GENESYS

Interaction Marquee

Printed Help

PureConnect powered by Customer Interaction Center® (CIC)

2018 R1

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Abstract

This document is a printable version of the Interaction Marquee online help.

Table of Contents

Interaction Marquee 4.0

Welcome to Interaction Marquee

Welcome to Interaction Marquee, your call center statistics collection, delivery, and display application.

What is Interaction Marquee?

Using specially configured packages, Interaction Marquee can tap into a Customer Interaction Center (CIC) server to collect statistics and deliver them to a number of different devices where they can be displayed in near real-time. More specifically, these packages can be configured to collect any of the statistics that are available on a CIC server including information about agents, workgroups, queues, licenses, Email, faxes, and much more. These packages can then be configured to display the statistical data on any number of devices such as wallboards, LED screens, monitors, or smartphones, as well as in most common Web browsers. The packages can then deliver the statistical data to these different devices.

You will use Interaction Marquee's Package Wizard to create these packages. For some devices, the Package Wizard can create the complete package. For other devices, additional files are required to properly configure the package. For the person with the right skill set, creating these additional files, which define the statistics to be collected as well as define the display parameters for the appropriate device, is a fairly straightforward procedure. These files are then assembled, via the Package Wizard, into packages that are ready to be delivered to the appropriate device or application.

Other Documentation

- If you need information on installing and configuring Interaction Marquee, see the Interaction Web Portal and Interaction Marquee Installation and Configuration Guide.

- If you need information on integrating Interaction Marquee with the Inova Solutions products, see the support article How to set up Interaction Marquee 4.0 with an Inova readerboard on the PureConnect Customer Care site.

> Keep in mind that you will only be able to access Interaction Marquee from within Interaction Web Portal if your user role is set to Master Administrator.

Introduction to Interaction Marquee

Interaction Marquee exists inside of Interaction Web Portal. As such, in order to get started with Marquee you will:

1. Log on to Interaction Web Portal.

2. Click **Portal Management** at the bottom of the screen.

3. Select **Marquee** from the drop-down menu at the top left of the screen.

You will then see the Marquee home page shown below where you can use the available commands and tools to create and manage your statistical packages.

 Add statistic package button

Clicking the Add statistic package button will launch the Package Wizard which will walk you through the steps to create a statistic package.

 Statistic Package Search panel

You'll use the Statistic Package Search panel to search for a package that has already been created.

 Packages tab

Selecting the Packages tab displays all the packages that are currently available and provides access to package management tools.

 File Library tab

Selecting the File Library tab displays all of the package configuration file sets that are currently available and provides access to file management tools.

 Viewer Pages tab

Selecting the Viewer Pages tab displays the viewer pages that are available to display HTML packages and provides links that you

can use to view HTML packages.

Using the Packages tab

Using the Packages tab

The Packages tab displays all the packages that are currently available in Marquee and provides access to package management tools.
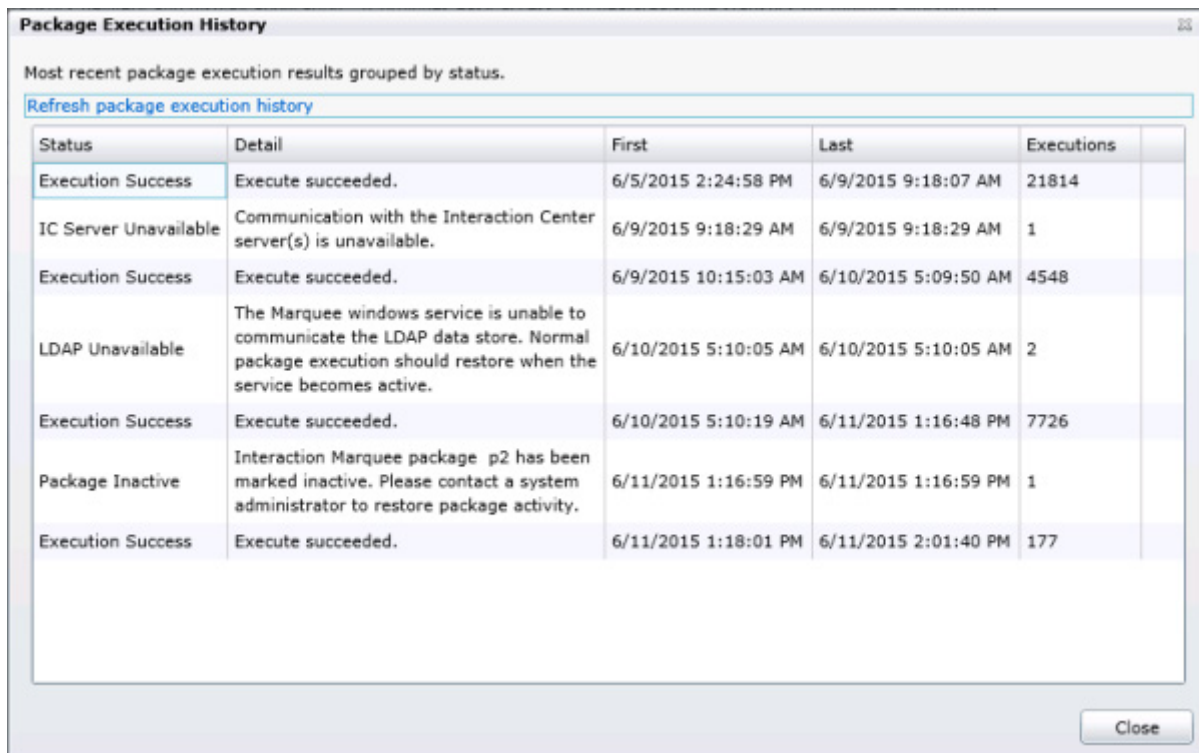
The Packages tab uses a table layout to provide you with detailed information about the available packages.

- The Statistic Package column displays the name of the package and provides a link that you can use to view the package.

- The Marquee Server column displays the name of the server on which the package is running.

- The Active column displays whether the package is Active or Inactive.

- The Interval (sec) column indicates how often the statistics in the package are updated.

- The Status column indicates whether the package ran successfully.

- The Last run time column indicates the last time that the package was run.

At the top of the table is a command that you can use to refresh the list of packages in the table. You'll also notice that each row in the table contains commands that you can use to modify or remove the associated package.

Package Execution History

From the Packages tab, you can right-click the package name in the Statistic Package column and select **Package execution history** to view execution history. The Package Execution History dialog displays information about the execution of a package.

The Package Execution History dialog includes the following information.

- The Status column indicates whether the package ran successfully.

- The Detail column provides additional information about the status of the package. The Windows Event Log contains messages written every 15 minutes about the packages. running.

- The First column displays the date and time that the package first executed in this status.

- The Last column indicates the date and time that the package last executed in this status.

- The Executions column indicates the number of times that the package executed with the status during this time period. The number of executions depends on the interval value of the package. For example, a package with an execution interval of 30 seconds and 5 minutes occurred from the first and last time the package executed, the Execution column indicates 10 executions. A package with an execution interval of 60 seconds and 5 minutes occurred from the first and last time the package executed, the Execution column indicates 5 executions.

Use the **Refresh package execution history** command located at the top of the table to refresh the information in the table.

Related Topics

Refresh the package list

Edit a package

View a package

Delete a package

View execution history for a package

Events log

Refresh the package list

The information displayed on the Packages tab can change over time. For example, suppose a package has been run since the Last run time data was recorded. If so, then that information will not be valid. To make sure that you have the most current information, you can refresh the list of packages in the table.

To refresh the package list:

1. Click the **Refresh statistic package list** command.

2. When you do, information about each package in the list is refreshed.

Edit a package

Each row in the table on the Packages tab contains an Edit command that you can use to modify the associated package. When you select the Edit command, you'll see the Edit statistic package screen which contains tabs that correspond to each group of settings that make up a statistic package. Simply select a tab containing the settings that you want to change.

To Edit a package:

1. Select the **Edit** command.

2. The associated package will be loaded into the Edit statistic package screen.

3. Select the tab containing the settings that you want to modify.

4. When you are finished, click **OK**.
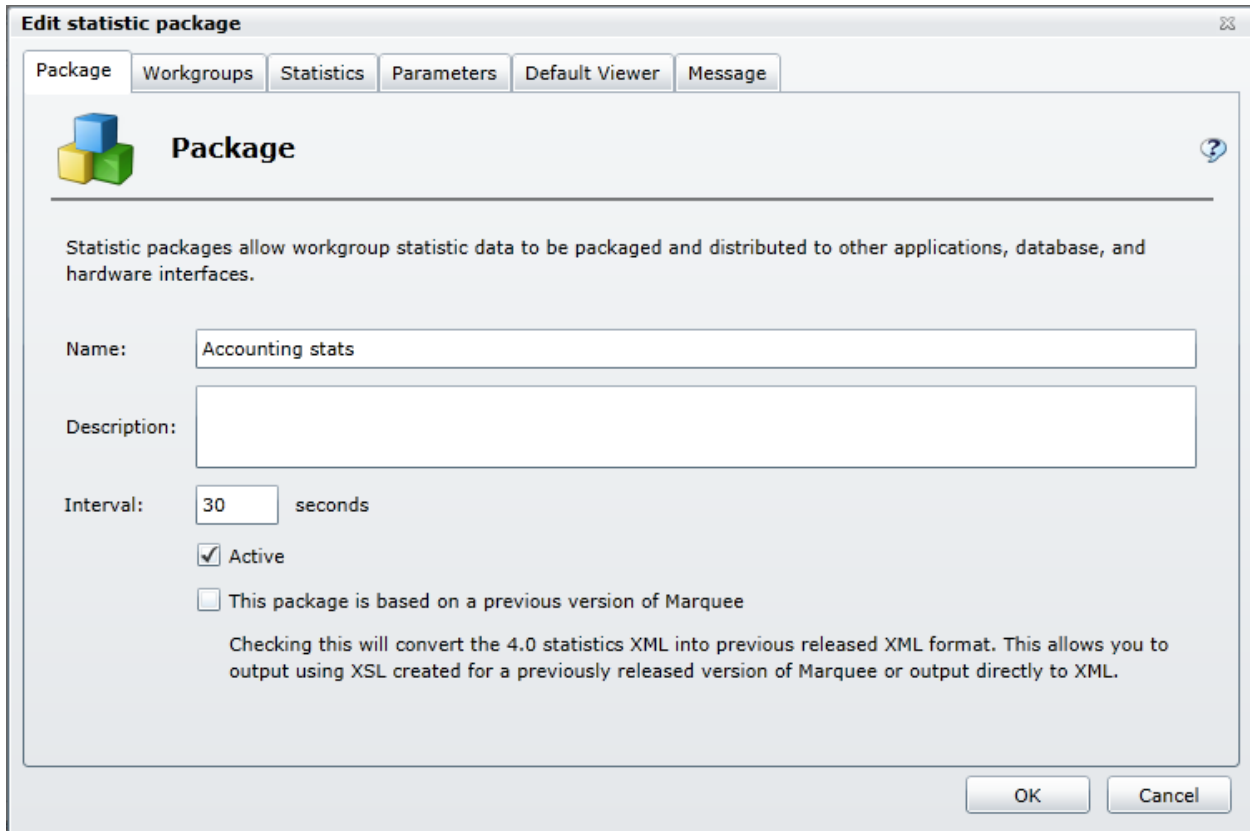
The tabs containing settings that you can edit are:

Note: The tabs that you will see will depend on the type of package you are editing.

Package

On the Package tab, you can change the name of the package, modify the description, change the interval, mark the package as inactive, or change the Marquee compatibility setting.

View the Package tab

Workgroups

On the Workgroups tab, you can change the Marquee Server, change the Interaction Center Server, as well as add or remove workgroups.

View the Workgroups tab
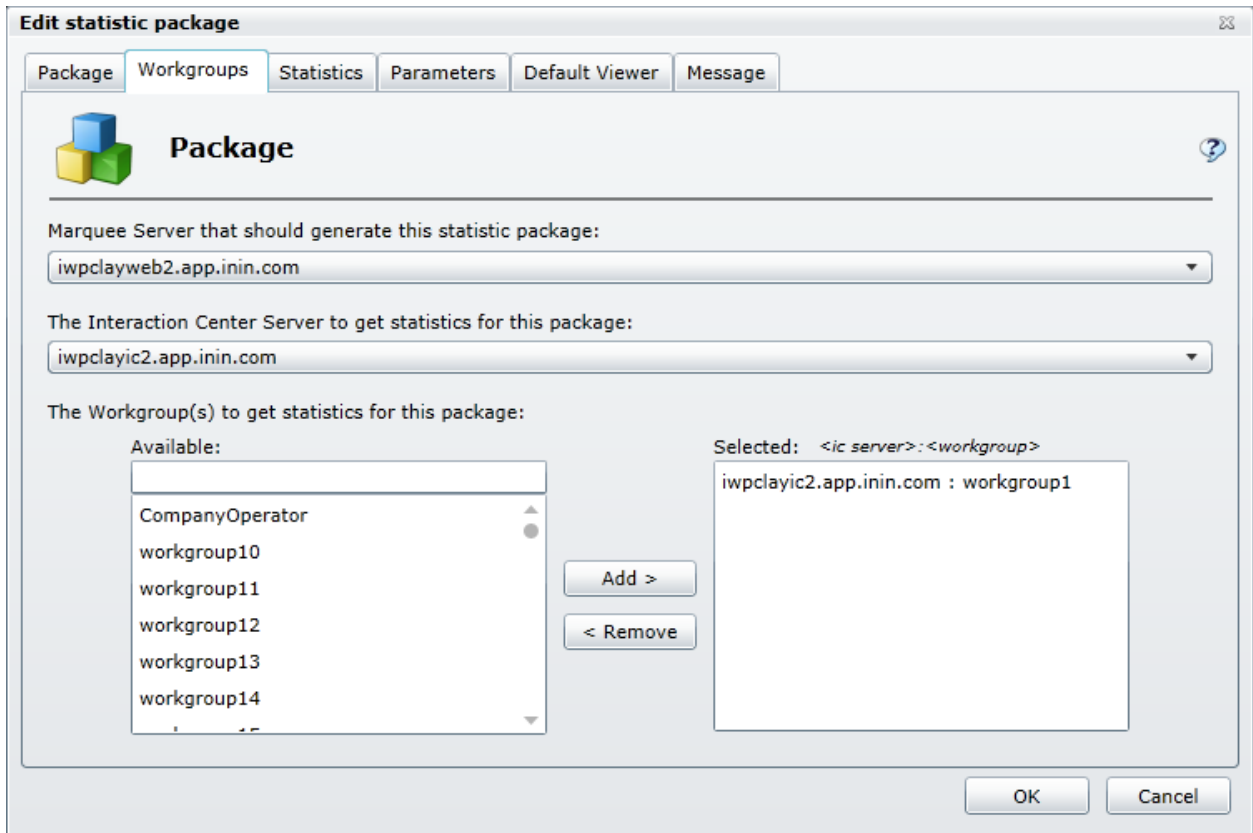
Statistics

On the Statistics tab, you can remove statistics, add statistics, and change statistic parameters.

View the Statistics tab
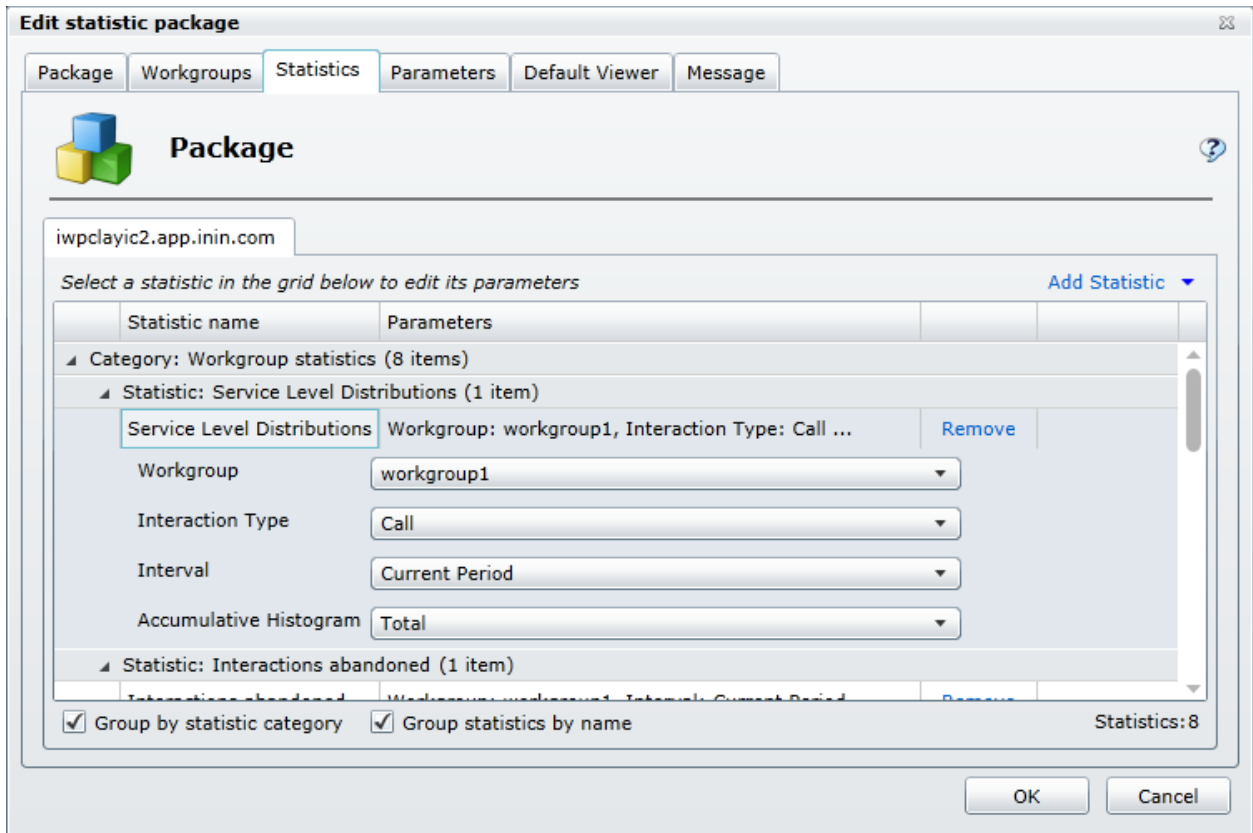
Parameters

On the Parameters tab, you can change the Plug-in as well as edit the available parameters.

View the Parameters tab
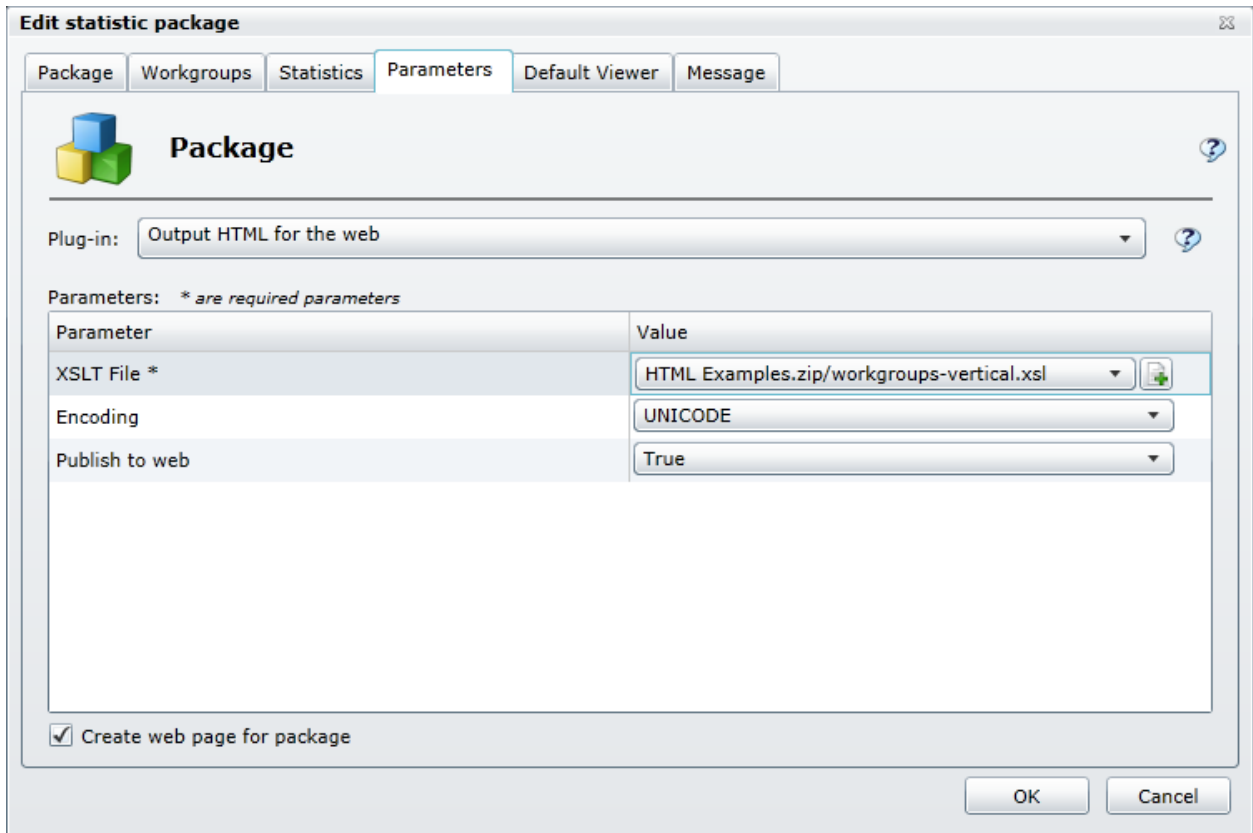
Default Viewer

On the Default Viewer tab, you can remove the viewer page, choose a different viewer page, or specify a new viewer page.

View the Default Viewer tab
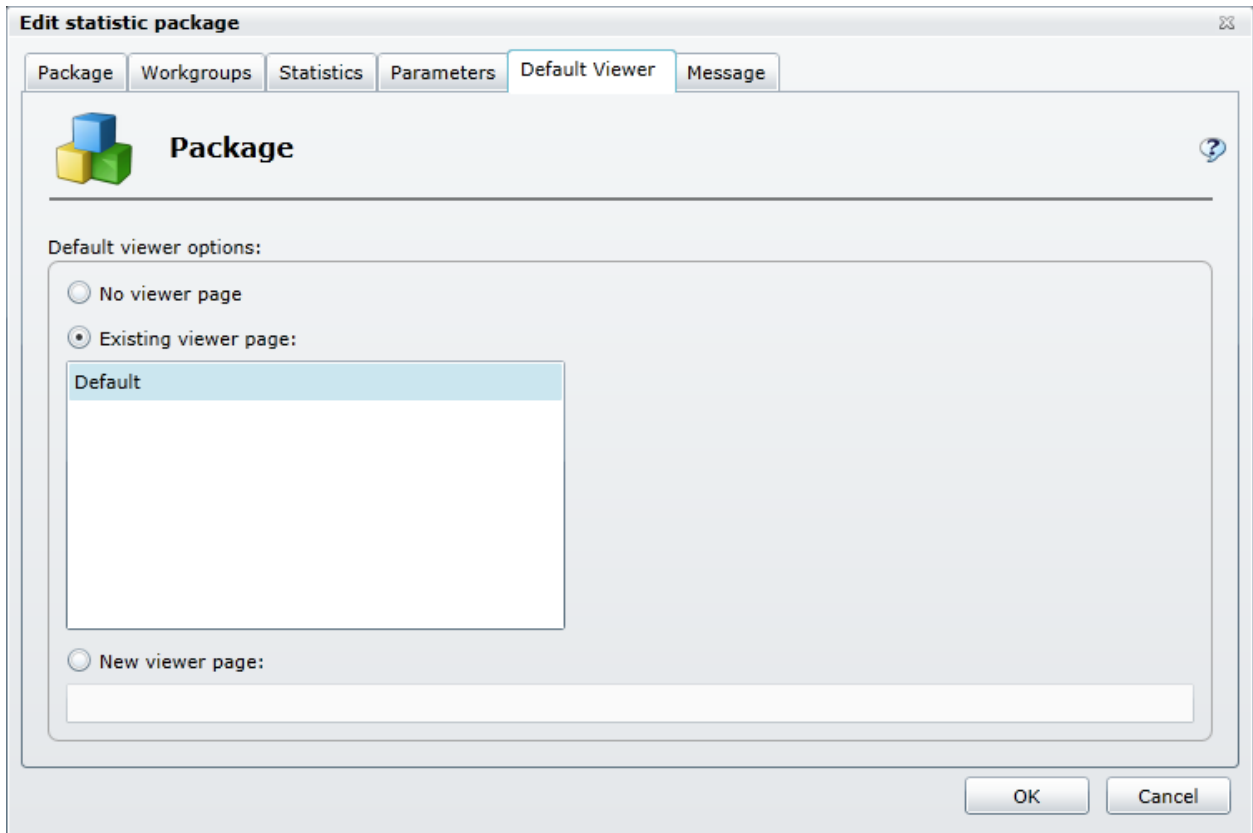
Execution History

On the Execution History tab, you can view additional information about the execution of a package. The Package Execution History dialog displays the status of the package, a detailed message about the status, the first and last time the package was executed, and the number of executions.

View the Execution History tab

Message

On the Message tab, you can add or edit the message as well as specify expiration date and time.

View the Message tab

Related Topics

Working with XSL File sets

Working with Statistics

Working with Plug-ins

View a package

If a package displayed on the Packages tab is an HTTP/Web based package and it has been configured to use Marquees Viewer Page , you can view it from the Packages tab.

To view an HTTP/Web based package:

1. Click the package name in the Statistic Package column.

2. When you do, a new tab will appear in your browser and you'll see the HTML display.

Delete a package

Each row in the table on the Packages tab contains a Delete command that you can use to remove the associated package.

To delete a package:

1. Select the **Delete** command.

2. When you are prompted to confirm the operation, click OK.

Using the File Library tab

Using the File Library tab

The File Library tab displays all the XSL File sets that currently exist in your Marquee installation. This includes the examples that came with Marquee and any files that you have created. An XSL File set consists of files that are used to define the display of the statistics on the various output devices that Marquee supports. As you can see, the XSL File sets are stored in .zip archive files. You will also notice that the File Library tab provides access to several file management commands that you can use to manipulate these files.

The File Library tab uses a table layout to provide you with information about the files that it displays.

- The File name column displays the name of the file

- The File type column displays the file type

Each row in the table contains commands that you can use to view and download the contents of the file, update the file, or remove the file.

At the top of the table are the commands that you can use at anytime to refresh the files in the list as well as add files to the list.

Related Topics

Refresh the File Library

If you have added files to, or deleted files from, the File Library, you may need to update the list of files.

To refresh the list of files:

- Click the **Refresh File Library** command.

Add a Marquee file

If you have created an XSL File set, you can add it to the File Library tab.

To add an XSL File set to the File Library:

1. Click the **Add Marquee file** command.

2. When you see the Open dialog box, locate and select the file that you want to add to the file library.

3. Click OK to complete the operation.

View and Download a file

While you are looking at the XSL File sets displayed on the File Library tab, you may want to take a closer look at the files. You can view the names of the files in the XSL File set from within Interaction Marquee or you can download the XSL File set and investigate the contents of the files that it contains. As you will see, the Library Item Details window displays all of the files contained in the XSL File set. If you want to actually see the contents of the files, you can download the .zip file containing all the files in the XSL File Set.

Library Item Details ☒

```
Xml-output/xml-output.ininStatKeys
workgroups-vertical/workgroups-vertical.js
workgroups-vertical/workgroups-vertical.ininStatKeys
workgroups-vertical/workgroups-vertical.css
workgroups-horizontal/workgroups-horizontal.js
workgroups-horizontal/workgroups-horizontal.ininStatKeys
workgroups-horizontal/workgroups-horizontal.css
Toolkit/toolkit.js
Toolkit/toolkit.ininStatKeys
Toolkit/toolkit.css
single-workgroup-details/single-workgroup-details.js
single-workgroup-details/single-workgroup-details.ininStatKeys
single-workgroup-details/single-workgroup-details.css
shared/underscore_license.htm
shared/underscore.js
shared/top-header-bg.png
shared/ticker_bg.png
shared/ticker.js
shared/stacked-graph.js
shared/radial-graph.js
shared/on-phone.gif
shared/navy-blue-color-scheme.css
shared/jquery-1.7.1.min.js
shared/indicator.js
shared/header-bg.png
shared/flotrlicense.htm
```

[Download...]   [Close]

To see the files contained in an XSL File set:

1. Click the **View and Download** command.

2. When you do, you'll see the Library Item Details window.

To download a file:

1. Click the **Download** command.

2. When you see the Save As dialog box, type a name for the file making sure that you add a .zip file extension.

3. Specify a folder to which you want to save the file.

4. You can view and extract the contents of the .zip file from a file management tool, such as Windows Explorer.

Once you extract the files, you can use any text editor such as Notepad, to examine the content of the file.

Related Topics

Working with XSL File sets

Update a file

If you have modified an XSL File set, you will want to make sure that the most current version of the file is available in the File Library.

To update a file:

- Click the **Update** command.

Delete a file

If you no longer need a particular XSL File set in the File Library, you can delete it.

To delete an XSL File set:

- Click the **Delete** command.

Note: Deleting a file from the File Library permanently removes the file from Interaction Marquee.

Using the Viewer Pages tab

Using the Viewer Pages tab

The Viewer Pages tab displays a list of the currently configured viewer pages.

The Viewer Pages tab uses a table layout to provide you with details about the currently configured viewer pages.

- The Name column displays the name of the viewer page.

- The Link column provides a link that will allow you to view the package.

When you select a link in the table, you'll see the Default HTML Viewer screen.

Related Topics

Default HTML Viewer

Using the Default HTML Viewer

HTML Packages can be configured to use viewer pages. Viewer pages contain links to the packages that were configured to use them.

1. In the main Marquee page, select the **Viewer Pages** tab to display the list of viewer pages.

2. Click a hyperlink in the list to display the viewer page.

The following figure shows the default viewer page:

The Auto Switch Option allows you to change how long it takes for the page to refresh.

1. To adjust the amount of time the page switches views, enter a value in the line **Automatically switch views every __ seconds**.

2. Click **Start**.

You are redirected to the Marquee display page:
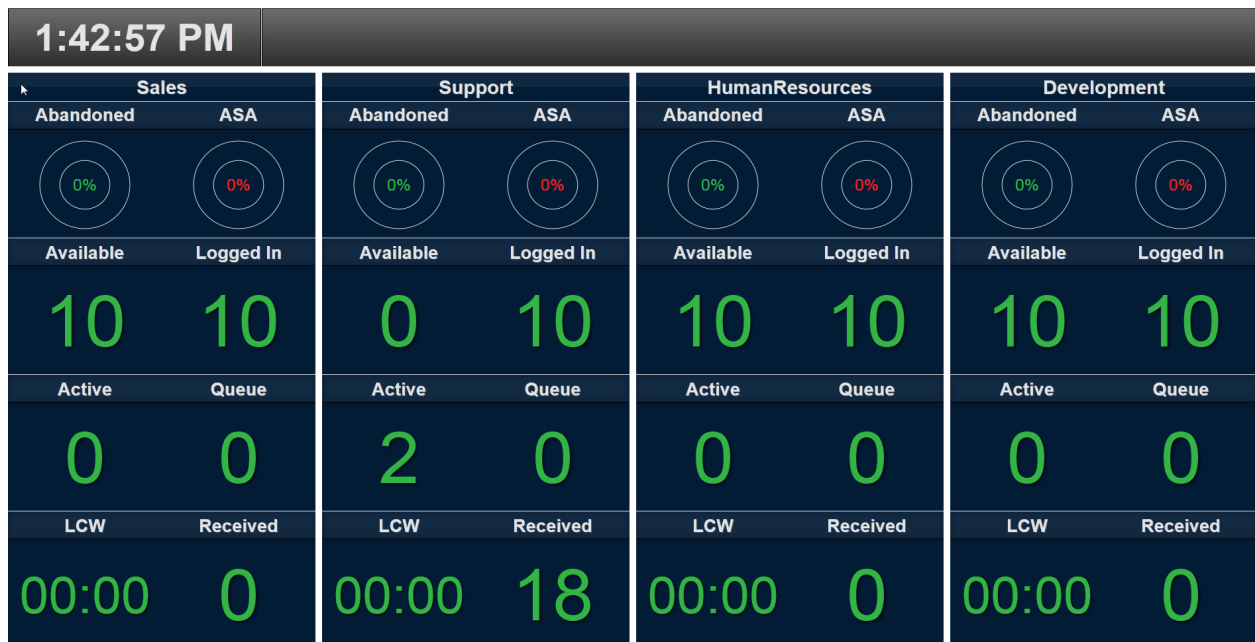
Note: The Marquee display page shows the statistics across the selected workgroups. In this example, the statistics shown are: Abandoned, ASA (Average Speed to Answer), Available, LCW (Longest Call Waiting), Active, Queue, and Received. The user can choose to display any statistics that are being collected.

Using Statistic Package Search

Using Statistic Package Search

If work with a lot of different statistic packages and more than one Marquee Server, you may find that it is difficult to locate a specific package on the Packages tab. If so you'll want to take advantage of the Statistic Package Search panel on the Marquee home page.

View the Search panel
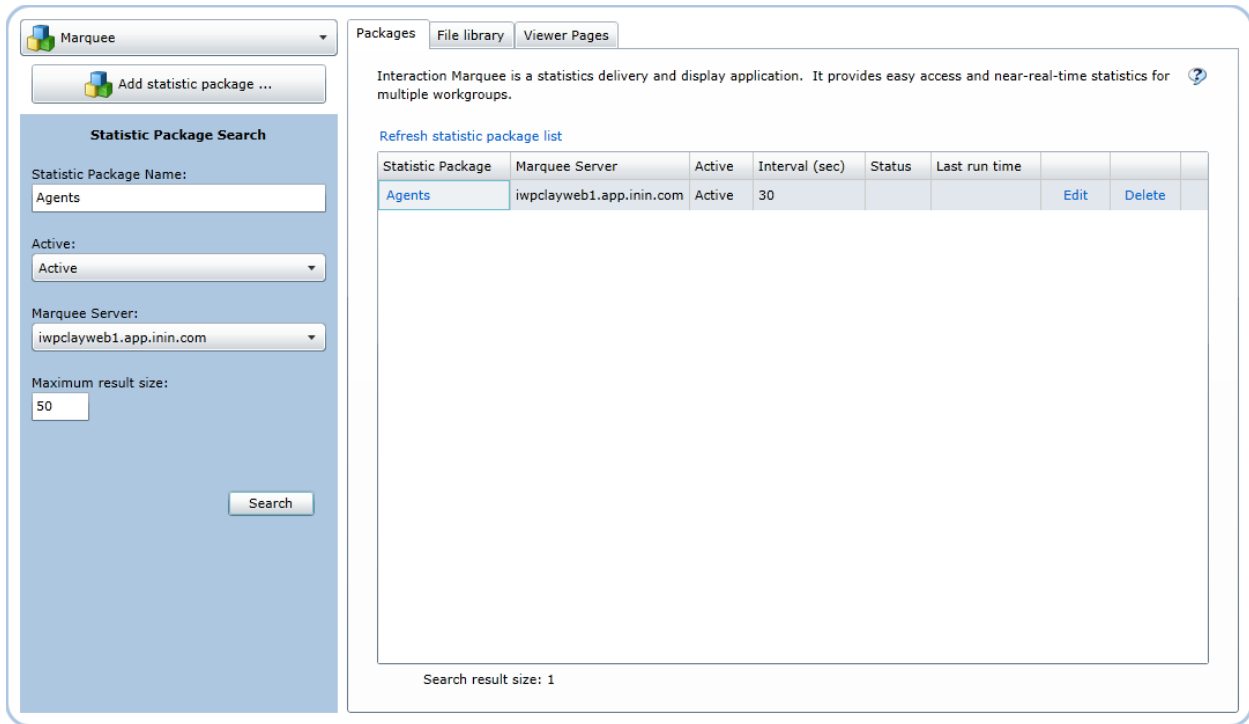
Related Topics

Perform a search

Perform a search

When you need to track down a specific package on the Packages tab, you can use the Statistic Package Search panel on the Marquee home page.

To search for a package:

1. Type the name or part of the name of the package in the **Statistic Package Name** field.

2. In the **Active** field, click the drop down arrow to specify whether you want to search for **All**, **Active,** or **Inactive** packages.

3. In the **Marquee Server** field, click the drop down arrow to select the Marquee server where you want to search.

4. In the **Maximum result size** field, type the maximum number of packages that you want to see.

5. Click **Search**.

The results of the search will display on the Packages Tab

- Click **Refresh statistic package list** to restore the list of all packages.

Using the Package Wizard

Using the Package Wizard

You'll use the Package Wizard to create statistic packages that capture and format CIC data. Once a statistic package is created, it can be sent to other applications, databases, and hardware devices where statistical data can be displayed and analyzed.

The first two steps in the Package Wizard walk you through entering the base configuration information required for a statistic package. You'll then be able to choose the statistic package output format and choose the statistical data you want to monitor.

- To launch the Package Wizard, click **Add statistic package** on the Marquee home page.

Related Topics

Name your package

Select workgroups

Choose package output

Name the package

On this page of the Package Wizard, you will provide a name for the package as well several other pieces of basic information.

View this page

1. In the **Name** field, give the package a title.

2. In the **Description** field, type a description that you want to be displayed in the package.

3. In the **Interval** field, specify a value to configure how frequently you want the package data to be refreshed.

4. Choose either of these optional settings if they are applicable:

   - By default, the package will be marked Active. If you want to be able to modify the package before making it available for use, you can clear the **Active** check box.
     Doing so will mark the package as Inactive.

   - If the package is based on a previous version of Marquee, you must select the check box labeled **This package is based on a previous version of Marquee**.
     This option must be selected when you use XSL created with any release of Marquee prior to IC 4.0. This option allows you to output using legacy XSL or output directly to XML.

5. Click **Next.**

Select workgroups

On this page of the Package Wizard, you will select the workgroups and servers that will provide and generate the statistics for the package.

View this page

1. Select the **Marquee Server** that you want to use to generate the statistic package.

2. Select the **Interaction Center Serve**r that you want to use to get the statistics for the package.

3. Select one or more workgroups and then click **Add** to choose the workgroups that you want to monitor with the package.

4. Click **Next.**

Related Topics

Working with multiple workgroups

Choose package output

Choose package output

On this page of the Package Wizard, you will select the output type that you want to use for your package.

View this page
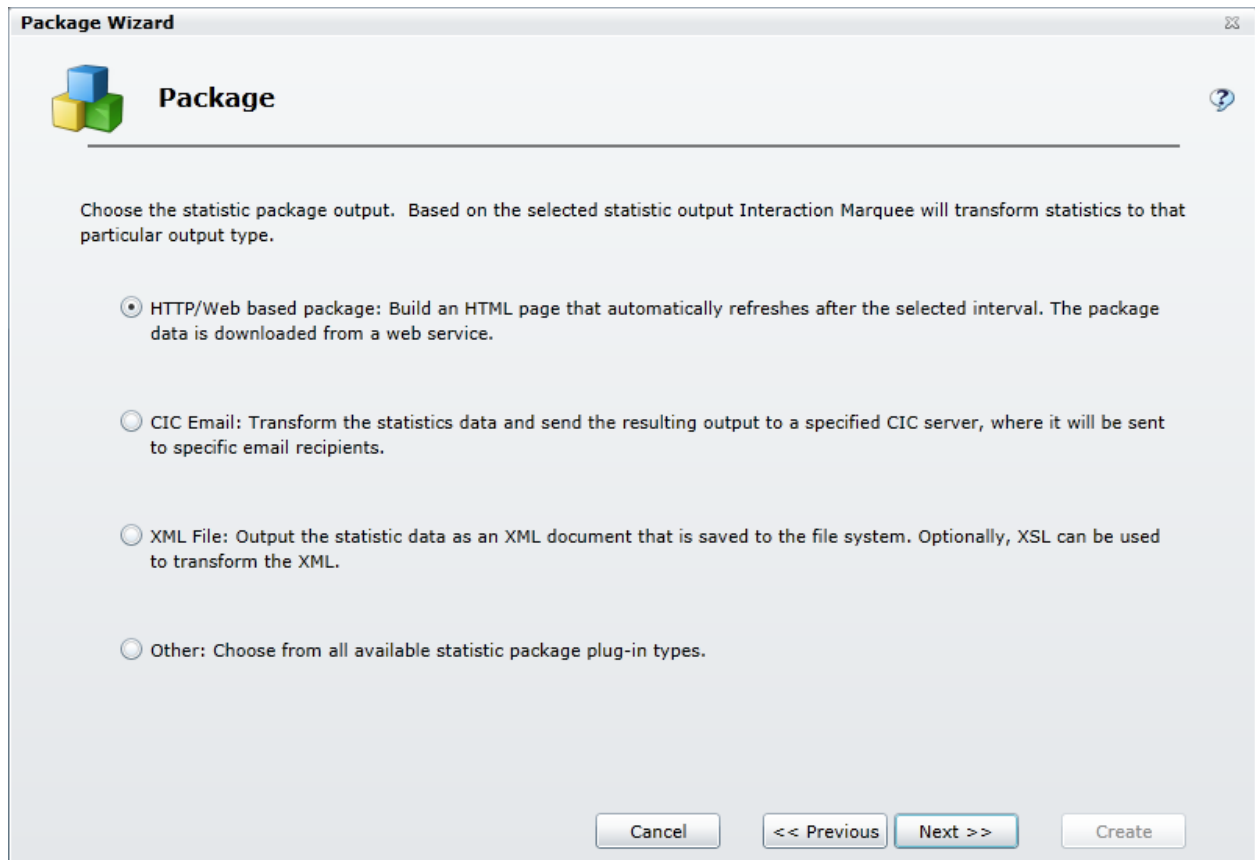
1. Select the statistic package output type you want to create.

2. Click **Next**.

3. Continue working through the Package Wizard to configure the options for the package output type that you selected.

Related Topics

Creating an HTTP/Web based package

Creating a CIC Email package

Creating an XML File package

Creating an Other package

Creating an HTTP/Web based package

Creating an HTTP/Web based package

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When you select an HTTP/Web based package, the Package Wizard will walk you through a series of steps where you will choose various options to configure a package that will ultimately generate an HTML page. In order to properly display that statistics that you select, an HTML page will require several addition files that specifically reference and display each of the selected statistics. For example, an HTTP/Web based package will require a Cascading Style Sheet (css) file and a JScript file that you will need to create outside of the Package Wizard and then include in the XSL File set.

Related Topics

Enter the required HTML plug-in parameters

Configure statistics

Enter the optional HTML plug-in parameters

Enter a message

Working with XSL File sets

Enter required HTML plug-in parameters

When you select the HTTP/Web based package output format, the Package Wizard will display the Required HTML plug-in parameters page. The main function on this page is to specify the XSL File set that you want to use to create the HTML display for your statistic package. If you have created a custom XSL File set and added it to the File Library, the associated XSL file will appear in the XSL style sheet list. If you have not added your custom XSL File set to the File Library, you can do so on the Required HTML plug-in parameters page.

> **Note**: You can choose to use one of the example XSL File sets that come with Marquee, but keep in mind that the examples are very basic and are actually provided as a model for you to use as you create your own custom XSL File set.

View this page
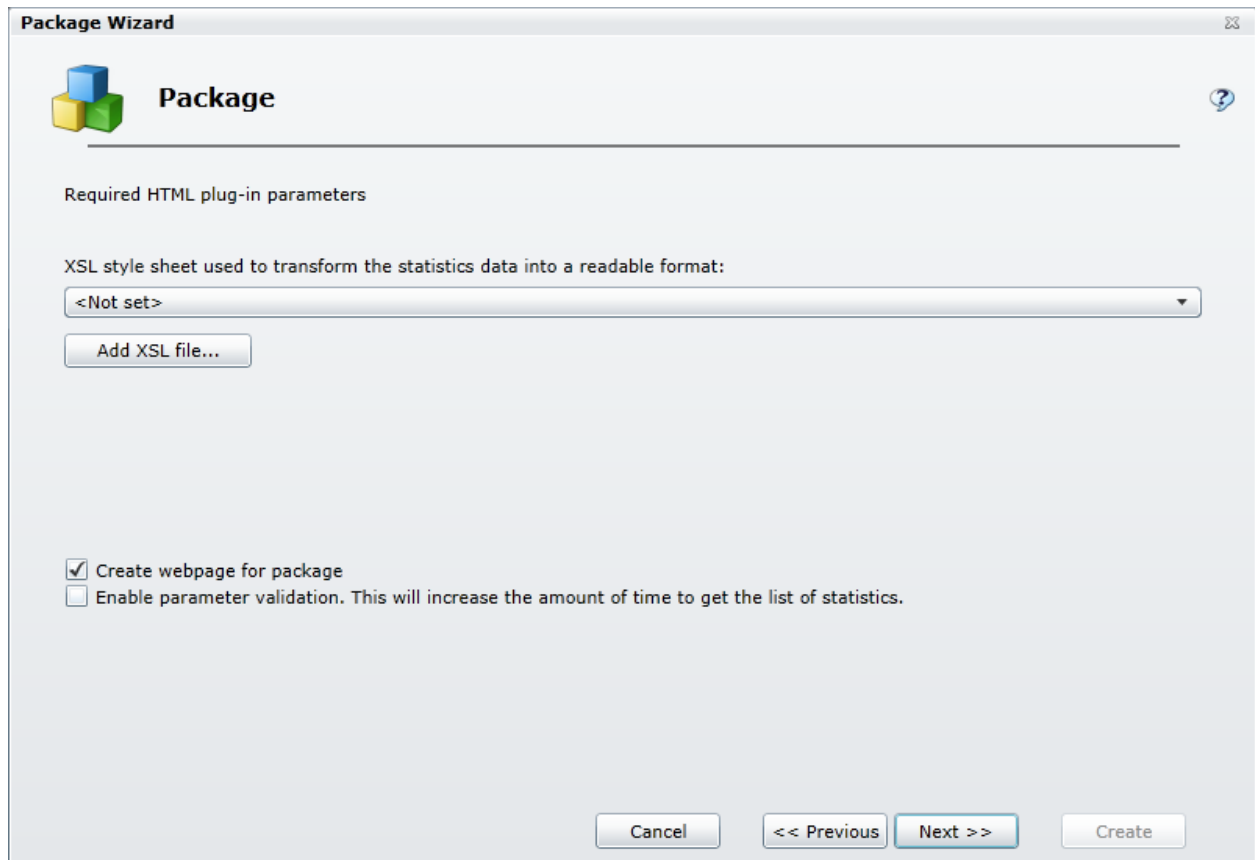
If you have created a new XSL File set:

1. Click the **Add XSL file** button.

2. From the Open dialog box that appears, locate and select the .zip file containing your custom XSL file set.

3. Click **Open**.

4. Click the **XSL style sheet** drop-list box and select your XSL file.

5. Wait a moment while the Package Wizard retrieves the statistics from the manifest file.

If you want to use an existing XSL File set:

1. Click the **XSL style sheet** drop-list box and select an XSL file.

2. Wait a moment while the Package Wizard retrieves the statistics from the manifest file.

Choose optional settings:

- By default, **Create webpage for package** is selected indicating that the Package Wizard will create an HTML file that you can view with the Default HTML Viewer. If you don't want to create a webpage at this time, clear the check box.

- By default, **Enable parameter validation** is not selected, indicating that the Package Wizard will not validate the parameters used to retrieve the statistics from the manifest file. If you want the Package Wizard to validate the parameters, select the check box.

Note: If you select this check box, the Package Wizard retrieves the statistics from the manifest file and will validate each of the parameters as it does so. The validation process can be time consuming.

To continue

Once you have configured the required HTML plug-in parameters, click **Next**, and you can then see and configure the statistics for this package.

Related Topics

Working with XSL File sets

Configure statistics

When you click Next, the Package Wizard displays a page which lists all the statistics that are included in the XSL File set that you selected and provides you with the ability to modify those statistics.

View this page

Remove statistics

Adjacent to every statistic displayed in the scrolling list is a Remove command.

- Select the **Remove** command to remove the statistic from the package.

Add statistics

At the top right of the list are two controls that allow you to add statistics to the package

- If you click Add Statistic command, you can select any of the available statistics and add them, one by one, to your package.

- If you click the Add Statistic drop down arrow, you can add groups, or more specifically entire categories, of statistics

Notes: When you are creating an HTTP/Web based package, any statistics that you add at this point will not be displayed unless you modify the XSL File set accordingly.

A package can contain a maximum of 3,500 statistics. If the package contains more than 3,500 statistics, the system displays a message to indicate that the package exceeds 3,500 statistics. To continue using the wizard to create the package, modify the package (for example, remove statistics or workgroups from the package) until the package contains no more than 3,500 statistics.

Change statistic parameters

Many statistics have parameters that you can change.

Select a statistic from the list:

- If the statistic has parameters that you can change, you'll see one or more drop-down lists containing the available parameters. Simply click the drop-down and choose the parameter that you want to use.

- If the statistic doesn't have parameters that you can change, you'll see a message to that effect.

Group statistics

If there are a large number of statistics in the list, you can use the Group by options to get a better view of the statistics you have chosen.

- Select the **Group by statistic category** check box to reorganize the display of statistics by category.

- Select the **Group statistics by name** check box to reorganize the display of statistics by the name of the statistic.

- Select both check boxes to reorganize the display of statistics by category and by name.

To continue

Once you have configured the statistics, click **Next**.

Related Topics

Working with Statistics

Working with XSL File sets

Working with multiple workgroups

Enter optional HTML plug-in parameters
When you click Next, the Package Wizard displays the Optional HTML plug-in parameters page where you can configure the default viewer page for your HTTP/Web based package. There are three options to choose from:

View this page
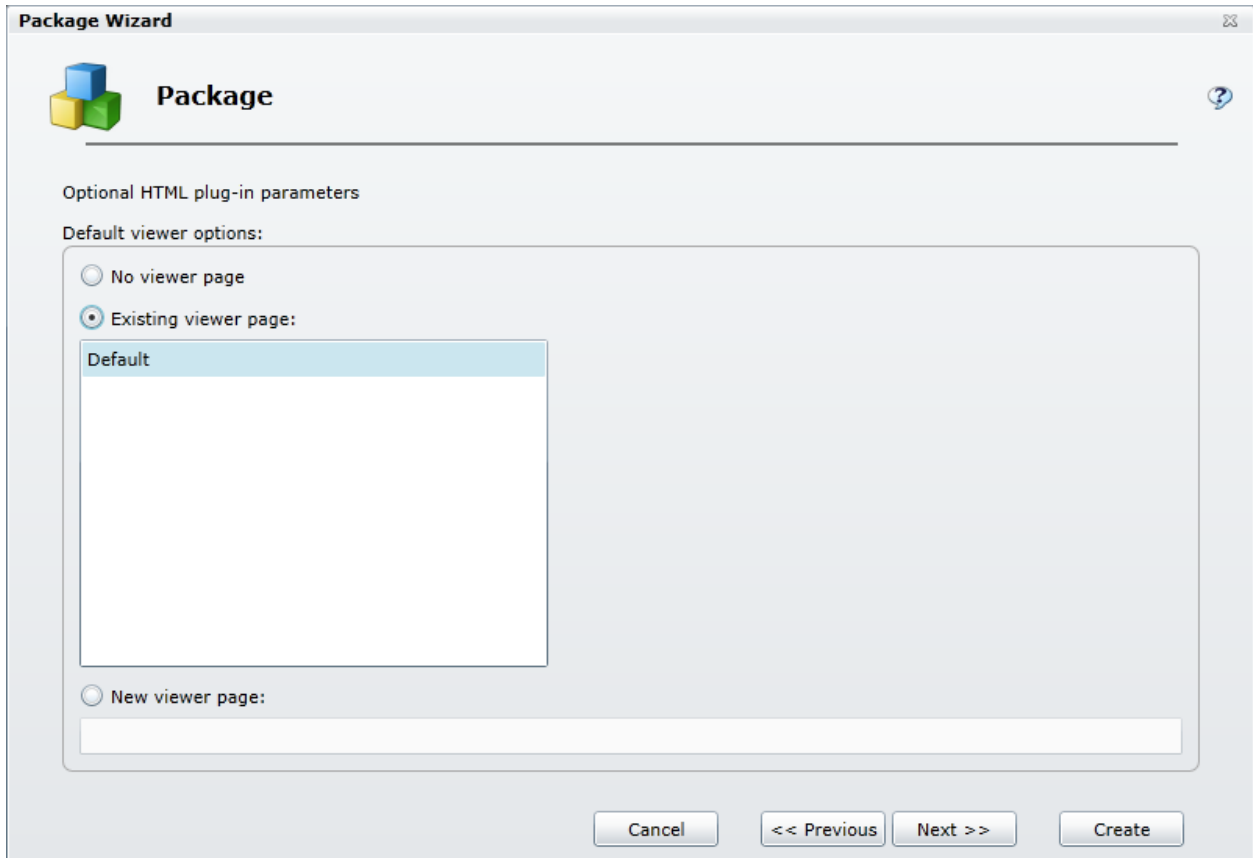
Set a viewer page

- If you do not want to specify a viewer page at this time, you can select the **No viewer pag**e option.

- If you have one or more viewer pages already set up, you can select the **Existing viewer pag**e option and then select the viewer page from the list.

- If you want to specify a new viewer page, you can select the **New viewer page** option and then type the name of the viewer page in the text box.

To continue

Once you select a viewer page option, you can do one of two things depending on how you want to set up your HTTP/Web based package:

- If you have configured all of the settings that you need for this particular HTTP/Web based package, you can click Create and you package will be added to the Packages tab.

- If you want to add a message to display on the screen with your HTTP/Web based package, click **Next**.

Enter a message

When you click Next, the Package Wizard displays the Text description of message page where you can enter a message that you want to display along with your package. You can also choose how long the message will display by choosing an expiration date and time.

View this page

1. Type the text you want to display on the screen in the Message field.

   Note: There is no limit on how much text you can type, but keep in mind that the message should be concise so as not to detract from the statistic display.

2. To configure the expiration date, you can do one of the following:

   - Type a date in the text box.

   - Click the calendar icon and use the calendar control to select a date.

3. To configure the expiration time, you can do one of the following:

   - Type a time in the text box.

   - Click the clock icon and use the slider controls to select an hour and minutes.

4. Click **Create** to complete the procedure.

Related Topics

Using the Clock control

Creating a CIC Email package

Creating a CIC Email package

When you select a CIC Email package, the Package Wizard will walk you through a series of steps where you will choose various options to configure a package that will create an email message to be sent out by a CIC server.

Related Topics

Enter the required email plug-in parameters

Enter additional required email plug-in parameters

Configure statistics

Enter a message

Enter required email plug-in parameters

When you select the CIC Email package output format, the Package Wizard will display the first of two pages titled Required email plug-in parameters. On this page you will begin to specify the email message configuration.

View this page

1. Select the Interaction Center server that sends the email messages.

2. Enter the full email address that you want to appear as the sender of the email messages.

3. Choose the email message format.

4. Enter the full email address of the recipient(s). If you use more than one address, be sure and separate each address with a ";".

5. Click **Next**.

Enter additional required email plug-in parameters

When you click Next, the Package Wizard will display the second Required email plug-in parameters page. On this page you will complete the email message configuration, choose delivery times, and then specify the XSL File set that you want to use to create the display for your statistic package.

View this page

1. Enter the subject for the email message.

2. Specify the time(s) that you want the email message to be delivered.

   To configure the delivery time, you can do one of the following:

   - Type a time in the text box.

   - Click the Clock control icon and use the sliders to select the time.

3. Click **Add Time** to add an entry to the list. (You can add as many delivery times as you need.)

4. Specify the XSL File set that you want to use:

   If you have created a new XSL File set:

   a. Click the **Add XSL file** button.

   b. From the Open dialog box that appears, locate and select the .zip file containing your custom XSL file set.

   c. Click **Open**.

   d. Click the **XSL style sheet** drop-list box and select your XSL file.

   e. Wait a moment while the Package Wizard retrieves the statistics from the manifest file.

   If you want to use an existing XSL File set:

> a. Click the **XSL style sheet** drop-list box and select an XSL file.
>
> b. Wait a moment while the Package Wizard retrieves the statistics from the manifest file.

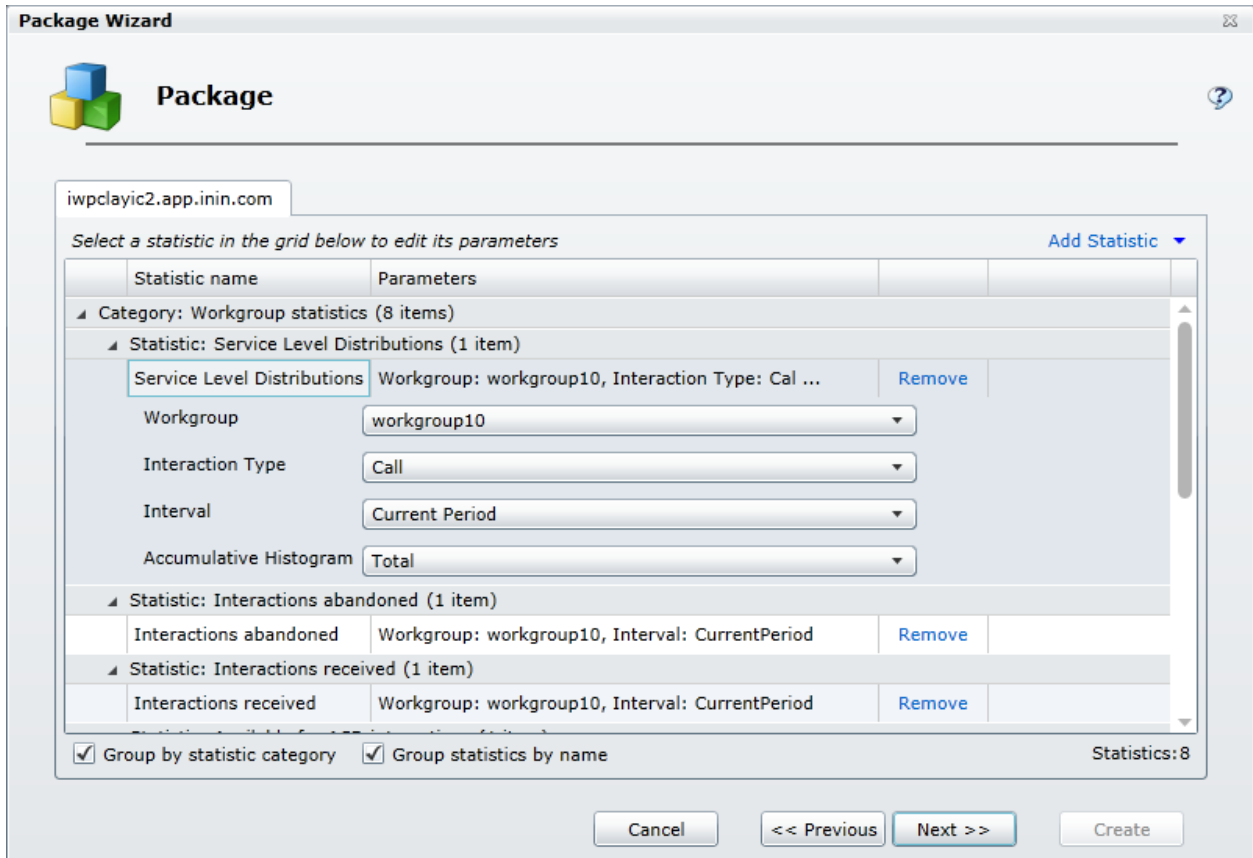5. Click **Next**.

Related Topics

Working with XSL File sets

Using the Clock control

Configure statistics

When you click Next, the Package Wizard displays a page which lists all the statistics that are included in the XSL File set that you selected and provides you with the ability to modify those statistics.

View this page

Remove statistics

Adjacent to every statistic displayed in the scrolling list is a Remove command.

- Select the **Remove** command to remove the statistic from the package.

Add statistics

At the top right of the list are two controls that allow you to add statistics to the package

- If you click Add Statistic command, you can select any of the available statistics and add them, one by one, to your package.

- If you click the Add Statistic drop down arrow, you can add groups, or more specifically entire categories, of statistics

Notes: When you are creating an HTTP/Web based package, any statistics that you add at this point will not be displayed unless you modify the XSL File set accordingly.

A package can contain a maximum of 3,500 statistics. If the package contains more than 3,500 statistics, the system displays a message to indicate that the package exceeds 3,500 statistics. To continue using the wizard to create the package, modify the package (for example, remove statistics or workgroups from the package) until the package contains no more than 3,500 statistics.

Change statistic parameters

Many statistics have parameters that you can change.

Select a statistic from the list:

- If the statistic has parameters that you can change, you'll see one or more drop-down lists containing the available parameters. Simply click the drop-down and choose the parameter that you want to use.

- If the statistic doesn't have parameters that you can change, you'll see a message to that effect.

Group statistics

If there are a large number of statistics in the list, you can use the Group by options to get a better view of the statistics you have chosen.

- Select the **Group by statistic category** check box to reorganize the display of statistics by category.

- Select the **Group statistics by name** check box to reorganize the display of statistics by the name of the statistic.

- Select both check boxes to reorganize the display of statistics by category and by name.

To continue

Once you have configured the statistics, click **Next**.

Related Topics

Working with Statistics

35

Working with XSL File sets

Working with multiple workgroups

Enter a message

When you click Next, the Package Wizard displays the Text description of message page where you can enter a message that you want to display along with your package. You can also choose how long the message will display by choosing an expiration date and time.

View this page

1. Type the text you want to display on the screen in the Message field.

   Note: There is no limit on how much text you can type, but keep in mind that the message should be concise so as not to detract from the statistic display.

2. To configure the expiration date, you can do one of the following:

   - Type a date in the text box.

   - Click the calendar icon and use the calendar control to select a date.

3. To configure the expiration time, you can do one of the following:

   - Type a time in the text box.

- Click the clock icon and use the slider controls to select an hour and minutes.

4. Click **Create** to complete the procedure.

Related Topics

Using the Clock control

Creating an XML File package

Creating an XML File package

When you select an XML File package, the Package Wizard will walk you through a series of steps where you will choose various options to configure an XML document that will be saved to the file system.

Related Topics

Enter required XML plug-in parameters

Enter optional XML plug-in parameters

Configure statistics

Enter a message

Enter required XML plug-in parameters

When you select the XML File package output format, the Package Wizard will display the Required XML plug-in parameters page. On this page you will specify the path on the Marquee server where you would like the Package Wizard to save the XML file.

View this page
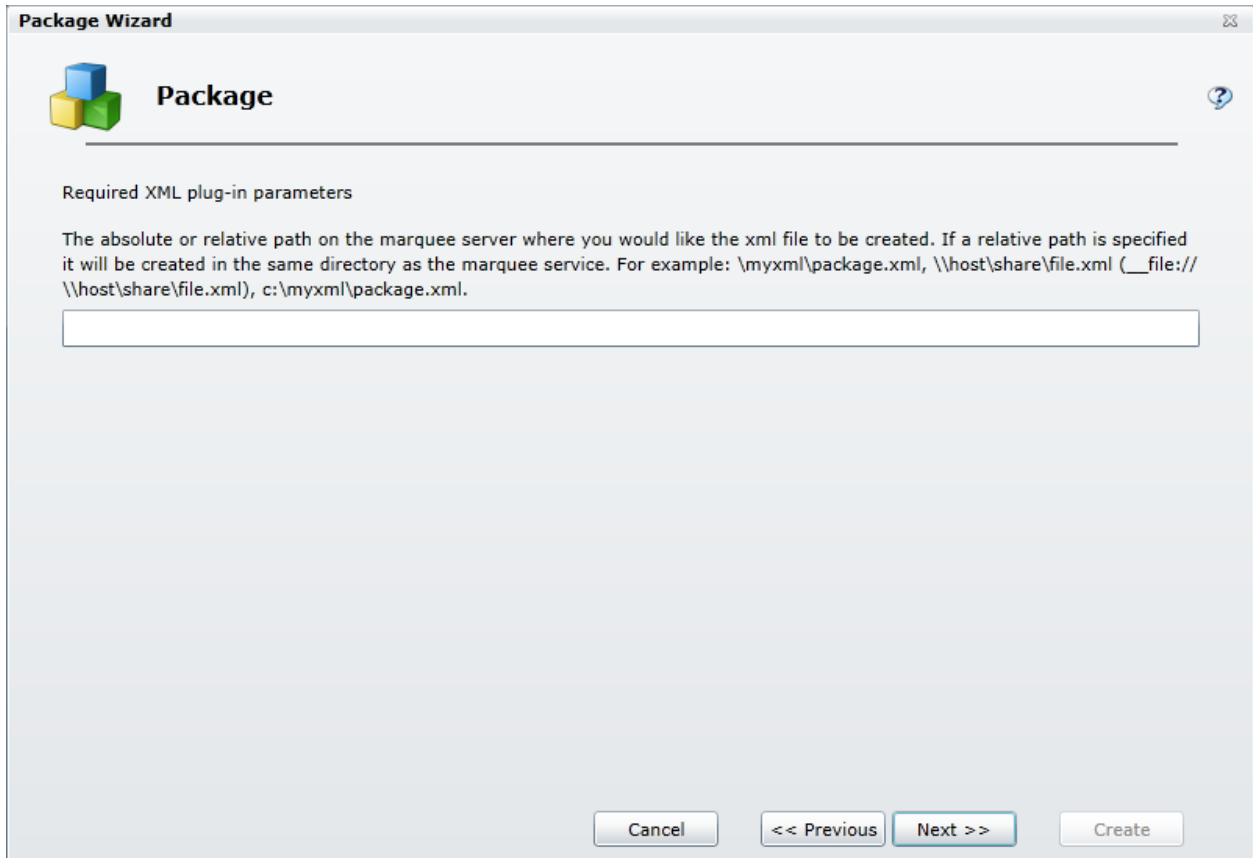
1. Type the path and name of the XML file that is to be created.

2. Click **Next**.

Enter optional XML plug-in parameters

When you click Next, the Package Wizard will display the Optional XML plug-in parameters page. On this page you can specify an XSL File set if you want to use one for this package. However this step is optional so you can bypass it if you choose.

View this page
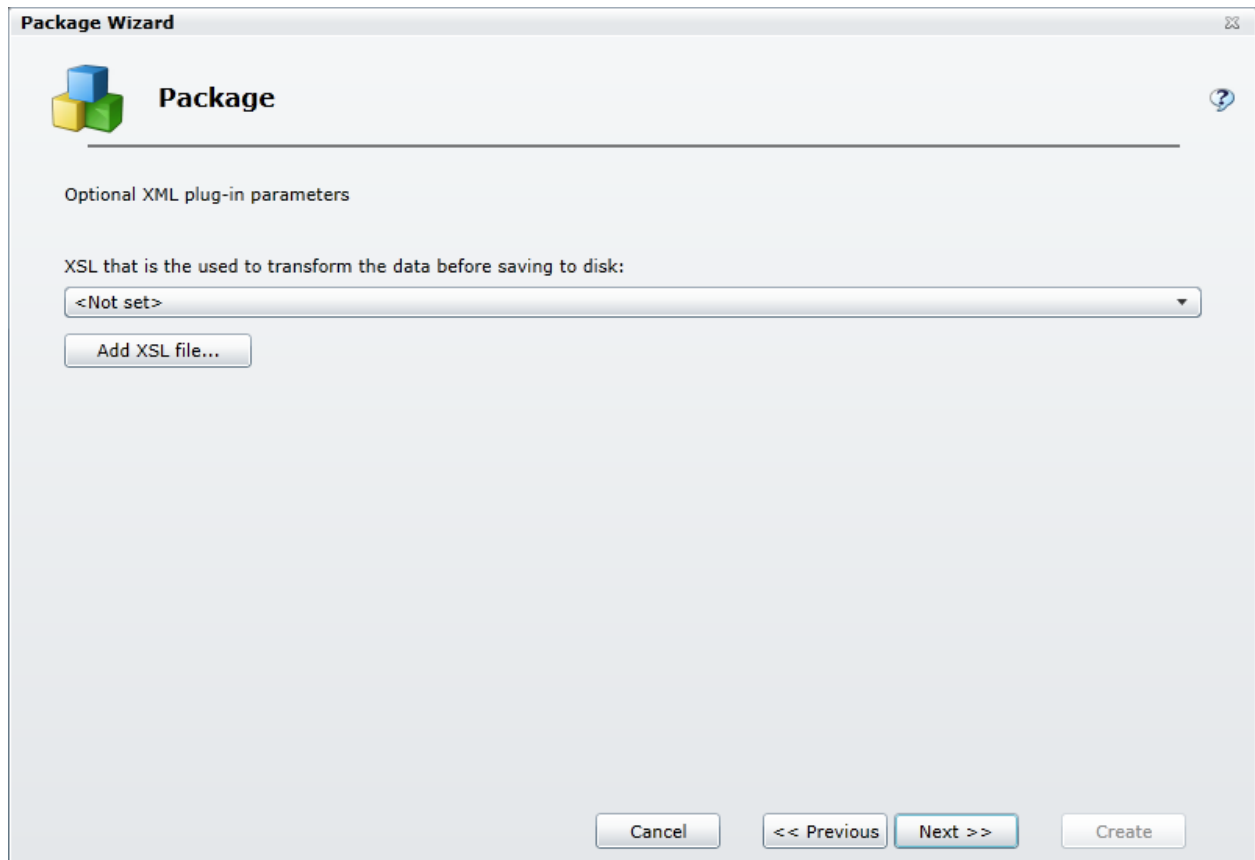
1. Specify the XSL File set that you want to use:

    If you have created a new XSL File set:

    a. Click the **Add XSL file** button.

    b. From the Open dialog box that appears, locate and select the .zip file containing your custom XSL file set.

    c. Click **Open**.

    d. Click the **XSL style sheet** drop-list box and select your XSL file.

    e. Wait a moment while the Package Wizard retrieves the statistics from the manifest file.

    If you want to use an existing XSL File set:

    a. Click the **XSL style sheet** drop-list box and select an XSL file.

    b. Wait a moment while the Package Wizard retrieves the statistics from the manifest file.

2. Click **Next**.

Related Topics

Working with XSL File sets

Configure statistics

When you click Next, the Package Wizard displays a page which lists all the statistics that are included in the XSL File set that you selected and provides you with the ability to modify those statistics.

View this page

Remove statistics

Adjacent to every statistic displayed in the scrolling list is a Remove command.

- Select the **Remove** command to remove the statistic from the package.

Add statistics

At the top right of the list are two controls that allow you to add statistics to the package

- If you click Add Statistic command, you can select any of the available statistics and add them, one by one, to your package.

- If you click the Add Statistic drop down arrow, you can add groups, or more specifically entire categories, of statistics

Notes: When you are creating an HTTP/Web based package, any statistics that you add at this point will not be displayed unless you modify the XSL File set accordingly.

A package can contain a maximum of 3,500 statistics. If the package contains more than 3,500 statistics, the system displays a message to indicate that the package exceeds 3,500 statistics. To continue using the wizard to create the package, modify the package (for example, remove statistics or workgroups from the package) until the package contains no more than 3,500 statistics.

Change statistic parameters

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Select a statistic from the list:

- If the statistic has parameters that you can change, you'll see one or more drop-down lists containing the available parameters. Simply click the drop-down and choose the parameter that you want to use.

- If the statistic doesn't have parameters that you can change, you'll see a message to that effect.

Group statistics

If there are a large number of statistics in the list, you can use the Group by options to get a better view of the statistics you have chosen.

- Select the **Group by statistic category** check box to reorganize the display of statistics by category.

- Select the **Group statistics by name** check box to reorganize the display of statistics by the name of the statistic.

- Select both check boxes to reorganize the display of statistics by category and by name.

To continue

Once you have configured the statistics, click **Next**.

Related Topics

Working with Statistics

Working with XSL File sets

Working with multiple workgroups

Enter a message

When you click Next, the Package Wizard displays the Text description of message page where you can enter a message that you want to display along with your package. You can also choose how long the message will display by choosing an expiration date and time.

View this page

1. Type the text you want to display on the screen in the Message field.

   Note: There is no limit on how much text you can type, but keep in mind that the message should be concise so as not to detract from the statistic display.

2. To configure the expiration date, you can do one of the following:

   - Type a date in the text box.

   - Click the calendar icon and use the calendar control to select a date.

3. To configure the expiration time, you can do one of the following:

   - Type a time in the text box.

   - Click the clock icon and use the slider controls to select an hour and minutes.

4. Click **Create** to complete the procedure.

Related Topics

Using the Clock control

Creating an Other package

Creating an Other package

When you select the Other package, the Package Wizard will walk you through a series of steps where you can create a customized package by selecting and configuring a Plug-in, which will consist of one of three output types and one of six destinations.

Related Topics

Choose a Plug-in

Configure parameters

Configure statistics

Enter a message

Choose a Plug-in

When you select the Other package output format, the Package Wizard will display the Plug-in page where your first task will be to select one of the available plug-ins.

View this page
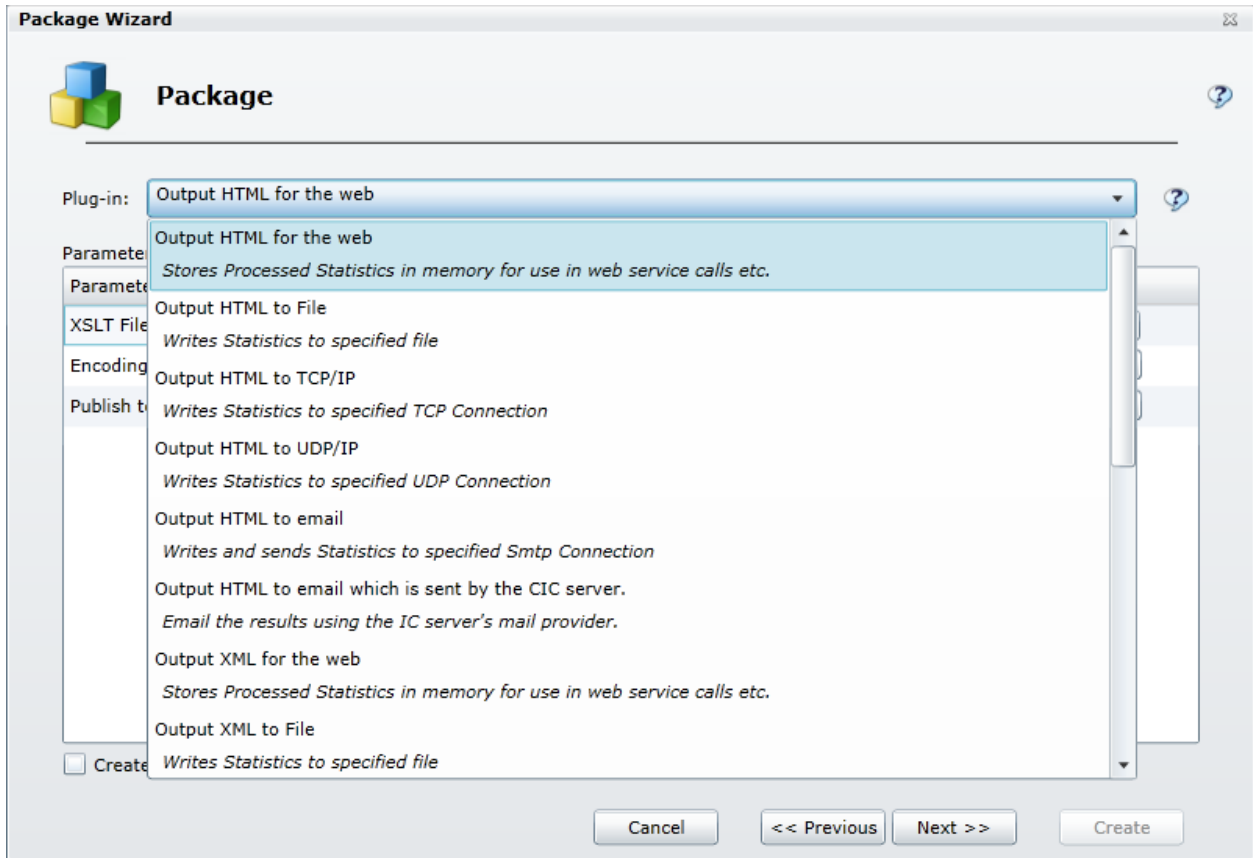
Click the Plug-in drop-down menu and select of the of the available plug-ins

Related Topics

[Working with Plug-ins](#)

Configure parameters

Once you select one of the available plug-ins for the Other package type, a set of parameters that are associated with that plug-in will appear in the middle section of the page. While some parameters are the same for all Plug-ins, the majority of the parameters are specific to the type of Plug-in that you select.

View this page

Use the controls to configure the parameters.

Related Topics

[Working with Plug-ins](#)

Configure statistics

When you click Next, the Package Wizard displays a page which lists all the statistics that are included in the XSL File set that you selected and provides you with the ability to modify those statistics.

View this page

Remove statistics

Adjacent to every statistic displayed in the scrolling list is a Remove command.

- Select the **Remove** command to remove the statistic from the package.

Add statistics

At the top right of the list are two controls that allow you to add statistics to the package

- If you click Add Statistic command, you can select any of the available statistics and add them, one by one, to your package.

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- Select the **Group by statistic category** check box to reorganize the display of statistics by category.

- Select the **Group statistics by name** check box to reorganize the display of statistics by the name of the statistic.

- Select both check boxes to reorganize the display of statistics by category and by name.

To continue

Once you have configured the statistics, click **Next**.

Related Topics

[Working with Statistics](#)

[Working with XSL File sets](#)

[Working with multiple workgroups](#)

Enter a message

When you click Next, the Package Wizard displays the Text description of message page where you can enter a message that you want to display along with your package. You can also choose how long the message will display by choosing an expiration date and time.

View this page

1. Type the text you want to display on the screen in the Message field.

   Note: There is no limit on how much text you can type, but keep in mind that the message should be concise so as not to detract from the statistic display.

2. To configure the expiration date, you can do one of the following:

   - Type a date in the text box.

   - Click the calendar icon and use the calendar control to select a date.

3. To configure the expiration time, you can do one of the following:

   - Type a time in the text box.

   - Click the clock icon and use the slider controls to select an hour and minutes.

4.   Click **Create** to complete the procedure.

Related Topics

Using the Clock control

Working with XSL File sets

Working with XSL File sets

At the heart of an Interaction Marquee package is an XSL File set, which consists of the files that are used to define the display of the statistics.

Related Topics

XSL File set contents

Example XSL File sets

XSL File set rules

XSL File set contents

At the heart of an Interaction Marquee package is an XSL File set, which consists of the files that are used to define the display of the statistics. The number of files included in an XSL File set will depend on the statistic package output type. Most package output types require at least two files: The XSL file and the ININSTATKEYS file. If the package output type is an HTTP/Web based package, then at least two additional files are required: A Cascading Style Sheet file and a Jscript file. Each of these files is described in the table below.

File Extension	File Type	Description
.xsl	XSLT Stylesheet File	The Extensible Stylesheet Language Transformations file creates the overall statistic display.
.ininStatKeys	ININSTATKEYS File	This is the manifest file that references the specific statistics that are to be pulled from the CIC Server.
.css	Cascading Style Sheet File	The Cascading Style Sheet file specifies the formatting and presentation of the statistics for the Web based display.
.js	Jscript Script File	The Jscript file provides additional code for creating or modifying the Web based display.

Note: An XSL File set for a Web based display can contain a variety of additional files to create a more elaborate display.

Related Topics

Manifest file

Available Statistics

Example XSL File sets

Interaction Marquee comes with several example XSL File sets that you can customize or use as templates for creating your own Marquee display page layouts. These examples are stored in .zip archive files and are accessible from the File Library tab. To take a look at one of the example files, simply use the **View and Download** command on the File Library tab.

Once you download an example, you'll discover that a .zip file can contain one or more XSL File sets. Each of the sets is stored in the .zip file with the .xsl file in the root and the supporting files in a subdirectory.

For instance, you could find an example file named single-workgroup-details.zip and the contents would be stored as illustrated below. As you can see, each of the main files, including the subdirectory, in an XSL File set has the same base name.
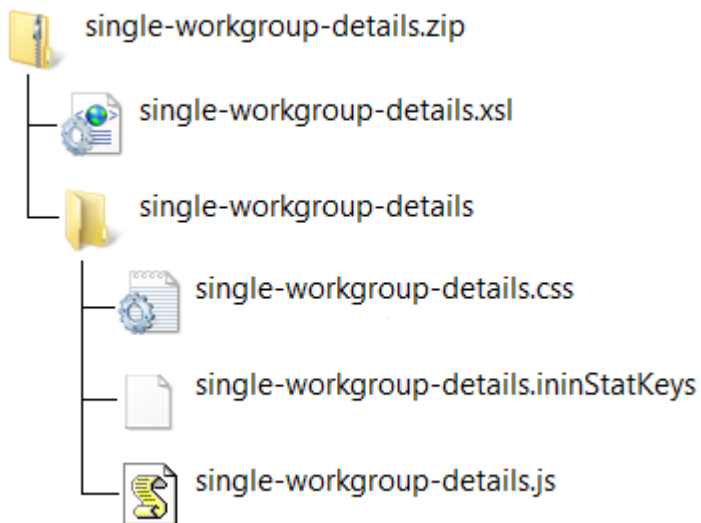
All of the main files in an XSL File set are saved as a plain text file and you can edit them with any text editor, such as Notepad. The manifest file (.ininStatKeys) contains comments that will explain in detail how to access statistics from a CIC Server. The other files provide basic comments that will help you to understand how they function.

Related Topics

View and Download a file

XSL File set rules

While Interaction Marquee comes with several example XSL File sets, chances are that you'll want to create your own XSL File set in order to customize you statistic display. If you decide to do so, you must adhere to some rules when creating the .zip file that will hold your XSL File set.

(1) All of the main files should have the same base filename.

(2) The files must be contained in a .zip file, which should also have the same base filename.

(3) The actual .xsl file must be in the root of the .zip file.

(4) All the other files must be in a subfolder, which should also have the same base filename.

(5) Additional support files can have individual filenames.
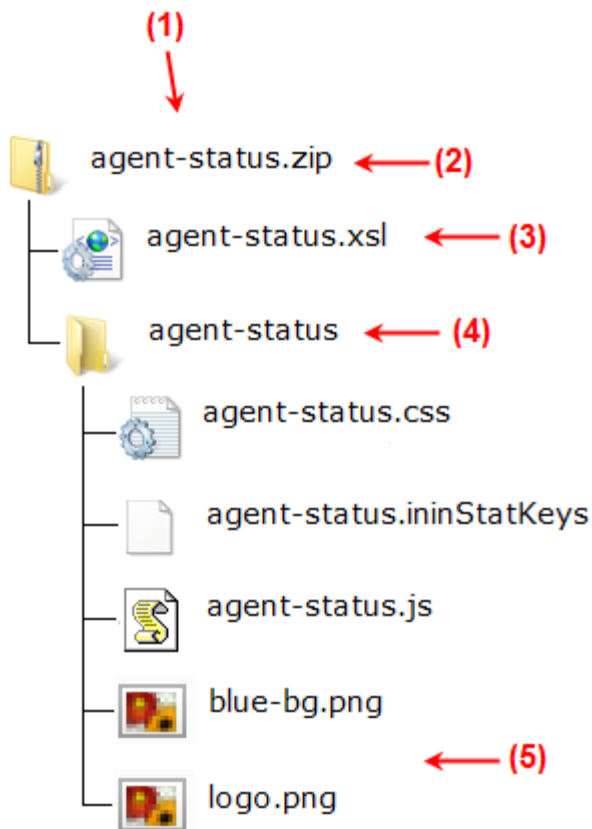
> **Note**: If the .xsl file is not in the root of the .zip file, Marquee will display an error message and prevent you from adding the file to the File Library.

Working with Statistics

Marquee provides you with access to the hundreds of statistics collected by a CIC Sever. To help you find statistics, Marquee groups the statistics into categories and then provides you with a number of ways to add these statistics to a package.

- You can add statistics to a package by manually specifying them in a manifest file that is part of an XSL File set.

- You can add statistics to a package by using the Add Statistic control on the Statistics tab of the Edit statistic package dialog.

- You can add statistics to a package by using the Add Statistic control on the statistics page of the Package Wizard.

Related Topics

Manifest file

Add Statistic control

Available Statistics
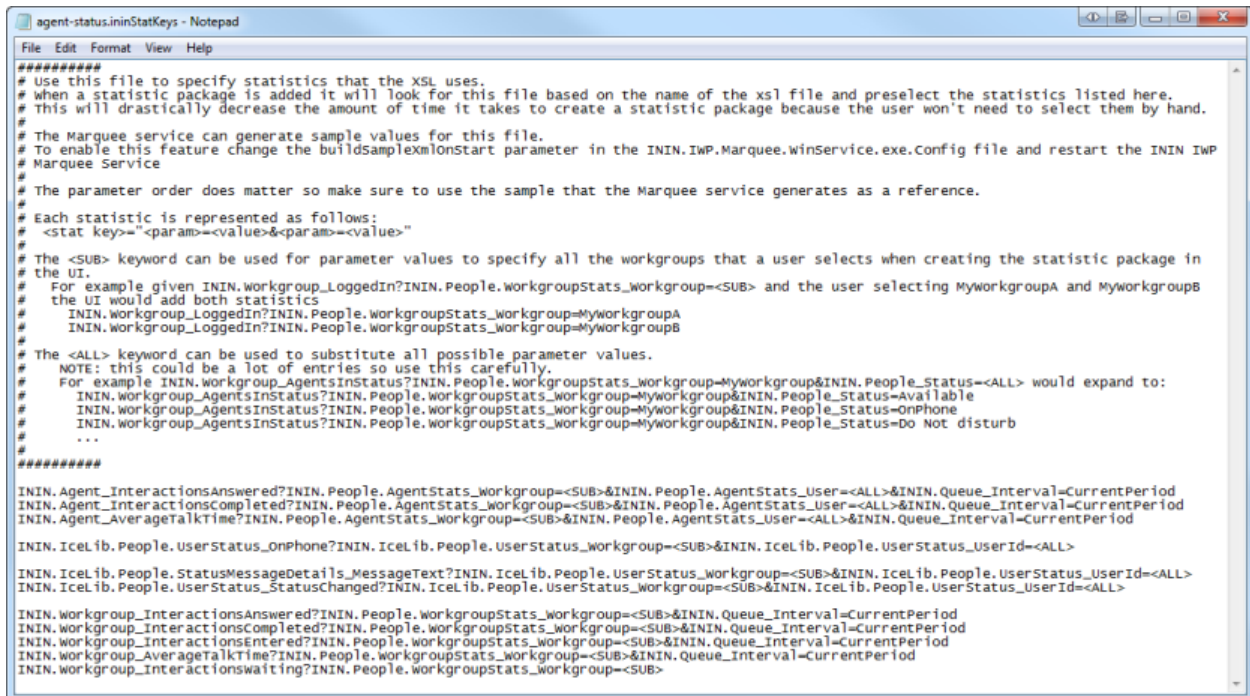
Manifest file

When you are creating a Marquee package, you can manually specify the statistics that you want use via a manifest file, which is part of an XSL File set. The manifest is plain text file with the .ininStatKeys extension. Each statistic value specified in the manifest is on a separate line.

Marquee comes with several example XSL File sets, which are contained in .zip archive files. The zip files have an .xsl file in the root and the supporting files in a subdirectory. In this subdirectory, you will find the .ininStatKeys file.

If you open an example .ininStatKeys file in Notepad, as shown below, you'll see that the top portion of the file contains instructions on how to specify and configure statistics and the bottom portion of the screen contains the actual statistic values.

Related Topics

Working with XSL File sets

Add Statistic control

On both the Statistics tab of the Edit statistic package dialog and the statics page of the Package Wizard, you will find an Add Statistic control, which will allow you to add statistics to your package individually or as a group. While the Add Statistic control appears to be a single element, it is actually two: A command that displays the Add statistic dialog and a drop down arrow that displays a list of statistic categories.

Individual statistics

When you click the Add Statistic command, you'll see the Add Statistic dialog. Here you can select individual statistics and configure the associated parameters.
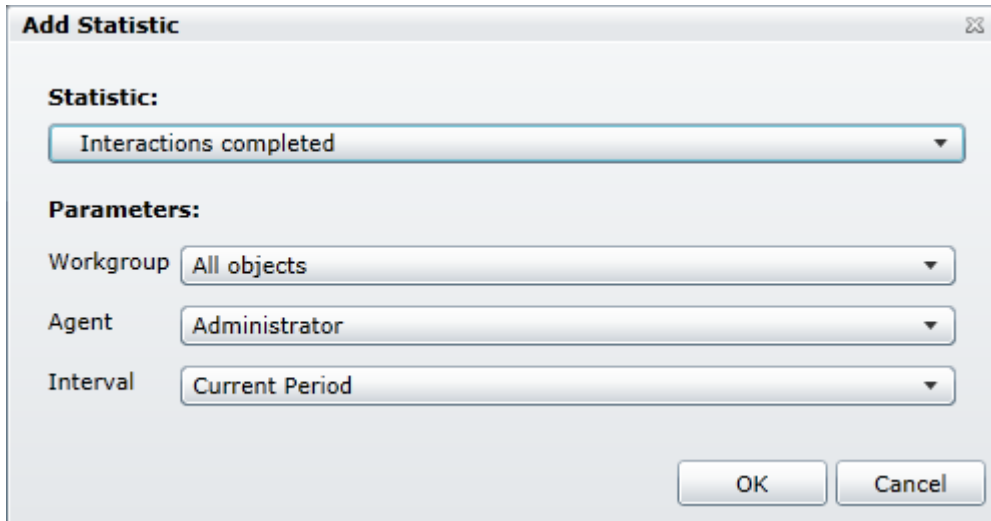
When you select the Statistic drop down, you'll find an extensive list of statistics grouped by category. Once you select a statistic, the Parameters section will change to display those parameters associated with the specific statistic you have selected. To choose parameters, simply click the drop down and select from the available options.

> **Note**: While the majority of statistics have multiple parameters, some have as few as one and other statistics do not have any parameters associated with them.

Group statistics

When you click the Add Statistic drop down arrow, you'll see a menu that allows you to select groups, or more specifically entire categories, of statistics. As you will see, only a small set of categories is available. These groups represent the most commonly used statistics.
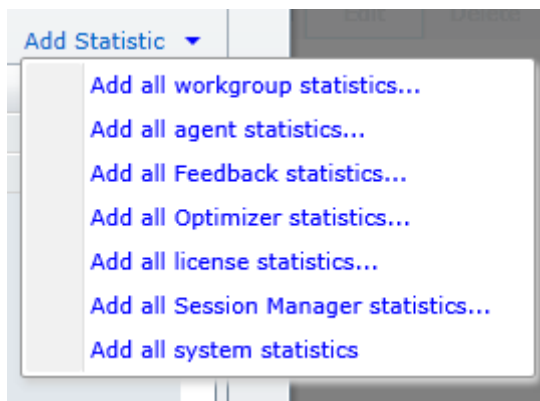
When you select a group of statistics, you will see the Default Parameters dialog where you can specify the default values for all of the parameters that are associated with that particular statistic category. Once you click OK and the statistics are added to the package, you can individually edit the parameters as you need.

Note: A package can contain a maximum of 3,500 statistics. If the package contains more than 3,500 statistics, the system displays a message to indicate that the package exceeds 3,500 statistics. To correct the error, remove statistics from the package until the package contains no more than 3,500 statistics. To remove statistics from the package, you can edit the package to remove workgroups or statistics, or edit the manifest file to remove statistics.

Available Statistics

Available Statistics

Marquee can be configured to access and display more than 200 individual statistics from a CIC server. These statistics are organized in the categories listed in the following table.

Category	Description
Agent Statistics	Agent Statistics summarize the activity of call center agents.
Agents Real-time Adherence Details	Agents Real-time Adherence Details statistics come from Interaction Optimizer Real Time Adherence (RTA) statistics and provide information about agents who are currently scheduled.
Client Services Resources	Client Services Resources statistics report the number of resources that CIC's Client Services subsystem has available at a given point.
Content Servers Statistics	Content Servers statistics include statistics that help determine the state of configured Remote Content Servers and Recorder Server.

Email	Email statistics summarize Email routing activity in CIC.
Fax	Fax statistics provides information about Faxing operations in CIC.
Feedback Statistics	Feedback Statistics provide information about a named Interaction Feedback survey or survey group.
CIC Memory Usage	CIC Memory Usage statistics report the amount of memory that CIC subsystems are consuming.
CIC Performance	CIC Performance statistics provide information about performance of a CIC server.
CIC System Status	CIC system status statistics indicate general system status in terms of number of executing handlers, host and database tool errors, and available text-to-speech sessions.
Interaction Director Statistics	Interaction Director Statistics indicate status and performance metrics from Interaction Director.
Interaction Statistics	Interaction Statistics provide counts or durations for general object types in CIC.
Licenses	License statistics summarize CIC license availability and utilization.
PMQ	PMQ statistics summarize activity in Persistent Message Queues.
Queue Statistics	Queue Statistics contain counts of active interactions in a queue.
Recording	Recording statistics describe activity in Interaction Recorder.
Session Manager	Session Manager Statistics provide information about each running

Statistics	Session Manager
Speech Recognition	Speech Recognition statistics describe speech recognition activity in CIC.
Tracker Server	Tracker Server statistics indicate the overall health of Interaction Tracker Server.
Transaction Server	Transaction Server statistics indicate the overall health of Transaction Server.
User Status Statistics	User Status Statistics provides detailed information on active users.
Workgroup Statistics (Aggregated)	This set of Workgroup Statistics represents and aggregated total of ACD interactions, number of agents logged in, and other details that are common to a set of selected workgroups. Aggregated statistics requires the XSL file to be customized.
Workgroup Statistics	Workgroup Statistics summarize ACD interactions, number of agents logged in, and other details that are common to the workgroup as a whole.

Agent statistics

The Agent statistics summarize the activity of call center agents. Averages are calculated when the interaction completes (disconnects).

Statistic	Description
Average agent negative score	Sum of agent negative scores divided by the total number of calls in the current or previous period or shift.
Average agent positive score	Sum of agent positive scores divided by the total number of calls in the current or previous period or shift.

Average customer negative score	Sum of customer negative scores divided by the total number of calls in the current or previous period or shift.
Average customer positive score	Sum of customer positive scores divided by the total number of calls in the current or previous period or shift.
Average talk time	Average time the agent has spent on interactions for the specified workgroup. In technical terms, this is the average time all interactions on the agent's queue for the specified workgroup have been in the ACD–Assigned state.
Average wait time	Average wait time in queue of all interactions. In other words, the average time an interaction from the specified workgroup has alerted the agent in the current period. This is the average time all interactions have been in the ACD–Alerting state on the agent's queue for the specified workgroup.
Interactions answered	Number of interactions answered, calculated as the number of ACD interactions from the specified workgroup that went to a Connected state in the agent's queue.
Interactions completed	Number of interactions completed (that went from a state of ACD– Assigned to ACD–Disconnected).
Interactions received	Total number of interactions that entered the queue.
Longest interaction waiting	Duration of the longest currently waiting interaction. This interaction has been in the ACD–Wait Agent state the longest. Its duration is the amount of time that the interaction has waited to be picked up by an available agent, based on time in queue only. Supervisor workflow statistics always pertain to time in a workgroup or user interaction. Overall time in the system (such as time in IVR) is not counted.
Longest talk time	Duration of the longest currently connected interaction. This interaction has been in a Connected state the longest.
Non-ACD interactions	Number of interactions answered by an agent that were not routed to the agent by ACD. These include interoffice interactions, transfers, and other person-to-person interactions.
Time in status	This statistic is evaluated by time-in-status alerts. It appears in Workgroup Detail views to report the amount of time that an agent has been in a particular status condition.

Related Topics

Statistics overview

Agent Real-Time Adherence statistics

Interaction Optimizer Real Time Adherence (RTA) statistics inform about agents who are currently scheduled. RTA statistics report scheduling unit, workgroup, status, scheduled activity, actual activity (based on status), adherence status, exception type, current adherence time, cumulative shift in adherence, and shift out of adherence duration for an agent.

Statistic	Description
Actual activity	Current actual activity of agent based on logged in status.
Adherence status	Agent adherence status indicating In Adherence or Out of Adherence with the schedule.
Agent	Display name of scheduled agent.
Current adherence duration	Duration for which agent is in the current adherence state after last adherence status change.
Exception type	Indicates the specific reason for agent being Out of Adherence with the schedule. Possible display values are Early, Late, Unscheduled, Skipped, Logged Out or Unknown.
Number of agents in adherence	Count of users in adherence with the current schedule.
Number of agents out of adherence	Count of users not in adherence with the current schedule.
Percent of agents in adherence	Percentage of users in adherence with the current schedule.
Percent of agents out of adherence	Percentage of users not in adherence with the current schedule.
Scheduled activity	The activity scheduled by Interaction Optimizer for this agent at this point in time.
Shift time in	Cumulative amount of time that an agent has been in adherence,

adherence	accumulated for the entire shift.
Shift time out of adherence	Cumulative amount of time that an agent has been out of adherence, accumulated for the entire shift.
Status	Current logged-in status of agent.

Related Topics

Statistics overview

Client Services resources statistics

The Client Services statistics indicate the number of resources that CIC's Client Services subsystem has available at a given point. More specifically, Client Services keeps track of logged-in users, their status, and their rights based on security configurations. These statistics are updated at the regular statistics interval.

Statistic	Description
Status of the aggregator connection	A Boolean indicator (Yes or No) that specifies whether a connection with the Interaction Aggregator server is active..

Related Topics

Statistics overview

Email statistics

The Email statistics summarize Email routing activity in CIC. These statistics are updated at the regular statistics interval.

Statistic	Description
Emails in pre-delivery processing	Number of email messages that CIC is in process of delivering.
Emails scheduled to be	Number of email messages that have had at least one failed attempt at delivery; but because that failed attempt might have been due to a momentary problem (for example, a network outage, or

retried	unavailable server), at least one more delivery attempt will be made
Emails that cannot be delivered	Number of email messages that could not be delivered, either because the number of retry attempts on the message has been exceeded, or because something about the message makes it undeliverable (for example. the message has no recipients, or a voicemail is missing an audio file).
Emails waiting to be delivered	Number of email messages that have been left, that CIC has not started processing.

Related Topics

Statistics overview

Fax statistics

The Fax statistics provide information about Faxing operations in the CIC system. These statistics are updated at the regular statistics interval.

Statistic	Description
Fax licenses available	Number of active fax stations that are currently available to send or receive faxes. A low number indicates that additional active fax resources should be added or configured. The display indicates the total number available out of total.
Fax receptions failed (aborted)	Total number of incoming faxes that failed because of line noise or faxing protocol error.
Fax receptions failed (connection failure)	Total number of incoming faxes that failed because no fax resources were available. This error indicates that additional hardware fax resources are required
Fax sends aborted	The number of faxes sends that failed because of a faxing protocol error (for example, too much line noise, too many errors, failure to negotiate baud rate).
Faxes received successfully	Total number of faxes received today. This value is reset to zero every day at midnight.
Faxes send connection failures	Total number of faxes that failed because of invalid fax numbers or connection problems (no available lines, or other telephony failure) since the server was restarted.
Faxes sent	Total number of faxes sent successfully today. This value is reset to zero

| successfully | every day at midnight. |
| Total fax licenses | Total number of fax licenses. |

Related Topics

Statistics overview

Feedback Statistics

The Feedback Statistics provide information about a named Interaction Feedback survey or survey group. More specifically, Feedback statistics display real-time data for the last hour (relative to the present time) or data for the current day (since midnight). Daily statistics reset at midnight.

Statistic	Description
Active surveys	Number of calls in a Connected state where the customer has agreed to take a survey at the end of the call. This number reflects customers that have not started the survey and customers currently taking the survey that are still connected to the CIC system.
Agent no answer today	Number of surveys since midnight that have been opted into for which no agent has answered, for today.
Available licenses	Number of licenses on this system for the given license type that are not yet in use.
Below minimum score	Number of surveys since midnight with a value (other than 0) in the Minimum Acceptable Score field. If a survey specifies a minimum value, indicating the lowest acceptable score on a survey, then each survey completed since midnight that scored below that minimum value is counted in this number.
Caller disconnects today	Number of calls since midnight where the customer opted into a survey and then disconnected before the survey was presented.
Survey averages score last hour	Average score of selected surveys within the past hour.

Survey average score today	Average score of selected surveys since midnight.
Survey opt-outs today	Number of calls since midnight where the customer did not agree to take the survey. This includes calls in the Connected state as well as previously disconnected calls.
Surveys abandoned today	Number of calls who agreed to take a survey (at one point considered an Active Survey) but did not complete the survey. This number reflects calls where the customer disconnected before taking the survey and those that disconnected while taking the survey before completing it. Abandoned survey data is not used in survey reports.
Surveys bypassed (no license) today	Number of calls since midnight where the customer took a survey but the agent who dealt with the caller did not have an Interaction Feedback Access license. In this case, the customer completed the survey and the data was captured, but it will not be included in the survey data in Interaction Feedback Reports. In the case where multiple agents handled a call, if at least one of the agents has an Interaction Feedback Access license, the survey data will be included in the reports.
Surveys completed today	Number of calls since midnight where a Survey was completed by obtaining answers to all of the questions. This count does not include Active Surveys or Abandoned Surveys.
Survey in error today	Number of system errors generated by the CIC server since midnight. These errors could be any system error that could affect the performance of the CIC server, and which are reflected in either the CIC server's Windows event logs or CIC subsystem logs.
Surveys offered last hour	Number of surveys selected and offered to customers within the past hour.
Surveys offered today	Number of surveys selected and offered to customers since midnight.

Total licenses	Total number of licenses that are available on this system.

Related Topics

CIC Memory Usage statistics

CIC Memory Usage statistics report the amount of memory that CIC subsystems are consuming (in kilobytes). These statistics are updated every 5 minutes.

Statistic	Description
ACC Server	Amount of paged physical memory (working set) that Accumulator (ACC) server is using, expressed in kilobytes. Accumulators, similar to system registers, count events as they occur in the CIC's Interaction Processor. Instances of these events are stored in variables and are accessible in report logs or other handlers using the Accumulator tools in Interaction Designer.
ACD Server	Amount of paged physical memory (working set) that ACD Server is using, expressed in kilobytes. ACD Server determines which agent a call should be routed to, based upon skill and other factors.
Admin Server	Amount of paged physical memory (working set) that Admin Server is using, expressed in kilobytes. Admin Server provides ACL management and licensing on top of the data managed by Directory Services.
Client Services	Amount of paged physical memory (working set) that Client Services is using, expressed in kilobytes. Client Services keeps track of logged-in users, their status, and their rights based on security configurations.
Cluster Connector	Amount of paged physical memory (working set) that the Cluster Connector is using, expressed in kilobytes.
Compression Manager	Amount of paged physical memory (working set) that Compression Manager is using, expressed in kilobytes. Compression Services compress audio recordings such as voice mail messages.
Data Manager	Amount of paged physical memory (working set) that Data Manager is using, expressed in kilobytes. Data Manager is the CIC subsystem that services Reverse White Page (RWP) lookup and contact directory requests. Data Manager keeps track of data sources used to display Contact Directory and Speed Dial notebook pages in a CIC client.
DS server	Amount of paged physical memory (working set) that Directory Services is using, expressed in kilobytes. Directory Services provides the interface to the proprietary data store (configuration repository) that

	CIC uses to store system configuration information.
DS Sink	Amount of paged physical memory (working set) that DSSink is using, expressed in kilobytes.
EMS Server	Amount of paged physical memory (working set) that Multi-Site Client is using on a peer CIC site, expressed in kilobytes
Fax Server	Amount of paged physical memory (working set) that Fax Services is using, expressed in kilobytes.
File Monitor	Amount of paged physical memory (working set) that File Monitor is using, expressed in kilobytes.
File Router	Amount of paged physical memory (working set) that the File Router is using, expressed in kilobytes.
Host Server	Amount of paged physical memory (working set) that Host Server is using, expressed in kilobytes. Host Services allows CIC to communicate with IBM systems using 3270 and 5250 terminal emulation.
IC STS	The Amount of paged physical memory (working set) that IC STS is using, expressed in kilobytes.
IP	Amount of paged physical memory (working set) that Interaction Processor (IP) is using, expressed in kilobytes. IP is the CIC subsystem that processes low-level subsystem events in order to implement higher-level business logic.
IP Server	Amount of paged physical memory (working set) that IP Server is using, expressed in kilobytes. IP Server manages several helper tasks for Interaction Processor and Report Logging.
IPDB Server	Amount of paged physical memory (working set) that Interaction Processor Database (IPDB) Server is using, expressed in kilobytes. IPDB Server connects Interaction Processor to a specified database when database tools are used.
Mail Account Monitor	Amount of paged physical memory (working set) that Mail Account Monitor is using, expressed in kilobytes.
Notifier	Amount of paged physical memory (working set) that Notifier is using, expressed in kilobytes.
Optimizer Server	Amount of paged physical memory (working set) that Optimizer Server is using, expressed in kilobytes.
Out Of Proc	Amount of paged physical memory (working set) consumed by OutOfProc server, expressed in kilobytes.

	OutOfProc server is a service that executes DLLs for Interaction Processor without risking the integrity of the IP process. Its size is a function of any custom activities that might be added by the customer or third parties through these customization interfaces.
Post Office Server	Amount of paged physical memory (working set) that Post Office Server is using, expressed in kilobytes. Post Office Server (POS) is the CIC subsystem that provides platform independent access to Email services such as message store access and message delivery.
Reco	Amount of paged physical memory (working set) that Speech Recognition (ASR) is using, expressed in kilobytes.
Recorder Server	Amount of paged physical memory (working set) that Interaction Recorder Server is using, expressed in kilobytes.
Session Manager	Amount of paged physical memory (working set) that Session Manager is using, expressed in kilobytes.
SMS Server	Amount of paged physical memory (working set) that Simple Message Services Server is using, expressed in kilobytes.
Stat Alert Server	Amount of paged physical memory (working set) that Alert Server is using, expressed in kilobytes. Alert Services allows users and supervisors to define specific circumstances under which they are to be alerted and the means by which the alert is to occur.
Statistics Server	Amount of paged physical memory (working set) that Statistics Server (StatServer) is using, expressed in kilobytes. Statistics Server tracks important statistical information for real-time views and historical reporting.
Switchover	Amount of paged physical memory (working set) that the CIC automated switchover system is using, expressed in kilobytes.
Telephony Services	Amount of paged physical memory (working set) that Telephony Services is using, expressed in kilobytes.
Tracker Server	Amount of paged physical memory (working set) that Tracker Server is using, expressed in kilobytes. Interaction Tracker is composed of two server-side subsystems: Tracker Server and Tracker Tran Server (also called Transaction Server).
VPIM receiver	Amount of paged physical memory (working set) that Voice Profile for Internet Mail (VPIM) Receiver is using, expressed in kilobytes. VPIM a mechanism for identifying body parts that a sender deems critical in a multi-part Internet mail message.

Web Processor	Amount of paged physical memory that Web Processor is using, expressed in kilobytes. Web Processor is the CIC subsystem that handles all incoming web interactions and internal intercom chats.

Related Topics

Statistics overview

CIC Performance statistics

CIC performance statistics provide information about performance of CIC server. These statistics are updated at the regular statistics interval.

Statistic	Description
Available CPU	Available CPU in percent.
Average latency	Average Notifier/Queue Manager latency in milliseconds. This statistic is computed by sending no-op requests from Remoco to Queue Manager and then measuring the latency in the response from Queue Manager.
Free disk space logs	Amount of free space that is available on the drive where logs are saved.
Free disk space recordings	Amount of free space that is available on the drive where recordings are saved.
Free disk space system	Amount of free space that is available on the drive where the operating system resides.
Free disk space work	Amount of free space that is available on the drive that contains the CIC work directory.
IP CPU usage	Percentage of total CPU used by the Interaction Processor subsystem across all cores present in the machine.
Notifier CPU usage	Percentage of total CPU used by the Notifier subsystem across all cores present in the machine.

Page faults	Number of times that the operating system has to use the hard disk as a memory resource. A consistently large number of page faults may indicate that more RAM is required.
System latency	Round-trip time of a message through the Notifier subsystem. This statistic indicates the general latency of the PureConnect platform. A high latency value indicates that the server is busy and may require additional hardware resources. On a system that is not under load, this value is typically zero. On a moderately tasked system, a typical value is 50 to 100 ms. A system under heavy load may be higher. Values over 300 milliseconds may cause noticeable delays and could indicate that a hardware upgrade or handler optimization is needed.
Total CPU usage	The sum of CPU utilization reported by Windows across all cores present in the machine. A value of 100% on a four core machine would indicate that all cores are completely used.
Total disk space logs	Total amount of space that is available on the drive where log files are saved.
Total disk space recordings	Total amount of space that is available on the drive where recordings are saved.
Total disk space system	Total amount of space that is available on the drive where the operating system resides.
Total disk space work	Total amount of space that is available on the drive that contains the CIC work directory.
TS CPU usage	Percentage of total CPU used by the Telephony Services subsystem across all cores present in the machine.
TTS CPU usage	Percentage of total CPU used by the text-to-speech subsystem across all cores present in the machine.

Related Topics

Statistics overview

CIC System Status statistics

CIC system status statistics indicate general system status in terms of number of executing handlers, host and database tool errors, and available text-to-speech sessions. These statistics are updated at the regular statistics interval.

Statistic	Description
Available remote licenses	Number of available remote licenses, updated every 10 minutes.
Available TTS sessions	Total number of text-to-speech sessions that are currently available. If the available number is approaching zero, you may need to purchase additional TTS sessions.
Backup Server name	The Notifier name of the backup server, or N/A if no backup server is configured.
Backup Server ready	Indicates the health of the backup (Switchover) server. Displays Yes if the backup server is ready, or No if the backup server is known to be in a bad state or is no longer processing properly.
Current handlers in the thread pool	Number of handlers in the thread pool.
Currently executing handlers	Total number of handlers that are currently executing in the system. If this number continually trends up, the cause may be that handlers are not completing execution due to design flaws or tool defects.
Host tool connection errors	Total errors for the 'Host Connect' Host Interface tool for the last ten minutes. These are failed attempts to connect to the host system. Errors of this type typically indicate host/communications problems or an incorrectly configured host profile.

Host tool other errors	Total errors for the other Host Interface tool for the last ten minutes.
	Typically these are minor errors, caused by time-outs, unrecognized screens, and handler programming errors.
Indicates if a switchover was performed	If you are running in a switchover environment, this value indicates if a switchover was performed.
IP is running	Indicates whether Interaction Processor is running.
Maximum executing handlers	Maximum number of handlers that can be executed in the system at any time.
Queued handler threads	Number of handlers that are queued in the system right now.
Switchover UDP heartbeat interval	Transmission rate for UDP heartbeats on the Switchover server, in milliseconds.
	Heartbeats are a series of signals emitted at regular intervals, by CIC servers on the network.
Time since last switchover	Amount of time that has passed since the last known switchover occurred, or N/A if no backup server is configured.
Total TTS sessions	Maximum number of concurrent TTS sessions allowed.
Ts ping time	Amount of time to ping the CIC's Telephony Services subsystem, in milliseconds.

Related Topics

Statistics overview

Interaction statistics

Interaction statistics provide counts or durations for general object types in CIC.

Statistic	Description

Active calls	Total number of active call objects in the system, including SIP calls.
Active chats	Number of active chat objects in the system.
Active emails	Number of active email objects in the system.
Active generic objects	Number of active generic objects in the system. A generic object is an integration object that can be placed on a queue and routed throughout CIC. Each generic object represents a third-party software construct of some sort, such as an external ticketing system, video conference, or other software that was defined by a third party.
Active social conversations	Number of active social conversations in the system.
Active workflows	Number of active workflows in the system.
Longest call	Duration of the longest call currently active in the system.
Longest chat	Duration of the longest chat currently active in the system.
Longest email	Duration of the longest Email currently in the system.
Longest generic object	Duration of the longest generic object currently in the system.
Longest social conversation	Duration of the longest social conversation currently in the system.
Longest workflow	Duration of the longest workflow currently in the system.
SIP Station Calls	Number of active calls that are SIP station calls. For example, if Active Calls equals 10, and 5 SIP station calls are active at the same time, then the total call count is 10, with 5 of those calls being

	SIP Station Calls.

Related Topics

Statistics overview

Interaction Director Statistics

Interaction Director statistics indicate the status and performance metrics of Interaction Director.

Statistic	Description
% Available	Percentage of agents that are available.
Abandon Rate Distributions	Abandon Rate Distributions.
Available to take Director interaction	Number of agents that are available to take Director interaction.
Average talk time	Average time the agent has spent on interactions for the specified workgroup. In technical terms, this is the average time all interactions on the agents queue for the specified workgroup have been in the ACD–Assigned state.
Average wait time	Average wait time in queue of all interactions. This number indicates In other words, the average time an interaction from the specified workgroup has alerted the agent in the current period. This is the average time all interactions have been in the ACD–Alerting state on the agent's queue for the specified workgroup.
Called address	Called address.
Calling address	Calling address.
DTMF code	DTMF code.

DTMF wait	DTMF wait.
Failures	Failures.
From server	From server.
ID method	ID method.
Interactions abandoned	Number of interactions that were externally disconnected by the remote party before they could be client connected (picked up by an agent). Tip: The CIC data dictionary provides supplemental information about abandoned calls.
Interactions answered	Number of interactions answered, calculated as the number of ACD interactions from the specified workgroup that went to a Connected state in the agent's queue.
Interactions completed	Number of interactions completed (that is, went from a state of ACD–Assigned to ACD–Disconnected).
Interactions received	Total number of interactions that entered the queue.
Line group	Line group.
Logged in	Total number of logged in agents.
Longest available	Longest period of time an agent is available, in other words, the duration of the longest available agent to take an ACD interaction for the specified workgroups. See sAvailable for ACD interaction.
Longest Director interaction	Longest Director interaction.
Longest-waiting	Longest-waiting Director interaction.

Director interaction	
Number of active queues	Number of active queues.
Number of calls currently answered	Number of calls currently answered.
Number of calls in Director wait	Number of calls in Director wait.
Number of configured queues	Number of configured queues.
On ACW	On ACW.
On non-Director interactions	On non-Director interactions.
Service Level Distributions	The interactions that connected callers to agents within a specified time interval.
Status	Status.
Successes	Successes.
To server	To server.
Unique ID	Unique ID.

Related Topics

[Statistics overview](#)

Licenses statistics

License statistics summarize CIC license availability and utilization.

Statistic	Description
Allowed	Number of licenses on this system that are allowed to be in use at any one time.
Available	Number of licenses on this system for the given license type that are not yet in use.
Available in percent	Percentage of licenses on this system for the given license type that are not yet in use.
In use	Number of licenses on this system for the given license type that are in use.
Used in percent	Percentage of licenses on this system for the given license type that are in use.

Related Topics

Statistics overview

PMQ statistics

PMQ statistics summarize activity in persistent message queues.

Note: Starting with CIC 2017 R1, the "PMQ is persisted to disk" and the "oldest message on disk" statistics now report the actual number of PMQ files present in the filesystem. These statistics are updated every 60 seconds.

Statistic	Description
Admin Server is connected to DB	Indicates whether or not Admin Server's PMQ object currently has a connection to the database. Not having a connection indicates an error only if items are also being persisted to disk.
Admin Server's oldest message on disk	Age of the oldest message that PMQ is currently storing to disk for Admin Server. This operation is common for Admin Server, and should be a concern only if the time lag is larger than the default reporting period (30 minutes).

Admin Server's PMQ is persisted to disk	Indicates that PMQ is currently buffering Admin Server messages to disk.
	This is a common occurrence for Stat Server since it periodically sends large amounts of data to the database. If the subsystem is connected to the database, and it has messages persisting to disk, then you should examine the IP Server's oldest message on disk statistic to find out whether messages are flowing smoothly or are backed up.
IP is connected to DB	Indicates whether or not Interaction Processor's PMQ object currently has a connection to the database.
	Not having a connection indicates an error only if items are also being persisted to disk.
IP Server is connected to DB	Indicates that IP Server's PMQ object currently has a connection to the database.
	Not having a connection indicates an error only if items are also being persisted to disk.
IP Server's oldest message on disk	Age of the oldest message that PMQ is currently storing to disk for Interaction Processor server.
	This operation is common for Interaction Processor server, and should be a concern only if the time lag is larger than the default reporting period (30 minutes).
IP Server's PMQ is persisted to disk	Indicates that PMQ is currently buffering IP Server messages to disk.
	This is a common occurrence for Stat Server since it periodically sends large amounts of data to the database. If the subsystem is connected to the database, and it has messages persisting to disk then you should examine the IP Server's oldest message on disk statistic to find out whether messages are flowing smoothly or are backed up.
IP's oldest message on disk	Indicates the age of the oldest message that PMQ is currently storing to disk for Interaction Processor server.
	This operation is common for Interaction Processor server, and should be a concern only if the time lag is larger than the default reporting period (30 minutes).
IP's PMQ is persisted	Indicates that PMQ is currently buffering Interaction Processor messages

to disk	to disk.
	This is a common occurrence for Stat Server since it periodically sends large amounts of data to the database. If the subsystem is connected to the database, and it has messages persisting to disk then you should examine the IP Server's oldest message on disk statistic to find out whether messages are flowing smoothly or are backed up.
Recorder server is connected to DB	Indicates whether or not Recorder Server's PMQ object currently has a connection to the database. Not having a connection only indicates an error if items are also being persisted to disk.
Recorder Server's PMQ is persisted to disk	Number of Recorder Server PMQ objects that are currently persisted to disk.
Recorder Server's oldest message on disk	Age of oldest message that PMQ is currently storing to disk for Recorder Server. This operation is common for Recorder Server, and should be a concern only if the time lag is larger than the default reporting period (30 minutes).
Recorder Server's errors persisted to disk	Number of Recorder Server error objects that are currently persisted to disk.
Recorder Server's oldest error on disk	Age of the oldest error that Record Server is currently storing to disk.
Stat Server is connected to DB	Indicates that Stat Server's PMQ object currently has a connection to the database. Not having a connection indicates an error only if items are also being persisted to disk.
Stat Server's oldest message on disk	Age of the oldest message that PMQ is currently storing to disk for Stat Server. This operation is common for Stat Server, and should be a concern only if the time lag is larger than the default reporting period (30 minutes).

| Stat Server's PMQ is persisted to disk | Number of Stat Server PMQ objects that are currently persisted to disk. |

Related Topics

Statistics overview

Queue statistics

The Queue statistics contains counts of the active interactions currently in the queue.

Statistic	Description
Interaction count	Number of non-disconnected interactions of a specified type maintained by queue manager.

Related Topics

Statistics overview

Recording statistics

Recording statistics describe activity in Interaction Recorder. These statistics are updated at the regular statistics interval.

Statistic	Description
Recorder database is available	Indicates that the Interaction Recorder system can connect to its database.
Recorder is processing recordings	Indicates that the Interaction Recorder system is currently processing recordings.
Recording lag time	Age of the oldest recording currently in the recorder cache. This number includes calls waiting for the recording to be transferred or the database to be updated. If this number grows very large, it may indicate that additional Media Servers or Remote Content Servers are needed for performing compression
Recording storage	Number of recording storage locations.

locations	
Recording storage locations low on space	Number of recording storage locations that are 90% or more full.
Recordings in progress	Number of recordings that Interaction Recorder is conducting.
Successful recordings (last hour)	Number of successful recordings that occurred in the last sixty minutes.
Successful recordings (today)	Number of successful recordings that occurred since midnight.
Encumbered recordings (last hour)	Number of recordings in the previous 60-minute interval where one or more of the internal participants does not have an Interaction Recorder workstation license.
Encumbered recordings (today)	Number of recordings since midnight where one or more of the internal participants does not have an Interaction Recorder workstation license.
Unsuccessful recordings (last hour)	Number of failed recordings that occurred in the last sixty minutes.
Unsuccessful recordings (today)	Number of unsuccessful recordings that occurred since midnight.

Related Topics

Statistics overview

Session Manager statistics

The Session Manager statistics show detailed information for each instance of Session Manager that is currently running. Statistics are shown as a total as well as broken down by device type.

Statistic	Description

Session count	The number of active sessions that are currently running on the given Session Manager

Related Topics

Statistics overview

Speech Recognition statistics

Speech Recognition Statistics describe speech recognition activity in CIC.

Statistic	Description
Current speech recognition sessions	Number of speech recognition sessions currently occurring in the system.
Peak number of speech recognition sessions	Peak number of concurrent speech recognition sessions since the system was started.

Related Topics

Statistics overview

Tracker Server statistics

Tracker Server statistics indicate the overall health of Interaction Tracker Server in the previous ten minute interval.

Statistic	Description
Failed tracker transitions	Number of transactions sent to Tracker Transaction Server in the last ten-minute period that failed. A high value indicates that Tracker Transaction Server may be down.
Interaction segment notifications	Number of update notifications sent by Queue Manager to Interaction Tracker. This statistic indicates how busy the server is, after having processed state changes of objects in the system for example, hold to voice mail.).

Posted tracker transactions	Number of transactions sent to Tracker Transaction Server for processing in the last ten minute period.

Related Topics

Statistics overview

Transaction Server statistics

Transaction Server statistics indicate the overall health of Transaction Server—a generic transaction server for recording, logging, and so on. These performance statistics indicate the overall health of Transaction Server in the previous ten minute interval.

Statistic	Description
Average successful transaction time	Average amount of time that Transaction Server needed to process a transaction in the previous ten minute interval.
Executed transactions	Number of transactions that Transaction Server successfully executed in the previous ten minute interval.
Failed transactions	Number of transactions that Transaction Server failed to execute in the previous ten-minute interval. A high value may indicate that database errors are occurring.

Related Topics

Statistics overview

User Status Statistics

User Status Statistics

Statistic	Description
Company Name	The company name assigned to the user.
Department Name	The department name assigned to the user.

Display Name	The display name assigned to the user.
Extension	The extension number of the phone that the user is currently connected to.
Logged In	Indicates whether the user is currently logged in to the system.
MessageText	Additional information that the user has associated with their status.
Notes	Additional information that the user has associated with their status.
On Phone	Indicates whether the user is currently on a phone call.
On Phone Changed	Indicates that the user's phone call status has changed.
Status	Indicates the user's current status setting.
Status Changed	Indicates that the user's status setting has changed.
Until Date	Specifies the date when the user's current status will expire.
Until Time	Specifies the time when the user's current status will expire.

Related Topics

Statistics overview

Workgroup Statistics (Aggregated)

This set of Workgroup Statistics represents and aggregated total of ACD interactions, number of agents logged in, and other details that are common to a set of selected workgroups. These workgroups may or may not have associated queues. Aggregated statistics requires the XSL file to be customized.

Statistic	Description
Abandon Rate Distributions	A percentage value that is calculated by taking the number of abandoned calls in an accumulative collection of data from a workgroup and then dividing this number by the number of calls that entered into the workgroup queue..
Abandon Rate Missed Target	A percentage value that is calculated by taking the number of calls that are abandoned outside of the service level target and then dividing this number by the number of calls that entered into the workgroup queue.
Abandon Rate Target	A percentage value that is calculated by taking the number of calls that are abandoned within the service level target configuration and then dividing this number by the number of calls that entered into the workgroup queue.
Agents available	Percentage of logged-in agents that are available for ACD interactions. This is calculated as (Available to take ACD interactions) / (Logged in) * 100. (See definitions for Logged In and Available to take ACD interactions.)
Agents in status	Number of agents in a particular status.
Agents logged in on this workgroup	Number of agents logged in on this workgroup.
Available for ACD Interactions	The number of agents available to take ACD interactions. An agent is considered to be available to take ACD interactions if all of the following conditions are met: • The agent is logged in • The agent is activated on the specified workgroup • The agent is not on another interaction • The agent has an available status Note that Agent utilization does not apply to this statistic. This statistic assumes that each agent can only take one interaction at

	a time.
Average agent negative score	Sum of agent negative scores divided by the total number of calls in the current or previous period or shift.
Average agent positive score	Sum of agent positive scores divided by the total number of calls in the current or previous period or shift.
Average customer negative score	Sum of customer negative scores divided by the total number of calls in the current or previous period or shift.
Average customer positive score	Sum of customer positive scores divided by the total number of calls in the current or previous period or shift.
Average talk time	Total amount of time that all agents spent on different ACD interactions, divided by number of ACD interactions handled by all agents.
Average wait time	Total amount of time that ACD interactions waited in the Workgroup Queue before they were ACD assigned, divided by number of ACD interactions for the period reported.
Interactions abandoned	Number of interactions that were externally disconnected by the remote party before they could be client connected (picked up by an agent). Tip: The CIC data dictionary provides supplemental information about abandoned calls.
Interactions answered	Number of interactions answered, calculated as the number of ACD interactions from the specified workgroup that went to a Connected state in the agent's queue.
Interactions answered	Total number of interactions answered that went from ACD–Wait Agent state to ACD–Assigned.
Interactions completed	Number of interactions completed (that went from a state of

	ACD– Assigned to ACD–Disconnected).
Interactions flowed-Out	Number of interactions flowed-out.
Interactions received	Total number of interactions that entered the queue.
Interactions waiting	Number of interactions waiting to be connected to an agent. These interactions are currently in the ACD–Wait Agent state.
Logged in	The number of agents logged in for the specified workgroup. This statistic is also the number of agents who are logged into the current server. This statistic does not include agents who are logged into peer servers for the same workgroup.
Longest available	Longest period of time an agent is available, in other words, the duration of the longest available agent to take an ACD interaction for the specified workgroups. See Available for ACD Interactions.
Longest inbound ACD interaction	Duration of the longest of the currently active inbound ACD interactions, or 0 if there is no inbound ACD interaction active. The duration does not include wait time or answer time. It is the time it takes for an interaction to be handled by an agent in a queue (excluding wrap time), from first connect to queue removal/disconnect.
Longest interaction waiting	Duration of the longest currently waiting interaction. This interaction has been in the ACD–Wait Agent state the longest. Its duration is the amount of time that the interaction has waited to be picked up by an available agent, based on time in queue only. Supervisor workflow statistics always pertain to time in a workgroup or user interaction. Overall time in the system (such as time in IVR) is not counted.
Longest non-ACD interaction	Duration of the longest of the currently active non-ACD interactions, or 0 if no non-ACD interaction is active.
Longest outbound ACD	Duration of the longest active outbound ACD interaction, or 0 if

interaction	no outbound ACD interaction is active.
Longest talk time	The total talk time of the longest currently connected interaction.
Not available for ACD interactions	The number of agents not available to take ACD interactions. The number of logged in and active agents minus the agents available for any interaction.
On inbound ACD interactions	Number of agents on inbound ACD interactions.
On inbound ACW	Number of agents performing after call wrap-up work after receiving an ACD interaction.
On non-ACD interactions	Number of agents on non-ACD interactions.
On outbound ACD interactions	Number of agents on outbound ACD interactions.
On outbound ACW	Number of agents performing after call wrap-up work to conclude an outbound ACD interaction.
Percent available	The percentage of logged in agents that are available for ACD interactions ((available to take ACD interactions / logged in) * 100).
Service Level Distributions	A percentage value that is calculated by taking the number of answered calls in an accumulative collection of data from the service levels that are configured for a workgroup and then dividing this number by the number of calls that are answered in the workgroup queue.
Service Level Missed Target	A percentage value that is calculated by taking the number of answered calls that did not make the service level target configured for a workgroup and then dividing this number by the number of calls that are answered in the workgroup queue.

Service Level Target	A percentage value that is calculated by taking the number of answered calls that fell within the service level target configuration (inclusive) for the workgroup and then dividing this number by the number of calls that are answered in the workgroup queue.
Total agents	Total number of agents in the specified workgroups. This is typically the number of users that are members of the specified workgroup on the current server. This statistic does not take into account members of the same workgroup on peer servers.
Total talk time	Total amount of time that all agents spent on ACD interactions.
Total wait time	Total amount of time that ACD interactions waited in the Workgroup Queue before they were ACD assigned.

Related Topics

[Statistics overview](#)

Workgroup Statistics

Workgroup statistics summarize ACD interactions, number of agents logged in, and other details that are common to the workgroup as a whole. The workgroup may or may not have associated queues.

Statistic	Description
Abandon Rate Distributions	A percentage value that is calculated by taking the number of abandoned calls in an accumulative collection of data from a workgroup and then dividing this number by the number of calls that entered into the workgroup queue.
Abandon Rate Missed Target	A percentage value that is calculated by taking the number of calls that are abandoned outside of the service level target and then dividing this number by the number of calls that entered into the workgroup queue.

Abandon Rate Target	A percentage value that is calculated by taking the number of calls that are abandoned within the service level target configuration and then dividing this number by the number of calls that entered into the workgroup queue.
Agents available	Percentage of logged-in agents that are available for ACD interactions. This is calculated as (Available to take ACD interactions) / (Logged in) * 100. (See definitions for Logged In and Available to take ACD interactions.)
Agents in status	Number of agents in a particular status.
Agents logged in on this workgroup	Number of agents logged in on this workgroup.
Available for ACD Interactions	The number of agents available to take ACD interactions. An agent is considered to be available to take ACD interactions if all of the following conditions are met: • The agent is logged in • The agent is activated on the specified workgroup • The agent is not on another interaction • The agent has an available status Note that Agent utilization does not apply to this statistic. This statistic assumes that each agent can only take one interaction at a time.
Average agent negative score	Sum of agent negative scores divided by the total number of calls in the current or previous period or shift.
Average agent positive score	Sum of agent positive scores divided by the total number of calls in the current or previous period or shift.
Average customer negative score	Sum of customer negative scores divided by the total number of calls in the current or previous period or shift.

Average customer positive score	Sum of customer positive scores divided by the total number of calls in the current or previous period or shift.
Average talk time	Total amount of time that all agents spent on different ACD interactions, divided by number of ACD interactions handled by all agents.
Average wait time	Total amount of time that ACD interactions waited in the Workgroup Queue before they were ACD assigned, divided by number of ACD interactions for the period reported.
Interactions abandoned	Number of interactions that were externally disconnected by the remote party before they could be client connected (picked up by an agent). Tip: The CIC data dictionary provides supplemental information about abandoned calls.
Interactions answered	Number of interactions answered, calculated as the number of ACD interactions from the specified workgroup that went to a Connected state in the agent's queue.
Interactions answered	Total number of interactions answered that went from ACD–Wait Agent state to ACD–Assigned.
Interactions completed	Number of interactions completed (that went from a state of ACD– Assigned to ACD–Disconnected).
Interactions flowed-Out	Number of interactions flowed-out.
Interactions received	Total number of interactions that entered the queue.
Interactions waiting	Number of interactions waiting to be connected to an agent. These interactions are currently in the ACD–Wait Agent state.
Logged in	The number of agents logged in for the specified workgroup. This statistic is also the number of agents who are logged into the

	current server. This statistic does not include agents who are logged into peer servers for the same workgroup.
Longest available	Longest period of time an agent is available, in other words, the duration of the longest available agent to take an ACD interaction for the specified workgroups. See Available for ACD Interactions.
Longest inbound ACD interaction	Duration of the longest of the currently active inbound ACD interactions, or 0 if there is no inbound ACD interaction active. The duration does not include wait time or answer time. It is the time it takes for an interaction to be handled by an agent in a queue (excluding wrap time), from first connect to queue removal/disconnect.
Longest interaction waiting	Duration of the longest currently waiting interaction. This interaction has been in the ACD–Wait Agent state the longest. Its duration is the amount of time that the interaction has waited to be picked up by an available agent, based on time in queue only. Supervisor workflow statistics always pertain to time in a workgroup or user interaction. Overall time in the system (such as time in IVR) is not counted.
Longest non-ACD interaction	Duration of the longest of the currently active non-ACD interactions, or 0 if no non-ACD interaction is active.
Longest outbound ACD interaction	Duration of the longest active outbound ACD interaction, or 0 if no outbound ACD interaction is active.
Longest talk time	The total talk time of the longest currently connected interaction.
Not available for ACD interactions	The number of agents not available to take ACD interactions. The number of logged in and active agents minus the agents available for any interaction.
On inbound ACD interactions	Number of agents on inbound ACD interactions.

On inbound ACW	Number of agents performing after call wrap-up work after receiving an ACD interaction.
On non-ACD interactions	Number of agents on non-ACD interactions.
On outbound ACD interactions	Number of agents on outbound ACD interactions.
On outbound ACW	Number of agents performing after call wrap-up work to conclude an outbound ACD interaction.
Percent available	The percentage of logged in agents that are available for ACD interactions (available to take ACD interactions / logged in) * 100).
Service Level Distributions	A percentage value that is calculated by taking the number of answered calls in an accumulative collection of data from the service levels that are configured for a workgroup and then dividing this number by the number of calls that are answered in the workgroup queue.
Service Level Missed Target	A percentage value that is calculated by taking the number of answered calls that did not make the service level target configured for a workgroup and then dividing this number by the number of calls that are answered in the workgroup queue.
Service Level Target	A percentage value that is calculated by taking the number of answered calls that fell within the service level target configuration (inclusive) for the workgroup and then dividing this number by the number of calls that are answered in the workgroup queue.
Total agents	Total number of agents in the specified workgroups. This is typically the number of users that are members of the specified workgroup on the current server. This statistic does not take into account members of the same workgroup on peer servers.
Total talk time	Total amount of time that all agents spent on ACD interactions.

Total wait time	Total amount of time that ACD interactions waited in the Workgroup Queue before they were ACD assigned.

Related Topics

Statistics overview

Interaction Dialer statistics

Interaction Dialer statistics overview

> **Note**: These statistics are only available in Marquee if Interaction Dialer is licensed, installed, and configured.

Interaction Dialer statistics indicate the status and performance metrics of Interaction Dialer. Dialer uses and displays the categories of statistics listed in the following table. Click the category name for details.

Category	Description
Dialer agent statistics	Summarize the activity of a specific Dialer agent.
Dialer campaign statistics	Summarize information that pertains to a campaign or site.
Dialer overall statistics	Summarize Dialer's performance as a whole.
Dialer phone number statistics	Summarize details for a specific phone number type.
Dialer skill statistics	Summarize the details of a specific skill.
Dialer stage statistics	Summarize the activity for a specific Dialer stage.
Dialer wrap up statistics	Summarize the dispositions of Dialer calls.

Related Topics

Interaction Dialer overall statistics

Interaction Dialer overall statistics summarize Dialer's performance as a whole.

Statistic	Description
Active Agents	The number of agents currently active in Dialer, across all campaigns.
Calls Per Agent	The number of calls Dialer needs to place on average, at this moment, to get a connect.
Calls Per Hour	The number of calls Dialer will place in an hour.
Connected Calls	The number of calls currently connected in Dialer, across all campaigns.
Non-Dialer Calls	The number of non-Dialer calls currently connected to Dialer agents, across all campaigns.
Proceeding Calls	The number of calls currently proceeding in Dialer, across all campaigns.
Total Agents	The number of agents currently logged into Dialer, across all campaigns.

Related Topics

Interaction Dialer statistics overview

Interaction Dialer campaign statistics

Interaction Dialer campaign statistics pertain to a campaign or site. These statistics are sometimes special values which represent "roll up" statistics across all entries of a type. When a campaign is reset, Dialer campaign statistics are reset to 0. Afterwards, its statistics reflect data collected in the duration of time since that reset occurred.

Statistic	Description
Abandon Rate	The current abandon rate for this campaign. This is the ratio of system-identified abandons to system-detected live persons, as was determined by call analysis, for the period. The formula is (system-calculated

	abandons / system-detected live people) * 100.
Active Agents	The number of agents currently active in this campaign. This number corresponds to the number of agents that are logged on and not on break.
Active Calls	The number of calls active within Dialer. This includes pending calls, outstanding calls, and connected calls.
Adjusted Calls Per Agent	The number of calls Dialer needs to place on average, at this moment, to get a connection, adjusted by the pace.
Agents on Break	The number of agents logged into this campaign that are currently on break.
Cached Contacts	The number of contacts currently in Dialer's cache.
Calls Per Agent	The number of calls Dialer needs to place on average, at this moment, to get a connection.
Calls Per Hour	The number of calls this campaign will place in an hour.
Connected Calls	The number of calls currently connected in this campaign. This statistic includes calls that are connected and calls that are disconnected but are awaiting completion information to be sent by agents who are currently in a follow-up state.
Current Pace	The current pace of a campaign. The aggression level (pace) determines the speed with which the predictive algorithm tells the server to place outbound calls. The faster the pace, the more rapidly the Outbound Dialer server places calls. For example, if the pace level is high, the predictive algorithm tells the server to place calls very quickly.
Effective Idle Agents	The portion of the idle agents that are dedicated to this campaign.
Estimated Completion	The estimated length of time left it will take this campaign to complete the current recycle.

Filter	The SQL Filter configured for a campaign, specifying which Contact List records should be dialed.
Filter Size	The number of callable contacts in the contact list for this campaign. Specifically, the number of records in the Contact List that are callable after application of a Filter, but ignoring the Zone Set settings. This statistic is used to diagnose the effect the Filter has on the number of callable records. This statistic is also used to determine how effectively the list has been penetrated (regardless of recycle). When this number becomes small, the list has been sufficiently penetrated, and a new filter should be applied, or a different campaign should be started.
Idle Agents	The number of agents logged into this campaign that are currently idle.
Last Error	The most recent error associated with this campaign.
Last Warning	The most recent warning associated with this campaign.
Non-Dialer Agents	The number of agents in this campaign that are currently on non-Dialer calls.
Priority	The configured priority of this campaign.
Proceeding Calls	The number of calls currently proceeding in this campaign. These are calls that are currently being dialed or in the process of call analysis. Once a live speaker has been found (based on whether call analysis and answering machine detection has been enabled) the call will be routed to an agent via ACD. A Proceeding call will be considered Connected once an agent is physically connected to the call.
Recycle Blocked	The number of contacts that will not be dialed because they are currently zone blocked. This can be used to diagnose the effect the Zone Set is having on the number of callable records. Once a time zone becomes active (calls can be placed to this zone) the count of records in this zone will be subtracted from this value and added to the Recycle Size (no recycle is required in order for the newly active records to be picked up.

Recycle Size	The number of contacts left in the current recycle for this campaign. This value indicates the number of records in the Contact List that must be processed before the list is recycled. In other words, this is the number of phone calls that must be placed before the next recycle of the Contact List can occur. This number will decrease as the numbers of calls placed for the current recycle increases. This includes only records that are callable when considering both the active Filter and the Zone Set associated with the campaign.
Recycles Remaining	The number of recycles that need to be carried out in order for the campaign to complete. The maximum number of recycles is configured for each campaign and dictates how many times the dialer will go through the list before completing or moving on to the next campaign. If a campaign is configured to recycle indefinitely then the remaining recycles statistic is not used; the dialer will continually reprocess contacts from the list.
Sort	The sort order used by a campaign. Specifically, the SQL sort criteria configured for a campaign that specifies the sort order in which Contact List records should be dialed. Sort Criteria contains comma-separated values that indicate the current sort order of the Contact List and works exactly like the ORDER BY clause of an SQL selection statement. An example might be: 'PhoneNumber, Name DESC'.
Status	The running status of a campaign.
Total Agents	The number of agents currently logged into this campaign.
Workgroup	The workgroup used by this campaign.

Related Topics

Interaction Dialer statistics overview

Statistics overview

Interaction Dialer agent statistics

Interaction Dialer agent statistics summarize the activity of a specific Dialer agent:

Statistic	Description

Abandon Rate (by calls)	The percentage of total Dialer calls handled by this agent which were classified as abandons.
Abandon Rate (by contacts)	The percentage of total Dialer calls handled by this agent which were contacts and were classified as abandons.
Abandon Rate (by detections)	The percentage of Dialer calls handled by this agent which reached a live party and were classified as abandons.
Average Break Time	The average amount of time this agent spends on break.
Average Dialer Talk Time	The average amount of time this agent spends on each Dialer call.
Average Idle Time	The average amount of time this agent spends idle.
Average Non-Dialer Talk Time	The average amount of time this agent has spends on each non-Dialer call.
Average Talk Time	The average amount of time this agent has spent on each call.
Contact Rate	The percentage of total Dialer calls handled by this agent which were classified as contacts.
Contacts Per Hour	The number of Dialer calls resulting in a contact which this agent handles per hour.
Dialer Calls	The number of Dialer calls this agent has completed.
Idle Periods	The number of times this agent has been idle.
Logged In Time	How long the agent has been logged into the campaign.
Non-Dialer Calls	The number of non-Dialer calls this agent has completed.

Percent Break Time	The percentage of this agent's time which has been spent on break.
Percent Dialer Talk Time	The percentage of this agent's time which has been spent on Dialer calls.
Percent Idle Time	The percentage of this agent's time which has been spent idle.
Percent non-Dialer Talk Time	The percentage of this agent's time which has been spent on non-Dialer calls.
Stage	The stage the agent is currently in.
Station	The station this agent is logged into.
Status	The agent's current status.
Successes Per Hour	The number of successful Dialer calls this agent handles per hour.
Successes Rate (by calls)	The percentage of total Dialer calls handled by this agent which were classified as successes.
Successes Rate (by contacts)	The percentage of Dialer calls handled by this agent which were contacts and were classified as successes.
Time in Stage	How long the agent has been in the current stage.
Time in Status	How long the agent has been in the current status.
Total Abandons	The number of calls this agent has completed that were classified as abandons.
Total Break Time	The total amount of time this agent has spent on break.

Total Breaks	The number of times this agent has been on break.
Total Contacts	The number of calls this agent has completed that were classified as contacts.
Total Detections	The number of calls this agent has completed that were detected as a live speaker.
Total Dialer Talk Time	The total amount of time this agent has spent on connected Dialer calls.
Total Idle Time	The total amount of time this agent has spent idle.
Total Non-Dialer Talk Time	The total amount of time this agent has spent on connected non-Dialer calls.
Total Successes	The number of calls this agent has completed that were classified as successes.
Total Talk Time	The total amount of time this agent has spent on Dialer and non-Dialer calls.

Related Topics

Interaction Dialer statistics overview

Statistics overview

Interaction Dialer phone number statistics

Interaction Dialer phone number statistics summarize details for a specific phone number type (for example, home number, office number, fax).

Statistic	Description
Attempts	The total number of times this phone number type has been attempted.
Attempts Abandoned	The total number of attempts to this phone number type that have been

	classified as abandons.
Attempts Answering Machine	The total number of attempts to this phone number type that have been classified as answering machines.
Attempts Busy	The total number of attempts to this phone number type that have been classified as busy.
Attempts Fax	The total number of attempts to this phone number type that have been classified as fax.
Attempts No Answer	The total number of attempts to this phone number type that have been classified as no answer.
Attempts Remote Hangup	The total number of attempts to this phone number type that have been classified as remote hangups.
Attempts Rescheduled	The total number of attempts to this phone number type that have been rescheduled.
Attempts System Hangup	The total number of attempts to this phone number type that have been classified as system hangups.
Contact Rate	The contact rate for this phone number type. The rate is calculated using the number of contacts and the total number of attempts.
Contacts	The total number of contacts that have been made to this phone number type.

Related Topics

Interaction Dialer statistics overview

Statistics overview

Interaction Dialer skill statistics

Interaction Dialer skill statistics summarize the details of a specific skill. Skill statistics help supervisors manage skills-based dialing in predictive, power, and preview modes.

Statistic	Description
Cached Contacts	The number of contacts requiring this skill combination that are currently in Dialer's cache. This is an assortment of records that were pulled from the schedule table or standard campaign calls that have been pulled to dial.
Callable Contacts	The number of contacts requiring this skill combination that are callable. These records in the call list have a C (callable) or blank Status column.
Finishing Agents	The number of finishing agents active in the campaign with this skill combination.
Idle Agents	The number of idle agents active in the campaign that have this skill combination.
Outstanding Contacts	The number of contacts requiring this skill combination that are currently being called. These calls are proceeding (i.e. dialing).
Scheduled Contacts	The number of contacts requiring this skill combination that are scheduled. These calls will be placed according to call schedule times. The status for these records is O, R, S, or T.
Total Agents	The number of agents active in the campaign that have this skill combination.
Total Contacts	The total number of contacts that require this skill combination. This is a sum of callable, scheduled, and cached records.

Related Topics

Interaction Dialer statistics overview

Statistics overview

Interaction Dialer stage statistics

Interaction Dialer stage statistics summarize activity for a specific Dialer stage.

Statistic	Description
Average Time	The average time a call spends in this stage.
Completed Calls	The number of calls that were completed while in this stage.
Percent Completed	The percentage of calls that enter this stage that are completed in this stage.
Total Calls	The number of calls that entered this stage.
Total Time	The total time that calls have spent in this stage.

Related Topics

Interaction Dialer statistics overview

Statistics overview

Interaction Dialer wrap up statistics

Interaction Dialer stage statistics summarize dispositions of Dialer calls (that is, how calls are wrapped up).

Statistic	Description
Average Time	The average amount of time that this agent spends on Dialer calls with this wrap-up category and code.
Percent Calls	The percentage of the total calls that this agent has completed with this wrap-up category and code.
Percent Time	The percentage of the time that this agent has spent on calls for this wrap-up category and code to the total time the agent has spent on calls.
Total Calls	The number of calls that this agent has completed with a specific wrap-up category and code.

Total Time	The total time that this agent has spent on Dialer calls with a specific wrap-up category and code.

Related Topics

Interaction Dialer statistics overview

Statistics overview

Working with Plug-ins

Working with Plug-ins

When you are working through the Package Wizard and select the Other output type, you will have to choose one of the available Plug-ins. When you are editing a package from the Edit statistic package dialog and select the Parameters tab, you can change the Plug-in. Once you select a Plug-in, you will then have to configure a set of parameters that are specific to the Plug-in that you have selected. There are a total of eighteen Plug-ins and each one has a set of parameters that you will need to configure.

Related Topics

Plug-in breakdown

Parameter breakdown

Plug-in breakdown

While there are a total of eighteen Plug-ins, they can be broken down into three output types and six destinations. Each Plug-ins consists of one output type and one destination.

Let's begin with a list of all the available Plug-ins:

- Output HTML for the web
- Output HTML to File
- Output HTML to TCP/IP
- Output HTML to UDP/IP
- Output HTML to email
- Output HTML to email which is sent by a CIC server

- Output XML for the web
- Output XML to File
- Output XML to TCP/IP
- Output XML to UDP/IP
- Output XML to email
- Output XML to email which is sent by a CIC server

- Output a string to a web service
- Output a string to a file
- Output a string to TCP/IP
- Output a string to UDP/IP
- Output a string to email
- Output a string to

email which is sent by
a CIC server

The output types that are available are described in the following table:

Type	Description
Output HTML	Creates a statistic package that is formatted as an HTML file
Output XML	Creates a statistic package that is formatted as an XML file
Output a String	Creates a statistic package that is formatted as a text string

For each of these output types you can choose to configure a package for one of the destinations described in the following table:

Destination	Description
For the Web	Stores the statistics package in memory in preparation for web service calls
To a file	Writes the statistics package to the specified file
To a TCP/IP address	Writes the statistics package to the specified TCP connection
To a UDP/IP address	Writes the statistics package to the specified UDP connection
To an email server	Writes and sends the statistics package to the specified SMTP connection
To email via	Writes and sends the statistics package using the CIC server's mail provider

a CIC server	