

GNAV Pro

Quick Reference Guide

NEC NEC Corporation of America

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1

Introduction

The *GNAV Pro Quick Reference Guide* provides a brief overview of GNAV Pro and provides step-by-step instructions for the most commonly used procedures.

The following topics are included in this chapter:

- Chapter Topics*
- [About GNAV Pro](#)
 - [How This Guide is Organized](#)
 - [GNAV Pro Online Help](#)

About GNAV Pro

Global Navigator Pro (GNAV Pro) consists of GNAV Pro, Report Designer, and System Configuration. GNAV Pro connects to the Global Navigator Server. This chapter provides an overview of GNAV Pro.

Global Navigator MIS provides customers with the information required to evaluate and tune the performance of a call center. GNAV Pro is a visual interface to the Global Navigator MIS which allows customers to view the incoming call activity on an up-to-the-second basis, as well as the status of the agents. In the real time views, the following information may appear:

- Quantity of calls queued to all splits, an individual split or an individual team.
- Quantity of announcements to which queued calls have been connected.
- Total number of calls presented to the ACD system since the start of the MIS day.
- Average time to answer calls since the start of the MIS day.
- Longest waiting caller in queue at the current moment.
- Percentage and count of callers since the start of the MIS day who abandon the call.
 - Before connection of an announcement
 - After connection of an announcement
 - While receiving ringback tone

- Agent state (current) and the duration of time the agent is in that state.
- Number of agents currently in each state for the system, teams, splits, and administrative groups.
- Detailed statistics for a specific state for the system, teams, splits, and agents.

How This Guide is Organized

Chapter 1 Introduction

This chapter provides a brief description of GNAV Pro, along with an overview of the contents of this manual. Also included is an overview of the GNAV Pro Online Help.

Chapter 2 Requirements and Installation

This chapter describes the requirements and the steps necessary to install and uninstall GNAV Pro. Also included are instructions for the auto update feature.

Chapter 3 System Configuration

This chapter provides an overview of the GNAV Pro System Configuration, including how to access the System Configuration window and a brief description of how to configure and maintain entities.

Chapter 4 Using GNAV Pro

This chapter provides an overview of the GNAV Pro windows and icons.

Chapter 5 User Configuration

This chapter provides an overview of user profile configuration and maintenance.

Chapter 6 Real Time Statistics Views

This chapter shows you how to view real-time statistics.

Chapter 7 Reports

This chapter provides an overview of GNAV Pro reporting capabilities.

Chapter 8 Configuring Wallboards

This chapter provides an overview of wallboard configuration and maintenance.

Appendix A Database Table Layouts

This appendix describes meta-data of the tables used in GNAV Pro, including field descriptions and data sources.

GNAV Pro Online Help

The GNAV Pro CD contains the GNAV Pro online Help and is automatically installed during the installation of the GNAV Pro program. To access the GNAV Pro Online Help, do the following:

Step Select **Guide** from the **Help** menu in any of the GNAV Pro windows.

Navigating GNAV Pro Help

GNAV Pro Help topics are grouped according to function and content within three tabs: **Contents**, **Index**, and **Search**.

Contents Tab

The Contents tab is intended to be used as an online Table of Contents.

- Click a Closed Book icon to display all the help topics contained within the book.
- Click an Open Book icon to close the book and all of its help topics.
- Click a Help Topic icon to display the specific help topic window related to the icon.

Index Tab

The Index tab enables you to search for a help topic by using a keyword.

Search Tab

The Search tab enables you to perform a full-text search for Help topics.

Printing Help Topics

GNAV Pro online Help topics can be printed from within the browser you are using to view the Help file. Printing procedures are different among browsers and are affected by browser configuration. Please follow the instructions provided with your particular browser.



2

Requirements and Installation

This chapter describes the requirements and the steps necessary to install, uninstall, and upgrade GNAV Pro. The following topics are included in this chapter:

- Chapter Topics*
- [GNAV Pro Hardware Requirements](#)
 - [GNAV Pro Software Requirements](#)
 - [Installing GNAV Pro](#)
 - [Uninstalling GNAV Pro](#)
 - [Auto Update—GNAVPro Client 6.1.0 to 6.1.10](#)
 - [Auto Update—GNAVPro Client 6.1.11 and later](#)

GNAV Pro Hardware Requirements

Table 2-1 lists the hardware configuration GNAV Pro requires to operate.

Table 2-1 Hardware Requirements

Components	Minimum	Recommended
Memory (RAM)	364 MB	1 GB (or above)
Processor	Pentium III 900GHz	Pentium 1.2 GHz
Available Hard Disk Space	100 MB	100 MB
Video	800 x 600 Resolution 256 Colors 60 Hz Refresh Rate	1024 x 768 Resolution True Color (32-bit) 60 HZ Refresh Rate
CD ROM Drive	4X CD ROM is acceptable for all platforms.	
Network Interface Cards (NIC) with network connection	100 Mbps or 100 MbpsNIC is required for all platforms. Unrestricted network access to the Global Navigator Server is required.	
MS Mouse	Two-button mouse is required	

GNAV Pro Software Requirements

Table 2-2 lists the software configuration required to operate GNAV Pro.

Table 2-2 Software Requirements

Component	Requirement
Operating System	Microsoft Windows 2000 with Service Pack 4 or higher
	Microsoft Windows XP with Service Pack 2
	Microsoft Vista
Network Connection	A properly installed and configured network connection to the Global Navigator Server, version 6.1 or higher.

Installing GNAV Pro

The following steps guide you through the installation of GNAV Pro. The Setup program consists of a series of dialog boxes that supply default answers to questions regarding the installation of files to your hard disk.



IMPORTANT

The GNAV Pro version must match the Global Navigator Server version that is specified in the release note.

(Installation of the server and client can be separate, it does not need to be simultaneous.)

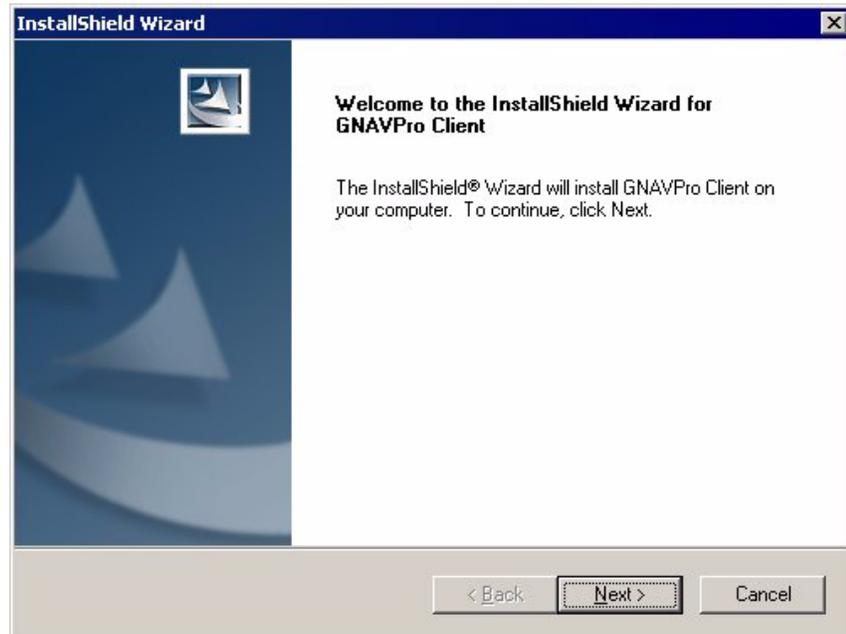


IMPORTANT

Be sure to close all Windows programs and disable any virus protection applications before beginning the Gnav Pro Setup program.

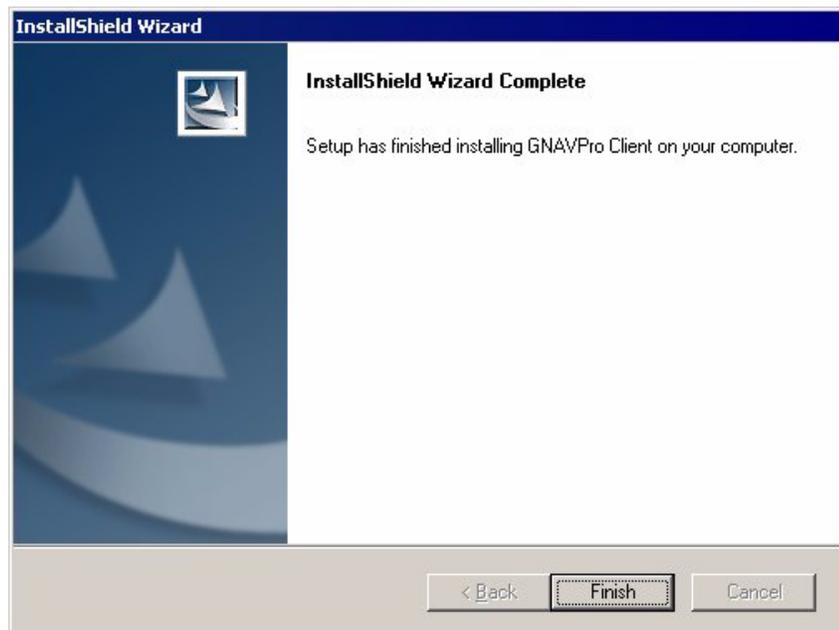
- Step 1** Insert the GNAV Pro installation CD into the computer's CD-ROM drive. On most computers, setup will automatically start when the CD is loaded. If Autorun is not enabled on the computer, then do the following:
- After inserting the GNAV Pro installation CD into the computer's CD-ROM drive, open Windows Explorer and double-click the CD-ROM drive icon.
 - In the CD-ROM file list, double-click the **Setup.exe** file.
- A Welcome dialog box displays (Figure 2-1).

Figure 2-1 Welcome dialog box



- Step 2** Click **Next** and follow the on-screen prompts in the Setup program to continue the installation. A Setup Server Connection dialog displays and then a Setup Complete dialog box displays (Figure 2-2).

Figure 2-2 Setup Complete dialog box



- Step 3** Click **Finish** to exit the Setup program.

Uninstalling GNAV Pro

You can remove the GNAV Pro from your computer using the **Add/Remove Programs** control panel. You can also uninstall the GNAV Pro from the CD file "gnavsetup.exe". The setup file automatically detects the current installation and leads you to the uninstall process. Due to differences in the control panel's location between Microsoft Windows versions, consult your computer's online help for specific instructions.

To remove the GNAV Pro application, do the following:

- Step 1** Locate the **Add/Remove Programs** control panel.
- Step 2** Double-click the **Add/Remove Programs** icon. The Add/Remove Programs Properties window displays.
- Step 3** Select **GNAV Pro** from the list of programs and click the **Add/Remove** button.
- Step 4** When asked to verify that you want to uninstall GNAV Pro, click **Yes** to begin the uninstall.



NOTE

After the uninstall is complete, a dialog displays. If there are elements that could not be removed, then a **Details** button displays. The GNAV Pro folder will not be removed automatically but this can be performed manually. In default installations, this will be under the Program Files / NEC folder. If you are reinstalling another version of GNAV Pro, then removing the directory is not necessary.

- Step 5** Click **OK** to complete the uninstall procedure.

Auto Update—GNAVPro Client 6.1.0 to 6.1.10

GNAV Pro Client has an automatic (auto) update feature to check for updates. When prompted, you can choose to update your version of GNAV Pro Client. This upgrade process is for GNAVClient 6.1.0 to 6.1.11.

Follow the steps below to update GNAV Pro.

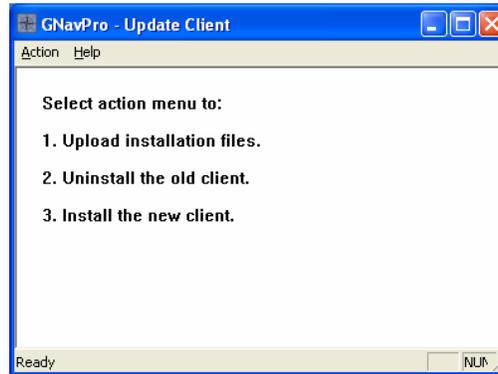
- Step 1** If a newer version is available, the following prompt displays (Figure 2-3).

Figure 2-3 Upgrade prompt



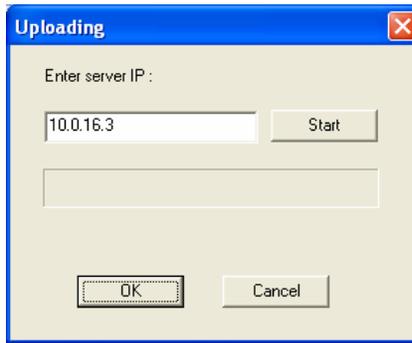
- Step 2** Click **Yes** to upgrade. Figure 2-4 displays.

Figure 2-4 Select Action dialog



Step 3 Select **Action > Upload**. [Figure 2-5](#) displays.

Figure 2-5 Server IP Address dialog



Step 4 Click **Start**.



NOTE

You must allow and enabled FTP on the Navigator for this to work.

Figure 2-6 Upload in progress

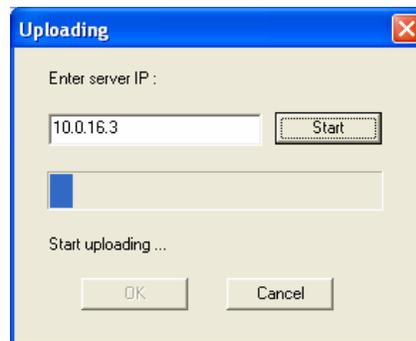
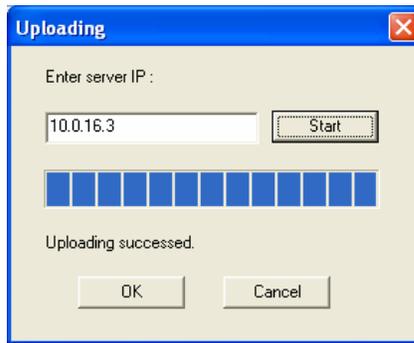


Figure 2-7 Upload complete



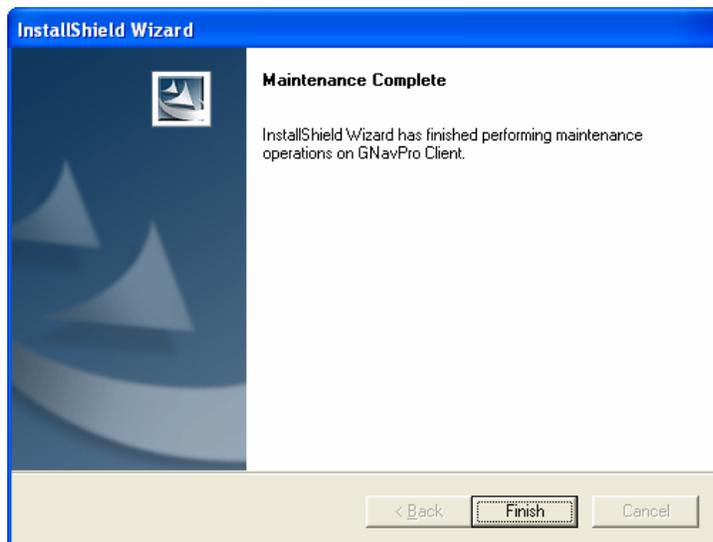
Step 5 When the upload is complete, click **OK**. [Figure 2-8](#) displays.

Figure 2-8 Confirm Uninstall



Step 6 Click **OK**. [Figure 2-9](#) displays.

Figure 2-9 Maintenance Complete



Step 7 Click **Finish**.

Auto Update—GNAVPro Client 6.1.11 and later

GNAV Pro has an auto update feature to check for updates. When prompted, you can choose to update your version of GNAV Pro 6.1.11 and later.

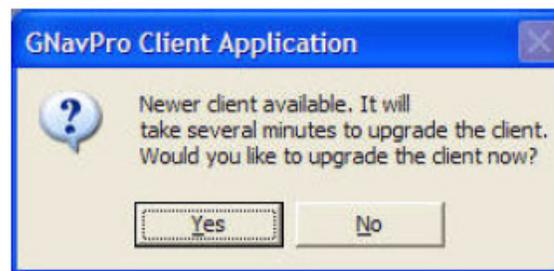


NOTE

This upgrade is for 6.1.11 client and later. If you have 6.1.10 client or an earlier version, the upgrade procedure resides in the client side and has no change.

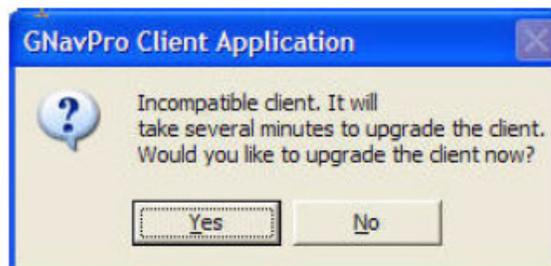
Step 1 When a new client is available, the system prompts you to upgrade (Figure 2-10).

Figure 2-10 Newer Client Available Upgrade dialog box



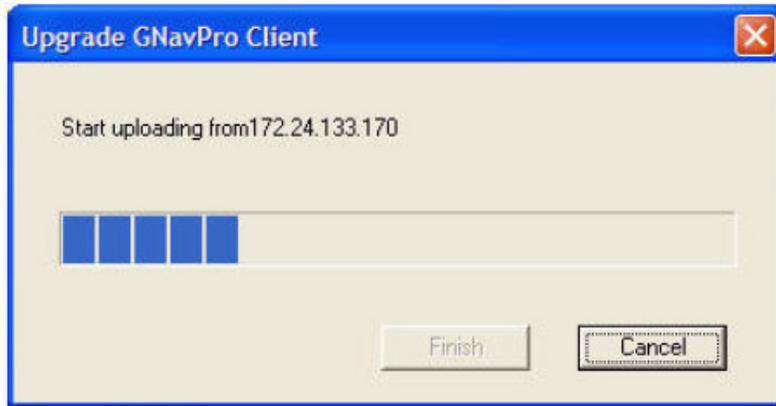
Step 2 Or, when the client is incompatible to the server, the system prompts you to upgrade as follows (Figure 2-11).

Figure 2-11 Incompatible Client Upgrade dialog box



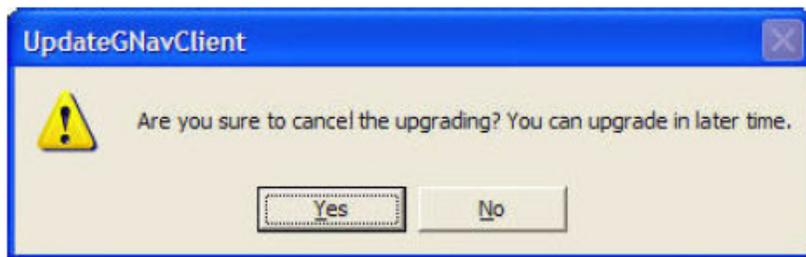
Step 3 Click **Yes** to start the upgrade. An Uploading dialog box displays (Figure 2-12).

Figure 2-12 Uploading dialog box



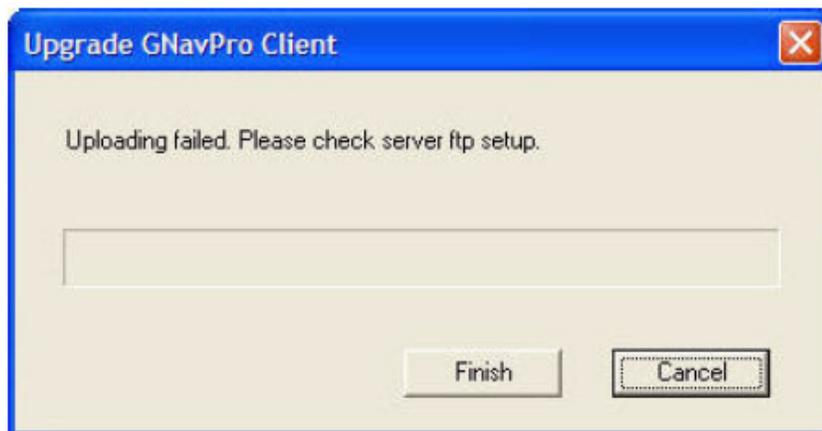
Step 4 If you choose to cancel during the ftp uploading process, the system prompts for confirmation (Figure 2-13).

Figure 2-13 Cancel Confirmation dialog box



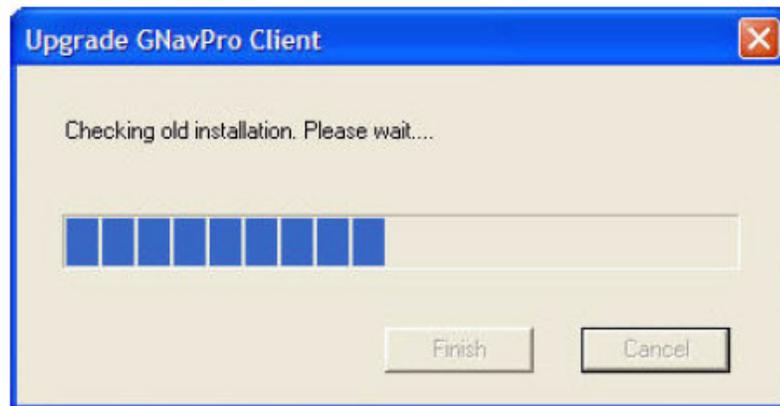
If the server side ftp is not turned on, the uploading fails and displays Figure 2-14.

Figure 2-14 Uploading failed dialog box



Step 5 After uploading the client setup file, the display changes to check the current installation (Figure 2-15).

Figure 2-15 Checking old installation dialog box

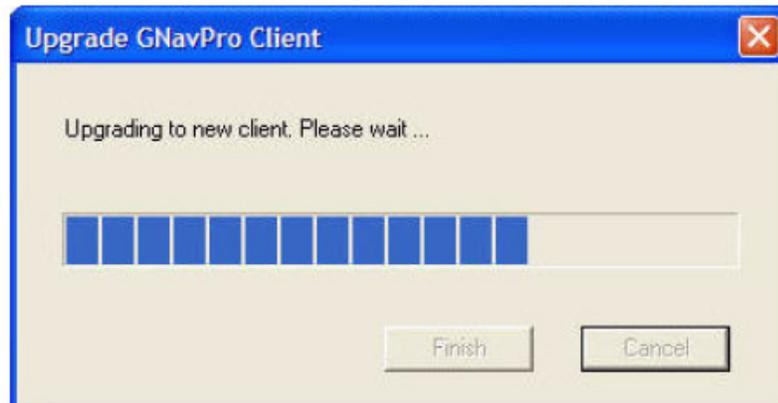


NOTE

You cannot **Cancel** at this stage.

The dialog box changes when upgrading to a new client (Figure 2-16).

Figure 2-16 Upgrading to new client dialog box



The new GNavPro client login (Figure 2-17) automatically appears with the server IP and User name when the upgrade finishes.

Figure 2-17 Login - GNAV Pro dialog box



3

Configuring GNAV Pro

This chapter provides an overview of entities and other MIS configuration settings in GNAV Pro.

The following topics are included in this chapter:

Chapter Topics

- [What are Entities?](#)
- [Accessing System Configuration](#)



NOTE

For detailed instructions on configuring GNAV Pro, refer to the [GNAV Pro Online Help](#).

What are Entities?

Entities are configurable items that represent elements of the GNAV Pro system, such as an agent, pilot, or split. Entities are generally standalone elements that include a mixture of items the system creates without user intervention and items you create. For example, one entity can be an agent group you created while another is an extension defined in the PBX.

GNAV Pro creates system entities automatically without your intervention. [Table 3-1](#) lists the types of system entities.

Table 3-1 System Entity Types

Entity Type	Description
Agent	A person who logs on to a phone to process ACD calls. An agent can service multiple splits, answering calls from any or all splits.
Admin Group	A set of Agents grouped together based on different conditions, such as experience level or skills. Admin Groups allow the system manager to gather statistics on agents in different splits.

Entity Type	Description
Extension	<p>A telephone generally used for ACD work. There are three types of extensions referred to in GNAV Pro: analog, digital and business.</p> <ul style="list-style-type: none"> Analog and digital extensions allow agents to log on and receive ACD calls, as well as make and receive calls on a secondary (PBX) line. Business extensions are extensions on a PBX that are not used to handle ACD calls.
Node	A physical switch and all entities related to that switch, including its agents, splits, pilots, trunks and extensions.
Pilot	A number used to receive all ACD calls. Calls coming to a pilot are automatically queued. The call follows pre-programmed steps called a CCV (Call Control Vector). The call, while associated with the pilot, can be presented to multiple splits before being passed to an agent for final handling.
Split	A queue through which ACD calls are distributed to agents logged on to that split. Splits generally are used to handle calls of a like type. For example, you can set up a split that only handles sales calls or support calls.
Team	A set of Splits grouped together to gather statistical information.
Trunk	A single incoming or outgoing line from the PBX, uniquely defined with a route and circuit number.
Trunk Group	A group of trunks based on route numbers.

Accessing System Configuration

Use the following steps to access the System Configuration:

- Step 1** From the Start Menu, select **Programs > NEC GNAV Pro > System Configuration**. A Login dialog displays (Figure 3-1).

Figure 3-1 GNAV Pro Configuration Login dialog box

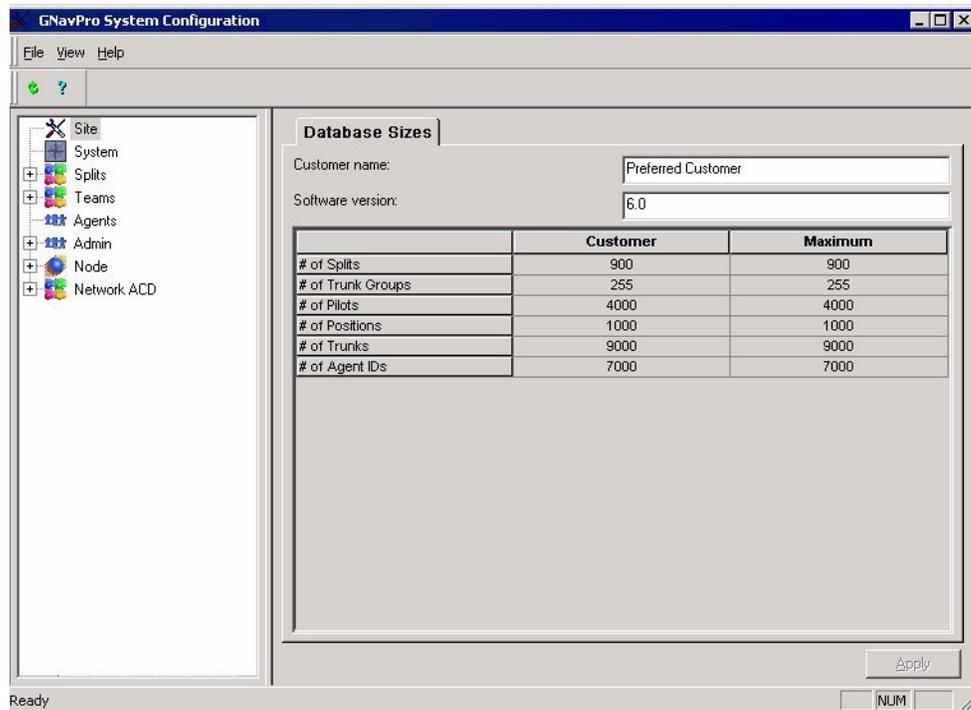
- Step 2** Enter your **User name**, **Password**, and **Server IP**, then click **OK**. Figure 3-2 displays

Figure 3-2 Downloading Message



—When the download completes, a System Configuration window displays (Figure 3-3).

Figure 3-3 System Configuration window



The first time GNAV Pro downloads to your system, the Customer name and Software version fields are blank.

Step 3 Enter the **Customer name** and **Software version** and click **Apply**.

You access configuration options for the server and entities on this System Configuration window. The System Configuration window contains the menus, toolbar, status bar, and the tree view that lists the Entities in use in GNAV Pro.

Tree View The Tree View displays in the left pane of the System Configuration window and contains nodes for Site, System, Splits, Teams, Agents, Admin and Node. To configure specific entities in GNAV Pro, make the appropriate selection from the Tree View.



NOTE

For detailed instructions on configuring GNAV Pro, refer to the *GNAV Pro Online Help*.

4

Using GNAV Pro

GNAV Pro allows users to access real-time statistics, generate reports, and configure various aspects of Global Navigator.

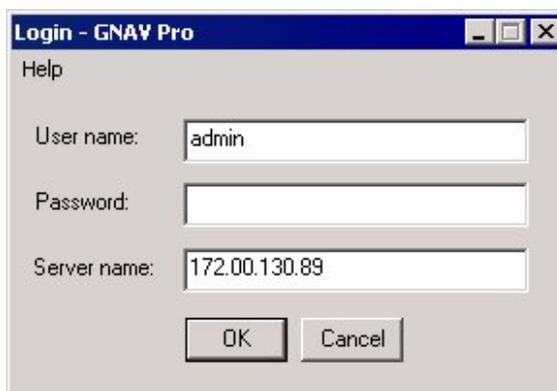
- Chapter Topics*
- [Starting GNAV Pro](#)
 - [About the GNAV Pro Window](#)

Starting GNAV Pro

Use the following steps to start GNAV Pro.

- Step 1** From the Windows desktop, select **Start > Programs > NEC > GNAV Pro**. A GNAV Pro Login dialog box displays ([Figure 4-1](#)).

Figure 4-1 GNAV Pro Login dialog box



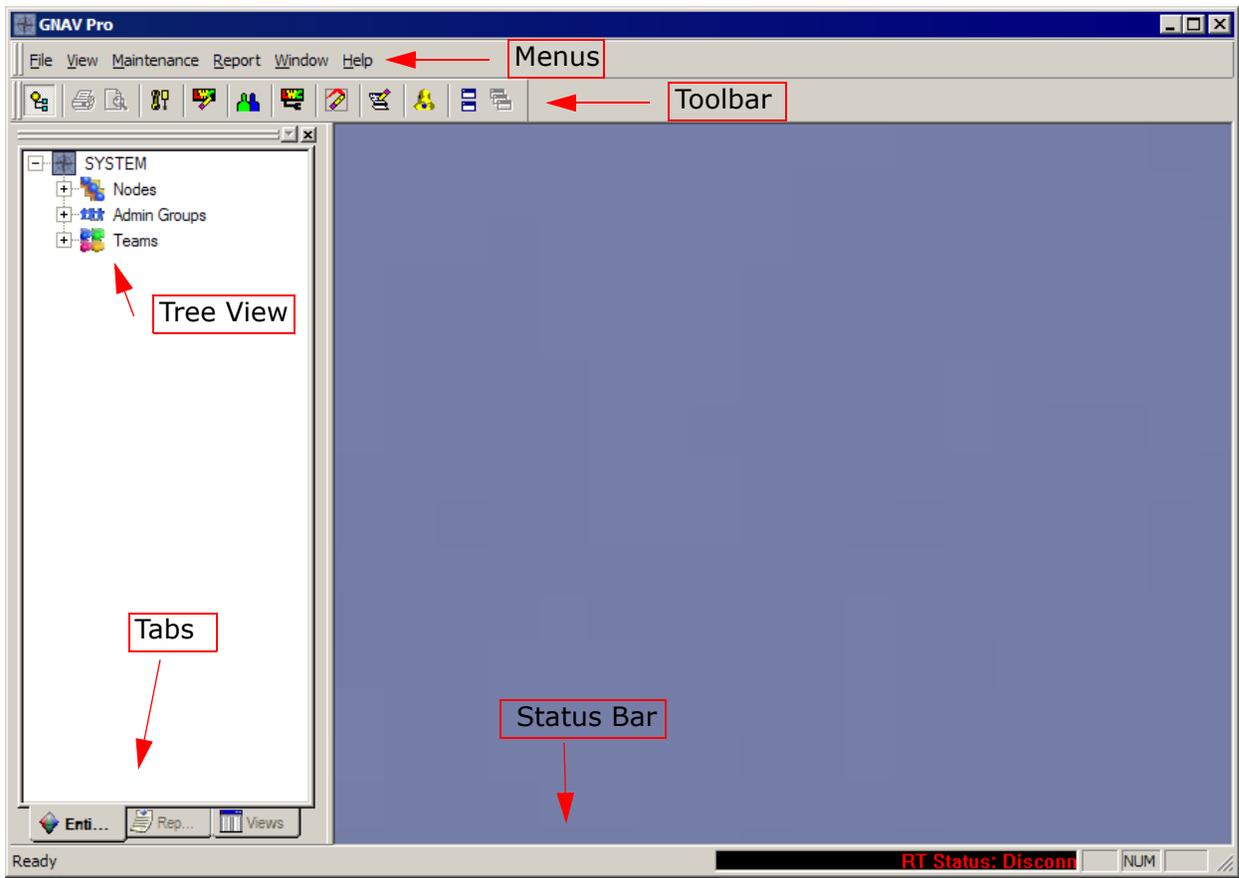
The image shows a Windows-style dialog box titled "Login - GNAV Pro". It has a "Help" button in the top left corner. Below the title bar, there are three input fields: "User name:" containing the text "admin", "Password:" which is empty, and "Server name:" containing the IP address "172.00.130.89". At the bottom of the dialog box are two buttons: "OK" and "Cancel".

- Step 2** Enter your **User Name**, **Password** and **Server Name** and then click **OK**. A GNAV Pro window displays ([Figure 4-2](#)).

About the GNAV Pro Window

When you start GNAV Pro, the main window of the application displays (Figure 4-2).

Figure 4-2 GNAV Pro Window



The GNAV Pro window provides access to the real-time statistics, reporting tools, and configuration options contained in GNAV Pro. The GNAV Pro window contains the menus, toolbar, status bar, and the tree view that lists the Entities, Reports, and Views used in GNAV Pro.



For more detailed information regarding GNAV Pro refer to the GNAV Pro Online Help system.

NOTE

Tree View The Tree View displays in the left pane of the GNAV Pro window and contains the Entities, Reports, and Views tabs. The Tree View is dockable, allowing you to specify where it appears in the GNAV Pro window. [Table 4-1](#) describes the information available in each tab.

Table 4-1 GNAV Pro Tree View Tabs

Tab	Action
Entities	Allows you to view, and when allowed, configure the entities.
Reports	Displays the available reports, including the default GNAV Pro reports and any custom reports associated with this user account.
Views	Displays the available views, including the default GNAV Pro views and any custom views associated with this user account.



TIP

You can use your mouse to perform a "drag and drop" procedure and assign an agent to a split or to an admin group from within the GNAV Pro main window's tree view. You can only use this method if the agent you wish to assign is currently logged on. For more information on drag and drop, refer to the GNAV Pro online Help system.

Menus The Menu Bar in the GNAV Pro window ([Figure 4-2](#)) contains the available menus. The Menu Bar is dockable, allowing you to specify where it appears in the GNAV Pro window. [Table 4-2](#) describes the menus in GNAV Pro.

Table 4-2 GNAV Pro Menus

Menu	Action
File	<ul style="list-style-type: none"> • Close an open dialog, view, or report. • Configure printing options. • Print or preview a view or a report. • Exit GNAV Pro.
View	<ul style="list-style-type: none"> • Toggle the display of the toolbar and the status bar.
Maintenance	<ul style="list-style-type: none"> • Launch the Real-Time Statistics Wizard, where you can configure and generate views. • Configure the alerts, wallboards, and user accounts. • Access Report Designer to create custom report templates.
Report	<ul style="list-style-type: none"> • Launch the Report Generation Wizard, where you can configure and generate reports. • Configure the data used in reports. • Maintain Report Sets • Configure Disk Usage % • Configure Refresh Rate • View Current Configuration • Access Forecast/Scheduler

Menu	Action
Window	<ul style="list-style-type: none"> Specify the window display options.
Help	<ul style="list-style-type: none"> Access the online Help. View the software version and copyright information.

Toolbar The Toolbar in the GNAV Pro window (Figure 4-2 on page 4-2) provides quick access to some of the more common functions. The Toolbar is dockable, allowing you to specify where it appears in the GNAV Pro window. Table 4-3 below describes the toolbar.

Table 4-3 GNAV Pro Toolbar

Toolbar Icon	Action
	Toggles the Tree View display in the left pane of the GNAV Pro window.
	Sends the contents of the displayed window to a configured printer.
	Creates a print preview of the selected view or report.
	Opens System Configuration where you can configure the entities and site informational.
	Opens the Message Sets configuration dialog.
	Opens the Access Configuration window, where you can view, add, modify, and delete the available user accounts.
	Opens the Wallboard Configuration window, where you can view, add, modify, and delete the available wallboards and wallboard groups.

Toolbar Icon	Action
	Opens the Real-Time Statistics Wizard, where you can configure and generate views.
	Opens Report Designer where you can create custom report templates.
	Launches the Alert Message dialog. This item is also available under the Maintenance menu.
	Displays all current views (such as Queued Calls, Agent Stats, etc.) in separate, external windows (frames). These frames can be re-sized and positioned on screen as needed.
	Returns all external frames to the GNAV Pro main window. The frames can then be positioned and tiled or cascaded, as needed.

Status Bar The Status Bar is located on the bottom of the GNAV Pro window (Figure 4-2 on page 4-2). The Status Bar displays information about the connection to the ACD, PBX, and the Global Navigator Server.



5

User Configuration

This chapter provides an overview of user profile configuration and maintenance.

- Chapter Topics*
- [User Configuration Overview](#)
 - [User Configuration Access](#)

User Configuration Overview

All GNAV Pro users must have a valid User Login and Password on the Global Navigator Server before access is granted. The User Access window allows an administrator to configure profile information and capabilities for GNAV Pro users. An administrator can do the following through the User Access window:

- Add or delete user profiles.
- Configure a user's name and password.
- Configure a user's ability to view Admin Groups, Teams, Splits, and Reports.
- Configure a user's permissions. Permissions allow for fine-grained control over a user's capabilities.



Only an Administrator can add users and modify their rights. Users can only give other users access to custom reports and views, and to change their own password.

User Configuration Access

Use the following procedures to access the User Access window.

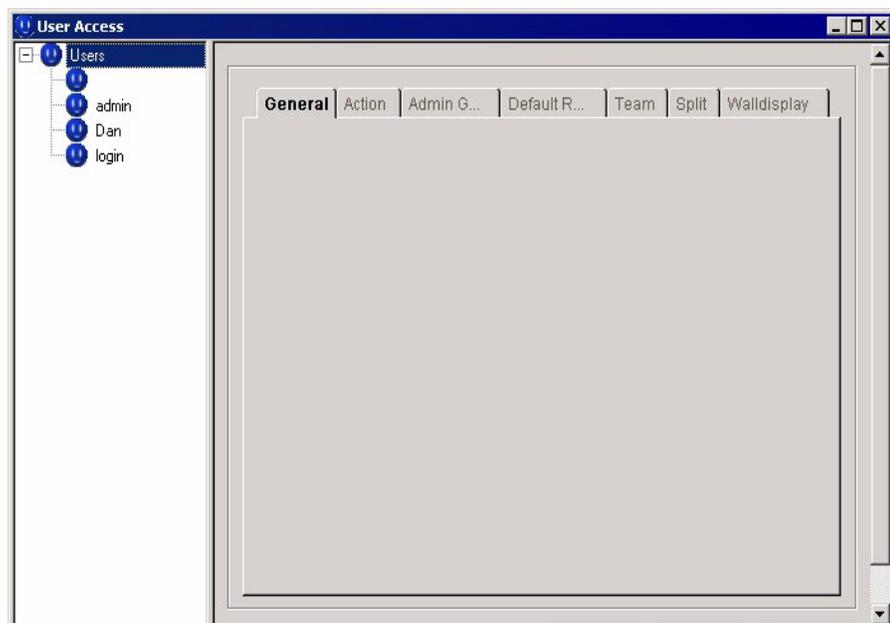
Step Do one of the following:

—Select **Configuration > User**.

—Click  on the toolbar.

A User Access window displays (Figure 5-1).

Figure 5-1 User Access window



NOTE

If an administrator accesses this window, the left tree contains all registered users. If a user accesses this window, only the name of that user displays in the tree. For more detailed information regarding GNAV Pro refer to the GNAV Pro online Help system.

6

Real Time Statistics Views

This chapter provides an overview of GNAV Pro real-time statistics.

- Chapter Topics
- [What are Views?](#)
 - [Sorting a View](#)
 - [Printing Views](#)



NOTE

For more detailed information regarding GNAV Pro refer to the GNAV Pro online Help system.

What are Views?

Views are text reports or graphs of real-time statistics that detail call state information. You can configure views to include information for any entity stored in the GNAV Pro database or data derived from third-party source.

Database Tables

GNAV Pro stores call records in a large number of database tables. Each database table is organized into columns and rows. Each column is referred to as a field and records an individual detail while the associated rows store data for one or more instances of that detail.

Associations

Each View is associated with a single database table and the criteria specified when creating the View determine the data that is extracted from that table and displayed on the screen. As the user, you select which fields in the table (i.e. columns) will be displayed in the View. A data series consists of an associated row of information across all fields (i.e. a record). A View can be constructed of default fields found in the GNAV Pro database. You then determine which fields are to be included.

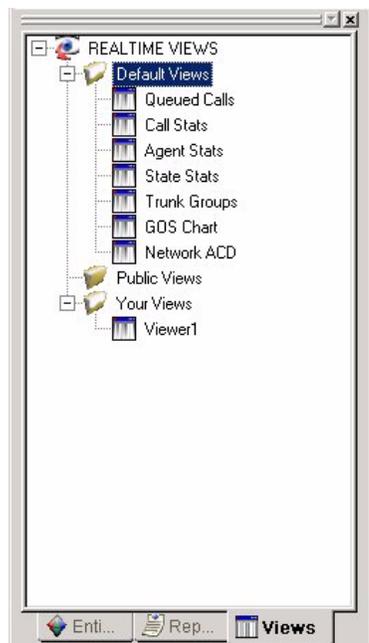
Real-time Statistics Wizard

To successfully define the criteria to select the data display in a View can be quite complex, and is more suitable for advanced users. However, the design of the Real-time Statistics Wizard assists users to define the data selection criteria for the View to use (See "Real Time Statistics Wizard" on page 6-3).

Views Tab

The Views tab of the GNAV Pro window (Figure 6-1) contains the available views.

Figure 6-1 Navigation Tree - Views tab



The Views tab contains the existing Views organized in a tree view, categorized in one of the following folders:

Default Views

The Default Views folder contains the standard views available to any GNAV Pro user. Default views are pre-configured to contain many of the common statistics related to call center activity. Default views can't be modified. Default views include:

- **Queued Calls** - displays the number of calls in queue on a team or split basis.
- **Call Stats** - displays statistics on call response for the current MIS day.
- **Agent Stats** - displays agent states at the current time. You can use the Agent Audit feature in this real time view to display statistics about an agent's states throughout the current MIS day.

- **State Stats** - displays the deployment of agents at the current time and cumulative statistics.
- **Trunk Groups** - displays current statistics for configured trunks, including number of calls, calls in queue, calls ringing or busy, and the total number of calls.
- **GOS Chart** - displays a graphic representation of the Grade of Service
- **Network ACD** - displays current statistics for rerouted calls, longest waiting call (LWC), blocked, abandoned, and completed calls.

Public Views Public views are views that created and saved by one GNAV Pro user for use by other GNAV Pro users. When a user changes a View's permissions to public, the View is saved in the Public Views folder, where all allowed users can see and modify the View.

Your Views The views contained in the Your Views folder are views that have been created and saved locally by that GNAV Pro user. The views contained in this folder can only be seen or modified by that GNAV Pro user.

Context Menu Most functions and configuration settings for views are accessed through the shortcut menu that displays when you right-click on a View (Figure 6-2).

Figure 6-2 Real-time Statistics Views Context Menu



NOTE

For detailed instructions regarding GNAV Pro, refer to the GNAV Pro Online Help system.

Real Time Statistics Wizard

The Real Time Statistics Wizard allows you to create custom real time views.

Use the following procedure to access the Real Time Statistics Wizard.

- Step** Do one of the following:
- Select **Maintenance > Statistics Wizard**.
 - Click  on the toolbar.

The first window of the Real Time Statistics Wizard displays (Figure 6-3).

Figure 6-3 Real Time Statistics Wizard

RTS Preview Type

Preview:

ID	Split	Priority	Standard	Multi	Agent	None	1st	2nd
1	View By:	Split						
2	System	0	0	0	0	0	0	0
3	Mendelee	0	0	0	0	0	0	0
4	Irvine	0	0	0	0	0	0	0
5	Constanta	0	0	0	0	0	0	0
6	alci	0	0	0	0	0	0	0
7	test-costi	0	0	0	0	0	0	0
8	7	0	0	0	0	0	0	0
9	tittactoe	0	0	0	0	0	0	0
10	split 8	0	0	0	0	0	0	0
11	split 9	0	0	0	0	0	0	0
12	split 10	0	0	0	0	0	0	0
13	split 11	0	0	0	0	0	0	0
14	split 12	0	0	0	0	0	0	0
15	split 13	0	0	0	0	0	0	0
16	split 14	0	0	0	0	0	0	0
17	split 15	0	0	0	0	0	0	0
18	split 16	0	0	0	0	0	0	0
19	split 17	0	0	0	0	0	0	0
20	split 18	0	0	0	0	0	0	0
21	split 19	0	0	0	0	0	0	0
22	split 20	0	0	0	0	0	0	0
23	split 21	0	0	0	0	0	0	0
24	split 22	0	0	0	0	0	0	0

< Back Next > Finish Cancel

Sorting a View

The default views Queued Calls and Agent Stats can be sorted by up to the first field (Split/Agent). After opening the view, double click the header of the first column, and then all the rows will be sorted **Ascending** up to this column. Double click the header again and the rows will sorted **Descending**.

Printing Views

You can preview and print an open view in GNAV Pro. Figure 6-4 shows a sample view in the Print Preview window.



NOTE

For more detailed information regarding GNAV Pro refer to the GNAV Pro Online Help system.



7

Reports

This chapter provides an overview of GNAV Pro reporting capabilities.

Chapter Topics

- [Reports Overview](#)
- [Creating Custom Report Templates](#)
- [Generating Reports](#)
- [Creating and Scheduling Report Sets](#)



NOTE

NEC does not support the exporting of the report data with Crystal Reports. This is a feature of Crystal Reports. The various output formats available are provided by Crystal Reports and if used, are to be used entirely at the user's discretion. Also, the export of Crystal Reports may result in format and/or alignment inconsistencies when compared to the report as viewed using GNAV Pro's interface. Additionally, some formats are not capable of expressing the richness of features provided in the report presented with the GNAV Pro interface.



NOTE

For detailed instructions on generating reports, refer to the GNAV Pro Online Help system. For detailed information on each available default report, refer to the GNAV Pro Reports Manual.

Reports Overview

GNAV Pro provides many different statistical and configuration reports to help you evaluate and tune the performance of the ACD. You can view any of the reports from within GNAV Pro, or send them to a configured printer.

You can group statistical reports together to create report sets. Then, you can schedule each report set to be delivered or printed periodically, at a specified time, or on demand.

Report Guidelines

Each report can be tailored in hundreds of different combinations. Use the following guidelines when producing reports:

Subjects

Reports can generate statistical information on the following subjects:

- Agent groupings — either a single group or all splits, teams, admin groups, or the entire system
- Individual Agent
- Trunk Groups
- Pilots

You can configure each report using multiple parameters to customize its output.

Granularity

Reports have granularity, which is the size of the smallest unit the report measures. For example, a report that displays data for each hour in a day has a much finer granularity than a report that displays data for three 8-hour shifts. GNAV Pro supports the following granularity levels:

- By date — a set of data for each MIS day.
- By shift — a set of data for each shift or all shifts.
- By hour — a set of data for each hour in a range of consecutive hours.

You can make the granularity of the **by hour** option even finer for each split by segmenting any hour of the day into smaller units.

Recurrence

You can specify that a report will run automatically, on a schedule you select. GNAV Pro supports the following intervals:

- Daily — current day, previous day, or a range of consecutive days.
- Weekly — current week, previous week, or a range of consecutive weeks.
- Monthly — current month, previous month, or a range of consecutive months.
- Yearly — current year, previous year, or a range of consecutive years.
- Days of Week — current day, previous day, or a range of consecutive days

You can specify a chronological range by selecting **Other** in the choice of time spans. For example, the user who selects **Daily** and **Other** (as opposed to **Current** or **Previous**) is asked to choose a start date and end date for the range.

Report Sets

Reports can be grouped together to construct report sets, which can then be scheduled for printing or delivery. Once reports are delivered, you can view and work with these reports through the Delivered Reports window.

Creating Custom Report Templates

You can create custom report templates by using the built-in Report Designer. After creating a Custom Report template, you can generate the report from the Reports Wizard, or from the Reports tab on the GNAV Pro main window.



NOTE

If you create a custom report graph with more than 30 data points, the resulting graph will only show 30 data points on the X-Axis.

Report Designer

Report Designer lets you customize which fields GNAV Pro uses to create a custom report. You can also create and customize formulas which GNAV Pro will use to display report fields, and add a customized graph to present report data visually.

You create a custom report by modifying an existing report template, or by creating a new template. Once you create or modify a report template, it becomes available in GNAV Pro.

Use the following procedure to access the Report Designer.

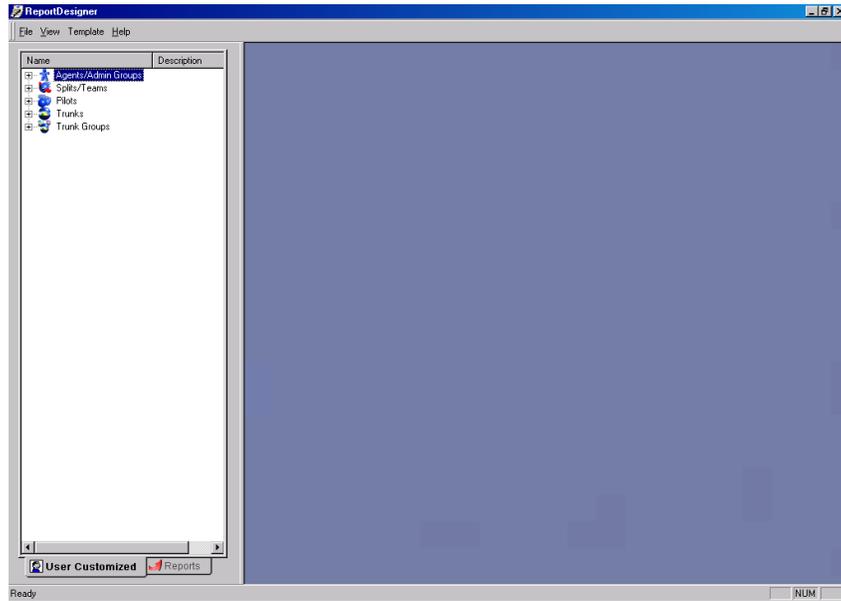
Step Do one of the following:

—Select **Maintenance > Report Designer**.

—Click  on the toolbar.

The Report Designer main window displays [\(Figure 7-1\)](#).

Figure 7-1 Report Designer



Custom Report Sample

Figure 7-2 is a sample report created using GNAV Pro's Report Designer.

Figure 7-2 Custom Report Sample

GnavPro sample report

Daily
By Split

Printed : 04/05/2004 12:36:08
From : Monday, 5 April, 2004
To : Monday, 5 April, 2004

User : admin
Site : PDED for the ACD L 6.0

Split: Large PBX

04/05/04

Agent	Logon Duration	Time on Hold	Count of ACD Incoming Answered	Count of ACD Internal Answered	Duration of ACD Incoming Answered	Duration of ACD Internal Answered	Count of Recovered Calls	Count of Hold Abandoned
G. Penn (ID:103)	12:28:45	00:00:00	1,089	0	06:25:39	00:00:00	1	0
J. Parker (ID:104)	12:28:45	00:00:00	1,504	0	07:13:17	00:00:00	0	0
B. King (ID:106)	12:28:45	00:00:00	1,474	0	07:13:34	00:00:00	0	0
J. Savell (ID:107)	12:28:45	00:00:00	1,459	0	07:09:22	00:00:00	0	0
Mo (ID:2)	08:15:14	00:00:00	929	0	04:28:14	00:00:00	0	0
Curly (ID:3)	08:52:48	00:00:00	1,046	0	05:00:19	00:00:00	0	0
Yousri (ID:4)	08:35:42	00:00:00	998	0	04:46:53	00:00:00	0	0
	75:38:44	00:00:00	8,479	0	41:18:18	00:00:00	1	0
Split Summary	Logon Duration	Time on Hold	Count of ACD Incoming Answered	Count of ACD Internal Answered	Duration of ACD Incoming Answered	Duration of ACD Internal Answered	Count of Recovered Calls	Count of Hold Abandoned
	75:38:44	00:00:00	8,479	0	41:18:18	00:00:00	1	0
Report Summary	Logon Duration	Time on Hold	Count of ACD Incoming Answered	Count of ACD Internal Answered	Duration of ACD Incoming Answered	Duration of ACD Internal Answered	Count of Recovered Calls	Count of Hold Abandoned
	75:38:44	00:00:00	8,479	0	41:18:18	00:00:00	1	0

Generating Reports

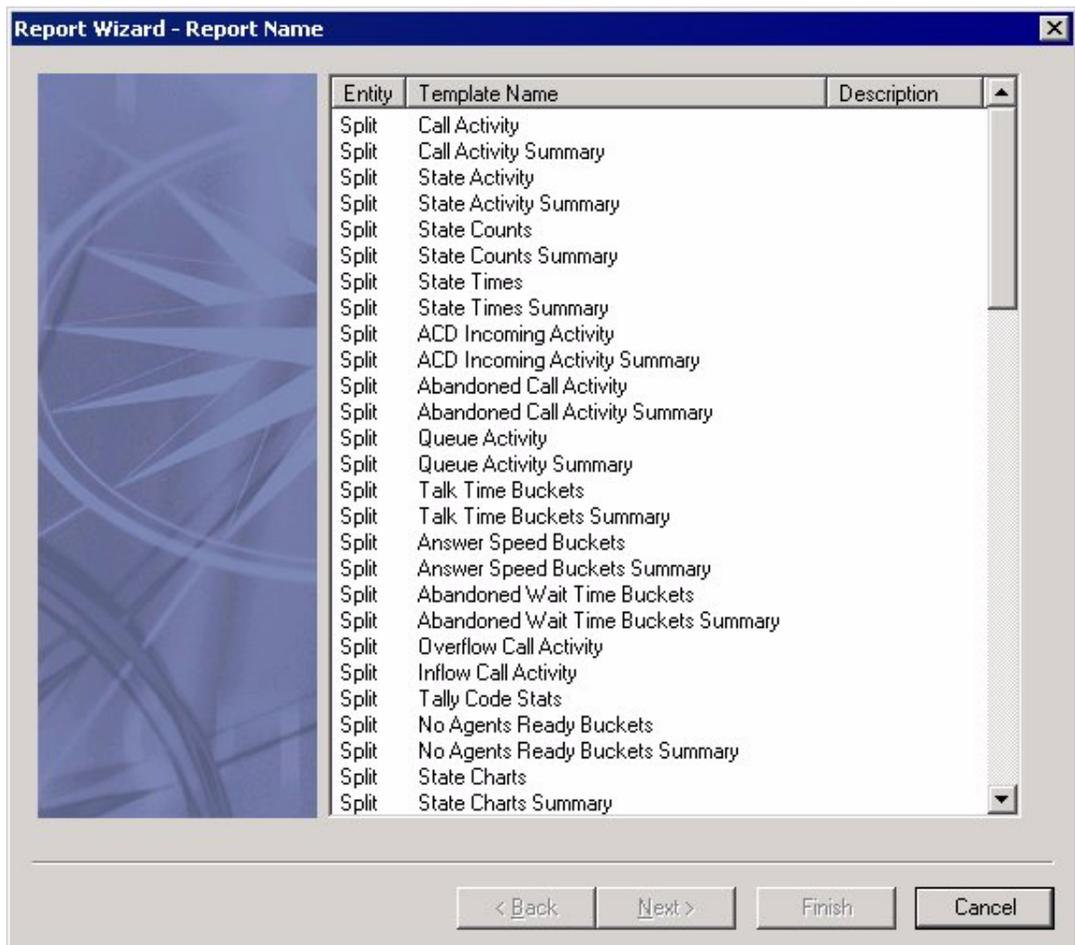
When you generate a GNAV Pro default or custom report, you can choose whether to display it on your screen for preview, send it to a printer to produce a hard copy, or export it as a file to your computer's hard drive.

The Report Wizard allows you to configure and generate default and custom Global Navigator reports.

Use the following procedure to access the Report Wizard.

Step Select **Report > Generate Report**. A Report Wizard dialog box displays (Figure 7-3).

Figure 7-3 Report Wizard



Creating and Scheduling Report Sets

GNAV Pro lets you group statistical reports together to create report sets. Each report set can be added to the scheduled set so that it will be delivered or printed periodically, at a scheduled time, or on demand. Once reports are delivered, you can view and work with these reports through the Delivered Reports window (accessible from the Reports Sets dialog).

From the Report Sets dialog, you can create, delete, modify, and schedule report sets.



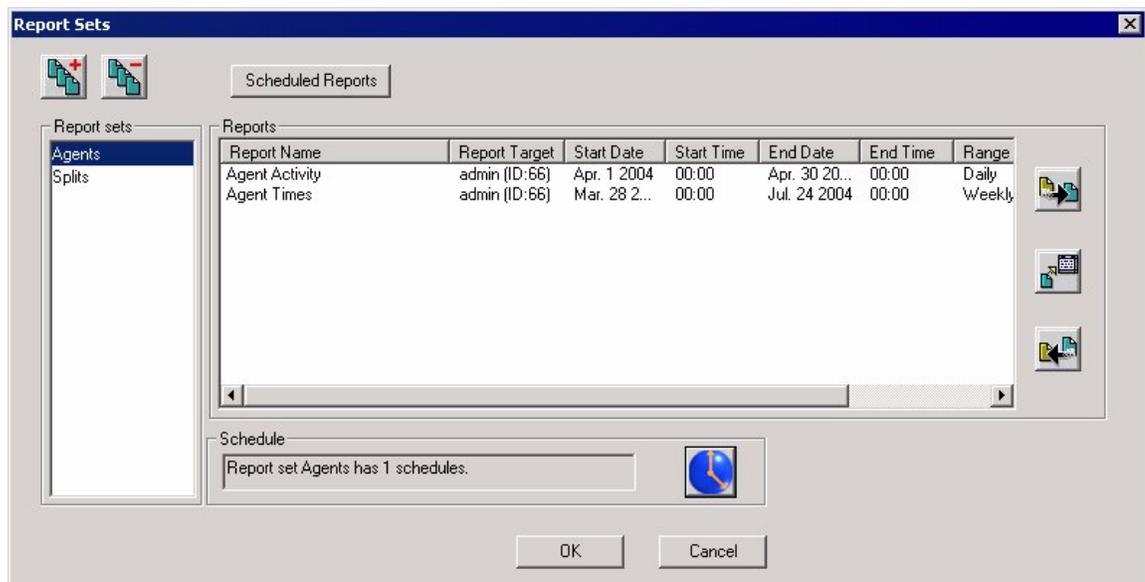
Configuring the Default Printer on a client machine as something other than a Physical Printing Device (ie: Microsoft Image Writer) will cause Report Sets to not work properly.

To access the Reports Sets dialog, do the following:

Step Select **Reports > Report Sets**.

The login dialog displays (Figure 7-4).

Figure 7-4 Reports Sets



For detailed instructions on scheduling reports, refer to the GNAV Pro Online Help system.



8

Configuring Wallboards

This chapter provides an overview of the wallboard configuration and maintenance.

- Chapter Topics*
- [Wallboards Overview](#)
 - [Creating Wallboard Messages](#)
 - [Configuring Wallboards](#)

Wallboards Overview

You can use GNAV Pro to create, edit, schedule, or delete messages displayed on wallboards. A wallboard message may contain not only text lines, but data elements displaying real-time statistics such as the longest waiting call, average speed of answer, grade of service, etc.

GNAV Pro can send real-time statistics to the wallboards which provide up-to-the-second information on call center activity. This information can be displayed as the events take place, allowing monitoring the performance of a specified split or of the call center as a whole.



NOTE

Because wallboard features vary between manufacturers, your wallboard may not support some of the procedures described in this section. For specific information on features and capabilities of individual models, consult your wallboard manufacturer and accompanying documentation.



NOTE

For more detailed information regarding wallboards, refer to the GNAV Pro Online Help system.

Creating Wallboard Messages

The information for display is specified in a Message Set, a series of messages:

- Composed of text and data fields.
- Displayed on a particular Spectrum Wall Display Board type.
- Using colors, graphics, and display modes to convey the information.

The data fields shown in these message sets are the same statistical information appearing in the real-time status screens displayed on the monitor. The data fields available are based on either split or system data.

For a single-line board type, up to 15 messages may be sent (one at a time) in the series that makes up the set, and a dual-line board type can display a series of 30 messages in a set. The same Message Set may be sent to up to four boards of the same type. Only one Message Set may be sent to each board at a time.

A Message Set is identified by a set number and a set name, and is specified for a particular type of wallboard. The type of board determines:

- How many lines of display are available.
- How many characters an individual message may contain.
- Whether the display can be in up to nine colors or only in red.

The message displayed can be:

- All graphic.
- All user-defined text.
- A combination of user-defined text and data fields.

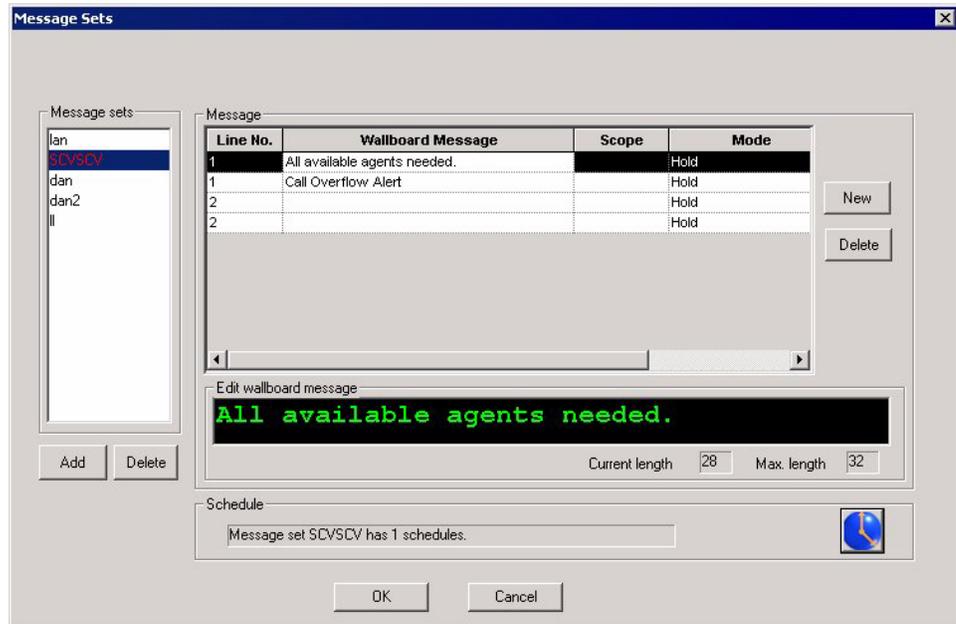
The mode of display ranges through 25 variations, such as flash, rotate, and scroll. Preset graphic displays can be included in the Message Set.

Message Set Access

Use the following procedure to access the Message Sets dialog.

- Step** Do one of the following:
- Select **Maintenance > Wallboard Messages**.
 - Click  on the toolbar.
- The Message Sets dialog displays (Figure 8-1).

Figure 8-1 Message Sets dialog

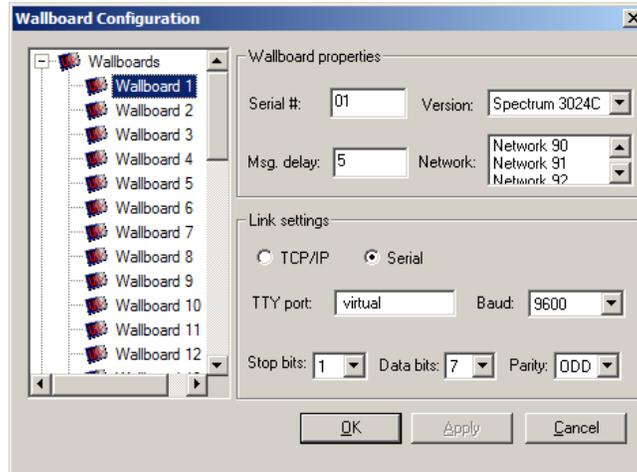


Configuring Wallboards

Do the following to access the Wallboard Configuration dialog in GNAV Pro.

Use the following procedure to access the Wallboard Configuration dialog.

- Step** Do one of the following:
- Select **Maintenance > Wallboard Configuration**.
 - Click  on the toolbar. A Wallboard Configuration dialog displays (Figure 8-2).

Figure 8-2 Wallboard Configuration dialog

The left tree contains the wallboards and nodes for each network, where wallboards can be grouped.

There are 30 wallboards defined by default in the system. The wallboards can be grouped into networks, after they have been configured. The maximum number of wallboards per network is 10 and the defined number of networks is 9 (90-98).



For more detailed information regarding wallboards, refer to the GNAV Pro Online Help system.

Glossary

ACD Automatic Call Distribution — In telephony, an Automatic Call Distributor (ACD), also known as Automated Call Distribution, is a device or system that distributes incoming calls to a specific group of terminals that agents use. It is often part of a computer telephony integration (CTI) system.

Routing incoming calls is the task of the ACD system. ACD systems are often found in offices that handle large volumes of incoming phone calls from callers who have no need to talk to a specific person but who require assistance from any of multiple persons (e.g., customer service representatives) at the earliest opportunity.

Agent A person who logs on to a phone to process ACD calls. An agent has the ability to service multiple splits, answering calls from any or all of the splits being serviced. An agent may be required to supply a unique ID, or an ID may be implied by the agent's extension.

Agent Group A number of agents grouped to represent different conditions, such as experience or skill level. Members of an agent group may be from different splits.

Alert A configurable setting which monitors the system's operation in specified critical or non-critical operations, specifying what exactly will be monitored and once the once the configured threshold has been exceeded, what action to take. The action to take once an alert has been triggered is actually an Event of some type (see Event).

ANI Automatic Name Identification (e.g., Caller ID) — Automatic Number Identification (ANI) is a feature of telephony intelligent network services that permits subscribers to display or capture the telephone numbers of calling parties. In the United States it is part of Inward Wide Area Telephone Service (WATS).

CLI Caller Line Identification — Caller ID (caller identification, CID, or more properly calling number identification) is a telephone service, available on POTS lines, that transmits a caller's number to the called party's telephone equipment during the ringing signal, or when the call is being set up, but before the call is answered. Where available, caller ID can also provide a name associated with the calling telephone number. The information made available to the called party may be made visible on a telephone's own display or on a separate attached device.

- Count** (In Report construction) A figure that was achieved *over a period of time*. For example, ACD State count would indicate a total of how many times the ACD State was entered.
- CTI** Computer Telephony Integration. "A term for connecting a computer (single workstation or file server on a local area network) to a telephone switch (PBX or ACD) and have the computer issue the telephone switch commands to move calls around."
- DCOM** Distributed Component Object Model (MS). An object-oriented means to encapsulate functions and services; platform-independent and distributed.
- Duration** (In Report construction) The elapsed time between two events. This is stored in seconds.
- Entity** A configurable item such as an agent, pilot, or split. Entities represent something in the system that is easily identifiable and is a standalone element, most likely including a mixture of items created by the system without user intervention and items created by the user.
- Event** An action that can take place at either a scheduled time, or as a result of an alarm condition.
- Extension** A telephone, generally used for ACD work.
- Formula** A formula is an expression that could be solved (using an expression solver) by any module in the system for the purposes of obtaining information about the system's operation.
- GOS** Grade of Service — is the probability of a call in a circuit group being blocked or delayed for more than a specified interval. This is always with reference to the busy hour when the traffic intensity is the greatest.
- IVR** Interactive Voice Response — is a phone technology that allows a computer to detect voice and touch tones using a normal phone call. The IVR system can respond with pre-recorded or dynamically generated audio to further direct callers on how to proceed. IVR systems can be used to control almost any function where the interface can be broken down into a series of simple menu choices.
- MAT** Maintenance Access Terminal — used to configure a PBX and its components.
- MIS** Management Information System — is a subset of the overall internal controls of a business covering the application of people, documents, technologies, and procedures by management accountants to solving business problems such as costing a product, service or a business-wide strategy. Management Information Systems are distinct from regular information systems in that they are used to analyze other information systems applied in operational activities in the organization.[1]
Academically, the term is commonly used to refer to the group of information management methods tied to the automation or support of

human decision making, e.g. Decision Support Systems, Expert systems, and Executive information systems.

- Node* A node is a physical switch. It is also a logical way to group everything to do with a given switch, including its agents, splits, pilots, trunks, and extensions. Different nodes may be in different locations and time zones.
- Number* (In Report construction) An instantaneous quantity. For example, the number of agents in an ACD State would indicate how many agents are currently in an ACD State.
- ODBC* Open Database Connectivity (MS). A standard which allows relational and non-relational databases to be accessed by a common interface. ODBC drivers use a form of SQL.
- Pilot* A number used to receive all ACD calls.
- Split* A queue through which ACD calls are distributed to agents.
- Team* A group of splits.
- SQL* Structured Query Language.
- Trunk* A single incoming or outgoing line from the PBX, uniquely defined with a route and circuit number.
- Trunk Group* A group of trunks based on route numbers.
- View* A configurable presentation format showing information stored in the database or derived information. A View can be configured to show information in different types (Report or Graph) for selected entities, displaying selected related information.



Appendix A

Database Table Layouts

This appendix provides a description of the database table layouts.

- Appendix Topics*
- [General Information](#)
 - [Common Statistical Components](#)
 - [Real-time Statistics Database](#)

General Information

The GNAV Pro database is the data store for all the information required by the application for display and reporting purposes. It is ODBC compliant, and supports a multiple security tier.

- Components*
- The database's primary purpose is statistics collection, and it can be broken down into major components related to statistics, which are:
- real-time statistics
 - summarized statistics
 - historical statistics

- Terms*
- In these reports:
- **Number represents an instantaneous quantity.** For example, the number of agents in an *ACD State* would indicate how many agents are currently in an *ACD State*.
 - **Count represents a figure that was achieved over a period of time.** For example, *ACD State* count would indicate a total of how many times the *ACD State* was entered.
 - **Duration indicates the elapsed time between two events.** This is stored in seconds.

The following tables list fields and their definitions which apply to the statistical components used by the database.

Common Statistical Components

ACD States

An agent has two line appearances on their extension. The ACD line is the line from which all ACD traffic is handled. The ACD line is covered by the following states.

Table Appendix A-1 Fields–ACD States

Field	Definition
Work	Being in Work mode but not associated to a call. Possible when the agent enter Wrap-up or After Call Work, exits back to Ready and then enters Work mode.
Multi-Work 1-99	In Work mode and associated with multiple (1-99) work related modes.
Break 1-9	Any of the 9 defined Break modes. The Break modes may be named in the APPLICATION NAME application and reported on individually.
Vacant/Logged Off	The agent is no longer servicing any splits. It is now possible for another agent to log on to this extension.
Ready/Idle	The agent has logged on and is ready to accept new calls.
Ringing	The agent is being presented with a call from a split the agent is currently logged onto.
Hold	A caller on the ACD line has been placed on hold.
Internal	The caller is another agent or business station that was received via an ACD queue.
Incoming	The caller is an external party that was received via an ACD queue.

Possible PBX States

The agent has two line appearances on their extension. The PBX line can be in any of the following states. The PBX line supports both incoming and outgoing calls.

Table Appendix A-2 Fields–Possible PBX States

Field	Definition
Idle	The PBX line is currently idle. No calls are being serviced on this line. An agent is logged on to this extension, and may currently be using the ACD line.
Vacant/Logged Off	The PBX line is currently idle. No calls are being serviced on this line. There are no agents associated with this extension.
Incoming	The PBX line is being used to answer a call from an external customer.
Internal	The PBX line is being used to answer a call from an internal extension.
Outgoing	The agent is currently performing an outgoing call or the phone is off-hook.

Real-time Statistics Database

Real-time statistics data is updated every time a message is received from the PABX. This is the information that will generally be displayed directly on the client's screen. It provides information to the user in two distinct forms:

- Current information telling the user what is happening, such as agent states and longest waiting call.
- Cumulative data giving information that is a summation of events since the MIS start of day, including Count of Incoming Calls, Total Break Time, and Grade Of Service.

Key Words **Number** represents an instantaneous quantity. For example, referring to number of agents in an *ACD State* would indicate how many agents are currently in an *ACD State*.

Count represents a figure that was achieved over a period of time. For example, *ACD State* count would indicate a total of how many times the *ACD State* was entered.

Duration denotes the elapsed time between two events, stored in seconds.

All **Percentages** will be stored to four decimal points. For example, 80.25% is stored as 0.8025.

Agent

Agent data is stored in two formats: as a total summary, and per split the agent has logged onto.

Table Appendix A-3 Fields—Agent Real-time Statistics

Field	Definition
Agent Logon ID number	A unique identifier for this agent. This allows for links to the agent detail record so information such as agent name can be obtained.
Agent Name	The name of the agent.
Agent Node	The node associated to the agent.
Agent Extension	The extension the agent is currently logged onto.
Agent ACD State	The state the agent (ACD call) is currently in.
Agent ACD time	The time that the agent entered the current ACD state.
Agent ACD hold	Total number of times that this agent had the call on hold (ACD call).
Agent Queue	The number of calls in an agent personal Queue.
Agent PBX State	The state the PBX line is currently in
Agent PBX time	The time that the PBX line entered the current state
Agent PBX hold	Total number of times that this agent had the call on hold (PBX call)

Split

All split information is calculated from the moment the call enters the split. To find out the time since the call entered the PBX, refer to the pilot statistics.

Table Appendix A-4 Fields - Split Real-time Statistics

Field	Definition
Split name	The name of the split.
Split Id	A number that identifies the split from the PBX.
Node	The node where the split is positioned.
Total Wait time	The total time spent waiting the call to answer in this split.
Total calls	Total number of ACD calls.
Total Count ACD incoming	Total number of agents in ACD incoming state.
Total Count ACD internal	Total number of agents in ACD internal state.
Total Count Work	Total number of agents in work state.
Total Count Break	Total number of agents in break state.
Total Available agents	Total number of agents in available state.
Total Vacant positions	Total number of agents in vacant state.
Total Count PBX incoming	Total number of agents in pbx incoming state.
Total Count PBX internal	Total number of agents in pbx internal state.
Total Count PBX outgoing	Total number of agents in pbx outgoing state.
Time ACD incoming	Total time spent by the agents in ACD incoming state.
Time ACD internal	Total time spent by the agents in ACD internal state.
Time Work	Total time spent by the agents in work state.
Time Break	Total time spent by the agents in break state.
Time Available	Total time spent by the agents in available state.
Time Vacant	Total time spent by the agents in vacant state.
Time PBX incoming	Total time spent by the agents in pbx incoming state.
Time PBX internal	Total time spent by the agents in pbx internal state.
Time PBX outgoing	Total time spent by the agents in pbx outgoing state.
Current Count ACD incoming	Current number of agents in ACD incoming state.
Current Count ACD internal	Current number of agents in ACD internal state.
Current Count Work	Current number of agents in work state.
Current Count Break	Current number of agents in break state.
Current Available agents	Current number of agents in available state.
Current Vacant positions	Current number of agents in vacant state.

Field	Definition
Current Count PBX incoming	Current number of agents in pbx incoming state.
Current Count PBX internal	Current number of agents in pbx internal state.
Current Count PBX outgoing	Current number of agents in pbx outgoing state.
Average Speed to Answer	Average period of time that it took to answer a call presented to this split (calculated by client application)
GOS	A percentage of calls answered within a specified period of time
Split LWC	The longest period of time a call had to wait that was answered.
Split Pri. Queue	Number of calls queued in this split (waiting to be serviced), with this being the primary split (first split queued to).
Split Std. Queue	Number of calls queued in this split (waiting to be serviced) with this being the secondary split.
Overflow Queue	Count the queued overflowed calls.
Agent Queue	The number of agents that had queued calls in this split.
No Ann Split Queue	The quantity of None Announcements to which queued calls have been connected.
1St Ann Split Queue	The quantity of One Announcements to which queued calls have been connected.
2Nd Ann Split Queue	The quantity of Two Announcements to which queued calls have been connected.
Abandoned Before Ann	Total number of calls that were abandoned in this split before the first announcement
Abandoned After 1St Ann	Total number of calls that were abandoned in this split after the first announcement
Abandoned From Ring	Total number of calls that were abandoned while receiving ringback tone.
GOS Thresholds	If the calls are answered within this time interval, they are counted by GOS.
ASA Alert Level	Average Speed Answer threshold level.
LWC Alert Level	Longest Waiting Call threshold level.
GOS Alert Level	Grade of Service threshold level.

Team

A Team is a group of splits. [Table Appendix A-5](#) describes Team real-time statistics.

Table Appendix A-5 Fields - Team Real-time Statistics

Field	Definition
Team Name	The name of the team.
Team Id	A number that identifies the team from the PBX.
Total Wait time	The total time spent waiting the call to answer in this team.
Total calls	Total number of ACD calls.
Total Count ACD incoming	Total number of agents in ACD incoming state.
Total Count ACD internal	Total number of agents in ACD internal state.
Total Count Work	Total number of agents in work state.
Total Count Break	Total number of agents in break state.
Total Available agents	Total number of agents in available state.
Total Vacant positions	Total number of agents in vacant state.
Total Count PBX incoming	Total number of agents in pbx incoming state.
Total Count PBX internal	Total number of agents in pbx internal state.
Total Count PBX outgoing	Total number of agents in pbx outgoing state.
Time ACD incoming	Total time spent by the agents in ACD incoming state.
Time ACD internal	Total time spent by the agents in ACD internal state.
Time Work	Total time spent by the agents in work state.
Time Break	Total time spent by the agents in break state.
Time Available	Total time spent by the agents in available state.
Time Vacant	Total time spent by the agents in vacant state.
Time PBX incoming	Total time spent by the agents in pbx incoming state.
Time PBX internal	Total time spent by the agents in pbx internal state.
Time PBX outgoing	Total time spent by the agents in pbx outgoing state.
Current Count ACD incoming	Current number of agents in ACD incoming state.
Current Count ACD internal	Current number of agents in ACD internal state.
Current Count Work	Current number of agents in work state.
Current Count Break	Current number of agents in break state.
Current Available agents	Current number of agents in available state.
Current Vacant positions	Current number of agents in vacant state.
Current Count PBX incoming	Current number of agents in pbx incoming state.
Current Count PBX internal	Current number of agents in pbx internal state.

Field	Definition
Current Count PBX outgoing	Current number of agents in pbx outgoing state.
Avg.Spd.Ans.	Average period of time that it took to answer a call presented to this team (calculated by client application)
GOS	A percentage of calls answered within a specified period of time
Team LWC	The longest period of time a call had to wait that was answered.
Team Pri. Queue	Number of calls queued in this team (waiting to be serviced), with this being the primary team (first team queued to).
Team Std. Queue	Number of calls queued in this team (waiting to be serviced) with this being the secondary team.
Overflow Queue	Count the queued overflowed calls.
Agent Queue	Number of agents that had calls queued in this team.
No Ann Team Queue	The quantity of None Announcements to which queued calls have been connected.
1St Ann Team Queue	The quantity of One Announcements to which queued calls have been connected.
2Nd Ann Team Queue	The quantity of Two Announcements to which queued calls have been connected.
Abandoned Before Ann	Total number of calls that were abandoned in this team before the first announcement
Abandoned After 1St Ann	Total number of calls that were abandoned in this team after the first announcement
Abandoned From Ring	Total number of calls that were abandoned while receiving ringback tone.
GOS Thresholds	If the calls are answered within this time interval, they are counted by GOS.
ASA Alert Level	Average Speed Answer threshold level.
LWC Alert Level	Longest Waiting Call threshold level.
GOS Alert Level	Grade of Service threshold level.

Trunk Group

A Trunk Group is a group of trunks based on route numbers. [Table Appendix A-6](#) describes fields in Trunk Group Real-time Statistics.

Table Appendix A-6 Fields - Trunk Group Real-time Statistics

Field	Definition
Trunks No	The number of trunks in the trunk group.
Idle Trunks	The number of trunks in idle state, when no calls have been serviced.
Incoming Trunks	The number of trunks in incoming state.
Outgoing Trunks	The number of trunks in outgoing state.
Priority Queue	The number of priority queued calls in this trunk group.
Standard Queue	The number of standard queued calls in this trunk group.
Total Calls	The total number of calls in this trunk group.
Total Abandoned Calls	The total number of calls in this trunk group that were abandoned.
Total Answered Calls	The total number of calls that were answered via this trunk group.
All Busy Trunks	The number of times that all trunks were busy.
Trunk Group Number	The number which identifies this trunk group in the PBX.
Node	The node where this trunk group is positioned.

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