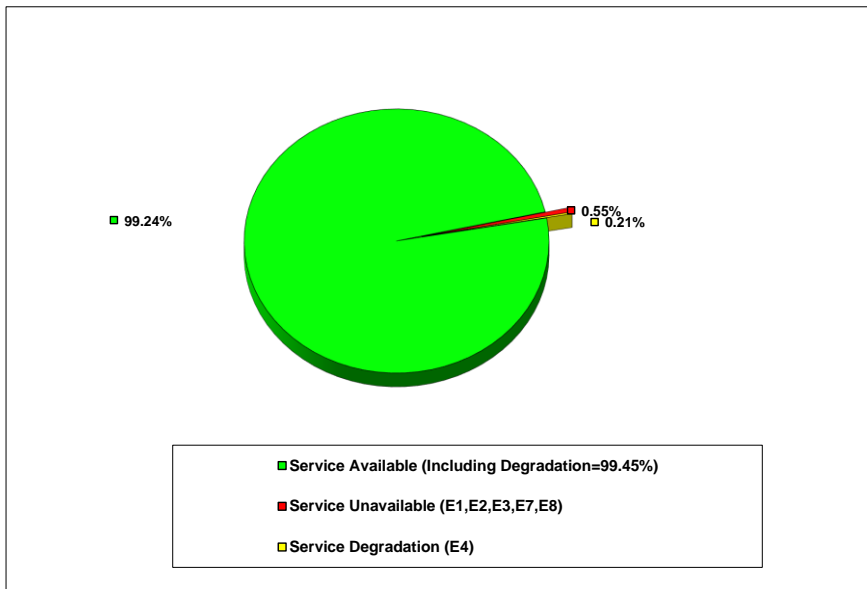


Availability Monitoring Report - Summary
 XYZ Company
 ACD Answer Test
 Report Period : 8/21/2017 to 8/27/2017 11:59:59 PM (Central)

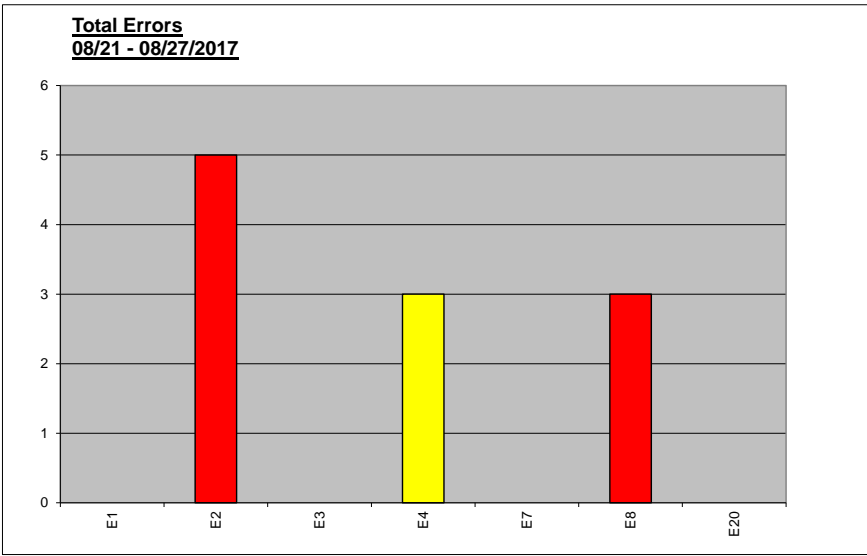
Summary	
Report Begin Date:	8/21/2017
Report End Date:	8/27/2017
System Time Zone:	Central
Total Test Calls OK (Not including Planned Downtime)	1432
Total Test Calls(Not including Planned Downtime)	1443
Planned Downtime	0
Testing System Off-Line	8
Max Calls per Hr	10
Total Notifications Sent/Delivered	0
Service Available (Including Degradation=99.45%)	99.24%
Service Unavailable (E1,E2,E3,E7,E8)	0.55%
Service Degradation (E4)	0.21%
2nd Call Option?	Enabled
Total First Call Errors (Including Planned Downtime)	11
Total Second Call Errors (Including Planned Downtime)	0
2nd Call Service Availability	100.00%



Notification Information	
Type	Count
Notify1	0
Totals:	0

Daily Call Summary				
Date	Total Calls	OK Calls	Errors	Notifications
Mon. 08/21/17	121	120	1	0
Tue. 08/22/17	245	240	5	0
Wed. 08/23/17	232	232	0	0
Thu. 08/24/17	200	200	0	0
Fri. 08/25/17	173	170	3	0
Sat. 08/26/17	241	240	1	0
Sun. 08/27/17	231	230	1	0

Error Summary		
Error Type	Error Description	Total
E1	Busy	0
E2	Ring No Answer	5
E3	Operator Intercept	0
E4	Unexpected Greeting	3
E7	Unexpected Disconnect	0
E8	Unexpected Response	3
E20	Test of the Error Notification Process	0
Totals		11



Availability Monitoring Report - Report Overview

XYZ Company
ACD Answer Test

Report Period : 8/21/2017 to 8/27/2017 11:59:59 PM (Central)

CDT Hour	Sunday 8/21				Monday 8/22				Tuesday 8/23				Wednesday 8/24				Thursday 8/25				Friday 8/26				Saturday 8/27						
	OK	ERR	Notify	Note	OK	ERR	Notify	Note	OK	ERR	Notify	Note	OK	ERR	Notify	Note	OK	ERR	Notify	Note	OK	ERR	Notify	Note	OK	ERR	Notify	Note			
00:00 - 01:00				N0	10					10								N0		10					10						
01:00 - 02:00				N0	10					10									N0		10					10					
02:00 - 03:00				N0	10					10									N0		10					10					
03:00 - 04:00				N0	10	1				10						10	1				10					10					
04:00 - 05:00				N0	10					10						10					10					10					
05:00 - 06:00				N0	10					10						10					10					10					
06:00 - 07:00	10				10					10						10					10					10					
07:00 - 08:00	10				10					10						10					10	1				10					
08:00 - 09:00	10				10					10						10					10					10					
09:00 - 10:00	10				10					10						10					10					10					
10:00 - 11:00	10				10					10						10					10					10					
11:00 - 12:00	10				10	1				10						10					10					10					
12:00 - 13:00	10				10					10						10					10					10	1				
13:00 - 14:00	10				10					2			N2			10					10					10					
14:00 - 15:00	10				10					10						10	1				10					10					
15:00 - 16:00	10				10					10						10					10					10					
16:00 - 17:00	10	1			10					10						10					10					10					
17:00 - 18:00	10				10					10						10					10					10					
18:00 - 19:00				N0	10	1				10						10	1				10					10					
19:00 - 20:00				N0	10					10						10					10					10					
20:00 - 21:00				N0	10					10									N0		10					10					
21:00 - 22:00				N0	10					10									N0		10					10					
22:00 - 23:00				N0	10	1				10									N0		10					10					
23:00 - 00:00				N0	10	1				10									N0		10									N0	
OK	ERR	Notify	Note	OK	ERR	Notify	Note	OK	ERR	Notify	Note	OK	ERR	Notify	Note	OK	ERR	Notify	Note	OK	ERR	Notify	Note	OK	ERR	Notify	Note	OK	ERR	Notify	Note

TOTALS:	120	1	0	240	5	0	232	0	0	200	0	0	170	3	0	240	1	0	230	1	0
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Notes V:Voice File Provided

N0: Planned application downtime -Test Call NOT Made

N1: Planned application downtime - Test Call Made

N2:Test Call Not Made (We apologize for any inconvenience.)

Total OK Calls:	1432
Total ERR Calls:	11
Total Calls:	1443
Total Notifications:	0

Availability Monitoring Report - CPH Changes

XYZ Company

ACD Answer Test

Report Period : 8/21/2017 to 8/27/2017 11:59:59 PM (Central)

Maximum Calls Per Hour (CPH):10

CPH Change Time (Central)	CPH Changed From	CPH Changed To	Who	Notes
8/21/17 12:36 PM	10	10	IRTS Support	Run Time Change
8/22/17 3:00 PM	4	10	IRTS Support	SUCCESS - as requested by Scott
8/23/17 2:54 PM	4	4	IRTS Support	Run Time Change
8/24/17 1:43 PM	4	4	IRTS Support	Run Time Change
8/25/17 4:50 PM	4	4	IRTS Support	Initial Entry
8/26/17 12:00 AM	10	10	IRTS Support	Initial Entry

Availability Monitoring Report - Error Notifications

XYZ Company

ACD Answer Test

Report Period : 8/21/2017 to 8/27/2017 11:59:59 PM (Central)

Call Time (Central)	Telephone #	Notification Levels	Notification Times	Error	Description	Voice File	IRTS ANI
8/21/17 4:22 PM	18001234567			E8	Unexpected Response		6122436700
8/21/17 4:22 PM	Second Call--->			OK	Unexpected Response		6122436700
8/22/17 3:27 AM	18001234567			E2	Ring No Answer		6122436700
8/22/17 3:28 AM	Second Call--->			OK	Ring No Answer		6122436700
8/22/17 11:10 AM	18001234567			E4	Unexpected Greeting		6122436700
8/22/17 11:10 AM	Second Call--->			OK	Unexpected Greeting		6122436700
8/22/17 6:44 PM	18001234567			E2	Ring No Answer		6122436700
8/22/17 6:45 PM	Second Call--->			OK	Ring No Answer		6122436700
8/22/17 10:04 PM	18001234567			E4	Unexpected Greeting		6122436700
8/22/17 10:04 PM	Second Call--->			OK	Unexpected Greeting		6122436700
8/22/17 11:44 PM	18001234567			E8	Unexpected Response		6122436700
8/22/17 11:44 PM	Second Call--->			OK	Unexpected Response		6122436700
8/25/17 3:33 AM	18001234567			E8	Unexpected Response		6122436700
8/25/17 3:34 AM	Second Call--->			OK	Unexpected Response		6122436700
8/25/17 2:44 PM	18001234567			E2	Ring No Answer		6122436700
8/25/17 2:45 PM	Second Call--->			OK	Ring No Answer		6122436700
8/25/17 6:55 PM	18001234567			E2	Ring No Answer		6122436700
8/25/17 6:56 PM	Second Call--->			OK	Ring No Answer		6122436700
8/26/17 7:49 AM	18001234567			E2	Ring No Answer		6122436700
8/26/17 7:50 AM	Second Call--->			OK	Ring No Answer		6122436700
8/27/17 12:22 PM	18001234567			E4	Unexpected Greeting		6122436700
8/27/17 12:22 PM	Second Call--->			OK	Unexpected Greeting		6122436700

Availability Monitoring Report - Planned Downtime

XYZ Company
ACD Answer Test

Report Period : 8/21/2017 to 8/27/2017 11:59:59 PM (Central)

Date (Central)	Who	Reason	PDT Type	Planned Downtime Rule
6/20/17 12:37 PM	IRTS Support	weekly scheduled downtimes weds 8pm to 3am, Thursdays 8pm to 12pm, Saturday 11pm to 6am, & Sunday 6pm to midnight. Per Scott	N0: Test Calls NOT Made	
6/13/17 3:20 PM	IRTS Support	weekly scheduled downtimes	N0: Test Calls NOT Made	
6/13/17 3:20 PM	IRTS Support	weekly scheduled downtimes	N0: Test Calls NOT Made	
6/13/17 3:19 PM	IRTS Support	weekly scheduled downtimes	N0: Test Calls NOT Made	
6/13/17 3:17 PM	IRTS Support	weekly scheduled downtimes	N1: Test Calls Made	
6/13/17 3:17 PM	IRTS Support	weekly scheduled downtimes	N1: Test Calls Made	

Availability Monitoring Report - Definitions

XYZ Company

ACD Answer Test

Report Period : 8/21/2017 to 8/27/2017 11:59:59 PM (Central)

CPH Changes Worksheet	
Maximum Calls Per Hour	Maximum number of calls allowed for this drill based on the contracted number of calls to make per hour
CPH Change Time	Date and time the CPH was changed
CPH Changed From	Number of calls per hour before this change was made
CPH Changed To	New number of calls per hour that will be initiated
Who	Person who made the change
Notes	Any notes related to this change
Error Notifications Worksheet	
Call Time	Starting time of the call
Telephone #	Telephone number dialed (please note: second and subsequent retry calls will always dial the same number as the first call)
Notification Levels	Notification level(s) executed during the notification process. For more information, see the "Notification Process, Messages and Schedule" section of the Process & Procedures document available via MonitorControl.net
Notification Times	Time at which each notification level was executed during the notification process
Error	Error code assigned to the test call
Description	Description of error code assigned to the test call
Voice File	Name of the file that contains the recording of the test call
Planned Downtime Worksheet	
Date	Date the Planned Downtime was created
Who	Who created this Planned Downtime
Reason	Why this Planned Downtime was created
PDT Type	Type of Planned Downtime created. N0 = Notifications and test calls inactive or N1 = notifications inactive and test calls still active
Planned Downtime Rule	Description of the planned downtime event
Report Overview Worksheet	
	Note: Cells may contain an Excel comment with additional information
OK	Number of OK calls in each 1 hour period
Err	Number of error calls in each 1 hour period
Notify	Number of notifications sent in each 1 hour period
Notes	Additional Information about test calls (for more information about possible values, see Notes section of Report Overview page)
	<i>Note regarding "Totals": Totals include calls placed during N1 planned downtime. Please note: notifications are NOT sent during planned downtime periods.</i>
Summary Worksheet	
<i>Summary</i>	
Report Begin Date	The reporting period begins at 12:00:00 AM on this day
Report End Date	The reporting period ends at 11:59:59 PM on this day
Total Test Calls OK (Not including Planned Downtime)	Total number of OK test calls placed (not including calls placed during N1 planned downtime and calls not placed during N0 planned downtime)
Total Test Calls (Not including Planned Downtime)	Total number of test calls placed (not including calls placed during N1 planned downtime)
Planned Downtime	Number of test calls placed during N1 planned downtime
Testing System Off-Line	Number of scheduled test calls that were not placed by IRTS due to a non-customer related condition. An N2 is recorded in the Notes field of the Report Overview worksheet.
Max Calls per Hr	The number of test calls that are scheduled each hour. The number of calls that appear in the report overview tab may be influenced by N0 planned downtime, N2 conditions, or additional test calls placed.
Total Notifications Sent/Delivered	Total number of notifications sent. This total may differ from Total Call Errors because multiple notifications may be sent for a single error.
Service Available*	Percentage of calls that evaluated as "OK" (not including N1 planned downtime). If Service Degradation errors have been defined, this message will also include a total representing all Service Available calls PLUS all Service Degradation calls.
Service Unavailable*	Percentage of calls determined to be Service Unavailable errors as defined by customer (not including N1 planned downtime)
Service Degradation*	Percentage of calls determined to be Service Degradation errors as defined by customer (not including N1 planned downtime)
2nd Call Option [Enabled / Disabled]	If enabled, a failed test call results in a second call being placed immediately. Notifications are not sent unless the second call fails as well. If disabled, notifications are sent immediately after a single failed test call.
Total Call Errors (Not including Planned Downtime)	Total number of failed test calls (not including any calls placed during N1 planned downtime)
Total First Call Errors (Including Planned Downtime)	The number of first calls that resulted in an error including calls placed during N1 planned downtime
Total Second Call Errors (Including Planned Downtime)	The number of second calls delivered that resulted in an error including calls placed during N1 planned downtime. If additional retry calls are defined, additional retry error totals will be provided. * See related chart
Daily Recap	
Total Calls	Total number of calls placed (including calls placed during N1 planned downtime)
Total OK Calls	Total number of OK calls placed (including calls placed during N1 planned downtime)
Errors	Total number of errors encountered (including calls placed during N1 planned downtime)
Notifications	Total number of notifications sent (does not include N1 planned downtime)
Error Summary	
Error Type*	List of error codes/types encountered during the reporting period; error types range from E1 to E20
Error Description	Description of the error encountered.
Total*	Number of errors of each type encountered during the reporting period * See related chart
Notification Information	
Type	Notification types/levels delivered during the reporting period. Notification types range from Notify1 - Notify16. For additional details about notification types, see the "Notification Process, Messages and Schedule" section of the Process & Procedures document available via MonitorControl.net
Count	Number of notifications of each type delivered during the reporting period