit** – The **Quit** option exits the Menu Log File Data screen and the Menu Log File menu is displayed. Press the 'Q' key and **Enter** to exit this screen.

Log File Display (Cont.)

Report Generator Log Files

The Report Generator Log Files option is used to access the files that contain process and error message occurring during automatic generation of reports.

Step 1: From the Log File Display screen (Figure 9-9), press the 'R' key and press **Enter**. The Report Generator Log Files screen (Figure 9-12) will be displayed.

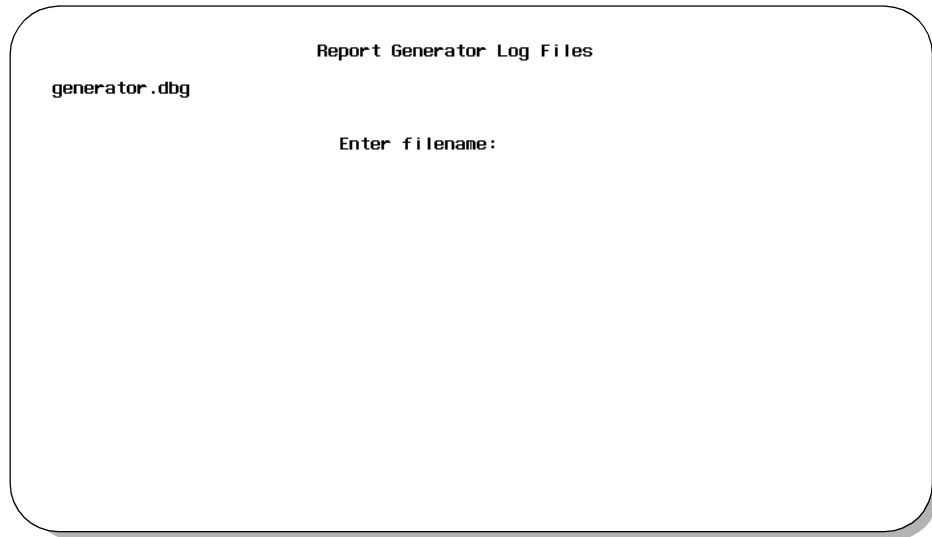


Figure 9-12 Report Generator Log Files Screen

Step 2: The display shows the available report generator log files listed on the left of the screen. At the prompt, enter the filename of the report generator log file to view, and press **Enter**. The specified report generator log file data will be displayed (Figure 9-13).

Log File Display (Cont.)

Report Generator Log Files (Cont.)

```

generator.dbg                               Mon May 24 13:38 1999
BEGINNING OF DATA
03/31/99 08:29:49.760 Debug Logging started
03/31/99 08:30:50.110 "Attendant Inbound" report has been generated
03/31/99 08:30:50.460 "Attendant Outbound" report has been generated
03/31/99 08:30:50.810 "Attendant Idle" report has been generated
03/31/99 08:30:51.160 Debug Logging stopped

04/05/99 11:11:03.280 Debug Logging started
04/05/99 11:18:40.290 Debug Logging started
04/05/99 11:21:56.580 Debug Logging started
04/05/99 11:26:29.450 Debug Logging started
04/05/99 11:36:00.840 Debug Logging started
04/05/99 11:39:04.010 Debug Logging started
04/05/99 11:39:51.460 Debug Logging started
04/05/99 12:00:02.690 Debug Logging started
04/05/99 13:00:30.100 Debug Logging started
04/05/99 13:08:49.990 Debug Logging started
04/05/99 13:08:52.310 "Attendant Hourly Calls" report has been generated
04/05/99 13:08:52.810 "Attendant Hourly Times" report has been generated
More
Search      Top      Bottom    Command   Print    AutoScroll  Quit

```

Figure 9-13 Report Generator Log Files Data Screen

The Report Generator Log File Data screen shows the data log entries for the specified report generator log file.

Screen Options

Various options are available at this screen:

- **Search** – Use the Search option to find specific text in the file. Press the 'S' key and press **Enter**. At the prompt enter the text value to search and press Enter. The found text will be shown on the screen in highlight. All occurrences of the found text will be shown.
- **Top/Bottom** – Use the **Top** option to move to the beginning of the file and the **Bottom** option to move to the end of the file. Press the 'T' or 'B' keys and press **Enter**. (The UP and DOWN arrow keys can also be used to scroll the file line-by-line.)
- **Command** – Use the **Command** option to enter commands directly in the UNIX environment. Press the 'C' key and press **Enter** to access UNIX. Enter the appropriate UNIX command at the prompt and press **Enter**.
- **Print** – Type 'P' and press **Enter** to select the **Print** command. At the prompt, type 'F' to print the whole file or 'S' to print just the screen and press **Enter**. (Press Esc to return the cursor to the command line, cancelling the print request.)

Log File Display (Cont.)

Report Generator Log Files (Cont.)

Screen Options (Cont.)

- **Autoscroll** – The reflects real-time activity in the file when it is in **AutoScroll** mode. Press the 'A' key and press **Enter** to toggle the **AutoScroll** option on and off. In **AutoScroll** mode (shown by the notation **A–S** in the bottom right corner of the screen) new messages are scrolled onto the screen as they occur and are added to the file.
- **Quit** – The **Quit** option exits the Menu Log File Data screen and the Menu Log File menu is displayed. Press the 'Q' key and **Enter** to exit this screen.

Log File Display (Cont.)

Statistic Logger Log Files

The Statistic Logger Log Files option is used to access the files that contain process and error messages occurring during statistic logging.

Step 1: From the Log File Display screen (Figure 9-9), press the 'S' key and press **Enter**. The Statistic Logger Log Files screen (Figure 9-14) will be displayed.

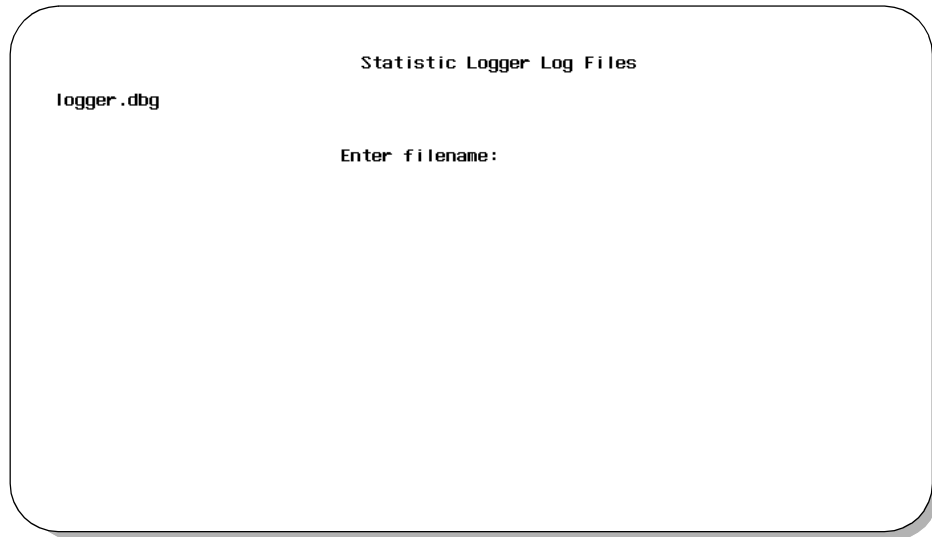


Figure 9-14 Statistic Logger Log Files Screen

Step 2: The display shows the available statistic logger log files listed on the left of the screen. At the prompt, enter the filename of the statistic logger log file to view, and press **Enter**. The specified statistic logger log file data will be displayed (Figure 9-15).

Log File Display (Cont.)

Statistic Logger Log Files (Cont.)

```

logger.dbg                               Mon May 24 13:37 1999
BEGINNING OF DATA
04/27/99 17:06:20.350 Debug Logging started

04/27/99 17:06:20.490 configuration database dump:
autoReportDir = "/oai/log/stats/arpts"
nonAutoReportDir = "/oai/log/stats/narpts"
logInReportDir = "/oai/log/stats/lrpts"
logDir = "/oai/log/stats"
reportGenerator = "/oai/app/stats/bin/rptgen"
informixDbName = "statsdb"
storageMax = 7
queryMax = 50
attendantFlag = 'y'
queueFlag = 'y'

04/27/99 17:07:21.110 Debug Logging stopped

05/06/99 11:05:22.750 Debug Logging started

more
Search  Top  Bottom  Command  Print  AutoScroll  Quit

```

Figure 9-15 Statistic Logger Log Files Data Screen

The Statistic Logger Log File Data screen shows the data log entries for the specified statistic logger log file.

Screen Options

Various options are available at this screen:

- **Search** – Use the Search option to find specific text in the file. Press the 'S' key and press **Enter**. At the prompt enter the text value to search and press Enter. The found text will be shown on the screen in highlight. All occurrences of the found text will be shown.
- **Top/Bottom** – Use the **Top** option to move to the beginning of the file and the **Bottom** option to move to the end of the file. Press the 'T' or 'B' keys and press **Enter**. (The UP and DOWN arrow keys can also be used to scroll the file line-by-line.)
- **Command** – Use the **Command** option to enter commands directly in the UNIX environment. Press the 'C' key and press **Enter** to access UNIX. Enter the appropriate UNIX command at the prompt and press **Enter**.
- **Print** – Type 'P' and press **Enter** to select the **Print** command. At the prompt, type 'F' to print the whole file or 'S' to print just the screen and press **Enter**. (Press Esc to return the cursor to the command line, cancelling the print request.)

Log File Display (Cont.)

Statistic Logger Log Files (Cont.)

Screen Options (Cont.)

- **Autoscroll** – The reflects real-time activity in the file when it is in **AutoScroll** mode. Press the 'A' key and press **Enter** to toggle the **AutoScroll** option on and off. In **AutoScroll** mode (shown by the notation **A-S** in the bottom right corner of the screen) new messages are scrolled onto the screen as they occur and are added to the file.
- **Quit** – The **Quit** option exits the Menu Log File Data screen and the Menu Log File menu is displayed. Press the 'Q' key and **Enter** to exit this screen.

Log File Display (Cont.)

Patroller Log Files

The Patroller Log Files option is used to access the files that contain process and error messages occurring during patroller logging.

Step 1: From the Log File Display screen (Figure 9-9), press the 'P' key and press **Enter**. The Patroller Log Files screen (Figure 9-16) will be displayed.

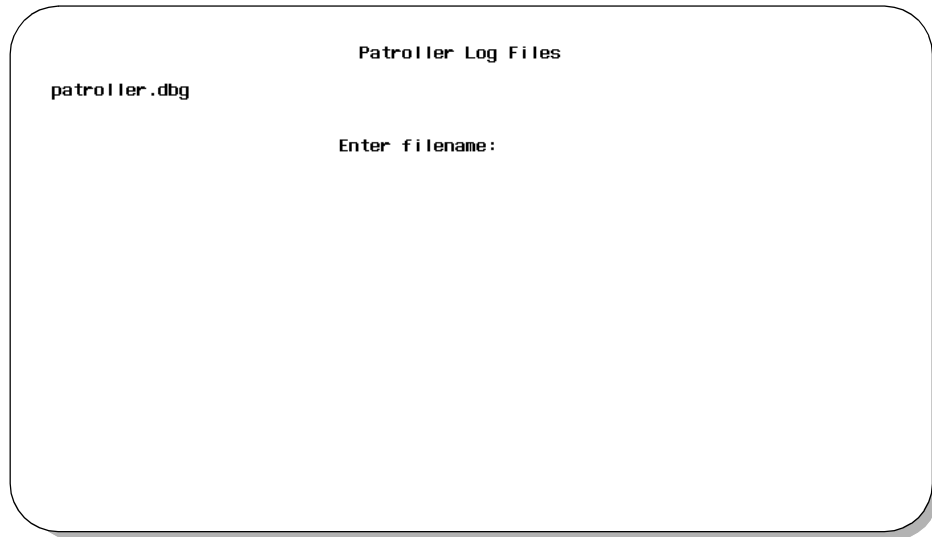


Figure 9-16 Patroller Log Files Screen

Step 2: The display shows the available patroller log files listed on the left of the screen. At the prompt, enter the filename of the patroller log file to view, and press **Enter**. The specified patroller log file data will be displayed (Figure 9-17).

Log File Display (Cont.)

Patroller Log Files (Cont.)

```

patroller.dbg                               Mon May 24 13:57 1999
BEGINNING OF DATA
04/27/99 16:39:08.400 Debug Logging started
04/27/99 16:39:08.750 04/26/1999 login report build successful
04/27/99 16:39:08.830 "/oai/log/stats/narpts" sweep successful
04/27/99 16:39:08.880 "/oai/log/stats/narpts" sweep successful
04/27/99 16:39:08.930 "/oai/log/stats/lrpts" sweep successful
04/27/99 16:39:08.970 "/oai/log/stats" sweep successful
04/27/99 16:39:09.030 "/oai/app/stats/tmp" sweep successful
04/27/99 16:39:09.030 attlog sweep successful
04/27/99 16:39:09.040 atty sweep successful
04/27/99 16:39:09.050 callprc sweep successful
04/27/99 16:39:09.060 atrun sweep successful
04/27/99 16:39:09.060 querun sweep successful
04/27/99 16:39:09.070 rterun sweep successful
04/27/99 16:39:09.070 starun sweep successful
04/27/99 16:39:09.170 rtegrp sweep successful
04/27/99 16:39:09.170 stagrp sweep successful
04/27/99 16:39:09.340 systables catalog update successful
04/27/99 16:39:09.340 Debug Logging stopped
More
Search      Top      Bottom    Command   Print    AutoScroll  Quit

```

Figure 9-17 Patroller Log Files Data Screen

The Patroller Log File Data screen shows the data log entries for the specified patroller log file.

Screen Options

Various options are available at this screen:

- **Search** – Use the Search option to find specific text in the file. Press the 'S' key and press **Enter**. At the prompt enter the text value to search and press Enter. The found text will be shown on the screen in highlight. All occurrences of the found text will be shown.
- **Top/Bottom** – Use the **Top** option to move to the beginning of the file and the **Bottom** option to move to the end of the file. Press the 'T' or 'B' keys and press **Enter**. (The UP and DOWN arrow keys can also be used to scroll the file line-by-line.)
- **Command** – Use the **Command** option to enter commands directly in the UNIX environment. Press the 'C' key and press **Enter** to access UNIX. Enter the appropriate UNIX command at the prompt and press **Enter**.
- **Print** – Type 'P' and press **Enter** to select the **Print** command. At the prompt, type 'F' to print the whole file or 'S' to print just the screen and press **Enter**. (Press Esc to return the cursor to the command line, cancelling the print request.)

Log File Display (Cont.)

Patroller Log Files (Cont.)

Screen Options (Cont.)

- **Autoscroll** – The reflects real-time activity in the file when it is in **AutoScroll** mode. Press the 'A' key and press **Enter** to toggle the **AutoScroll** option on and off. In **AutoScroll** mode (shown by the notation **A–S** in the bottom right corner of the screen) new messages are scrolled onto the screen as they occur and are added to the file.

- **Quit** – The **Quit** option exits the Menu Log File Data screen and the Menu Log File menu is displayed. Press the 'Q' key and **Enter** to exit this screen.

UNIX

The **UNIX** option on the Console Statistics Administration Menu is used to access the UNIX operating system directly.

Enter UNIX System

Step 1: From the Administration Main Menu ([Figure 9-1](#)), press the 'U' key and press **Enter** to select the UNIX option. The current UNIX system prompt will be displayed.

Step 2: At the UNIX prompt, enter the desired UNIX command.

Exit UNIX System

When ready to exit the UNIX operating system, enter '**statsadm**' and press **Enter** to return to the *Console Stats* Administration Menu.

Logout

The **Logout** menu option will exit the Console Stats Administration Menu.

From the Administration Main Menu ([Figure 9-1](#)), press the 'L' key and press **Enter** to select the Logout option. The *Console Stats* Administration Menu will exit.

Appendix EXAMPLE REPORTS

This appendix shows some selected example reports that can be generated. Generated reports will vary from the examples shown depending on the specific reports statistics and time intervals selected.

Attendant Login Report

Attendant Login Reports -- May 13 1999							
Operator	Login		Logout		Duration	ASAT	
JONES	05/12/1999	06:12:42 PM	05/12/1999	06:14:18 PM	0000:01:36	3500	
MCS	05/12/1999	06:07:10 PM	05/12/1999	06:07:16 PM	0000:00:06	3500	
SMITH	05/12/1999	06:09:32 PM	05/12/1999	06:12:35 PM	0000:03:03	3500	

Attendant Current Times Report

*** Attendant Current Times ***						
Starting: 05/12/1999 06:00 PM						
Ending: 05/12/1999 07:00 PM						
Date: 05/12/1999						
Attendant: JONES						
Time	Inbound Talk Time	Outbound Talk Time	Idle Time	Inbound Talk Percent	Outbound Talk Percent	Idle Percent
06:00-07:00 PM	00:00:35	00:00:14	00:00:47	36.46%	14.58%	48.96%
All Day	00:00:35	00:00:14	00:00:47	36.46%	14.58%	48.96%

Example Reports (Cont.)

Attendant Current Calls Report

*** Attendant Current Calls ***						
Starting: 05/12/1999 06:00 PM						
Ending: 05/12/1999 07:00 PM						
Date: 05/12/1999						
Attendant: JONES						
Time	Inbound Calls Answered	Outbound Calls Placed	Inbound Average Duration	Outbound Average Duration	Inbound Maximum Duration	Outbound Maximum Duration
06:00-07:00 PM	4	1	00:00:08	00:00:14	00:00:12	00:00:14
All Day	4	1	00:00:08	00:00:14	00:00:12	00:00:14

Attendant Daily Calls Report

*** Attendant Daily Calls ***						
Starting: 05/13/1999 09:00 AM						
Ending: 05/13/1999 10:00 AM						
Date: 05/13/1999						
Attendant	Inbound Calls Answered	Outbound Calls Placed	Inbound Average Duration	Outbound Average Duration	Inbound Maximum Duration	Outbound Maximum Duration
PARKER	5	2	00:00:07	00:00:17	00:00:08	00:00:24
SMITH	5	1	00:00:21	00:00:18	00:00:45	00:00:18
All Attendants	10	3	00:00:14	00:00:17	00:00:45	00:00:24

Attendant Daily Times Report

*** Attendant Daily Times ***						
Starting: 05/13/1999 09:00 AM						
Ending: 05/13/1999 10:00 AM						
Date: 05/13/1999						
Attendant	Inbound Talk Time	Outbound Talk Time	Idle Time	Inbound Talk Percent	Outbound Talk Percent	Idle Percent
PARKER	00:00:35	00:00:35	00:01:13	24.48%	24.48%	51.05%
SMITH	00:01:46	00:00:18	00:01:07	55.50%	9.42%	35.08%
All Attendants	00:02:21	00:00:53	00:02:20	42.22%	15.87%	41.92%

Example Reports (Cont.)

Queue Current Inbound Calls Report

*** Queue Current Inbound Calls ***					
Starting: 05/12/1999 06:00 PM					
Ending: 05/12/1999 07:00 PM					
Date: 05/12/1999					
Call Type: Internal					
Time	Inbound Calls Received	Inbound Calls Answered	Inbound Calls Abandoned	Inbound Percent Answered	Inbound Percent Abandoned
06:00-07:00 PM	8	8	0	100.00%	0.00%
All Day	8	8	0	100.00%	0.00%

Queue Daily Inbound Calls Report

*** Queue Daily Inbound Calls ***					
Starting: 05/13/1999 09:00 AM					
Ending: 05/13/1999 10:00 AM					
Date: 05/13/1999					
Call Type	Inbound Calls Received	Inbound Calls Answered	Inbound Calls Abandoned	Inbound Percent Answered	Inbound Percent Abandoned
Internal	8	8	0	100.00%	0.00%
TIE	2	2	0	100.00%	0.00%
Park	2	2	0	100.00%	0.00%
All Call Types	12	12	0	100.00%	0.00%

Queue Daily Inbound Wait Report

*** Queue Daily Inbound Wait ***				
Starting: 05/12/1999 06:00 PM				
Ending: 05/12/1999 07:00 PM				
Date: 05/12/1999				
Call Type	Inbound Calls Received	Inbound Average Wait	Inbound Minimum Wait	Inbound Maximum Wait
Internal	8	00:00:04	00:00:02	00:00:10
TIE	3	00:00:00	00:00:00	00:00:00
Park	4	00:00:16	00:00:10	00:00:31
All Call Types	15	00:00:06	00:00:10	00:00:31

Example Reports (Cont.)

Queue Daily Outbound Report

*** Queue Daily Outbound ***				
Starting: 05/12/1999 06:00 PM				
Ending: 05/12/1999 07:00 PM				
Date: 05/12/1999				
Call Type	Outbound Calls Placed	Outbound Average Duration	Outbound Minimum Duration	Outbound Maximum Duration
Internal	1	00:00:08	00:00:08	00:00:08
TIE	2	00:00:11	00:00:09	00:00:14
Park	0	00:00:00	00:00:00	00:00:00
All Call Types	3	00:00:10	00:00:00	00:00:14

Route Current Outbound Report

*** Route Current Outbound ***				
Starting: 05/12/1999 06:00 PM				
Ending: 05/12/1999 07:00 PM				
Date: 05/12/1999				
Group: TIE Trunks 2 (Route 10, Trunks 6...10)				
Time	Outbound Average Duration	Outbound Calls Placed	Outbound Maximum Duration	Outbound Minimum Duration
06:00-07:00 PM	00:00:09	1	00:00:09	00:00:09
All Day	00:00:09	1	00:00:09	00:00:09

Route Daily Outbound Report

*** Route Daily Outbound ***				
Starting: 05/12/1999 06:00 PM				
Ending: 05/12/1999 07:00 PM				
Date: 05/12/1999				
Route Group	Outbound Maximum Duration	Outbound Minimum Duration	Outbound Average Duration	Outbound Calls Placed
TIE Trunks 2	00:00:09	00:00:09	00:00:09	1
TIE Trunks 3	00:00:14	00:00:14	00:00:14	1
All Groups	00:00:14	00:00:09	00:00:11	2

Example Reports (Cont.)

Station Daily Outbound Report

*** Station Daily Outbound ***				
Starting: 05/12/1999 06:00 PM				
Ending: 05/12/1999 07:00 PM				
Date: 05/12/1999				
Station Group	Outbound Maximum Duration	Outbound Minimum Duration	Outbound Average Duration	Outbound Calls Placed
Administration	00:00:14	00:00:09	00:00:11	2
Test 2	00:00:08	00:00:08	00:00:08	1
All Groups	00:00:14	00:00:08	00:00:10	3

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