



MITEL CONNECTOR DEFAULT FEEDS

FOR MiCC SDK SYSTEMS

INTRODUCTION:

The Mitel connector ships with two feeds configured by default Agent and Queue.

We query the Mitel every 2 seconds with our connector but update speeds are generally down to the Mitel system itself

AGENT FEED:

This feed contains details about all Agent fields within the Agent feed:

- ID
- First Name
- Last Name
- Full Name
- Reporting
- Employee Ref ID
- MediaServerRefID
- Media Type
- Media Server Type
- Current State
- Current State Time
- Entered State On
- Reason
- Photo URL
- Open Media Slots
- ACD Conversations Today
- NonACD Conversations Today
- Present In Agents Groups
- Occupied Duration Today
- ACD Duration Today
- DoNotDisturb Duration Today
- HoldACD Duration Today
- HoldNonACD Duration Today
- HoldOutbound Duration Today
- MakeBusy Duration Today
- NonACD Duration Today
- Outbound Duration Today
- Work Timer Duration Today
- Average Answered Duration Today
- Logged In Duration Today
- Last Login Time
- Last Logoff Time
- Logged In Not Present Duration Today
- External Answer Duration Today
- Workload Limit
- Current Active
- Current Work Timer
- Average Time
- Total ACD Duration
- Total NONACD Duration
- Unavailable Percent Today
- Outbound Conversations Today
- External Outbound Conversations Today
- External Inbound Conversations Today
- Available State



QUEUE FEED:

This feed contains details about all Agent fields within the Queue feed:

- ID
- Abandoned Conversations Average Duration Today
- Abandoned Conversations in the last 15 Minutes
- Abandoned Conversations in the last hour
- Abandoned Conversations Percentage in the last 15 minutes
- Abandoned Conversations Percentage in the last hour
- Abandoned Conversations Percentage today
- Abandoned Conversations today
- Agent Logged in total duration today
- Agents Available
- Agents Idle
- Agents OnACD Conversations
- Agents OnNONACD Conversations
- Agents on Outbound Conversations
- Agents Unavailable
- Agents Unavailable In the last 15 minutes
- Agents Unavailable In the last hour
- Answered Conversations average duration in the last 15 minutes
- Answered Conversations average duration in the last hour
- Answered Conversations average duration today
- Answered Conversations By Agent Group 1 today
- Answered Conversations By Agent Group 2 today
- Answered Conversations By Agent Group 3 today
- Answered Conversations By Agent Group 4 today
- Answered Conversations in the last 15 minutes
- Answered Conversations in the last hour
- Answered Conversations percentage by Agent Group 1 today
- Answered Conversations percentage by Agent Group 2 today
- Answered Conversations percentage by Agent Group 3 today
- Answered Conversations percentage by Agent Group 4 today
- Answered Conversations percentage in the last 15 minutes
- Answered Conversations percentage in the last hour
- Answered Conversations percentage today
- Answered Conversations today
- Conversation Average Duration in the last 15 minutes
- Conversation Average Duration in the last hour
- Conversation Average Duration today
- Conversation Total Duration today
- Estimated Wait Time for New Conversations
- Interflowed Conversations in the last 15 minutes
- Interflowed Conversations in the last hour
- Interflowed Conversations today
- Is In Do Not Disturb
- Longest Wait Conversation Duration
- Longest Wait Started Time
- Longest Wait Started Time Media Server Id
- Make Busy total duration today
- Offered Conversation in the last 15 minutes
- Offered Conversation in the last hour
- Offered Conversation today
- Name
- Reporting
- Is Group
- Media Type
- Requeued Conversations Today
- Service Level percentage in last 15 minutes
- Service Level percentage in last hour
- Service Level percentage today
- Service Goal percentage
- Time of last received update
- Transfers to unavailable queue
- Transfers to unavailable queue total today
- Waiting Conversations
- Work Timer Total Duration Today

For more information about any of the information contained in this document, please visit our knowledgebase or email: support@sjssolutions.com

