



AVAYA CMS / RT_SOCKET DATA FIELDS

Note: One connector license is required for groups and another for agents.

Groups – RT_Socket Session 1 - Avaya report name Tvi1

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|---------------|---|
| SKILL | - ACD Skill ID |
| WAITING | - Number of calls waiting in the queue |
| AVAILABLE | - Number of agents available to take calls |
| ASA | - Average Speed to Answer |
| ABNCALLS | - No. abandoned calls |
| OLDESTCALL | - Longest current call waiting time |
| ACDCALLS | - No. of calls answered |
| AVECALLTIME | - Average call duration |
| AVEABANDTIME | - Average time before call abandoned |
| AGINRING | - No. of agents in RING state |
| ONACD | - No. of agents on active ACD calls |
| INACW | - No. of agents in ACW state |
| OTHER | - No. of agents in any other state |
| INAUX | - No. of agents in AUX state (note: this is for any AUX code) |
| STAFFED | - No. of agents logged in |
| EWTHIGH | - Estimated call wait time (high) |
| EWTMEDIUM | - Estimated call wait time (medium) |
| EWTLOW | - Estimated call wait time (low) |
| DA_WAIT | - Direct Agent wait time |
| PCT_TSF | - Service Level Achieved (percentage) |
| SERVICELLEVEL | - Configured SLA (in seconds) |
| CALLSOFFERED | - No. calls offered to this skill |

Agents - RT_Socket Session 2 - Avaya report name Agent_Tv

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|-------------|---|
| AGENTID | - Agent's login ID |
| AGENTNAME | - Agent name |
| SPLIT | - Agent split/skill |
| AGENTSTATE | - Agent state within current split/skill |
| DIRECTION | - Call direction (IN/OUT) |
| TIMEINSTATE | - Time in current state |
| WORKSPLIT | - Active split/skill |
| AUXREASON | - AUX reason code (if in AUX status, blank otherwise) |
| AUXTIME | - Time in current AUX status |
| ACDCALLS | - No. ACD calls handled |
| ABNCALLS | - No. calls abandoned whilst ringing with this agent |
| ACDTIME | - Total ACD call time |
| ACWTIME | - Total ACW time |
| ABNTIME | - Total time calls waited before abandoning |
| HOLDTIME | - Total time with call on hold |
| TI_AUXTIME | - Total time agent spends in all AUX status codes |