CXone Performance Management

Standard ACD Integration

Solution Description

This is a partner integration that pulls the metrics outlined below from the NICE inContact ACD into the CXone Performance Management system. This will allow you to view standard ACD metrics on dashboards and wallboards.

Description of Services

Deliverables:

1. Establish connection to ACD using partner API data connection
2. Build stored procedure and standard metrics from database

Completion Milestones:

1. Connection feeds turned on by partner
2. Pre-defined metrics built

Connection Guidelines:

1. Data feeds must be turned on by the partner implementation team and should do so at the time of a resource request
    - Once the feed is turned on a folder will be created that the ACD will post files to
2. CXone Performance Management needs to receive notification that step 1 has been completed.
3. CXone Performance Management will then create an import to pull the ACD data and push it into our staging tables.

Reporting Guidelines

1. All ACD reports will either be in real-time or historical
    - Real-time data refreshes at approximately 5-12 seconds
    - Historical data typically refreshes on a 12-15 minute inverval

Metric Guidelines

1. Only the standard ACD metrics that are provided by the partner will be included as "standard" for integration completion
    - Variations of standard metrics can be made available to customers at no additional charge
    - Examples: In Adherence Time for a specific state such as "open, meeting, break, etc"
2. Metrics will be assigned to the current hierarchy in client's environment as applicable. I.E. Adherence metrics will be viewable by Agent, Team, etc., but not by Skill.
3. Any additional metrics required will be considered "custom"
    - Custom metrics will need to be scoped out by a database specialist
    - Custom metrics will require PS hours to be completed
    - Custom metrics will NOT begin until the standard integrations is completed and accepted by the customer

Partner Responsibilities

1. Assign named Professional Services resources to the implementation team for this engagement to include the following:

Project Coordinator

      - Coordinate and manage partner resources that work with Customer Project Manager and CXone PM team.

      - Turn on ACD Feeds for CXone PM to retrieve data.

      - Provide reports from ACD to CXone PM to allow validation to be completed

      - Issue communication on project status

2. Finalize project timeline for Go-Live launch of CXone Performance Management.

Customer Responsibilites

None (these are partner integrations, and very little is expected from the customer)

CXone Performance Management Responsibilites

1. Build standard metrics

2. Build the integration and standard metrics

3. Conduct internal integration testing

4. Conduct internal validation testing

5. Coordinate the Go-Live launch of CXone Performance Management

View Standard Metrics on the following pages.

Metric Name	Metric Description	Abbreviation	Notes
Average Abandon Time	The average amount of time a caller waited in the queue before abandoning the call.	AABT	
Average Active Talk Time	The average amount of time the contact spent in active conversation with the primary agent.	AATT	
Average ACW Time	The average amount of time contacts spent in the after call work state.	AACWT	
Average Handle Time	The average amount of time an agent spent handling a contact.	AHT	
Average Hold Time	The average amount of time contacts spent on hold with agents.	AHLDT	
Average HPA Time	The average amount of time an agent spent in the held party abandon state.	AHPAT	
Average InQueue Time	The average amount of time contacts spent in the queue.	AIQT	
Average Speed of Answer	The average amount of time it took an agent to answer a call after the contact chose the option to speak to an agent.	ASA	
Average Talk Time	The average amount of time a contact spent speaking with an agent, including hold time and conference time.	ATT	
Agent Offered	The number of inbound and outbound contacts that the system routed to an agent.		Derived in import, marking a boolean flag to true for the first time a Contact State occurs for an agent.
Available Time	The percentage of total login time an agent spent in an available state.	AVT	
Contact Duration			
Handle Time	The amount of time an agent was available or actively handling contacts.	HT	

Metric Name	Metric Description	Abbreviation	Notes
Handled	Also known as Contacts Answered, the number of inbound and outbound contacts that at some point spoke with an agent.	ANS	Derived in import, marking a boolean flag to true for the first time a Contact State occurs.
Held	Count of number of contacts that were place on hold at least one time. These only count as one hold per contact.	HLD	
Held Party Abandon Time	The amount of time the agent spent in an unavailable state after a contact abandoned the call while on hold. When an agent puts an active contact on hold and the contact hangs up, the agent's state automatically becomes unavailable. The agent remains unavailable until she manually changes it.	HPAT	
Held Party Abandons	The number of contacts that abandoned the call while on hold.	HPAS	
Hold		HLDT	
Holds	The number of times a contact is placed on hold. May include multiple counts per call.	HLDS	
In SLA	The number of contacts the agents handled within the defined service level threshold. You can define the SLA when you configure the skill.	INSLA	Derived from comparing the InQueue Time (Contact States of "Queue", "Routing", "Callback", and "Refused") per skill against that skill's current SL Threshold at the time of import. Takes into account if the skill counts Abandons or Short Abandons as applicable to SLA.
Inbound	The number of valid contacts that entered the inContact network and spent at least two seconds there.	IB	Direction comes from the skill's isOutbound flag.
InQueue Time	The amount of time the contact spent waiting in the queue for an agent to take the call.	IQT	
Login Time	The amount of time the agent was logged in to the system.		
Inqueue Time		IQT	
Login Time			
Long Abandons			

Metric Name	Metric Description	Abbreviation	Notes
InQueue Time	The amount of time the contact spent waiting in the queue for an agent to take the call.	IQT	
Login Time	The amount of time the agent was logged in to the system.		
Long Abandons	The number of contacts that spent more time in the agent queue than you specified in the short abandon interval before hanging up.		
Out SLA	The number of contacts agents handled outside the specified service level threshold. The statics take abandons into account based on the skill configuration.	OSLA	Derived from comparing the InQueue Time (Contact States of "Queue", "Routing", "Callback", and "Refused") per skill against that skill's current SL Threshold at the time of import. Takes into account if the skill counts Abandons or Short Abandons as applicable to SLA.
Percent Abandons	The percentage of total contacts queued that abandoned prior to reaching an agent.	%ABN	
Percent Active Talk Time	The percentage of total handle time the agent spent actively speaking with the contact.		
Percent ACW Contact	The length of time the agent spent doing after call work. This is the metric used in calculations when Inbound/Outbound direction is needed.		Derived in import, marking a boolean flag to true for the first time a Contact State occurs.
Percent Available Time	The percentage of total login time an agent spent in an available state.	%AVT	
Percent Handle Time	The percentage of total time logged in an agent spent handling a contact.	%HT	
Percent Held	The percentage of total handled contacts that an agent put on hold.	%HLD	
Percent Held Party Abandon	The percentage of total held calls where the contact abandoned the call.	%HPA	
Percent InQueue Time	The percentage of total held calls where the contact abandoned the call.	%IQT	

Metric Name	Metric Description	Abbreviation	Notes
Percent PreQueue Abandons	The percentage of total inbound contacts that exited the system from the IVR or prequeue state. Note that although every contact enters inContact via the IVR on a default skill, inContact does not apply the skill until the customer has exhausted her options in the IVR and decides to speak with an agent. For this reason, this metric does not link to a skill.	%PQA	
Percent InQueue Time	The percentage of total contact time the contact spent in the IVR or prequeue state.	%PRQT	
Percent Queued	The percentage of total inbound contacts that left the IVR and entered a queue, regardless of the amount of time spent in the queue. It does not include transfers.	%QUE	
Percent Refused	The percentage of total contacts offered to the agent that the agent never answered.	%REF	
Percent Short Abandons	The percentage of total contacts queued that abandoned the call within the short abandon time frame configured in the skill.	%SABN	
Percent Talk Time	The percentage of the total handle time that the agent spent speaking to the contact.	%TT	
Percent Unavailable Time	The percentage of total contacts handled that the original agent re-routed.	%UT	
Percent Refused Time	The percentage of total contacts offered to the agent that the agent never answered.	%REFT	
PreQueue Abandons	The number of contacts that hung up in the IVR after spending more than two seconds there.	%PQA	
PreQueue Time	The amount of time the contact spent in the IVR or prequeue state.	PRQT	
Queued	The number of inbound contacts the system placed in the queue, regardless of the amount of time spent there. This includes contacts that waited in the queue, contacts the system immediately routed to an agent, and contacts that an agent transferred somewhere else. It does not include transfers followed by consult. *Note if email is included, some may cross multiple days, all queued will apply to the original start date.	QUE	Derived in import, marking a boolean flag to true for the first time a Contact State = "InQueue" per skill.

Metric Name	Metric Description	Abbreviation	Notes
Routing Time	The amount of time it took the system to route the contact to an agent after the contact entered the queue.	RTT	
Service Level		SABN	
Short Abandons	The number of contacts that spent time in the agent queue and hung up before the time specified in the short abandon interval.		
Speed of Answer	The amount of time the contact spent waiting for an agent to answer after requesting to speak with an agent. It does not include abandoned calls.	SA	
Talk Time	The amount of time the contact spent speaking to an agent between the initial greeting and hanging up. It includes anything that happens during the call, including hold time and conference time. It can include inbound time and outbound time, depending on the report filters.	TT	
Transferred			
Unavalible Time	Retrieving data. Wait a few seconds and try to cut or copy again.		
Working Time	The amount of time an agent was available or actively handling contacts.	WT	