# LightLink Product Profile
## Five9

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November 22, 2016

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# 1. Introduction

Inova Solutions is a global provider of real-time reporting, alerting and display solutions for contact centers. Inova helps customers identify and measure contact center KPIs, quickly react when KPIs fall out of compliance and gain insight into the relationship between center and organizational performance. Through Inova Solutions, you can now implement Five9 Virtual Contact Center (VCC) to create powerful customer connections. This means turning each customer interaction into a positive business outcome while balancing operational costs. With Inova Solutions and Five9®, you can significantly reduce cost and minimize the complexity of running a contact center, compared to traditional premise-based systems. Beyond infrastructure savings, a cloud contact center offers the flexibility to support multisite and at-home agents. It lets you scale up and down as needed, deploy in days, and delivers automatic technology updates. It's also cost- effective, requiring low upfront costs, no hidden costs, and no recurring maintenance or upgrade hassles.

## 1.1. Executive Summary

Five9® is the leading provider of cloud contact center software, bringing the power of the cloud to thousands of customers and facilitating more than three billion customer interactions annually. Since 2001, Five9 has led the cloud revolution in contact centers, delivering software to help organizations of every size transition from premise-based software to the cloud. With its extensive expertise, technology, and ecosystem of partners, Five9 delivers secure, reliable, scalable cloud contact center software to help businesses create exceptional customer experiences, increase agent productivity and deliver tangible results.

Inova Solutions provides Team Displays which are particularly useful in centers which operate a mix of ACDs, such as Five9 and Avaya. Team Displays provide key performance metrics that give agents the understanding they need to better serve your customers. Typically, the Team Display shows key metrics for right now and for the day up to present time. Inova's LightLink software computes rollups from different campaigns and queues across ACD status so that teams have an overall view of the centers' Service Level or Average Speed of Answer across switch types.

## 1.2. Sample Campaign View

In this view, the Avaya and Five9 queues have been mathematically combined to show the real-time state of the center and the key metrics for the day. This Team Display can be viewed standalone, or as shown below presented within a digital signage solution combined with HR content, news, and weather.
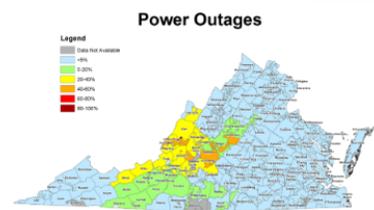
## 1.3. Custom Team Displays

Inova Solutions has a long history of designing and implementing Team Displays using simple web technology that is well understood and approved by IT departments. If you want a custom screen, Inova Solutions can combine metrics from Five9, many other ACDs, and other data rich contact center systems to create a screen for your team or your supervisors.

# 2. Data Fields

Eight types of Statistics are available through the Five9 Statistics Web Services API.

| Name | Description |
|------|-------------|
| **ACDStatus** | Information about skill group queues |
| **AgentState** | Status of each agent |
| **AgentStatistics** | Statistics for each agent |
| **CampaignState** | Current status of all campaigns |
| **OutboundCampaignManager** | Information about outbound campaigns that are running |
| **OutboundCampaignStatistics** | Statistics about outbound campaigns |
| **InboundCampaignStatistics** | Statistics about inbound campaigns |
| **AutodialCampaignStatistics** | Statistics about autodial campaigns |

**Table 1: Types of Available Statistics**

The following tables expand upon which specific statistics are provided in the ACDStatus, Agent State, and Agent Statistics datasets; these are the data types and specific fields that can be incorporated into a custom Team Display from the Five9 system. The other data sets are available, but may be used less frequently.

| ACD Status Fields | |
|-------------------|---|
| **Skill Name** | Calls In Queue (Visual IVR) |
| **Agents Logged In** | Current Longest Queue Time |
| **Agents Not Ready For Calls** | Longest Queue Time |
| **Agents On Call** | Queue Callbacks |
| **Agents Ready For Calls** | Total VMs |
| **Agents Ready For VMs** | VMs In Progress |
| **Calls In Queue** | VMs In Queue |

**Table 2: ACD Status Fields**

## Agent State Fields

| | |
|---|---|
| **Username** | On Hold Duration |
| **After Call Work State Duration** | On Hold Since |
| **After Call Work State Since** | On Park Duration |
| **Call Type** | On Park Since |
| **Campaign Name** | Parked Calls |
| **Customer** | Ready State Duration |
| **Full Name** | Ready State Since |
| **Logged Out State Duration** | Reason Code |
| **Logged Out State Since** | Reason Duration |
| **Media Availability** | Reason Since |
| **Not Ready State Duration** | State |
| **Not Ready State Since** | State Duration |
| **On Call State Duration** | State Since |
| **On Call State Since** | |

**Table 3: Agent State Fields**

## Agent Statistics Fields

| | | |
|---|---|---|
| **Username** | Fax | Queue Callback Assigned |
| **3rd Party Transfer** | First Call Resolution | Queue Callback Timeout |
| **Abandon** | Force Stop | Recycle |
| **Agent Error** | Forced Logout | Resource Unavailable |
| **Answering Machine** | Forward Participant | Ringback |
| **Avg Call Time** | Forwarded | Sent To Voicemail |
| **Avg Handle Time** | Full Name | Skipped In Preview |
| **Avg Hold Time** | Hangup | Station Session |
| **Avg Idle Time** | Hardware Timeout | System Error |
| **Avg Internal Call Time** | Internal Call | System Shutdown |
| **Avg Not Ready Time** | Internal Calls | Timeout |
| **Avg Preview Time** | No Answer | Total Calls |
| **Avg VM Processing Time** | No Disposition | Total Inbound Calls |
| **Avg VM Ready Time** | No Response From Caller | Total Internal Calls |
| **Avg Wrap Time** | Number of Not Ready | Total Manual Calls |
| **Busy** | Occupancy | Total Outbound Calls |
| **Call Charges** | Operator Intercept | Transferred To 3rd Party |
| **Caller Disconnected** | Parked | Unknown Connection |
| **Declined** | Preview Time | Utilization |
| **Dial Error** | Processed Voicemails | Voicemail Dump |
| **Do Not Call** | | Voicemail Processed |
| **Duplicated Callback Request** | | Voicemail Returned |

**Table 4: Agent Statistics Fields**

# 3. Prerequisites

## 1.4. What the Customer Provides

The customer provides account information sufficient to make API requests to the customer's Five9 Domain. Typically this is in the form of an administrative account that is set up for this purpose. If a person logs into this account, that action will terminate the API session.

# 4. Product Specifications

## 1.5. Compatibility

Five9 recommends the most recent version. The other versions are still supported but are not recommended. For more information about API versions, refer to the *Statistics Web Services API Reference Guide.*

## 1.6. Capacity and Limitations

For security reasons, Five9 has implemented default limits for each type of Web Services request. If you require higher limits for some types of requests, contact Five9 Customer Support.

The Inova system will respect the default domain limits as specified by Five9. The currently published domain limit of interest is 24,000 API requests per day, or one API request every 3.6 seconds, where each API request retrieves a partial set of data. The data responsiveness is maximized by prioritizing the API requests by data set at installation time.

## 1.7. Security

The Inova System sends all API request by Transport Layer Security protocol (HTTPS) to ensure that connections are secure. All API requests go to this published Five9 URL:

https://api.five9.com/wssupervisor[/***<version>***]/SupervisorWebService/