

DAAS Intake Monthly

Data Dictionary

The following list describes the headings for rows and columns in this report.

Services

The services and language available from the DAAS Intake hotline include

- Cant APS - Adult Protective Services calls in Cantonese
- Cant CLF - Community Living Fund calls in Cantonese
- Cant HDM - Home Delivered meals calls in Cantonese
- Cant I + R - Information and Referral calls in Cantonese
- Cant IHSS - In-Home Supportive Services calls in Cantonese
- Eng HDM - Home Delivered meals calls in English
- Engl APS- Adult Protective Services in English
- Engl CLF - Community Living Fund calls in English
- Engl I + R - Information and Referral calls in English
- Engl IHSS - In-Home Supportive Services calls in English
- Mand APS - Adult Protective Services in Mandarin
- Mand CLF - Community Living Fund calls in Mandarin
- Mand HDM - Home Delivered meals calls in Mandarin
- Mand I and R - Information and Referral calls in Mandarin
- Mand IHSS - In-Home Supportive Services calls in Mandarin
- Span APS - Adult Protective Services in Spanish
- Span CLF - Community Living Fund calls in Spanish
- Span HDM - Home Delivered meals calls in Spanish
- Span I and R - Information and Referral calls in Spanish
- Span IHSS - In-Home Supportive Services calls in Spanish
- Totals - combined totals for all services in all languages

Month

The period of time the data was collected.

Avg Speed Ans

The average time the split/skill ACD calls were waiting in queue and ringing before being answered by an agent.

Avg Aban Time

The average time the split/skill ACD calls were waiting in queue or ringing before abandoning.

ACD Calls

The number of split/skill ACD calls that were queued to this split/skill and answered by an agent for this split/skill.

Avg ACD Time

The average time the agents spent talking on ACD calls for the split/skill.

Avg ACW Time

The average time the agent spent in after call work associated with ACD calls for the split/skill. This average time includes O_ACWTIME if you have OCM.

Aban Calls

The number of ACD calls to the split/skill that abandoned while either waiting in queue (if this was the first split/skill the call was queued to), or while ringing. This total includes calls with talk time less than the phantom abandoned call timer value, if it is set.

Extn Out Calls

The number of outbound extension calls made by agents logged into this split/skill. The direct agent ACW out calls are not included. For agents in multiple splits/skills, outbound AUX extension calls are included here if this split/skill is the first one that the agent logged into, unless the agent has an ACD call on hold. In this case, the outbound call is recorded for the split/skill associated with the ACD call.

Avg Extn Out Time

The average time agents in this split/skill spent talking on outbound extension calls. For agents in multiple splits/skills, time spent on outbound AUX extension calls is included here if this split/skill is the first one that the agent logged into, unless the agent has an ACD call on hold. In this case, the outbound call is recorded for the split/skill associated with the ACD call.