Analytics

Chapter 2

Home Page

Home page

The Home page displays a list of your calls and some reports for easy access. The number of reports depends on whether this is a VESTA Analytics Standard, Enterprise or Hosted installation. The reports can be modified by you. Modifications to the reports can only be made once after installation during a VESTA Analytics refresher course.

From the Home page you can:

- Display a list of calls
- Export and save a list of calls
- Generate a Call Details Report
- Display a report from the Report Apps pane

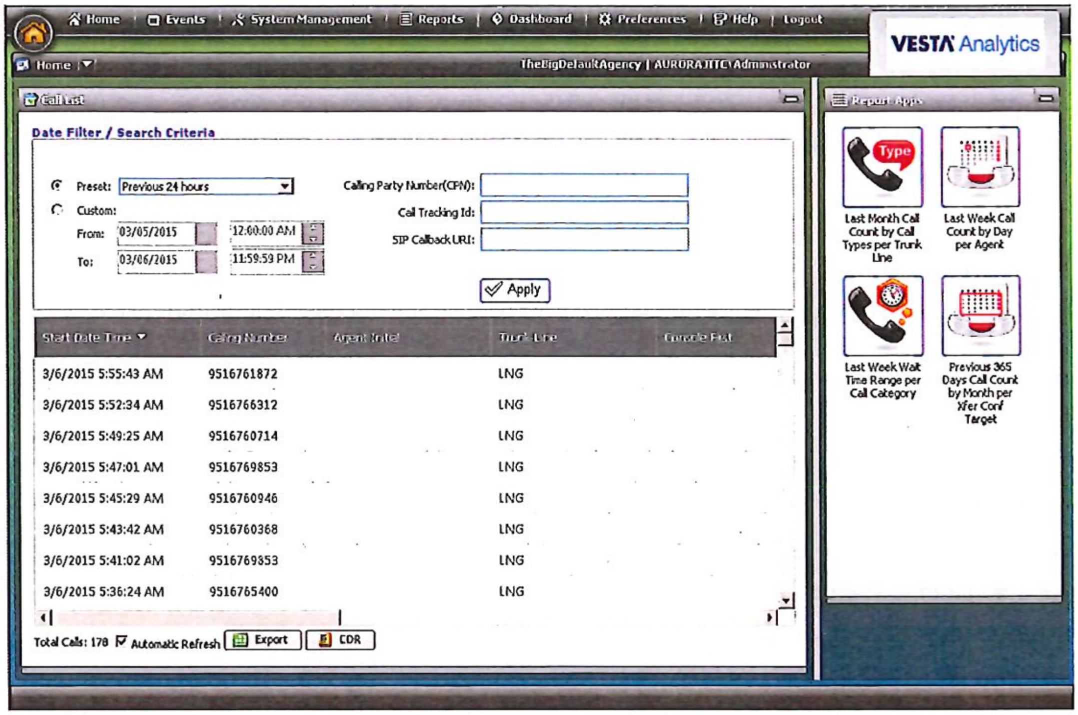
If this is a VESTA Analytics Standard installation, by using the VESTA Analytics Report Manager, you can also add reports to the Home page by selecting the option "Include as Report App" for the selected report on the Report List.

Understanding the Home page

When you first open VESTA Analytics, the Home page appears. The Home page consists of:

- The VESTA Analytics (default) or your company's logo
- Two window panes
  - Call List
  - Reports Apps

Sample VESTA Analytics Standard Home Page



Call List pane

The Call List pane contains a scrolling list of the most recent call activity. It also provides a filter for displaying a specific date-time range of calls. In addition, it includes a calling party number (CPN) search field for quickly locating a specific call. Call data can be viewed, saved, and printed.

Report Apps pane

The Report Apps pane provides at installation the following reports for one-click access to pertinent site statistics.

VESTA Analytics Standard, Enterprise, or Hosted:

- Last Month Call Count by Call Types per Trunk Line
- Last Week Call Count by Day per Agent
- Last Week Wait Time Range per Call Category
- Previous 365 Days Call Count by Month per Xfer Conf Target

Displaying calls from the Home page

You can display calls from the Home page and if this is a VESTA Analytics Standard environment, and you can also display calls from the Events page. The Events page displays more information regarding the calls, such as mapping information, but for a quick look, the Home page is more convenient. The instructions that follow apply to the Home page.

Specifying which calls to display

When you open VESTA Analytics, the Call List pane on the Home page displays the calls that occurred in the last 60 minutes. VESTA Analytics provides the following set of pre-defined filters for displaying the calls, or you can provide a specific date, time, and CPN.

- Previous 60 minutes

- Previous 3 hours
- Previous 8 hours
- Previous 12 hours
- Previous 24 hours

Display a list of calls

Procedure:

1. On VESTA Analytics main menu bar, click **Home**.

   The Home page appears.

2. In the **Date/CPN Search** area, perform one of the following actions:

To display calls using a	Do this
Pre-defined filter	• From the **Preset** list, select the pre-defined filter.
Custom date/time range	• Select **Custom** and provide the following information: o **From date and time** o **To date and time**

3. Optional: Perform one of the following actions:
   - In the **CPN Search** box, type the CPN.
   - In the **Call Tracking ID** box, type the tracking ID.
   - In the **SIP Callback URI** box, type the URI.

   Do not include spaces or hyphens for example, 9995551234. You can use wild cards (* and %) to facilitate your search.
4. If you want the **Call List** to refresh automatically, select the **Automatic Refresh** option.
5. Click **Apply**.

   VESTA Analytics displays the calls in the Call List.

Exporting and saving a call list

When VESTA Analytics lists your selection of calls in the Call List on the Home page, you can export and save a portion of the list or the entire list as a CSV (comma delimited) text file. This file can then be edited using an application such as Microsoft Excel.

Export and save a list of calls

Procedure:

1. On VESTA Analytics main menu bar, click **Home**.

The Home page appears.

2. In the **Date/CPN Search** area, perform one of the following actions:

To display calls using a	Do this
Pre-defined filter	• From the **Preset** list, select the pre-defined filter.
Custom date/time range	• Select **Custom** and provide the following information: o **From date and time** o **To date and time**

3. Optional: Perform one of the following actions:
   - In the **CPN Search** box, type the CPN.
   - In the **Call Tracking ID** box, type the tracking ID.
   - In the **SIP Callback URI** box, type the URI.

   Do not include spaces or hyphens for example, 9995551234. You can use wild cards (* and %) to facilitate your search.
4. If you want the **Call List** to refresh automatically, select the **Automatic Refresh** option.
5. Click **Apply**.

   VESTA Analytics displays the calls in the Call List.

6. Perform one of the following actions:

To export	Do
The entire call list	**a.** Click **Export**. The Export Calls dialog box appears. **b.** Click **All**.
A selected call or calls	**a.** In the **Call List** pane, using the Shift or Ctrl key, select the calls to be exported. **b.** Click **Export**. The Export Calls dialog box appears. **c.** Click **Selected**.

CAUTION:
If your CSV files open in Excel 2003 or Excel 2007, do not use **All** when the number of records in the Call List exceeds 65,536 for Excel 2003 or 1,048,500 for Excel 2007. An error message appears, and none of the records are exported. Export the Call List in sections, using the Selected option.

7. Click **OK**.

   The Export Calls dialog box appears and once the CSV file is created, a hyperlink to the file appears in the dialog box.

8. Click the hyperlink.

   The message, "Do you want to open or save this file appears?" appears.

9. Perform one of the following actions:

If this	Do This
You want to view the file.	**a.** Click **Open**. If software is installed on your computer that maps the .csv extension to an application like Microsoft Excel, the csv file will open in that application. If there is no software installed, VESTA Analytics will display the .csv file in a new window. If you do not see the file, it may be a security issue or your computer may not be on the same domain as VESTA Analytics. For assistance, contact your system administrator. **NOTE:** If your file opens in Excel, you may need to expand the columns to view the data. **b.** Optional: To view the file later, save it as text file (.txt) or other format such as an Excel Workbook (.xls or .xlsx), in the location you prefer. **c.** Close the application or window.
You want to save the file.	**a.** Click **Save**. The Save As dialog box appears. **b.** Navigate to the location where you want to save the file. **c.** Click **Save**. **d.** If your file opens in Excel, you may need to expand the columns to view the data. The file is saved and VESTA Analytics returns you to the Home page.

Generating a Call Details Report

The Call Details Report displays summary and detail information for the selected call in the Call List. This report provides data such as caller segments and raw data information. It can be used to validate the count reported by VESTA Analytics or to provide call data in a court of law.

You can export the report in the following formats:

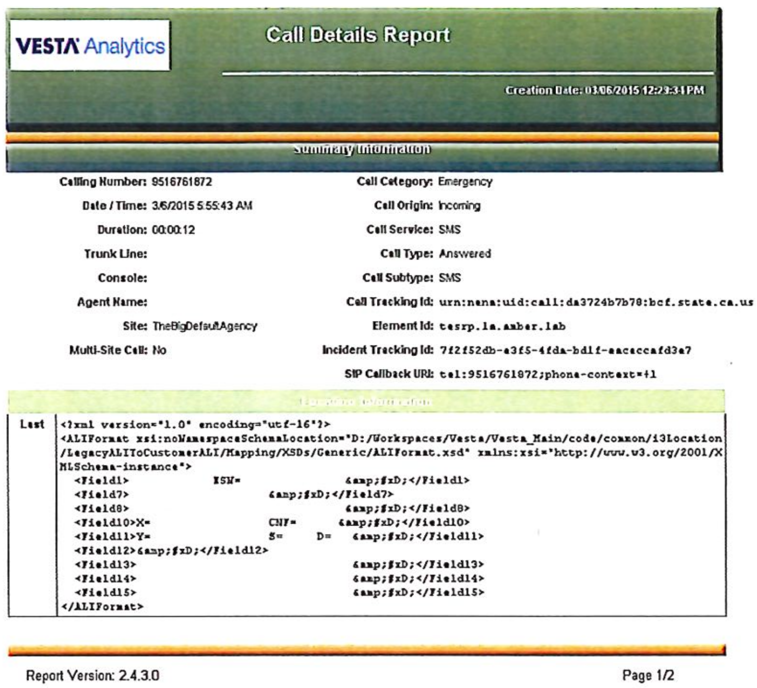
- Adobe Portable Document Format (pdf) — PDF is the recommended format for preserving the report layout, colors, and graphs.
- Comma-separated values (csv)
- Extensible Markup Language (xml)
- Microsoft Excel (xls)
- Microsoft Word (doc) — When exporting a report as a Word document, to see the header and footer information, use **Print Layout** view.
- Tagged Image File Format (TIFF) (tif or tiff) — TIFF files are viewable using standard Microsoft Windows image software.
- Web archive file (mhtml)

Generate a Call Details Report

Procedure:

1. On VESTA Analytics main menu bar, click the **Home** tab.
2. Display and select the call.
3. Click **CDR**.

The Call Details Report for the selected call appears.



Viewing a Call Details Report

The Call Details Report contains summary and detail information, such as caller location and response time, for the selected Call List.

The following table provides a description of the contents of the Call Details Report.

Field	Description
Report Heading Information (no field title)	The information that applies to the entire report.
Creation Date	Date and time the report was produced.
Summary Information	The primary information related to the event.
Calling Number	Phone number of the caller.
Date/Time	Start date and time of the call.

Field	Description
Trunk Line	Trunk (emergency call) or line (non-emergency call) upon which the call came in or out of the site.
Console	Site console (workstation) where the call was answered or originated.
Agent Name	Name of the agent that operated the console where the call was answered or originated. The content of this field is determined by the **Agent Display** setting on the System Configuration page. Depending on the setting, the agent name will be displayed in one of the following formats: • Agent last name, first name • Agent alias • Agent last name, first name, with the alias following in parenthe-ses; for example, Jones, Ann (agent1001)
Duration	Total length of the call.
Site	Name of the Site where the call was answered.
Multi-Site Call	Indication if the call event is part of a multi-site call association.
Call Category	The call category of the call event. The available call categories are: • Emergency • Non-emergency • Other
Call Origin	The call origin of the call event. The available call origins are: • Incoming • Internal • Outgoing • Unknown
Call Service	The call service of the call event. The available call services are: • Internal • Outgoing • SMS • Unknown • VoIP • Wireless • Wire-line
Call Type	The call process type of the call event. The available call process types are: • Abandoned • Answered • Callback

Field	Description
	• Internal • Outgoing • Unanswered
Call Subtype	The call process sub-type of the call event. The available call process sub-types are: • Abandoned Callback • Abandoned Not Serviced • Abandoned Released • Abandoned Serviced • Abandoned Unserviceable • Internal • Outgoing • Outgoing Callback • SMS • TTY (Teletype) • RTT (real-time text) • Unanswered • Voice
Location Information	The location information for the listed transmissions.
Last	The last location information (ALI) received at the site associated with the call. Includes such information as: • Calling party number • Customer name (the owner of the telephone on which the call was made) • Street name (the street name of the last location of the telephone)
Next to Last	The next to last location information (ALI) received at the site associated with the call.
Second	The second location information (ALI) received at the site associated with the call.
First	The first location information (ALI) received at the site associated with the call.
Detail Information	The detail information related to the call event.
Caller Segments	The call activities that took place for the caller in the call event.
Type	Type of caller segment that occurred during the call.
Duration	Duration of the specific caller segment.
Start	Start date and time of the specific caller segment.

Field	Description
End	End date and time of the specific caller segment.
Trunk Line	Trunk (emergency call) or line (non-emergency call) associated with the caller segment.
Queue	Queue name associated with the caller segment.
Agent Segments	The call activities that took place for the agents in the call event.
Type	Type of agent segment that occurred during the call.
Duration	Duration of the specific agent segment.
Start	Start date and time of the specific agent segment.
End	End date and time of the specific agent segment.
Agent Name	Name of the agent associated with the call segment. The content of this field is determined by the **Agent Display** setting on the System Configuration page. Depending on the setting, the agent name will be displayed in one of the following formats: • Agent last name, first name • Agent alias • Agent last name, first name, with the alias following in parentheses; for example, Jones, Ann (agent1001)
Console	Name of the site console where the agent segment took place.
Raw Data	A further refinement of the activities that took place during the call.
Event	Call event that occurred in this call. One or more events constitute a call segment. For example, the call segment "teardown" can include the call events "drop call" and "trunk release."
Time	Date and time of the call event.
Console	Name of the site console where the call event took place.
Source URI	[Call Service = SMS] The uniform resource identifier (URI) associated with the SMS Message Sender.
Destination URI	[Call Service = SMS] The uniform resource identifier (URI) associated with the recipient of the SMS Message.
SMS Message	The SMS message (from caller or agent) for that event.
Additional Information	Any additional information associated with the call event.
TTY Conversation	Transcript of the teletypewriter (TTY) conversation. Note that this item is only available if a TTY conversation was recorded.
RTT Conversation	Transcript of the real-time text (RTT) conversation. Note that this item is only available if a RTT conversation was recorded.

Field	Description
SMS Conversation	Transcript of the SMS conversation between the caller and the agents. Note that this item is only available if an SMS conversation occurred.
Call Notes	Transcript of the notes written by an agent about the call. Note that this item is only available if a note was written.
Date Time	The date and time when the note was written for the call.
Note	The note written by the agent for the call.

Displaying reports from the Home page

The Report Apps pane on the Home page provides the following pre-defined reports for one-click access to pertinent site statistics.

- Last Month Call Count by Call Types per Trunk Line — For each trunk / line, displays the total number of transmitted calls by each call type.
- Last Week Call Count by Day per Agent — For each agent, displays the total number of calls received each day of the previous week.
- Last Week Wait Time Range per Call Category — For each call category (emergency, non-emergency, and other), displays the number of incoming calls for each wait duration range.
- Previous 365 Days Call Count by Month per Xfer Conf Target — For each transfer/conference target, displays the total number of calls received each month in the past year.

Each report may include summary and detail information, a summary and a detail chart, and a description of the report's contents.

In a VESTA Analytics Standard installation, using VESTA Analytics Report Manager, you can also add reports to the Home page by selecting the option "Include as Report App" for the listed report in the Report List.

Display a report from the Report Apps pane

Procedure:

1. On VESTA Analytics main menu bar, click the **Home** tab.

   The Home page appears.

2. To change the date or time range of the report, right-click the report icon and perform one of the following actions.

To display	Do this
Pre-defined date range filter	**a.** In the **Edit Date Range** dialog box, from the **Preset** list, select the pre-defined filter. **b.** Click **Run Report** to display the report or click **Cancel** to cancel the process.

To display	Do this
Custom date/ time range	**a.** In the **Edit Date Range** dialog box, select **Custom** and provide the **From date and time** and the **To date and time**. **b.** Click **Run Report** to display the report or click **Cancel** to cancel the process.

3. Click the applicable report icon.

   VESTA Analytics displays the report.

Chapter 3

Managing Events

Events page

Events, such as call events, are site activities on which VESTA Analytics reports. Events occur during a particular interval of time.

All of these events can be related to an incident—an individual or distinct occurrence such as a fire or an accident.

Use the Events page to:

- Display an event
- Edit a custom filter
- Delete a custom filter
- Export and save a list of events
- Generate an Event Details Report
- Generate an Associated Event Details Report
- View event details
- Display, create, edit, and delete scenarios
- Produce a Scenario Overview Report

The Events page consists of four optionally displayed window panes:

- Filter
- Event List
- Event Details
- Scenario List

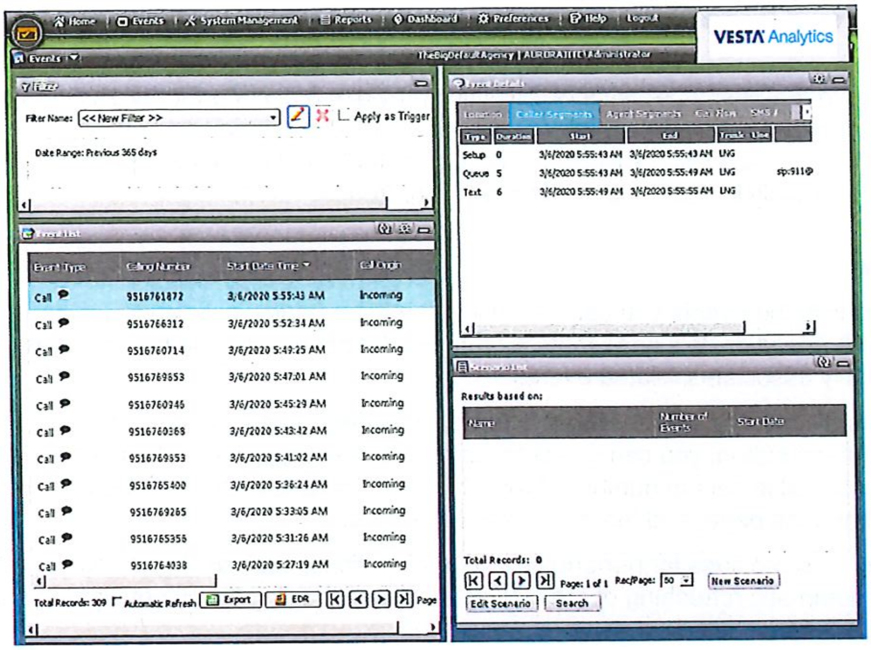
Access the Events page

When and where to use:
Perform the following task to access the Events page.

Procedure:

On VESTA Analytics main menu bar, click **Events**.

The Events page appears.



Event page functionalities

Title bars

The title bars on each of the VESTA Analytics window panes may display one or more of the following buttons:

Button	Title	Description
	Show/Hide	Presents the display options for the page. • Filter • Event List • Event Details • Scenario List
	Refresh	Updates the contents of the pane.
	Settings	Presents the settings you can apply to the pane.
	Minimize	Displays the title bar of the pane only, not its contents.
	Restore	Displays the entire pane with its contents.

Filter pane

The Filter pane displays the criteria that were applied to your site events when determining which of the events are displayed in the Event List. VESTA Analytics provides a set of pre-defined filters that you can use to display events, or using the Edit Filter button, you can define the criteria and save the newly defined filter for future use. VESTA Analytics also provides a filter trigger that can be set for highlighting events as they enter the Event List, possibly indicating a problem event or trend.

Event List pane

The Event List pane lists the events you selected using the Filter pane—calls and SMS messages. When you first open VESTA Analytics, this pane displays the events that occurred in the last 60 minutes. VESTA Analytics automatically associates related events.

You or your site administrator designates what information is displayed for each event in the list and in what order. Using the Settings button, you can select the information in the columns to be displayed and the order of appearance. You can also set the number of rows that are displayed per page, how often VESTA Analytics automatically refreshes the page, and the row colors for events.

The Event List pane also provides for performing various functions, such as displaying the next page of records, activating automatic refreshing of the displayed data, exporting the Event List, and producing the Event Details Report for a selected event.

Event Details pane

The Event Details pane provides additional information on the event you select in the Event List. VESTA Analytics provides tabs for displaying this information. Which tabs appear is dependent upon the type of event. For example, if it is a call event, one set of tabs appears. If it is an SMS event, another tab or set of tabs appears. The tabs do not appear if there is no information associated with the event.

Using the Settings button for this pane, you can change the tab order of appearance.

Scenario List pane

When events are associated with other events, they become part of a scenario—a collection of events relating to a particular incident that has occurred. The Scenario List pane displays the automatically and manually created scenarios for the events you have selected. The displayed information includes the:

- Name of the scenario
- Number of events that make up the scenario
- Start date and time of the scenario (earliest start date and time of the associated events)
- Events that make up the scenario

From this pane, you can create, edit, or delete a scenario. You can also generate a Scenario Overview Report.

Event List

Event List display settings

VESTA Analytics provides a Settings button on the Event List pane for specifying what event information is displayed in the Event List and how that information is displayed. In addition, by clicking in a column heading on the Event List, you can designate in what order the events appear.

Use the Settings button to designate the Event List:

- Rows per page

- Automatic refresh rate for the displayed data
- Call row colors
- Data columns
- Column order

The Settings button is not available for users if the site administrator has not allowed users to manage their own settings.

Display event information in the Event List

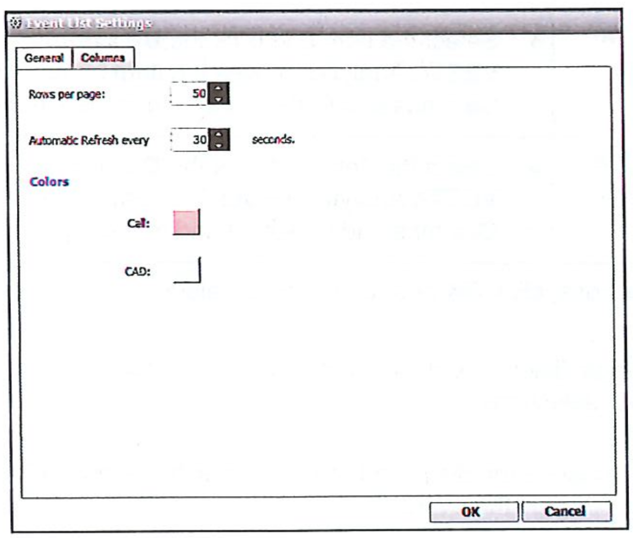
Procedure:

1. On VESTA Analytics main menu bar, click **Events**.

   The Events page appears.

2. On the Event List's title bar, click the **Settings** button.

   The Event List Settings dialog box appears.

3. If not selected, click the **General** tab.
4. In the **Rows per page** box, select or type the number of events to appear on each page.

   The allowable values are from 25 to 100 in increments of five. The default is 50.

5. In the **Automatic Refresh** rate box, select or type in the number of seconds after which an automatic refresh of the data will occur.

   The allowable values are 5 to 3,600 seconds in increments of five. The default is 30 seconds.

6. To designate a row color for call events, click the **Call** box and select a color.

   The default is white.

The order of precedence for Event List rows is as follows:

- A selected event (indicated by the color gray) takes precedence over a triggered event (indicated by the trigger event color) and over the Call events (indicated by their designated row colors).
- The trigger event takes precedence over the Call events.

7. To change the columns in the Event List, select the **Columns** tab and perform any of the following actions:

To	Do this
Add a column to the Event List display	• In the **Available Columns** list, select the item and click the **Add Column** icon. **NOTE:** To ensure VESTA Analytics optimum performance, Motorola Solutions recommends you limit the number of data columns in the Event List to 10.
Remove a column from the Event List	• In the **Display Columns and Order** list, select the item and click the **Remove Column** icon. You cannot remove Event Type.
Move a column to the left in the Event List display	• Select the item and click the **Up** icon. VESTA Analytics moves the item up one position in the Display Columns and Order list and to the left in the Event List.
Move a column to the right in the Event List display	• Select the item and click the **Down** icon. VESTA Analytics moves the item down one position in the Display Columns and Order list and to the right in the Event List.

8. To accept your selections, click **OK** or to cancel your selections, click **Cancel**.

   The Event List Settings dialog box closes and VESTA Analytics may display the new settings depending upon your selections.

9. In the **Event List**, to change the displayed order of the listed events, click the heading of the column by which you want to display the events.

   For example, if you want to list the events by calling number click the Calling Number heading. If you want to list the events by start date and time, click in the Start Date Time heading.

10. To reverse the displayed order for the selected column, click on the **Ascending/Descending** arrow in the column heading.

    For example, if you selected Start Date Time and the Ascending arrow is now present in the heading, when you click the Ascending arrow, the Descending arrow will appear and instead of the oldest event displaying first, the most recent event will display first.

Events

Events are site activities on which VESTA Analytics reports. Events occur during a particular interval of time. Currently VESTA Analytics reports on the following types of events:

- Call Events – Telephone calls processed by the site
- SMS Events – SMS (short message service) conversations processed by the site

These events can be related to an incident—an individual or distinct occurrence such as a fire or an accident.

VESTA Analytics automatically associates events (such as call and abandoned callback events) that are related to the same incident based on matching incident ID or calling party number (CPN) from the CTI.

Note that because approximations are used, there is a slight margin for error.

This association of events is called a "scenario." You can also manually associate events.

VESTA Analytics indicates event association by displaying the applicable icons next to the event type in the Event List. The following table identifies the icons that can appear in the Event List.

Icon	Function
	Indicates a digital logging recorder (DLR) may be associated with the listed call event.
	Indicates an SMS event.
	Indicates the call event has been associated with more than one other call event. The gray color indicates that the events were automatically associated by VESTA Analytics.
	Indicates the call event has been associated with more than one other call event. The blue color indicates that the events were manually associated or the associated events (scenario) were modified by a user.
	Indicates one of the following: • A multi-event scenario was changed to a single-event scenario. • The user created a single-event scenario.
	Indicates the listed event is in more than one scenario. The gray color indicates that the event was automatically added to the other scenarios by VESTA Analytics.
	Indicates the listed event is in more than one scenario. The blue color indicates that the event was manually added to the other scenarios by a user.
	Indicates the listed call is associated with more than one site. In a Hosted or Enterprise setup, the system can associate calls from different sites in a scenario. These calls will start within 30 seconds of one another and share a common calling number. The gray color indicates that the call was automatically associated by VESTA Analytics.
	Indicates the listed call is an abandoned not serviced call that is associated in a scenario with the call that serviced the abandoned call. Both calls share a common calling number. The gray color indicates that the call was automatically associated by VESTA Analytics.
	Indicates the listed SMS event is associated in a scenario.

Icon	Function
	The gray color indicates that the event was automatically associated by VESTA Analytics.
	Indicates the scenarios with which the SMS event is associated to others by Incident Tracking ID.
	Indicates the scenarios with which the event is associated are displayed in the Scenario List.

Specifying how the events are displayed

VESTA Analytics provides a Settings button on the Event List pane for specifying what event information is displayed in the Event List and how that information is displayed.

Specifying which events to display

When you open the Events page, the Event List pane displays the events that occurred in the last 60 minutes. You can specify which events to display either by using the Edit Filter button or by selecting a pre-defined or custom filter.

VESTA Analytics provides a set of pre-defined filters for your selection and, using the Edit Filter button, you can create custom filters for Displaying events.

You can also export the displayed Event List and generate an Event Details Report for a selected event, or generate an Associated Event Details Report.

To display only call events or only SMS events, be sure to add a criteria line with the following values:

- Category: Events
- Element: Event Type
- Operator: =
- Value: Call (Voice) or SMS, depending on whether you want to see calls or SMS events.

Using the Edit Filter button

The Edit Filter dialog box is applicable to both reports and the Event List. All Categories, their corresponding elements, occurrence, and operators are available when applicable to the Event List or a report. Elements that are not available but occur in a saved filter are gray with a red box surrounding them. They may be deleted only but not modified in the current dialog box. If retained, they will be saved with the filter and applied to applicable reports/event list when chosen.

Choices as well as all results are limited by the sites available to you through the Product Security subsystem.

CAUTION: In a Hosted environment when selecting a site, "Enterprise" may be listed as a site option. "Enterprise," however, is just a repository for setting up filters, groups, shifts, and scenarios that do not apply to a specific site. When filtering for event data and you select Enterprise as the site, you will not necessarily see any results. You need to select the specific site, or if you want to include all sites, you can set the mathematical operator to < > (not equal to) Enterprise.

Viewing events

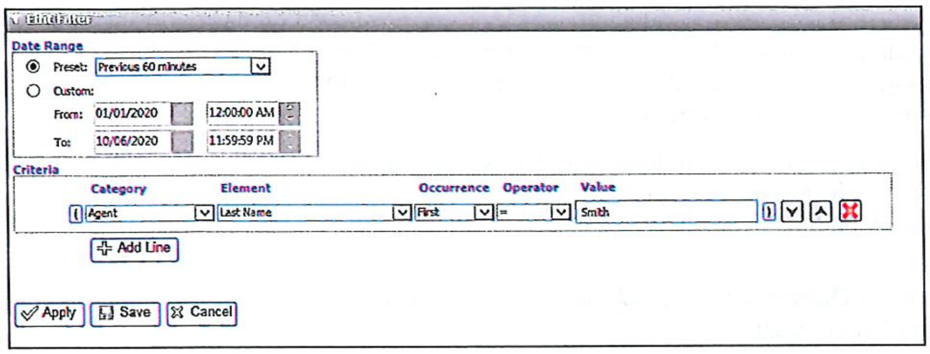
When you select the preset time frame "Previous 30 Days" option, the displayed call count will not correspond to the displayed value in the Last 30 Days Average field in the Statistics pane. This is because "Previous 30 Days" is calculated using the current day and time. "Last 30 Days Average" is calculated using the current full day. The time of day is not a factor.

Display events using the Edit Filter button

Procedure:

1. On the **Events** page, in the **Filter** pane, ensure that the **Apply as Trigger** check box is cleared.
2. Click (the **Edit Filter** button).

   The Edit Filter dialog box appears.

3. In the **Date Range** area, perform any of the following actions:

To	Do this
Select a preset time frame	• Click **Preset** and from the drop-down list, select the time frame.
Select a custom date range	a. Provide the **From** date and time. b. Provide the **To** date and time.

4. To view a calendar, click the **calendar** icon in the **From** and **To** date fields.

   To increase or decrease the hours, minutes, or seconds, place the cursor in the hour, minute, or second section of the Time field and click the Up or Down arrow. To switch from AM to PM, place the cursor directly before the "AM" and click the Up or Down arrow. Be aware that when changing from AM to PM, the selected date may move back a day. You may need to re-select your date.

5. If any custom filter settings were used previously to clear the settings, in the **Criteria** area, click (the **Remove Line** button).

   VESTA Analytics clears either the line or the custom settings within the line.

6. Optional: In the **Criteria** area, perform the following actions:
   a. From the **Category** list, select the primary data element that you want to include or exclude from the Event List for example, Agent.
   b. From the **Element** list, select the secondary data element that you want to include or exclude from the Event List for example, Last Name.

      The available options are dependent upon the selected category.

      The call segment data elements do not apply to all call-taking platforms.

      Using call segments that are not applicable may not provide the desired filtering results.

c. When available, from the **Occurrence** list, to display the statistics, select one of the following options:
   - The first occurrence of a relevant item within an event - **First**
   - Any occurrences of a relevant item within an event - **Any**
   - Last occurrence of a relevant item within an event - **Last**

   In an event, more than one agent or console can be associated with the event. For example, if a call was transferred, the agent who transferred the call has a talk activity that is associated with the call and the agent who picked up the transferred call has a talk activity that is associated with the call. If you select First occurrence, then the first agent will be associated with the call when filtering the call. If you select Last occurrence, then the second agent (in this case) is associated with the call when filtering the call.

   This setting generally applies to agents, consoles, trunks, lines, transfer/conference targets, and agent/caller durations. First is the default. N/A indicates that this field does not apply to the selected element.

d. From the **Operator** list, select the mathematical operator that you want to apply to the specified data element value.

   The list of available operators vary depending on the selected category and data element.

e. In the **Value** box, depending on the type of data elements you selected and the number of available selections, perform one of the following actions:
   - Click the **Down** arrow (and the second **Down** arrow, if present), select the value of the data element to be included or excluded for example, Jones, and click **OK** if present.
     If the drop-down box is empty, then, for the selected data element, there are no values in the database available for selection.
   - Type the value of the data element to be included or excluded (for example, Smith).
     An example: If you selected Call Counts as your category, Caller Talk Count as your element, = as your operator, and then typed in 2, VESTA Analytics lists all call events that contain two talk segments.

     The value for the Duration element can be typed as seconds (a number, for example, 75) or in a formatted time (hh:mm:ss, for example, 00:01:15).

     You can select more than one value from a Value drop-down list using the Shift or Control key. VESTA Analytics automatically inserts a semicolon between values. You cannot type in multiple values in a Value text box that does not have a drop-down list. VESTA Analytics treats the item before the semicolon, the semicolon, and the item following the semicolon as one entity. Wildcards can be used (%, *, and so forth; for example, John%) with a "Like" or "Not Like".

     Wildcards can be used (%, *, and so forth; for example, John%) with a "Like" or "Not Like" operator.

f. Optional: To add or exclude another value or values within your selection criteria:
   i. Click the **Add Line** button.
      A new filter criteria line appears displaying the AND/OR selection box to the left of the line.
   ii. Optional: In the **AND/OR** box, click the **Down** arrow and select **OR**.
      You can use the Move Up and Move Down buttons to reorder your selection criteria.
   iii. Repeat the above steps for each filter criteria you are setting.

7. Optional: To save the filter criteria for future use:

a. Click **Save**.

   The Filter Name text box appears.

b. Type the filter name.

   The maximum number of characters allowed is 50.

c. Optional: From the **Site** list, select a different site.

   This option applies to an Enterprise or Hosted environment.

d. If you want the filter available for other users, select the **Public** check box.

   VESTA Analytics closes the Filter pane, applies and saves the filter as a custom filter, and then displays, in the Event List, the events that match the filter criteria.

e. Click **OK**.

8. Click **Apply**.

   VESTA Analytics closes the Filter pane and displays the events that match your filter criteria in the Event List pane on the Events page.

Display events using a pre-defined or custom filter

Procedure:

On the **Events** page, in the **Filter** pane, click the **Filter Name** drop-down arrow and select the pre-defined or custom filter.

VESTA Analytics lists the events that match the filter you selected. The VESTA Analytics pre-defined filters can be edited to suit your needs.

Mathematical operators

When creating custom filters, VESTA Analytics presents one or more of the following operators for your selection. Use these operators to further refine the search for specific types of events or for creating specific reports.

Operator	Description
=	Equal to
<>	Not equal to
>	Greater than
<	Less than

Operator	Description
>=	Greater than or equal to
<=	Less than or equal to
LIKE	Like this
NOT LIKE	Not like this

Understanding the LIKE and NOT LIKE operators

When you are uncertain as to the exact value of a field, you can use "LIKE" or "NOT LIKE" with one or more wild card symbols to refine the scope of your search for matching data. Wild cards are placeholders for undefined characters.

An example of when to use the LIKE operator and a wild card is if you knew the street name was Walnut, but you were uncertain as to whether it was Walnut Street, Walnut Way, or Walnut Circle. In this instance, you type the street name value as Walnut% or Walnut*. All events with street names that begin with "Walnut" would then be displayed in the Event List pane.

If you use LIKE or NOT LIKE alone (with no wild cards), VESTA Analytics processes the entry as "=" (equal to) or "<>" (not equal to), respectively.

When performing a filter on post-processed call notes, square brackets ([ ]) cannot be placed around the words "Post Processed."

The wild card symbols that can be used with LIKE and NOT LIKE are presented below.

This wild card symbol	Represents	For example
% or *	Any string of zero or more characters	For a community that contains "Village" in its name, an entry of LIKE %Village% displays all communities containing "Village" anywhere in its name, such as South Coast Village or Village Lake. Placing the % or * sign only in front of a string of characters will result in displaying only those items that end in the string of characters (no spaces or characters following). For example, %Village will display South Coast Village, but not Coast Village Township.
_ (underscore) or ?	Any single character	For a three-letter name that ends in "ob," an entry of LIKE _ob displays names such as Rob, Bob, Job, and so forth; but not names such as Jacob (as Jacob possesses more than one letter before "ob"). You can type more than one underscore, LIKE __n (no spaces between the underscores, _ _). This displays all three-letter names ending in n, such as Ron, Dan, Ben, and so forth.
[ ]	Any single character within the specified range ([a-f]) or set ([abcdef])	For a name ending in arsen and beginning with any letter from C to P, an entry of LIKE [C-P]arsen displays such names as Carsen, Larsen, and Marsen.

This wild card symbol	Represents	For example
[^]	Any single character not within the specified range ([^a-f]) or set ([^abcdef])	For a name beginning with Cars and the following letter is not an e, an entry of LIKE Cars[^e]% displays such names as Carsbad, Carson, and Carswell.

CAUTION:
VESTA Analytics wild card search functionality does not operate in the same manner as Microsoft Windows. Using MaryKnoll as an example, if you type **????Knoll** for a street name, VESTA Analytics will list only those streets that contain MaryKnoll with no words or spaces following it (or other 9-letter street names ending in **Knoll**). It will not list MaryKnoll Ave, MaryKnoll Street, MaryKnolls, and so forth. To include spaces, additional characters, and words afterwards, be sure to insert an asterisk, **???? Knoll***, in your criteria.

Using wild cards as literals

If you need to query for a wild card such as a percentage, you type the wild card in brackets. For example, LIKE 5[%] displays all instances where 5% occurs. Examples of using brackets as wild cards or with other wild cards follow:

Item	Description
LIKE 5[%]	5%
LIKE [_]n	_n
LIKE [a-cdf]	a, b, c, d, or f
LIKE [-abcd]	-, a, b, c, or d
LIKE [[]	[
LIKE []]	]
LIKE abc[_]d%	abc_d and abc_de
LIKE abc[def]	abcd, abce, and abcf

Using NOT LIKE

Wild cards operate in the same manner with NOT LIKE as they do with LIKE.

For example, to display all calling party numbers whose area code is not "951," you type `NOT LIKE 951%`.

The following telephone numbers will appear in the Event List pane (if present in the database):

- 714 555-5555
- 714 555-2211
- 865 899-1233
- 952 719-3210

Telephone numbers with area code 951 will not be listed.

Applying an Event List filter as a trigger

Events meeting user-defined criteria can be highlighted as they enter the Event List, possibly indicating a problem event or trend. To set up a trigger for highlighting specific incoming events you can either select a current Event List filter or create a new filter, and then select the **Apply as Trigger** option in the Filter pane of the Event List.

The **Apply as Trigger** option does not apply to report filtering.

Use the **Apply as Trigger** option to highlight specific incoming events or to turn off a trigger.

Highlight specific incoming events

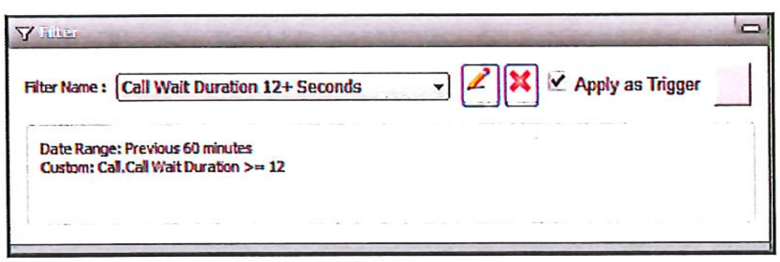
Procedure:

1. On VESTA Analytics main menu bar, select **Events**.

   The Events page appears.

2. In the **Filter** pane, perform one of the following actions:
   - From the **Filter Name** list, select the filter to be applied as a trigger.
   - Create a custom filter that can be applied as a trigger.

   CAUTION:
   Do not select the Apply as Trigger check box when creating the filter. Select it after the filter has been saved.
3. Select the **Apply as Trigger** check box.
4. To select the color that will be applied to the specified events in the **Event List**, click the **Color Selector** box to the right of **Apply as Trigger**, and then select the color.



VESTA Analytics highlights the matching events with the selected color shown as lavender in the above sample. In the Event List, gray (which is the highlight color that is applied when you select an event) takes precedence over the trigger color and the call designated row colors. The trigger color takes precedence over the call row colors.

CAUTION:
You cannot apply more than one trigger filter at a time. Also, if you switch to another filter without clearing the Apply as Trigger check box, that filter becomes the trigger filter. If you clear the Apply as Trigger check box before switching to another filter, you no longer have a trigger filter.

Turn off a trigger

Procedure:

1. On VESTA Analytics main menu bar, select **Events**.

   The Events page appears.

2. In the **Filter** pane, clear the **Apply as Trigger** check box.

   VESTA Analytics no longer highlights the incoming matching events with the trigger color.

Editing custom filters

Whenever you save a custom filter for Displaying events, VESTA Analytics adds it to the Filter Name drop-down list in the Filter pane on the Events page. To change the custom filter's settings or to save the custom filter as a new filter, use the Edit Filter button.

Custom filters created here are also added to the Report Filter pane. If they do not apply to reports, a red box appears around the filter criteria and the functionality is deactivated. VESTA Analytics also displays a note stating that the criteria have no effect on the current filtering.

Edit a custom filter

Procedure:

1. On VESTA Analytics main menu bar, click **Events**.
2. On the **Events** page, in the **Filter** pane, from the **Filter Name** list, select the custom filter to be edited.

   VESTA Analytics displays the selected filter criteria and events.

3. Click (the **Edit Filter** button).

   The Edit Filter dialog box appears displaying the current settings, any of which can be altered.

4. Optional: In the **Date Range** area, perform any of the following actions:

To	Do this
Select a Preset time frame	• Click **Preset** and from the list, select the time frame.
Select a Custom date range	**a.** Provide the From date and time. **b.** Provide the To date and time.

5. To view a calendar, click the **calendar** icon in the From and To date fields.
6. To increase or decrease the hours, minutes, or seconds, place the cursor in the hour, minute, or second section of the Time field and click the Up or Down arrow.
7. To switch from AM to PM, place the cursor directly before the "AM" and click the Up or Down arrow.

Be aware that when changing from AM to PM, the selected date may move back a day. You may need to re-select your date.

8. Optional: In the **Criteria** area, perform the following actions:

a. From the **Category** list, select the primary data element that you want to include or exclude from the Event List (for example, Agent).

b. From the **Element** list, select the secondary data element that you want to include or exclude from the Event List (for example, Last Name).

The available options are dependent upon the selected category.

The call segment data elements do not apply to all call-taking platforms. Using call segments that are not applicable may not provide the desired filtering results.

c. When available, from the **Occurrence** list, select one of the following options:

- **First** — displays the first occurrence of a relevant item in an event.
- **Any** — displays any occurrences of a relevant item in an event.
- **Last** — displays the last occurrence of a relevant item in an event.

In an event, more than one agent or console can be associated with the event. For example, if a call was transferred, the agent who transferred the call has a talk activity that is associated with the call and the agent who picked up the transferred call has a talk activity that is associated with the call. If you select "First" occurrence, then the first agent will be associated with the call when filtering the call. If you select "Last" occurrence, then the second agent (in this case) will be associated with the call when filtering the call.

This setting generally applies to agents, consoles, trunks, lines, transfer/conference targets, and agent/caller durations. "First" is the default. "N/A" indicates that this field does not apply to the selected element.

d. From the **Operator** list, select the mathematical operator that you want to apply to the specified data element value.

The list of available operators will vary depending on the selected category and data element.

e. In the **Value** box, depending on the type of data elements you selected and the number of available selections, perform one of the following actions:

- Click the **Down** arrow (and the second **Down** arrow, if present), select the value of the data element to be included or excluded (for example, Jones), and click **OK** (if present).
  If the drop-down box is empty, then, for the selected data element, there are no values in the database available for selection.
- Type the value of the data element to be included or excluded (for example, Smith).
  An example: If you selected Call Counts as your category, Caller Talk Count as your element, = as your operator, and then typed in 2, VESTA Analytics lists all call events that contain two talk segments.

  The value for the Duration element can be typed as seconds (a number, for example, 75) or in a formatted time (hh:mm:ss, for example, 00:01:15).

  You can select more than one value from a Value drop-down list using the Shift or Control key. VESTA Analytics automatically inserts a semicolon between values. You cannot type in multiple values in a Value text box that does not have a drop-down list. VESTA Analytics treats the item before the semicolon, the semicolon, and the item following the semicolon as one entity. Wildcards can be used (%, *, and so forth; for example, John%) with a "Like" or "Not Like".

Wildcards can be used (%, *, and so forth; for example, John%) with a "Like" or "Not Like" operator.

f. Optional: To add or exclude another value or values within your selection criteria:

   i. Click the **Add Line** button.

   ii. Optional: In the **AND/OR** box, click the **Down** arrow and select **OR**.
   A new filter criteria line appears displaying the AND/OR selection box to the left of the line.

   iii. You can use the Move Up and Move Down buttons to reorder your selection criteria.
   Repeat the above steps for each filter criteria you are setting.

9. To save your changes:

   a. Click **Save**.

   The Filter Name text box appears.

   b. Optional: To save your changes as a new custom filter, type a new filter name.

   The maximum number of characters allowed is 50.

   c. Optional: From the **Site** list, select a different site.

   This option applies to an Enterprise or Hosted environment.

   d. If you want the filter available for other users, select the **Public** check box.

   e. Click **OK**.

   VESTA Analytics closes the Filter pane, applies and saves the filter, and then displays, in the Event List, the events that match the filter criteria.

Deleting custom filters

Whenever you save a custom filter for Displaying events, VESTA Analytics adds it to the Filter Name drop-down list in the Filter pane on the Events page. If you want to remove the custom filter from the list, use the Delete Filter button.

CAUTION:
If you delete a remote site's "public" filter from the Enterprise (base) site, it will also be removed from the remote site.

Delete a custom filter

Procedure:

1. On the **Events** page, in the **Filter** pane, from the **Filter Name** list, select the custom filter to be deleted.

VESTA Analytics displays the selected filter criteria and events.

2. Click **Delete Filter** ( ).

   VESTA Analytics displays the message, "Are you sure you want to delete '*<filter name>*'?"

3. Click **OK**.

   VESTA Analytics deletes the filter and displays the default filter "Previous 60 Minutes."

Exporting and saving a list of events

When VESTA Analytics lists your selection of events in the Event List on the **Events** page, you can export and save a portion of the list or the entire list as a CSV (comma delimited) text file. This file can then be edited using an application such as Microsoft Excel.

Export and save a list of events

Procedure:

1. On the **Events** page, display the list of events.
2. If you only want to export specific events in the list, in the **Event List** pane, using the **Shift** or **Ctrl** (Control) key, select the events to be exported.
3. Click **Export**.

   The Export Events dialog box appears.

4. Perform one of the following actions:

To export	Click
The entire event list	• **All**
The selected event or events	• **Selected**
The current view of the list in the Event List pane	• **Current View**

   CAUTION:
   If your CSV files open in Excel 2003 or Excel 2007, do not use **All** when the number of records in the Event List exceeds 65,536 for Excel 2003 or 1,048,500 for Excel 2007. An error message will appear and none of the records will be exported. Export the Event List in sections, using the Selected or Current View option.

5. Click **OK**.

   The Export Events dialog box appears and once the CSV file is created, a hyperlink to the file appears in the dialog box.

6. Click the hyperlink.

   The message, "Do you want to open or save this file appears?" appears.

7. Perform one of the following actions:

If this	Do this
You want to view the file.	**a.** Click **Open**. If software is installed on your computer that maps the .csv extension to an application like Microsoft Excel, the csv file will open in that application. If there is no software installed, VESTA Analytics will display the .csv file in a new window. If you do not see the file, it may be a security issue or your computer may not be on the same domain as VESTA Analytics. For assistance, contact your system administrator. If your file opens in Excel, you may need to expand the columns to view the data. **b.** Optional: To view the file later, save it as text file (.txt) or other format such as an Excel Workbook (.xls or .xlsx), in the location you prefer. **c.** Close the application or window.
You want to save the file.	**a.** Click **Save**. The Save As dialog box appears. **b.** Navigate to the location where you want to save the file. **c.** Click **Save**. The file is saved and VESTA Analytics returns you to the Events page.

If your CSV files open in Excel 2003 or Excel 2007, do not use **All** when the number of records in the Event List exceeds 65,536 for Excel 2003 or 1,048,500 for Excel 2007. An error message will appear and none of the records will be exported. Export the Event List in sections, using the Selected or Current View option.

8. Optional: In the **Criteria** area, perform the following actions:

   a. From the **Category** list, select the primary data element that you want to include or exclude from the Event List (for example, Agent).

   b. From the **Element** list, select the secondary data element that you want to include or exclude from the Event List (for example, Last Name).

   The available options are dependent upon the selected category. The call segment data elements do not apply to all call-taking platforms. Using call segments that are not applicable may not provide the desired filtering results.

9. When available, from the **Occurrence** list, select one of the following options:

To display the statistics for	Click
The first occurrence of a relevant item within an event	• **First**

To display the statistics for	Click
Any occurrences of a relevant item within an event	• **Any**
Last occurrence of a relevant item within an event	• **Last**

Within an event, more than one agent or console can be associated with the event. For example, if a call was transferred, the agent who transferred the call has a talk activity that is associated with the call and the agent who picked up the transferred call has a talk activity that is associated with the call. If you select "First" occurrence, then the first agent will be associated with the call when filtering the call. If you select "Last" occurrence, then the second agent (in this case) will be associated with the call when filtering the call.

This setting generally applies to agents, consoles, trunks, lines, transfer/conference targets, and agent/caller durations. "First" is the default. "N/A" indicates that this field does not apply to the selected element.

10. From the **Operator** list, select the mathematical operator that you want to apply to the specified data element value.

    The list of available operators will vary depending on the selected category and data element.

11. In the **Value** box, depending on the type of data elements you selected and the number of available selections, perform one of the following actions:

    - Click the **Down** arrow (and the second **Down** arrow, if present), select the value of the data element to be included or excluded (for example, Jones), and click **OK** (if present).
      If the drop-down box is empty, then, for the selected data element, there are no values in the database available for selection.
    - Type the value of the data element to be included or excluded (for example, Smith).
      An example: If you selected Call Counts as your category, Caller Talk Count as your element, = as your operator, and then typed in 2, VESTA Analytics lists all call events that contain two talk segments.

      The value for the Duration element can be typed as seconds (a number, for example, 75) or in a formatted time (hh:mm:ss, for example, 00:01:15).

      You can select more than one value from a Value list using the Shift or Control key. VESTA Analytics automatically inserts a semicolon between values. You cannot type in multiple values in a Value text box that does not have a list. VESTA Analytics treats the item before the semicolon, the semicolon, and the item following the semicolon as one entity. Wildcards can be used (%, *, and so forth; for example, John%) with a "Like" or "Not Like"

      Wildcards can be used (%, *, and so forth; for example, John%) with a "Like" or "Not Like" operator.

12. Optional: To add or exclude another value or values within your selection criteria, click the **Add Line** button.

    A new filter criteria line appears displaying the AND/OR selection box to the left of the line.

13. Optional: In the **AND/OR** box, click the **Down** arrow and select **OR**.

    You can use the Move Up and Move Down buttons to reorder your selection criteria.

Repeat the above steps for each filter criteria you are setting.

14. Click **Save**.

The Filter Name text box appears.

15. Optional: To save your changes as a new custom filter, type a new filter name.

The maximum number of characters allowed is 50.

16. Optional: From the **Site** list, select a different site.

This option applies to an Enterprise or Hosted environment.

17. If you want the filter available for other users, select the **Public** check box.

18. Click **OK**.

VESTA Analytics closes the Filter pane, applies and saves the filter, and then displays, in the Event List, the events that match the filter criteria.

Generating an Event Details Report

The Event Details Report displays summary and detail information for the selected call listed in the Event List or the Scenario List. This report provides details of the selected event such as the call segment and raw data information for a call. It can be used to validate the count reported by VESTA Analytics or to provide event data in a court of law.

This report is accessed from the **Events** page in VESTA Analytics.

Event Details Report – Summary Information

You can export the report in the following formats:

- Adobe Portable Document Format (pdf) — PDF is the recommended format for preserving the report layout, colors, and graphs.
- Comma-separated values (csv)
- Extensible Markup Language (xml)
- Microsoft Excel (xls)
- Microsoft Word (doc) — When exporting a report as a Word document, to see the header and footer information, use **Print Layout** view.
- Tagged Image File Format (TIFF) (tif or tiff) — TIFF files are viewable using standard Microsoft Windows image software.
- Web archive file (mhtml)

Generate an Event Details Report for a specific call

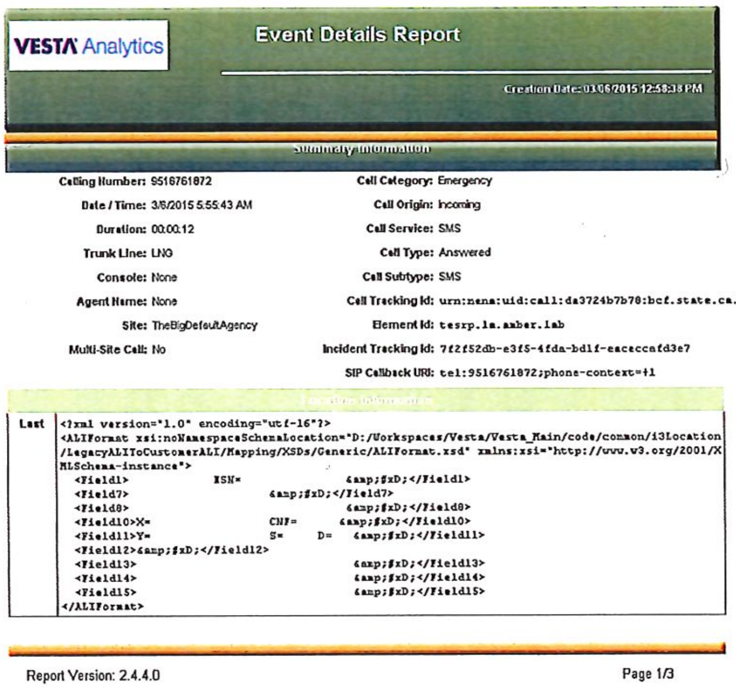
Procedure:

1. On VESTA Analytics main menu bar, click the **Events** tab.

2. Perform one of the following actions.

If generating the report from the	Do this
Event list	**a.** Display and select the call. **b.** Click **EDR**.
Scenario List	**a.** Display the scenario in the Scenario List. **b.** Click the + sign next to the scenario. VESTA Analytics lists the associated events. **c.** Right-click on the call. The Scenario Management menu appears. **d.** Click **EDR Report**.

The Event Details Report for the selected call appears.



Event Details Report

The Event Details Report contains summary and detail information, such as caller location and response time, for the selected call in the Event List or the Scenario List.

The following tables describe the Event Details Report fields that are displayed for call events.

Field	Description
Report Heading Information (no field title)	The information that applies to the entire report.
Creation Date	Date and time the report was produced.

Field	Description
Summary Information	The primary information related to the event.
Calling Number	Phone number of the caller.
Date / Time	Start date and time of the call.
Duration	Total length of the call.
Trunk Line	Trunk (emergency call) or line (non-emergency call) upon which the call came in or out of the site.
Console	Site console (workstation) where the call was answered or originated.
Agent Name	Name of the agent that operated the console where the call was answered or originated. The content of this field is determined by the **Agent Display** setting on the System Configuration page. Depending on the setting, the agent name will be displayed in one of the following formats: • Agent last name, first name • Agent alias • Agent last name, first name, with the alias following in parentheses; for example, Jones, Ann (agent1001)
Site	Name of the site where the call was answered.
Multi-Site Call	Indication if the call event is part of a multi-site call association.
Call Category	The call category of the call event. The available call categories are: • Emergency • Non-emergency • Other
Call Origin	The call origin of the call event. The available call origins are: • Incoming • Internal • Outgoing • Unknown
Call Service	The call service of the call event. The available call services are: • Internal • Outgoing • SMS • Unknown • VoIP • Wireless • Wire-line
Call Type	The call process type of the call event. The available call process types are:

Field	Description
	• Abandoned • Answered • Callback • Internal • Outgoing • Unanswered
Call Subtype	The call process sub-type of the call event. The available call process sub-types are: • Abandoned Callback • Abandoned Not Serviced • Abandoned Released • Abandoned Serviced • Abandoned Unserviceable • Internal • Outgoing • Outgoing Callback • SMS • TDD (telecommunications device for the deaf) • RTT (real-time text) • Unanswered • Voice
Location Information	The location information for the listed transmissions.
Last	The last location information (ALI) received at the site associated with the call. Includes such information as: • Calling party number • Customer name (the owner of the telephone on which the call was made) • Street name (the street name of the last location of the telephone)
Next to Last	The next to last location information (ALI) received at the site associated with the call.
Second	The second location information (ALI) received at the site associated with the call.
First	The first location information (ALI) received at the site associated with the call.
Detail Information	The detail information related to the call event.
Caller Segments	The call activities that took place for the caller in the call event.
Type	Type of caller segment that occurred during the call.
Duration	Duration of the specific caller segment.

Field	Description
Start	Start date and time of the specific caller segment.
End	End date and time of the specific caller segment.
Trunk Line	Trunk (emergency call) or line (non-emergency call) associated with the caller segment.
Resource	Name of resource associated with the caller segment.
Agent Segments	The call activities that took place for the agents in the call event.
Type	Type of agent segment that occurred during the call.
Duration	Duration of the specific agent segment.
Start	Start date and time of the specific agent segment.
End	End date and time of the specific agent segment.
Agent Name	Name of the agent associated with the call segment. The content of this field is determined by the **Agent Display** setting on the System Configuration page. Depending on the setting, the agent name will be displayed in one of the following formats: • Agent last name, first name • Agent alias • Agent last name, first name, with the alias following in parentheses; for example, Jones, Ann (agent1001)
Console	Name of the site console where the agent segment took place.
Raw Data	A further refinement of the activities that took place during the call.
Event	Call event that occurred in this call. One or more events constitute a call segment. For example, the call segment "teardown" can include the call events "drop call" and "trunk release."
Time	Date and time of the call event.
Elapsed Time	The elapsed time since the call began.
Console	Name of the site console where the call event took place.
SMS Message	The SMS message (from caller or agent) for that event.
Additional Information	Any additional information associated with the call event.
TTY Conversation	Transcript of the teletypewriter (TTY) conversation. Note that this item is only available if a TTY conversation was recorded.
RTT Conversation	Transcript of the real-time text (RTT) conversation. Note that this item is only available if a RTT conversation was recorded.
SMS Conversation	Transcript of the SMS conversation between the caller and the agent(s). Note that this item is only available if an SMS conversation occurred.
Call Notes	Transcript of the notes written by an agent about the call.

Field	Description
	Note that this item is only available if a note was written.
Date Time	The date and time when the note was written for the call.
Note	The note written by the agent for the call.

Generating an Associated Event Details Report

The Associated Event Details Report displays identical information to the Event Details Report for call events, but for multiple events that have been automatically or manually associated together. The first page of the report lists the associated events and displays the type of association (scenario). The remaining pages of the report display the individual call information.

You can export the report in the following formats:

- Adobe Portable Document Format (pdf) — PDF is the recommended format for preserving the report layout, colors, and graphs.
- Comma-separated values (csv)
- Extensible Markup Language (xml)
- Microsoft Excel (xls)
- Microsoft Word (doc) — When exporting a report as a Word document, to see the header and footer information, use **Print Layout** view.
- Tagged Image File Format (TIFF) (tif or tiff) — TIFF files are viewable using standard Microsoft Windows image software.
- Web archive file (mhtml)

Generate an Associated Event Details Report for a specific call association

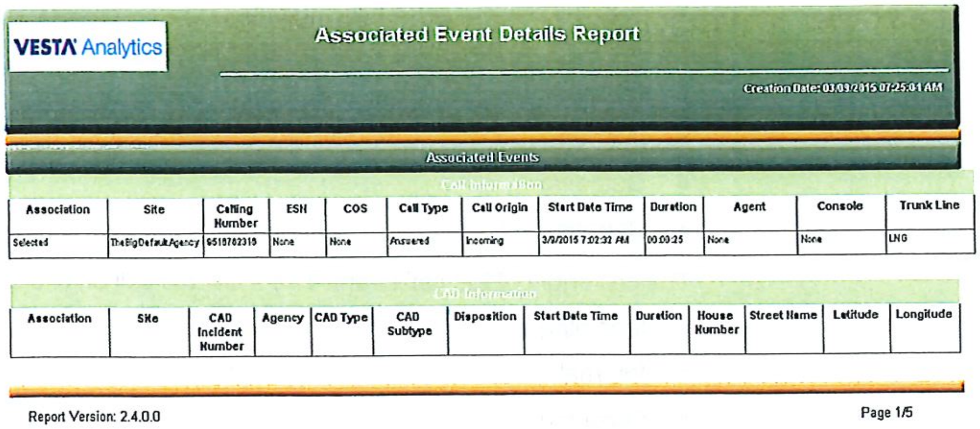
Procedure:

1. On the **Events** page, display and right-click the associated call event.

   The Event List displays a scenario icon next to associated events.

2. Select **Associated Event Detail**.

   The Associated Event Details Report appears.



VESTA Analytics

Associated Event Details Report

Creation Date: 03/03/2015 07:25:01 AM

Associated Events

Call Information

Association	Site	Calling Number	ESN	COS	Call Type	Call Origin	Start Date Time	Duration	Agent	Console	Trunk Line
Selected	TheBigDefaultAgency	6518782318	None	None	Answered	Incoming	3/3/2015 7:02:32 AM	00:00:25	None	None	LNG

CAD Information

Association	Site	CAD Incident Number	Agency	CAD Type	CAD Subtype	Disposition	Start Date Time	Duration	House Number	Street Name	Latitude	Longitude

Report Version: 2.4.0.0

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Certain pages are repeated for each call event as applicable.

Associated Event Details Report

The Associated Event Details Report contains summary and detail information, such as caller location and response time, for the associated call events in the Event List.

The following tables describe the Associated Event Details Report fields that are displayed for call events.

Field	Description
Report Heading Information (no field title)	The information that applies to the entire report.
Creation Date	Date and time the report was produced.
Associated Events	The report data detailing the association between the events.
Call Information	The report data detailing the associated call events.
Association	The type of association for a call event. The available association types are: • Abandoned Serviced – Association between an abandoned call and the call that services it • Manual – Association between call events, created by the VESTA Analytics user • Multi-Site Call – Association between calls from different sites
Site	Name of the site where the call event was answered.
Calling Number	The phone number of the caller.
ESN	The emergency service number of the call event.
COS	The class of service of the call event.
Call Type	The call process type of the call event. The available call process types are: • Abandoned • Answered

Field	Description
	• Callback • Internal • Outgoing • Unanswered
Call Origin	The call origin of the call event. The available call origins are: • Incoming • Internal • Outgoing • Unknown
Start Date Time	Start date and time of the call event.
Duration	Total duration of the call event.
Agent	Agent that operated the console where the call was answered or originated. The content of this field is determined by the **Agent Display** setting on the System Configuration page. Depending on the setting, the agent name will be displayed in one of the following formats: • Agent last name, first name • Agent alias • Agent last name, first name, with the alias following in parentheses; for example, Jones, Ann (agent1001)
Console	Site console (workstation) where the call was answered or originated.
Trunk Line	Trunk (Emergency call) or line (Non-Emergency call) upon which the call came in or out of the site.
Associated Event Details	The detail information related to the call events. The sections that follow will be repeated for every associated call event.
Calling Number	Phone number of the caller.
Date / Time	Start date and time of the call.
Duration	Total duration of the call.
Trunk Line	Trunk (Emergency call) or line (Non-emergency call) upon which the call came in or out of the site.
Console	Site console (workstation) where the call was answered or originated.
Agent Name	Agent that operated the console where the call was answered or originated. The content of this field is determined by the **Agent Display** setting on the System Configuration page. Depending on the setting, the agent name will be displayed in one of the following formats: • Agent last name, first name

Field	Description
	• Agent alias • Agent last name, first name, with the alias following in parentheses; for example, Jones, Ann (agent1001)
Site	Name of the site where the call was answered.
Multi-Site Call	Indication if the call event is part of a multi-site call association.
Call Category	The call category of the call event. The available call categories are: • Emergency • Non-Emergency • Other
Call Origin	The call origin of the call event. The available call origins are: • Incoming • Internal • Outgoing • Unknown
Call Service	The call service of the call event. The available call services are: • Internal • Outgoing • SMS • Unknown • VoIP • Wireless • Wire-line
Call Type	The call process type of the call event. The available call process types are: • Abandoned • Answered • Callback • Internal • Outgoing • Unanswered
Call Subtype	The call process sub-type of the call event. The available call process sub-types are: • Abandoned Callback • Abandoned Not Serviced • Abandoned Released • Abandoned Serviced

Field	Description
	• Abandoned Unserviceable • Internal • Outgoing • Outgoing Callback • SMS • TDD (telecommunications device for the deaf) • RTT (real-time text) • Unanswered • Voice
Location Information	The location information for the listed transmissions.
Last	The last location information (ALI) received at the site associated with the call. Includes such information as: • Calling Party Number • Customer Name (the owner of the telephone on which the call was made) • Street Name (the street name of the last location of the telephone)
Next to Last	The next to last location information (ALI) received at the site associated with the call.
Second	The second location information (ALI) received at the site associated with the call.
First	The first location information (ALI) received at the site associated with the call.
Associated Event Details	The detail information related to the call event.
Caller Segments	The call activities that took place for the caller in the call event.
Type	Type of caller segment that occurred during the call.
Duration	Duration of the specific caller segment.
Start	Start date and time of the specific caller segment.
End	End date and time of the specific caller segment.
Trunk Line	Trunk (emergency call) or line (non-emergency call) associated with the caller segment.
Resource	Name of resource associated with the caller segment.
Agent Segments	The call activities that took place for the agents in the call event.
Type	Type of agent segment that occurred during the call.
Duration	Duration of the specific agent segment.
Start	Start date and time of the specific agent segment.

Field	Description
End	End date and time of the specific agent segment.
Agent Name	Name of the agent associated with the call segment. The content of this field is determined by the **Agent Display** setting on the System Configuration page. Depending on the setting, the agent name will be displayed in one of the following formats: • Agent last name, first name • Agent alias • Agent last name, first name, with the alias following in parentheses; for example, Jones, Ann (agent1001)
Console	Name of the site console where the agent segment took place.
Raw Data	A further refinement of the activities that took place during the call.
Event	Call event that occurred in this call. One or more events constitute a call segment. For example, the call segment "teardown" can include the call events "drop call" and "trunk release."
Time	Date and time of the call event.
Elapsed Time	The elapsed time since the call began.
Console	Name of the site console where the call event took place.
SMS Message	The SMS message (from caller or agent) for that event.
Additional Information	Any additional information associated with the call event.
TTY Conversation	Transcript of the teletypewriter (TTY) conversation. Note that this item is only available if a TTY conversation was recorded.
RTT Conversation	Transcript of the real-time text (RTT) conversation. Note that this item is only available if a RTT conversation was recorded.
SMS Conversation	Transcript of the SMS conversation between the caller and the agents. Note that this item is only available if an SMS conversation occurred.
Call Notes	Transcript of the notes written by an agent about the call. Note that this item is only available if a note was written.
Date Time	The date and time when the note was written for the call.
Note	The note written by the agent for the call.

Event Details pane

The Event Details pane on the Events page provides additional information on the event you select in the Event List. The information displayed is dependent upon the type of information associated with the selected event. VESTA Analytics provides tabs for displaying this information. Which tabs appear is dependent upon the type of event. For example, if it is a call event, one set of tabs will appear. The tabs will not appear if there is no information associated with the event. For example, if there is no map information associated with a selected call event, the Mapping tab will not appear for the call event.

If no event is selected, VESTA Analytics automatically displays the details for the first event in the Event List. The details (tabs) that may be available for viewing are:

- Location – Lists the call location information (ALI) returned in all its forms (normal raw, normal normalized, and so forth).
- Caller Segments – Lists call details from the caller perspective.
- Agent Segments – Lists call details from the agent perspective.
- Call Flow – Displays visual representation of caller and agent segments.
- Call Activity – Presents all raw call detail data (spanning all perspectives).
- SMS Activity – When an SMS event is selected in the Event List, the Call Activity tab is replaced by the SMS Activity tab.
- SMS Conversation – Displays the SMS (short message service) conversation between the caller and the agent.
- Notes – Displays all call notes.
- TTY – Displays available teletypewriter text for the call.
- RTT – Displays available real-time text for the call.
- Mapping – Plots wire-line and wireless calls on mapping workstations.

You can change the order that the tabs appear in the Event Details pane.

Defining the Event details tab sequence

The Event Details pane on the **Events** page displays additional information for the event that you select in the **Event List**. This information is accessed by clicking a tab in the Event Details pane. You can define the sequence of the tabs, thereby allowing for accessing the information that is most important to you first.

After selecting a call, when you select a tab in the Event Details pane for viewing and then select another call, VESTA Analytics displays the same tab for the newly selected call.

Use the **Settings** button in the Event Details title bar to set the tab sequence.

All settings are persistent per user when the administrator has allowed users to manage their own preferences. When not allowed, the **Settings** dialog box is not available and all users see the administrator's settings when working with the event details.

Set the tab sequence

Procedure:

1. On VESTA Analytics main menu bar, click **Events**.

   The Events page appears.

2. On the **Event Details** title bar, click the **Settings** button.

   The Event Details Settings dialog box appears, displaying the General tab.

3. Under **Tab Order**, click the tab whose position is to be moved and perform one of the following actions:

   - To move the item up, click .
     The tab will move to the left in the Event Details pane.

   - To move the item down, click .
     The tab will move to the right in the Event Details pane.

   The Event Details Settings dialog box closes and the new tab sequence appears on the Events page.

Location tab

The **Location** tab displays the automatic location information (ALI) for the selected call as:

- Normal raw data
- Normal normalized data (wrapped raw data)
- Retransmit raw data
- Retransmit normalized data (response to "retransmit location" request)
- Manual raw data
- Manual normalized data
- Undefined

VESTA Analytics displays the raw (un-parsed) location information as provided by the location provider (formatted or unformatted). More than one version of the data may be provided (for example, Normal Raw and Normal Normalized). A drop-down list is provided to view the different versions of location information.

When filtering by "Raw Location Information, Location Information Records," VESTA Analytics will display all versions of the raw data that are available.

Global Location Information Formatter (GLIF) formatting is not applied to the raw data.

Caller Segments tab

The **Caller Segments** tab displays the duration, time stamp, trunk or line the call arrived on, and associated queue for each call segment (setup, ring, talk, and so on). It presents the distinct state of the call from the caller perspective for each second.

Understanding the call segments from a caller or agent perspective

The following table defines the various call segments that can be part of a call record. They can apply to the caller, to the agent, or to both.

Call Segment	Definition
Acknowledgement	The period of time in which a call is present in the system as a "hung-up" call (caller initiated-disconnect). It begins once a hung-up call is detected (serviceable abandoned or hung-up held/parked call) and ends once the hung-up call has been acknowledged by an agent or the system detects the caller called back.
AgentBarge	The period of time the supervisor "barged in" on a call.

Call Segment	Definition
(agent perspective only)	When the supervisor barges into a call and the original agent leaves the conference, the agent barge segment transitions to a talk segment.
AgentObserve (agent perspective only)	The period of time a supervisor was monitoring the call. It begins when the supervisor invokes the feature to begin monitoring a call.
AutoAttendant (caller perspective only)	The period of time an Auto Attendant PBX device is servicing the call. It begins when the call is internally transferred to the Auto Attendant, and ends when the call leaves the Auto Attendant device.
AutomatedAbandonedCallback (caller perspective only)	The period of time in which an abandoned call is being automatically called back by the CTI system, until which time the call is accepted by the original caller and placed in a queue to be handled by an agent, or terminated by the caller.
Conference	The act of conferencing the call. A zero-duration segment indicating that a conference was attempted on the call.
Conference Setup	The time period the agent took to put the caller on hold, dial, and initiate the conference.
Emergency (agent perspective only)	A zero-duration segment that indicates that the agent requested assistance from a supervisor.
Hold	The period of time the call was on hold (off-hook until the call was answered again or transferred).
Hookflash	A zero-duration segment indicating a hookflash activity has occurred. The hookflash (receiver button) was depressed and released.
Join	A zero-duration segment indicating another call joined into an existing call.
NoHoldConference	A zero-duration segment indicating that a "No-hold conference" was attempted on the call.
Offline	Offline can be either one of the following: • The period of time starting when the call has been acknowledged and ending when the agent releases the call or does a ringback (callback). • The period of time between when a hung-up call has been retrieved (call back in service [CBIS]), but no PBX resource is assigned to the call. The agent/console is put in a busy state. There will be no call record in VESTA Analytics for a CBIS without a ringback.
Park	The period of time between when an agent parked a call and when the call was un-parked or the caller hung up. Park time is attributed to the agent that initiated the call park. This is different from hold time. A call that is parked can be retrieved from other stations and by other agents.

Call Segment	Definition
PocketDial (caller perspective only)	The period of time in which the call is being handled by the CTI Pocket Dial Filter feature.
Queue (caller perspective only)	The period of time when the caller is queued in the automatic call distributor (ACD) system. The ACD system can overflow the call from one queue to another queue that will then be treated as two queue segments (one segment for each queue). A queue segment can occur when there is a 9-1-1 ACD call or when a call is transferred/conferenced to a queue.
QueueSelector	The period of time in which the call is being handled by the CTI Queue Selector Filter feature. During this time, the caller was being directed by an audio recording to a specific queue in the system.
Ring	The period of time the telephone is ringing at a call center until it is answered by the agent or the caller hung up. This segment can occur at the beginning of the call as well as during conferences, transfers, or a park timeout.
RingOut (agent perspective only)	The period of time when a ringback occurs at a station. Exceptions: • In conference and supervised transfer scenarios, there may be a ring out being heard at the same time the talk path is established. However, the talk segment takes priority. • For the "redirect on no answer" feature, after the first console begins ringing, all subsequent ringing and queue events are consolidated into a single ring out segment.
Setup (caller perspective only)	The period of time from when a call is seized at a trunk to when it rings at an agent's position.
Talk	The period of time the agent was speaking with the caller.
Teardown (caller perspective only)	The period of time between hang up and release of the line. That is, the time between the PBX call being terminated (trunk put on-hook) and the trunk being available for receiving another incoming call.
Text	The text of an SMS conversation that was sent by either the caller or the call taker.
Transfer	The act of transferring the call. A zero-duration segment indicating that a transfer was attempted on the call.
Transfer Setup	The time period that the agent took in setting up the transfer, including the time that the caller is on hold.
Undefined	A gap between events occurred which prevents VESTA Analytics from identifying that segment of time. This could be the result of a delay in VESTA Analytics receiving the follow-up call activity.
Unknown	The participants (trunk, console, and so forth) in a call do not provide call activities to VESTA Analytics. For example, when a trunk is transferred to a ringdown, VESTA Analytics will not receive any call activities from both parties to be able

Call Segment	Definition
	to report what is going on so it declares that segment as "Unknown." Another example is the gap in time during a supervised transfer where the original caller hangs up and the trunk is released by the transferred-to entity.
VoiceMail (caller perspective only)	The time period in which a call was being serviced by the CTI Voice Mail feature.

Reviewing call segments by call-taking platform

Not all call segments apply to every call-taking platform. When displaying an event list or generating a report, filter your request only by call segments that apply to your platform (and the filter category). Filtering by using call segments that are not applicable may not provide the desired results. To determine which call segments apply to your call-taking platform, use the following chart.

Table 1: Valid Call Segments by Call-taking Platform

Call Segment	VESTA 9-1-1
Acknowledgement	•
AgentBarge	•
AutoAttendant	•
AutomatedAbandonedCallback	•
Conference Setup	•
Hold	•
Hookflash	•
Offline	•
Park	•
PocketDial	•
Queue	•
QueueSelector	•
Ring	•
RingOut	•
Setup	•
Talk	•
Teardown	•
Text	•
Transfer Setup	•
Undefined	•
Unknown	•

Call Segment	VESTA 9-1-1
VoiceMail	•

Agent Segments tab

The **Agent Segments** tab displays the duration, time stamp, agent, console, and trunk or line the call arrived on, for each agent segment (ring, talk, and so on). It presents the distinct state of the call from the agent perspective for each second.

Not all agent segments apply to every call-taking platform. When displaying an event list or generating a report, filter your request only by call segments that apply to your platform (and the filter category). Using agent segments that are not applicable may not provide the desired filtering results.

Call Flow tab

The Call Flow tab displays the duration of each call segment (setup, ring, talk, hold, and so forth) and translates the time into a call-flow bar chart. The top line of the chart represents the non-overlapping caller segments with color coding for the overall state of the call for the caller. The next lines represent the agent segments. Zero duration segments are represented as diamonds.

Gaps in the call flow

In a VESTA 9-1-1 environment, a gap between call segments may sometimes occur. This is due to the way the call events are processed. In some cases, this gap is labeled "Undefined."

If a one-second gap occurred between the time the call was released and the off-line segment began, this one second is designated as "Undefined" in the call segment flow.

An example of where a call segment can be missing entirely is when a response agent that is a member of a secondary PSAP who handles calls that are transferred from a primary PSAP (emergency service provider such as police, fire, ambulance, and so forth) is a component of the call. A dedicated response agent can receive a transferred caller's ALI, but does not have the ability to transfer the call. Trunk/line entities are not represented explicitly in the Call Flow tab. Therefore, the response agent segments (as well as others) may not be represented in the following call flow:

1. Ring segment for the response agent
2. Talk segment with a response agent (where you may see an "Unknown" segment for the caller)
3. Release call at Ringdown (response agent)

Call Activity tab

The Call Activity tab displays the raw activities that constitute the Call Details Record for the selected call. This includes the location (console ID, not console name or description) where the activity took place, date, time, and any additional information related to the call-taking environment used during the call.

The data is listed by date and time of the activity. "N/A" indicates that the data is not available. The additional information ("Additional Info") is presented in text/XML format.

Note that for some call-taking environments, a single dial activity line will present the entire data string for example, dialed number 7145551212. For other call-taking environments, VESTA Analytics will display multiple dial activity lines, one for each digit in the dialed number (data string 7, data string 1, data string 4, and so on).

SMS Activity tab

The **SMS Activity** tab displays the raw activities that constitute the SMS (short message service) text conversation for the selected SMS call. This includes the location (console ID, not console name or description) where the activity took place, date, time, and any additional information related to the call-taking environment used during the call.

The data is listed by date and time of the activity. "N/A" indicates that the data is not available.

SMS Conversation tab

The **SMS Conversation** tab displays the SMS (short message service) conversation between the caller and the agent for the selected call. An SMS conversation consists of one or more SMS messages in chronological order. Each message consists of the following information:

- The person (caller or agent) sending the message
- The time stamp for the message
- The message text

Notes tab

The **Notes** tab displays any notes for the selected call.

TTY tab

The **TTY** tab displays the teletypewriter conversation associated with the selected call.

RTT tab

The **RTT** tab displays the real-time text conversation associated with the selected call.

Mapping tab

The **Mapping** tab lets you plot your wire-line and wireless calls on the **Incident Map** pane on your VESTA Locate workstation.

It also lets you replay wireless calls for displaying the updated location information sequence.

This tab will only appear if you purchased and installed the VESTA Locate Integration component.

Plot a call location on a map

Procedure:

1. On VESTA Analytics **Events** page, in the **Event List**, display and select the call or calls.

   The Events page appears.

2. In the **Event Details** pane, click the **Mapping** tab.

   The Mapping tab will appear with one of the Location Update Replay options selected and the Refresh Rate set.

The Location Update Replay options for wireless calls are disabled if no wireless call is selected.

3. If you selected a wireless call and:

If this	Do this
You do not want to display the caller's location changes.	• Click **Disabled**. VESTA Analytics plots the longitude and latitude of the final retransmit only.
You want to display the caller's location changes on the map every "n number of seconds." "n number of seconds" equals the number of seconds you set for the Refresh Rate (rate in seconds field).	• Click **Replay Once**. VESTA Analytics plots the longitude and latitude of the original transmission and the retransmissions every n seconds.
You want to display the caller's location changes continuously.	• Click **Continuous**. VESTA Analytics plots the longitude and latitude of each retransmission until the call is removed.

4. If you selected a wireless call and you want to change the Refresh rate, using the "rate in seconds" **Up** and **Down** arrows, select the number of seconds VESTA Analytics will wait before updating the caller's location on the map.

   You can also type the value. The available options are from 1 to 10 seconds.

5. Optional: In **the Mapping Display Options** area, select **Clear Main Window**.

   VESTA Analytics deletes the events and units on the window before plotting VESTA Analytics calls.

6. In the Plot Window area, perform one of the following actions.

If this	Do this
You selected a single call and you want to plot it in the Important Location window.	a. Click **Plot on Important Location Window**. b. Click **Plot**. The call's latitude/longitude location or street address location is plotted in Important Location window.
You selected a single call or multiple calls and you want to plot the calls in the Main window or VESTA Locate's Incident Map pane.	a. Click **Plot on Main Window**. b. Click **Plot**. The call or calls' latitude/longitude locations or street address locations are plotted in the Main window and centered in the Important Location window. On VESTA Locate workstations, the calls' locations are plotted in the Incident Map pane.

The location of the existing event is updated on the Main window with the new address or latitude/longitude information.

Scenarios

A scenario is a collection of events relating to a particular incident that has occurred, such as a fire or an accident. VESTA Analytics automatically associates call events that are related to the same incident based on matching incident ID or calling party number (CPN) from the CTI.

In addition, VESTA Analytics automatically associates an abandoned not-serviced call event with a servicing call event based on:

- Matching telephone numbers
- The servicing call is one of the following types:
  - Answered
  - Callback
  - Outgoing
  - Internal
- The servicing call started within one hour of the abandoned call.

Besides creating the association between the two events, VESTA Analytics will change the sub-type of the Abandoned Not Serviced call event to Abandoned Serviced.

VESTA Analytics automatically associates call events from different sites together based on:

- Matching telephone numbers
- A different site association
- The end of the initial event is within thirty seconds of the start of the following event

Note that because approximations are used when associating events, there is a slight margin for error.

The Event List pane displays one or more scenario icons next to the events that make up a scenario.

You can manually create a scenario from the Scenario List pane on the Events page. The Scenario List pane on the Events page displays the automatic and manually-created scenarios for the events or scenarios you select. From the Scenario List pane, you can:

- Display a scenario
- Create a scenario
- Edit a scenario
- Delete a scenario
- Produce the Scenario Overview Report

To access the Scenario List pane, you must be an administrator or you have been granted permission through the App Manager's Product Security management application.

Displaying scenarios

A scenario is a collection of events relating to a particular incident that has occurred such as a fire or accident. The Scenario List pane on the **Events** page displays the automatic and manually-created scenarios for the events or scenarios you select.

To view the Scenario List pane you are either an administrator or you have been granted permission through the App Manager Product Security management application.

Reviewing the contents of the Scenario List pane

The following table presents the contents of the Scenario List pane.

Field	Description
Results based on	Indicates whether the scenarios listed in the Scenario List were selected: • From the Event List. • From the Scenario List pane, using the Search button ("Scenario Search Criteria").
Scenario Information	
Expand / Collapse buttons	Displays a plus sign (+) for displaying the events associated with the listed scenario. Displays a minus sign (–) for hiding the events associated with the scenario.
Name	Displays the name of the listed scenario. For automatically-generated scenarios, the name consists of the type of scenario (abandoned serviced or multi-site call), the Event ID of the events associated together (for example, Abandoned Serviced Scenario 100001 – 100032). In the case of a multi-site scenario, more than two events can be associated together, so the name only reflects the initial event (for example, Multi-Site Call Scenario starting with 100001). For user-created scenarios, the name is assigned by the user (for example, Fire on White Oak). When you point on the name of the scenario, VESTA Analytics will display the scenario's description.
Number of Events	Provides the number of events that make up the scenario.
Start Date	Indicates the start date and time of the scenario (earliest start date and time of the associated events).
Events within the Scenario	
Event Type	Indicates whether it is a call event.
Event Data	Displays the automatic number identification, class of service (COS), and call duration (Dur). "N/A" indicates the value was not present. "AbndUnsvc" indicates an abandoned unserviceable call (no caller number is available).
Start Date & Time	Displays the start date and time of the event. (mm/dd/yyyy hh:mm:ss AM or PM)
Below the list of scenarios	
Total Records	Presents the total number of scenarios listed.
Paging buttons	Displays four buttons for paging through the list of scenarios: • First page • Previous page • Next page • Last page
Page: # of #	Displays the Scenario List's current page number and total number of pages.

Field	Description
Rec/Page	Indicates the number of scenarios displayed per page. You can change this number by clicking the drop-down arrow and selecting another value.
New Scenario button	Accesses the Scenario Event Association dialog box for creating new scenarios.
Edit Scenario button	Accesses the Scenario Event Association dialog box for modifying the selected scenario.
Search button	Accesses the Scenario Search dialog box for locating a scenario.

Displaying a scenario

VESTA Analytics provides three methods for displaying scenarios:

- Using the Event List menu from the Event List
- Using the Search button in the Scenario List pane
- Using the Scenario Management menu from the Scenario List

Instructions for the first two methods are presented below. The third method is similar to the first method; the only difference being that you right-click a scenario in the Scenario List rather than an event in the Event List.

View a scenario from the Event List

Procedure:

1. On the **Events** page, in the Event List, right-click to select the event whose scenario or scenarios you want to view.

   The Event List menu appears.

2. Select **Go to Scenario**.

   The scenarios that apply to the selected event are displayed in the Scenario List and VESTA Analytics indicates that the scenarios were displayed using the Event List.

3. Optional: To view the events associated with a scenario, next to the scenario name, click the **+** sign.

   VESTA Analytics expands the scenario, displaying the events that make up the scenario.

4. Optional: To view an event's details, select the event.

View a scenario from the Scenario List pane

Procedure:

1. On VESTA Analytics main menu bar, click **Events**.

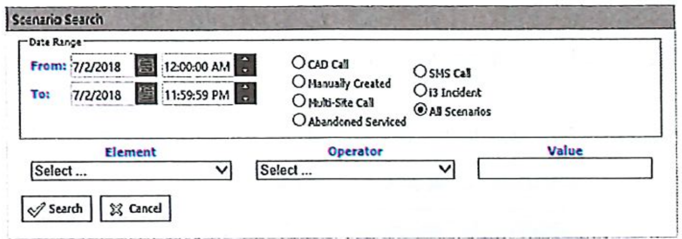
   The Events page appears.

2. If the Scenario List pane is not visible:
   a. In the **Events** menu bar, click **Show/Hide** (), and select **Scenario List**.
   b. Click **Apply**.

   The Scenario List pane appears.

3. To display a list of scenarios, click **Search**.

   The Scenario Search dialog box appears displaying the current date in the Date Range.



4. In the **Date Range** boxes, select the **From** and **To** dates and times.
5. In the **Date Range** area, select one of the following options:

To list	Select the
Scenarios that were manually created or modified.	**Manually Created**
Scenarios of calls associated with multiple sites. The calling number is the same. (Enterprise or Hosted).	**Multi-Site Call**
Scenarios of abandoned-not-serviced calls that are associated with the call that then serviced the abandoned calls.	**Abandoned Serviced**
Scenarios with SMS calls.	**SMS Call**
Scenarios with i3 incidents	**i3 Incident**
All scenarios.	**All Scenarios**

6. Optional: To further define your search:
   a. From the **Element** list, select an element.
   b. From the **Operator** list, select one of the following options:
      - = (equal)
      - < > (not equal)
      - > (greater than)
      - > (less than)
      - **Like** (like this)
      - **Not Like** (not like this)
   c. In the **Value** box, type or select the name or value of the element.

You can use wild card characters, such as % and _ (underscore), when using the operators Like and Not Like.

If the drop-down box is empty, then, for the selected data element, there are no values in the database available for selection.

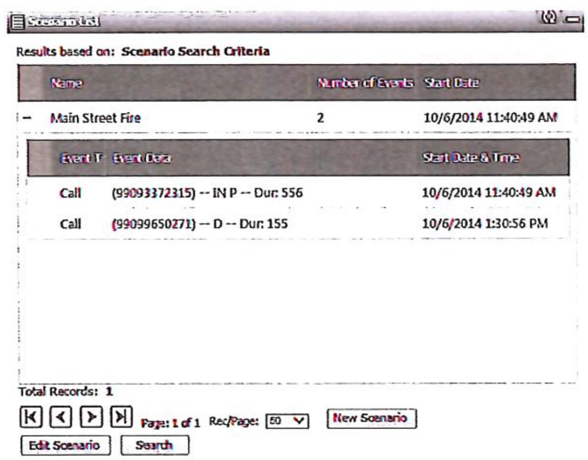
The value for the Call Total Duration element is entered as seconds (a number, for example, 75).

7. Click **Search**.

   VESTA Analytics lists the matching scenarios in the Scenario List and indicates that the results were based on "Scenario Search Criteria."

8. Optional: To view the events associated with a scenario, next to the scenario name, click the + sign.

   VESTA Analytics expands the scenario, displaying the events that make up the scenario.



9. Optional: To view an event's details, select the event.

Creating scenarios

You can link or associate the events that are related to an incident that occurred, such as a burglary or an accident. This association is called a "scenario."

Create a scenario

Procedure:

1. From the **Events** page, perform one of the following actions:
   - In the **Event List**, right-click on the event you want to include in the scenario and select **New Scenario.**
   - In the **Scenario List** pane, click **New Scenario.**
   - In the **Scenario List** pane, right-click on a scenario and select **New Scenario.**

   The Scenario Event Association dialog box appears and, if you accessed the dialog box from an event, that event will be listed in the Associated Events list.

2. In the **Scenario Information** area, type:
   a. A unique scenario name
   b. A description of the scenario
3. To locate the events you want to associate to an incident:
   a. In the **Event Search Criteria** area, from the drop-down boxes, select the new **From** and **To** dates and times.
   b. If you want to further define your search, perform the following actions:
      i. From the **Element** list, select an element.
      ii. From the **Operator** list, select one of the following options:
         - = (equal)
         - **< >** (not equal)
         - **>** (greater than)
         - **>** (less than)
         - **Like** (like this)
         - **Not Like** (not like this)
      iii. In the **Value** box, type or select the name or value of the element.
      You can use wild card characters, such as **%** and _ (underscore), when using the operators Like and Not Like.

      If the drop-down box is empty, then, for the selected data element, there are no values in the database available for selection.

      The value for the Call Total Duration element is entered as seconds (a number, for example, 75).
4. Click **Search**.

   VESTA Analytics lists the matching events in the Event Search Results area for your selection.
5. Click the event of your choice.
6. Click **Associate**.

   VESTA Analytics displays the selected events in the Associated Events list.
7. To add additional events, repeat the above steps.
8. Click **Save**.

   The message "Are you sure you wish to save this scenario?" appears.
9. Click **OK**.

   VESTA Analytics saves the scenario and returns you to the Events page.

Editing scenarios

On the **Events** page, from either the Event List or Scenario List, you can perform the following actions:

- Modify a scenario name and description.
- Associate additional events to a scenario.
- Disassociate events from a scenario.

Edit a scenario

Procedure:

1. Perform one of the following actions:

If accessing the scenario from the	Do this
Event List	• Right-click the event (which is displaying a Scenario icon) and select **Edit Scenario**. The Scenario Event Association dialog box appears displaying the scenario with which the selected event is associated.
Scenario List	**a.** If the scenario is not listed in the Scenario List, use the **Search** button to locate the scenario. **b.** Click the scenario that is to be edited. **c.** Click **Edit Scenario**. The Scenario Event Association dialog box appears displaying the selected scenario.

2. Optional: To change the scenario name or description, type the new name or description.
3. Optional: To disassociate an event with the scenario, in the **Associated Events** list, click the event and then click **Disassociate**.

   The event is removed from the Associated Events list.

   CAUTION:
   If you disassociate an event from an automatically-created scenario whose name references that event, you need to change the name of the scenario since that event is no longer associated with the scenario.

   Also, if you disassociate an event from an automatically created Abandoned Call scenario, the abandoned call will change from the sub-type Abandoned Serviced to Abandoned Not Serviced.

4. To add a new event to the scenario, follow the steps below to display and associate the event.
   a. In the **Event Search Criteria** area, from the drop-down boxes, select the new From and To dates and times.
   b. To further define your search:
      i. From the **Element** list, select an element.
      ii. From the **Operator** list, select an operator.
      iii. In the **Value** box, type or select the name or value of the element.
      You can use wild card characters, such as **%** and _ (underscore), when using the operators Like and Not Like.

If the drop-down box is empty, then, for the selected data element, there are no values in the database available for selection.

The value for the Call Total Duration element is entered as seconds (a number, for example, 75).

5. Click **Search**.

   VESTA Analytics lists the matching events in the Event Search Results area for your selection.

6. Click the event of your choice.
7. Click **Associate**.

   VESTA Analytics displays the selected events in the Associated Events list.

8. Optional: To add additional events, repeat the above steps.
9. Click **Save**.

   The message "Are you sure you wish to save this scenario?" appears.

10. Click **OK**.

    VESTA Analytics saves the scenario and returns you to the Events page.

Deleting scenarios

On the **Events** page, you can access the scenario to be deleted from either the Event List or the Scenario List.

Delete a scenario

Procedure:

1. From the **Events** page, perform one of the following actions:

If accessing the scenario from the	Do this
Event List	• Right-click the event with a Scenario icon and select **Go to Scenario**. VESTA Analytics displays the associated scenario or scenarios in the Scenario List.
Scenario List	• If the scenario is not listed in the Scenario List, use the **Search** button to locate the scenario. For more information, refer to Displaying scenarios on page 71.

2. Right-click the scenario that is to be deleted.

   The Scenario Management menu appears.

3. Click **Delete Scenario**.

   The message "Are you sure you wish to delete this scenario?" appears.

4. Click **OK**.

   The scenario is deleted and no longer appears in the Scenario List.

   CAUTION:
   If you delete a scenario of type Abandoned Serviced, the abandoned call will change from a sub-type of Abandoned Serviced to Abandoned Not Serviced.

Scenario Overview Report

The Scenario Overview Report displays information for the call events that are associated with a specific incident, such as a fire or burglary. It can also display information for related call events; for example, an abandoned serviced type scenario will involve the abandoned serviced call and the servicing call.

This report is composed of four sections:

- Scenario Information
- Call Information
- Call Information – Location information

You access the report from the Scenario List on the **Events** page.

Produce a Scenario Overview Report

Procedure:

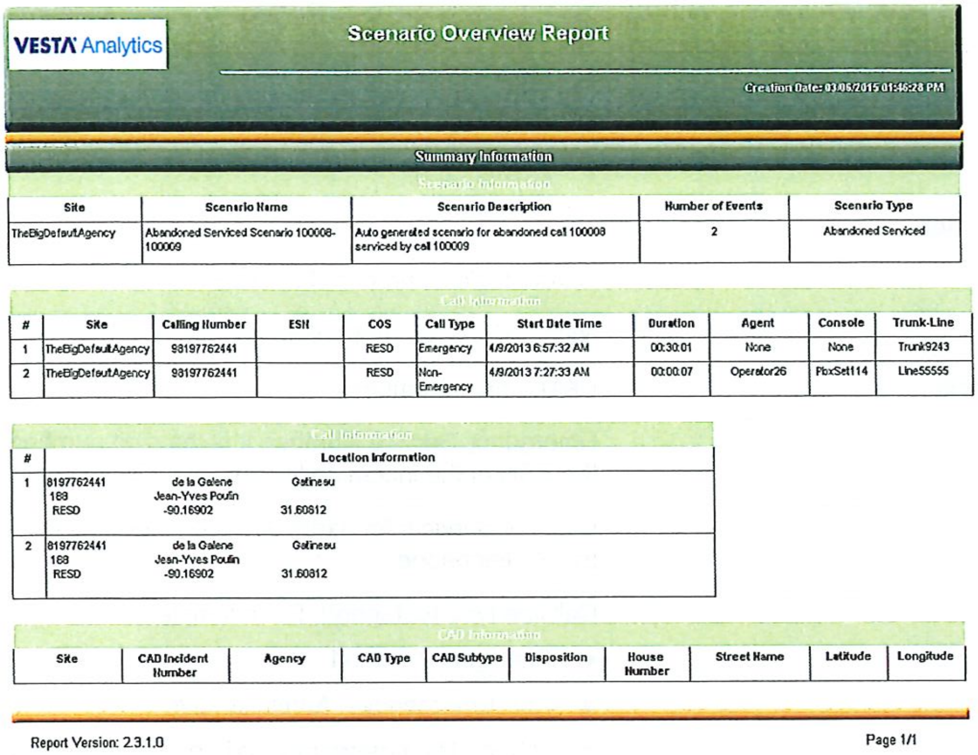
1. On the **Events** page, display the scenario in the **Scenario List**.
2. Perform one of the following actions:
   a. Right-click the scenario name.
   b. Click the + sign and right-click the event.

   The Scenario Management menu appears.

3. Click **Scenario Report**.

   You may need to hold the Down Arrow key on the menu to see "Scenario Report."

   VESTA Analytics displays the Scenario Overview Report for the selected scenario.



VESTA Analytics

Scenario Overview Report

Creation Date: 03/06/2015 01:46:28 PM

Summary Information

Scenario Information

Site	Scenario Name	Scenario Description	Number of Events	Scenario Type
TheBigDefautAgency	Abandoned Serviced Scenario 100008-100009	Auto generated scenario for abandoned call 100008 serviced by call 100009	2	Abandoned Serviced

Call Information

#	Site	Calling Number	ESN	COS	Call Type	Start Date Time	Duration	Agent	Console	Trunk-Line
1	TheBigDefautAgency	98197762441		RESD	Emergency	4/9/2013 6:57:32 AM	00:30:01	None	None	Trunk9243
2	TheBigDefautAgency	98197762441		RESD	Non-Emergency	4/9/2013 7:27:33 AM	00:00:07	Operator26	PbxSet114	Line55555

Call Information

#	Location Information
1	8197762441 de la Galene Gatineau 188 Jean-Yves Poutin RESD -90.16902 31.60812
2	8197762441 de la Galene Gatineau 188 Jean-Yves Poutin RESD -90.16902 31.60812

CAD Information

Site	CAD Incident Number	Agency	CAD Type	CAD Subtype	Disposition	House Number	Street Name	Latitude	Longitude

Report Version: 2.3.1.0

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Reviewing the Scenario Overview Report

The table below provides a description of the contents of the report.

Field	Description
Scenario Information	
Site	Name of the site that processed the events in the scenario. In a Hosted environment (multi-site), it is the site that processed the first event (earliest date/time) in the scenario.
Scenario Name	Automatically-assigned or user-defined name of the scenario. The name of an automatically-assigned scenario consists of the type of scenario (Abandoned Serviced or Multi-Site Call), the Event ID of the events associated together (for example, Abandoned Serviced Scenario 100001 – 100032). In the case of a Multi-Site scenario, more than two events can be associated together, so the name only reflects the initial event (for example, Multi-Site Call Scenario starting with 100001).
Scenario Description	Additional scenario information.
Number of Events	Total number of events that are associated with the scenario.
Scenario Type	Indicator identifying whether the scenario was a: • Manually created • Multi-Site Call

Field	Description
	• Abandoned Serviced • SMS Call • Incident (i3)
Call Information	
#	Chronological number of the event.
Site	Name of the site that processed the call.
Calling Number	Calling party number.
ESN	Emergency Service Number. It is the digit numbers identifying the ESN of the incoming line assigned by the tandem office.
COS	Class of Service; for example, BUSN for business, MOBL for mobile telephone.
Call Type	Call line type (category). For example: • Emergency – 9-1-1 • Non-Emergency – Administrative • Other – Not emergency and not administrative
Start Date Time	Month, Day, Year (mm/dd/yyyy) and Hour, Minutes, Seconds (hh:mm:ss) the listed event began.
Duration	Length of time the event lasted in hours, minutes, and seconds (hh:mm:ss).
Agent	Name or alias of the person that processed the call. The contents of this field is determined by the **Agent Display** setting within the Configure User Preferences pane of the System Configuration page. Depending on the setting, the agent name will be displayed in one of the following formats: • Agent last name, first name • Agent alias • Agent last name, first name, with the alias name following in parentheses; for example, Jones, Ann (agent1001)
Console	Name of the console on which the call was processed.
Trunk-Line	Trunk/Line/Route identification.
Call Information – Location Information	
#	Chronological number of the event.
Location Information	Caller's location information, including telephone number, address, and emergency service number.

GHC Filter Cheat Sheet

- Use internet explorer.
- Wait 30 minutes after time needed to run report.
- **And**- Look for calls that meet all these criteria. **Or**-Look for calls that meet one of the criteria.
- **Multiple filters can be chosen.**

What are you looking for?	Catergory	Element	Occurrence	Operator	Value
Looking for calls above a certain hold time	AGENT DURATIONS	AGENT ON HOLD DURATIONS	ANY	>	PLACE TIME IN SECONDS
Looking for calls over a certain amount of time	CALLER DURATIONS	CALLER TALK DURATIONS	ANY	>	PLACE TIME IN SECONDS
Looking for calls on a certain console	CONSOLE	CONSOLE NAME	ANY	=	CHOOSE CONSOLE ID
Looking for a phone number	LOCATION INFORMATION	CALLING PARTY NUMBER	N/A	LIKE	USE % SIGN THEN INPUT PHONE NUMBER
Looking for calls that rang for a certain amount of time	AGENT DURATION	AGENT RING DURATION	ANY	>	PLACE TIME IN SECONDS
Looking at a certain TCO's calls	AGENT	LAST NAME	ANY	=	SELECT TCO NAME
Looking for outgoing calls	CALL CLASSIFICATION	CALL SERVICE	N/A	=	OUTGOING
Looking for Abandoned calls that were not serviced.	CALL CLASSIFICATION	CALL SUBTYPE	N/A	=	ABANDONED NOT SERVICED
Looking for an address	LOCATION INFORMATION	STREET NAME	N/A	LIKE	%STREET NUMBER AND STREET NAME%
Look for a PANI	LOCATION INFORMATION	PANI	N/A	CAN USE = OR LIKE	IF YOU USE LIKE HAVE TO USE %
Look for a service provider	LOCATION INFORMATION	SERVICE PROVIDER	N/A	=	SELECT PROVIDER

GHC Filter Cheat Sheet

Looking at Incoming Calls	Call Classifications	Origin	N/A	=	Incoming
Looking at 9-1-1 Calls	Call Classifications	Call Category	N/A	=	Incoming