Chapter 4: Real-time statistics

Introduction

The tables in this section describe the statistics that belong to the Basic Status Reporting package. For each column in the tables, the data type is defined as Cumulative, State, or Admin. Statistics are available for multimedia contacts when the Open Queue feature is licensed and enabled. Telephony-specific statistics do not have meaning for multimedia contacts.

- **Cumulative—**The statistics are accumulated over a specified period of time (for example, the number of calls answered during an interval).
- **State**—The instantaneous state of the system (for example, the state of an agent at a given time).
- **Admin—**The value is entered by a data administrator and is not affected by call events (for example, a skillset ID).

For cumulative statistics, data can be collected in two different ways:
- **moving window**—The data is collected within the fixed size time window of 10 minutes that moves forward as time progresses. The fixed size time window is divided into a number of equal data sampling periods. As every sampling period expires, data collected in the current sampling period is added to the totals of the current time window while the values from the oldest sampling period within the current time window are subtracted from the totals. Therefore, the totals always represent the last 10 minutes of activity.
- **interval-to-date**—The data is collected on an interval basis. The interval is user-configurable in increments of 15 minutes up to a maximum of 24 hours. When the interval is complete, all data fields are reset to zero and collection starts for the next interval. The recommended minimum refresh rate (the rate at which the data is updated) for all statistics groups is 2 seconds.

Table definitions

The following tables contain the table definitions for interval-to-date and moving window statistics. Currently, you can configure the time interval used for interval-to-date statistics (15-minute increments, starting from 15 minutes to 24 hours), whereas the interval used for moving window calculations is set to 10 minutes.

Description	Statistic	Definition
Application statistics	Interval-to-date	NIrtd_INTRVL_APPL
Skillset statistics	Interval-to-date	NIrtd_INTRVL_SKLST
Agent statistics	Interval-to-date	NIrtd_INTRVL_AGENT
Nodal statistics	Interval-to-date	NIrtd_INTRVL_NODAL

Description	Statistic	Definition
IVR statistics	Interval-to-date	NIrtd_INTRVL_IVR
Route statistics	Interval-to-date	NIrtd_INTRVL_ROUTE
Application statistics	Moving window	NIrtd_MWIND_APPL
Skillset statistics	Moving window	NIrtd_MWIND_SKLST
Agent statistics	Moving window	NIrtd_MWIND_AGENT
Nodal statistics	Moving window	NIrtd_MWIND_NODAL
IVR statistics	Moving window	NIrtd_MWIND_IVR
Route statistics	Moving window	NIrtd_MWIND_ROUTE

Application statistics

Application statistics provide instantaneous state and cumulative performance measurement information on a per-application basis. An application corresponds to a single primary script (that provides call processing for a particular type of call) and all of its associated secondary scripts. For example, a department store's call center can have a catalog sales application and a credit card inquiry application.

Column	Column ID	Data type	Description	Format
Application ID	NIrtd_APPL_APPL_ID	Admin	A unique number to identify an application. (Key) (Translatable using NIrtd_getName and NIrtd_getValue)	ULONG
Calls Abandoned[a]	NIrtd_APPL_CALLS_ABAN	Cumulative	The number of local and incoming CDN calls abandoned.	ULONG
Calls Abandoned After Threshold[a]	NIrtd_APPL_CALLS_ABAN_AFT_THRESHOLD	Cumulative	The number of local and incoming network CDN calls abandoned after experiencing a delay greater than or equal to the service level threshold for the application. The delay is calculated from the time the call arrives (for local CDN calls) or from the time the call is logically queued (for incoming network CDN calls) to the time the call is abandoned.	ULONG
Calls Abandoned Delay[a]	NIrtd_APPL_CALLS_ABAN_DELAY	Cumulative	The total delay experienced by all abandoned local and incoming network CDN calls. The delay is calculated from the time the call arrives (for local CDN calls) or from the time the call is logically queued (for incoming network CDN calls) to the time the call is abandoned.	ULONG

Column	Column ID	Data type	Description	Format
Calls Answered[a]	NIrtd_APPL_CALLS_ANS	Cumulative	The number of local and incoming network CDN calls, ACD calls, and NACD calls answered. This also includes the number of local calls that are networked out and answered at the remote site.	ULONG
Calls Answered After Threshold[a]	NIrtd_APPL_CALLS_ANS_AFT_THRESHOLD	Cumulative	The number of local and incoming network CDN calls answered after experiencing a delay greater than or equal to the service level threshold for the application. The delay is calculated from the time the call arrives (for local CDN calls) or from the time the call is logically queued (for incoming network CDN calls) to the time the call is answered.	ULONG
Calls Answered Delay[a]	NIrtd_APPL_CALLS_ANS_DELAY	Cumulative	The total delay experienced by all answered local and incoming network CDN calls. The delay is calculated from the time the call arrives (for local CDN calls) or from the time the call is logically queued (for incoming network CDN calls) to the time the call is answered.	ULONG
Calls Waiting[a]	NIrtd_APPL_CALLS_WAITING	State	The number of local and incoming network CDN calls that are currently waiting. This also includes local calls that are logically queued at remote sites.	ULONG
Max. Waiting Time[a]	NIrtd_APPL_MAX_WAITING_TIME	State	The amount of time that the oldest unanswered local and incoming network CDN call has been in the system.	ULONG
Waiting Time[a]	NIrtd_APPL_WAITING_TIME	State	The total time waiting in the system of all local and incoming network CDN calls that are currently waiting.	ULONG
Calls Answered Delay At Skillset[a]	NIrtd_APPL_CALLS_ANS_DELAY_AT_SKILLSET	Cumulative	The delay experienced by all local and incoming network CDN calls from the time they are queued against the first skillset to the time they are answered.	ULONG

Column	Column ID	Data type	Description	Format
Calls Given Termination Treatment[a]	NIrtd_APPL_CALLS_GIVEN_TERMINATE	Cumulative	The number of local and incoming network CDN calls that were terminated with one of the following treatments: 1. given Force Busy, Force Overflow, Force Disconnect, Route Call, or Default. 2. reached a non-ISDN trunk while being routed to a remote site. (**Networking feature**) 3. transferred in an IVR session. (**IVR feature**) 4. networked out via an NACD queue. (**NACD feature**).	ULONG
Calls Offered[a]	NIrtd_APPL_CALLS_OFFER R	Cumulative	The number of local and incoming network CDN calls, ACD calls, and NACD calls that were offered.	ULONG
Time Before Interflow	NIrtd_APPL_DELAY_BEF_ INTERFLOW	Cumulative	The amount of time a call spent in the Master Application before interflowing to the Primary Application. For the Master Application, this value is the total delay before interflow to all Primary Applications. For each Primary Application, this provides a delay spent in the Master Application or calls answered at this application.	ULONG
Network Out Calls[b]	NIrtd_APPL_NETWRK_OU T_CALLS	Cumulative	**Networking feature** The number of local CDN calls that were networked out from this application.	ULONG
Network Out Calls Abandoned[b]	NIrtd_APPL_NETWRK_OU T_ABAN	Cumulative	**Networking feature** The number of outgoing network CDN calls that were networked out from this application and abandoned at destination sites.	ULONG
Network Out Calls Abandoned Delay[b]	NIrtd_APPL_NETWRK_OU T_ABAN_DELAY	Cumulative	**Networking feature** The total delay experienced by local CDN calls that were networked out from this application and abandoned at destination sites.	ULONG

Column	Column ID	Data type	Description	Format
Network Out Calls Answered[b]	NIrtd_APPL_NETWRK_OUT_ANS	Cumulative	**Networking feature** The number of local CDN calls that were networked out from this CCMS application and answered by an agent or by IVR, or received termination treatment, music, or RAN at destination sites.	ULONG
Network Out Calls Answered Delay[b]	NIrtd_APPL_NETWRK_OUT_ANS_DELAY	Cumulative	**Networking feature** The total delay experienced by all local CDN calls that were networked out from this application and answered by an agent or by IVR, or received termination treatment, music, or RAN treatment at destination sites.	ULONG
Network OutCalls Waiting[b]	NIrtd_APPL_NETWRK_OUT_CALLS_WAITING	State	**Networking feature** The number of local CDN call requests sent from this application that are currently waiting at destination sites.	ULONG
Network Out Calls Requested	NIrtd_APPL_NETWRK_OUT_CALLS_REQ	State	**Networking feature** The number of network calls that were sent to another site	ULONG

a) This statistic includes calls that originally entered AACC at this site and calls that were received at this site from the Contact Center network. Delays are calculated from the time the call enters this site if it is a local CDN call or from the time the call is logically queued to this site if it is a network call.

b) Network Out statistics refer to calls that originally entered the AACC at this site butt were sent to another site on the Contact Center network. Delays for Network Out statistics are calculated from the time the call arrives at the source site to the time the call is treated (either answered, abandoned, or terminated) at the destination site.

Skillset statistics

Skillset statistics provide instantaneous state and cumulative performance measurement information on a per-skillset basis. If the agent is not logged on, no statistical data is available for that particular skillset.

Column	Column ID	Data type	Description	Format
Skillset ID	NIrtd_SKLST_SKILLSET_	Admin	A unique number to identify a skillset. (Key) (Translatable using	ULONG

Column	Column ID	Data type	Description	Format
	ID		NIrtd_getName and NIrtd_getValue)	
Agents Available	NIrtd_SKLST_AGENT_AVAIL	State	The number of agents who are currently waiting for calls.	ULONG
Agents In Service	NIrtd_SKLST_AGENT_IN_SERVICE	State	The number of agents logged on for this skillset.	ULONG
Agents on Skillset Calls	NIrtd_SKLST_AGENT_ON_ICCM_CALL	State	The number of agents who are logged on for this skillset and are currently handling local and network CDN calls assigned to this skillset.	ULONG
Agents Not Ready	NIrtd_SKLST_AGENT_NOT_READY	State	The number of agents currently in the Not Ready State who are logged on for this skillset.	ULONG
Calls Waiting	NIrtd_SKLST_CALL_WAIT	State	The number of local and incoming network CDN calls currently waiting for an agent with this skillset.	ULONG
Longest Waiting Time Since Last Call	NIrtd_SKLST_LONGEST_WAIT_TIMES_SINCE_LAST_CALL	State	The longest waiting time of all idle agents who are currently waiting to answer calls for this skillset. The time is since last call.	ULONG
Max. Waiting Time	NIrtd_SKLST_MAX_WAIT_TIME	State	The maximum waiting time spent by all local and incoming network CDN calls that are currently waiting for an agent with this skillset.	ULONG
Waiting Time	NIrtd_SKLST_TOT_WAIT_TIME	State	The total waiting time spent by all local and incoming network CDN calls that are currently waiting for an agent assigned to this skillset.	ULONG
Expected Wait Time	NIrtd_SKLST_EXPECT_WAIT_TIME	State	The time that a new call is expected to wait before being answered by an agent with this skillset.	ULONG
Calls Answered After Threshold	NIrtd_SKLST_CALL_ANS_AFT_THRESHOLD	Cumulative	The number of local and incoming network CDN calls that were answered after experiencing a delay greater than or equal to the service level threshold for this skillset. This statistic is not applicable for ACD and NACD calls because answering delay	ULONG

Column	Column ID	Data type	Description	Format
			information is not available for these types of calls.	
Longest Waiting Time Since Login	NIrtd_SKLST_LONGEST_WAIT_TIMES_SINCE_LOGIN	State	The longest waiting time of all idle agents who are currently waiting to answer calls for this skillset. The time is calculated since logon.	ULONG
Agents on DN Calls	NIrtd_SKLST_AGENT_ON_DN_CALL	State	The number of agents who are logged on for this skillset but are currently handling DN calls. Note: CS1000 reports agent active on an outgoing DN call only after the called party answers the call.	ULONG
Skillset State	NIrtd_SKLST_SKILLSET_STATE	State	The state of the skillset (In Service or Out Of Service).	ULONG
Agents Unavailable	NIrtd_SKLST_AGENT_U NAVAILABLE	State	The number of agents who are currently unavailable to take calls. This value is calculated base on: (# Agents In Service) - (# Agents Available)	ULONG
Network Calls Waiting	NIrtd_SKLST_NETWRK_CALL_WAIT	State	**Networking feature** The number of incoming network CDN calls currently waiting at this skillset.	ULONG
Network Calls Answered	NIrtd_SKLST_NETWRK_CALL_ANS	State	**Networking feature** The number of incoming network CDN calls answered by an agent assigned to this skillset.	ULONG
Total Calls Answered Delay	NIrtd_SKLST_TOT_ANS_DELAY	Cumulative	The delay experienced by all local and incoming network CDN calls that were answered by an agent with this skillset from the time the calls were queued against the skillset until they were answered. This statistic is not	ULONG

Column	Column ID	Data type	Description	Format
			applicable for ACD and NACD calls because answer delay information is not available for these types of calls.	
Total Calls Answered	Nlrtd_SKLST_TOT_CALL_ANS	Cumulative	The number of local and incoming network CDN calls, ACD calls, and NACD calls answered by an agent assigned to this skillset.	ULONG
Agent On Network Skillset Call	Nlrtd_SKLST_AGENT_ON_NETWRK_ICCM_CALL	State	**Networking feature** The number of agents who are logged on for this skillset and are currently handling network CDN calls assigned to this skillset.	ULONG
Agent On Other Skillset Call	Nlrtd_SKLST_AGENT_ON_OTHER_ICCM_CALL	State	The number of agents who are logged on for this skillset but are active on calls for other skillsets. The other skillset can be a local skillset, a network skillset, or an Agent Queue To skillset.	ULONG
Agent On ACD-DN Call	Nlrtd_SKLST_AGENT_ON_ACD_CALL	State	The number of agents who are logged on for this skillset but are currently handling ACD-DN calls.	ULONG
Agent On NACD-DN Call	Nlrtd_SKLST_AGENT_ON_NACD_CALL	State	The number of agents who are logged on for this skillset but are currently handling NACD-DN calls.	ULONG
Calls Offered	Nlrtd_SKLST_CALL_OFFERED	Cumulative	The number of calls queued to this skillset; these calls might or might not be answered by this skillset. The count is not increased if a call is queued to this skillset more than once.	ULONG

Column	Column ID	Data type	Description	Format
Network Calls Offered	Nlrtd_SKLST_NETWRK_CALL _OFFERED	Cumulative	The number of incoming network CDN calls queued to this skillset.	ULONG
SkillsetAba don	Nlrtd_SKLST_CALL_ABANDO N	Cumulative	The number of calls that were abandoned by callers while being queued to this skillset.	ULONG
SkillsetAba ndonDelay	Nlrtd_SKLSET_CALL_ABAND ONDELAY	Cumulative	The amount of delay experienced by calls that were abandoned by callers while being queued to this skillset; the delay value is calculated from the time the call was queued to this skillset to the time it was dequeued.	ULONG
SkillsetAba ndonDelayA fterhreshold	Nllrtd_SKLSET_CALL_ABAND ONDELAY_AFTERTHRESHO LD	Cumulative	The number of calls whose SkillsetAbandonDelay values were greater than or equal to the service level threshold.	ULONG
Queued CallAnswer ed	Nlrtd_SKLSET_QUEUED_CA LL_ANS	Cumulative	The number of queued calls that were answered for the skillset within the last interval-to-date or movingwindow.	ULONG

An agent can log on to more than one skillset at any time. Therefore, if an application sums Agents Available for each skillset, the value obtained is generally greater than the total number of agents in the contact center who are available to take calls. The same is true for Agents in Service and Agents Not Ready. This is not the case for Agents on Skillset Calls, that is, the sum of Agents on Skillset Calls for each skillset is equal to the total number of agents currently answering skillset calls in the contact center.

Agent statistics

Agent statistics provide instantaneous state information regarding an agent (call taker). These statistics provide a supervisor with a means to monitor what their agents are doing at any point in time. If the agent is not logged on, no statistical data is available for that particular agent.

Column	Column ID	Data type	Description	Format
Agent ID	Nlrtd_AGENT_AGE NT_ID	Admin	A unique number to identify an agent. (Key) (Translatable using Nlrtd_getName and Nlrtd_getValue)	BYTE(17) STRING

Column	Column ID	Data type	Description	Format
State	NIrtd_AGENT_STATE	State	Indicates the state the agent is currently in. Note that this state can be one single state or a combination of two or more states. The following is a list of possible states: □ Undefined—the state of agent is unknown □ Busy □ Not Ready—Not Ready key activated □ Waiting for CDN call □ Reserved for a call **(NACD/Networking feature**) □ Skillset call active □ NACD call active **(NACD feature**) □ ACD call active □ DN In/Out call active □ CDN call on hold □ NACD call on hold **(NACD feature**) □ ACD call on hold □ DN In/Out call on hold □ DN In/Out call on hold and active □ CDN call active and DN In/Out call on hold □ NACD call active and DN In/Out call on hold (**NACD feature**) □ ACD call active and DN In/Out call on hold □ CDN call on hold and DN In/Out call active □ CDN call on hold and DN In/Out call on hold □ CDN call on hold and DN In/Out call active and on hold □ NACD call on hold and DN In/Out call active **(NACD feature**) □ NACD call on hold and DN In/Out call on hold **(NACD feature**) □ NACD call on hold and DN In/Out call active and on hold **(NACD feature**) □ ACD call on hold and DN In/Out call active □ ACD call on hold and DN In/Out call on hold □ ACD call on hold and DN In/Out call active and on hold □ Not Ready and DN In/Out call active □ Not Ready and DN In/Out call on hold □ Not Ready and DN In/Out call on hold and active □ Consultation with out caller □ CDN call presented □ Emergency □ Walkaway or Walkaway combination with other states	ULONG

Column	Column ID	Data type	Description	Format
Supervis or ID	NIrtd_AGENT_SUP ERVISOR_ID	Admin	Agent's primary supervisor's unique identifier.	BYTE(17) STRING
Time In State	NIrtd_AGENT_TIM E_IN_ST ATE	Cumulative	The length of time that the agent has been in this state. The only exception is when the agent is on a DN call, in which case the agent state is shown as BUSY.	ULONG
Answerin g Skillset	NIrtd_AGENT_ANS _SKILLSET	State	The ID of a skillset for which this agent is currently answering a skillset call. (Translatable using NIrtd_getName and NIrtd_getValue)	ULONG
DN In Time In State	NIrtd_AGENT_DN_ IN_TIME_IN_STAT E	Cumulative	The length of time an agent has been in the DN IN state; that is, answering incoming DN calls.	ULONG
DN Out Time In State	NIrtd_AGENT_DN_ OUT_TIME_IN_ST ATE	Cumulative	The length of time an agent has been in the DN OUT state; that is, making outgoing DN calls.	ULONG
Supervis or User ID	NIrtd_AGENT_SUP ERVISOR_USER_I D	Admin	Agent's primary supervisor blue user ID. (Translatable using NIrtd_getName and NIrtd_getValue)	BYTE(16) BUFFER
Position ID	NIrtd_AGENT_POS ITION_I D	Admin	A unique identifier of the agent's position ID.	ULONG
Not Ready Reason Code_Hi gh and Not Ready Reason Code_Lo w	NIrtd_AGENT_NOT _READY_REASON	State	The Not Ready reason code entered by the agent.	STRING
DN Out Call Number_ Hi gh and DN Out Call Number_ Low	NIrtd_AGENT_DN_ OUT_CALL_NUM	State	The DN number dialed by an agent.	STRING
Skillset Calls	NIrtd_AGENT_SKL ST_CALL_ANS	Cumulative	The number of local and incoming network CDN calls answered by an agent.	STRING

Column	Column ID	Data type	Description	Format
Answered				
DN InCall Answered	Nlrtd_AGENT_DN_IN_CALL_ANS	Cumulative	The number of DN calls answered by an agent.	STRING
DN OutCall Made	Nlrtd_AGENT_DN_OUT_CALL	State	The number of DN calls made by an agent.	STRING
Answering Application	Nlrtd_AGENT_ANS_APP	State	A unique number to identify an application.	STRING
Answering CDN_Low And AnsweringCDN_High	Nlrtd_AGENT_ANS_CDN	State	A special directory number that allows incoming calls to be queued at a CDN when they arrive at the switch.	STRING
Answering DNIS_High And Answering DNIS_Low	Nlrtd_AGENT_ANS_DNIS	State	The phone number dialed by the incoming caller.	STRING

For CS1000 connectivity, an agent can be assigned multiple DN keys. Therefore, an agent can be in a state that they are answering a DN call as well as placing another DN call on hold.

Nodal statistics

Nodal statistics provide instantaneous state and cumulative accounting information for a next generation Call Center server. Usually, a call center has a single server and the nodal statistics are equal to the call center statistics. In the Basic Status Reporting package, only one nodal statistic is available.

Column	Column ID	Data type	Description	Format
Dummy Key	Nlrtd_NODAL_DUMMY_KEY	Admin	An artificial key for use by the application. (This is provided to the application to make the interface	ULONG

Column	Column ID	Data type	Description	Format
			consistent, allowing for an easier application of delta, delete, and new table values.)	
Calls Offered[a]	NIrtd_NODAL_CALL_OFFER	Cumulative	The number of local CDN calls, incoming network CDN calls, ACD calls, and NACD calls that were offered to this site.	ULONG
Calls Answered[a]	NIrtd_NODAL_CALL_ANS	Cumulative	The number of local CDN calls, incoming network CDN calls, ACD calls, and NACD calls that were answered at this site.	ULONG
Calls Waiting[a]	NIrtd_NODAL_CALL_WAIT	State	The number of local CDN calls and incoming network CDN calls that are currently waiting to be answered.	ULONG
Network Calls Offered[b]	NIrtd_NODAL_NETWRK_CALL_OFFER	Cumulative	**Networking feature** The number of incoming network CDN calls that were offered to this site.	ULONG
Network Calls Answered[b]	NIrtd_NODAL_NETWRK_CALL_ANS	State	**Networking feature** The number of incoming network CDN calls that were answered at this site.	ULONG
Network Calls Waiting[b]	NIrtd_NODAL_NETWRK_CALL_WAIT	State	**Networking feature** The number of incoming network CDN calls that are currently waiting to be answered.	ULONG

a. This statistic includes calls that originally entered the Contact Center Manager Server at this site and calls that were received at this site from the Contact Center network.
b. This statistic only includes calls that were received at this site from the Contact Center network.

IVR statistics

IVR statistics provide state and cumulative performance measurement information on a per-IVR queue basis. These statistics provide a means to monitor the usage of the port resources of an IVR queue from a real-time perspective.

Column	Column ID	Data type	Description	Format
IVR Queue ID	NIrtd_IVR_QUEUE_ID	Admin	A unique number to identify an IVR queue.	BYTE (8) STRING
Calls Waiting	NIrtd_IVR_CALL_WAIT	State	The number of local and incoming network CDN calls that are currently waiting at this IVR queue.	ULONG

Calls Answered	NIrtd_IVR_CALL_ANS	Cumulative	The number of local and incoming network CDN calls that were answered by this IVR queue.	ULONG
Calls Answered Delay	NIrtd_IVR_CALL_ANS_ DELAY	Cumulative	The total delay experienced by all local and incoming network CDN calls that were answered by this IVR queue. The delay begins when a call is queued against this IVR queue.	ULONG
Calls Answered After Threshold	NIrtd_IVR_CALL_ANS_ AFT_THRESHOLD	Cumulative	The number of local and incoming network CDN calls answered by this IVR queue that experienced a delay greater than or equal to the service level threshold for this IVR queue. The delay begins when a call is queued against this IVR queue.	ULONG
Calls Not Treated	NIrtd_IVR_CALL_NOT_ TREATED	Cumulative	The number of local and incoming network CDN calls that were abandoned or pulled back while waiting in this IVR queue.	ULONG
Calls Not Treated Delay	NIrtd_IVR_CALL_NOT_ TREATED_DELAY	Cumulative	The total delay experienced by all local and incoming network CDN calls that were abandoned or pulled back from this IVR queue. The delay begins when a call is queued against this IVR queue.	ULONG
Calls Not Treated After Threshold	NIrtd_IVR_CALL_NOT_ TREATED_AFT_THRE SHOLD	Cumulative	The number of local and incoming network CDN calls abandoned or pulled back while waiting in this IVR queue that experienced a delay greater than or equal to the service level threshold for this IVR queue. The delay begins when a call is queued against this IVR queue.	ULONG

Route statistics

Route statistics provide instantaneous and cumulative All Trunks Busy (ATB) information on a per-route basis.

Note: Route statistics are available for the CS1000 only.

Column	Column ID	Data type	Description	Format
Route Number	NIrtd_ROUTE_ROUTE_NO	Admin	A unique number to identify a route.	ULONG
All Trunks Busy	NIrtd_ROUTE_ATB_FLAG	State	Indicates whether all trunks in this route are currently busy.	BYTE(8) STRING
All Trunks Busy	NIrtd_ROUTE_ATB_TIME	Cumulative	The total time this route has been in the All Trunks Busy state.	ULONG