ACD-S-007 - Service Numbers Report 7 (Inbound Calls to ACD and IVR)

Description

This report contains aggregated data for calls to and from service number(s) over the time period chosen. Data is presented aggregated over the complete time period selected.

Important Information

This report produces a row in the data, even if the service number has received no calls.

In the selection criteria, the condition **a.ID IS NOT NULL** is used technically to ensure correct data counting.

Sample Report (Output)

Selection Criteria

The following selection criteria are provided:

Criteria	Description
Output Format	The format to produce the report in
Period	The time period over which to produce the report
Service Level (s)	Calls which enter the ACD group and are answered by an agent before the calculation **dtAgentConnect - dtGroupStart** exceeds this parameter will be considered as "in service" in the report.
Hangup Threshold (s)	Calls which enter the ACD group and hangup before the time difference **dtGroupEnd - dtGroupStart** exceeds this parameter will be considered as "Short Hangups" in the report.
Service Numbers	The service numbers for which to produce the report.

Columns

Legend

Table	Alias
StatisticsPartA (See also Table Reference - StatisticsPartA (A))	a
AcdStatisticsPartB (See also Table Reference - AcdStatisticsPartB (AcdB))	acdb
StatisticsPartB (See also Table Reference - StatisticsPartB (B))	b

Service Number

The following fields are provided per unique service number:

Field	Database Field	Value
Platform	ServiceNumbers.RootNumber	The platform destination (actually physically called number on the platform).
Number	ServiceNumbers.Name	The service number (used for outbound signalling) for this service number.
Name	ServiceNumbers.Name2	The name of the service number.
ID	ServiceNumbers.ID	The ID of the service number.
Billing Number	ServiceNumbers.BillingNumber	The associated billing number for this service number.

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Calls

The following fields are provided summarizing all calls to the service number:

Field	Calculation	Notes
Calls Total #	`WHEN ( a.ID IS NOT NULL ) THEN 1 ELSE 0`	Count 1 for each unique call made to / from the service number.

Outbound

The following fields are provided summarizing all outbound calls from the service number:

Field	Calculation	Notes
Outbound Total #	`WHEN ( a.bOutbound = 1 ) THEN 1 ELSE 0`	Count 1 for each unique outbound call made from the service number.
Outbound Connected #	`WHEN ( a.bOutbound = 1 ) AND ( a.dtCallConnect IS NOT NULL ) THEN 1ELSE 0`	Count 1 for each answered outbound call made from the service number.

| Outbound Connected Sum (s) / hh:mm:ss | ```
WHEN ( a.bOutbound = 1 )
     AND
     ( a.dtCallConnect IS NOT NULL )
THEN IFNULL( JTELStats2.MICROSECONDS_TO_SECONDS_ROUNDED( TIMESTAMPDIFF( MICROSECOND, a.
dtCallConnect, a.dtCallEnd ) ), 0 )
ELSE 0
``` | Sum connected time for each answered outbound call made from the service number. |
| Outbound Connected Avg (s) / hh:mm:ss | ```
( Outbound Connected Sum (s) / Outbound Connected # )
``` | Average of connected time for each answered outbound call made from the service number. |

Inbound

The following fields are provided summarizing all inbound calls to the service number:

Field	Calculation	Notes
| Inbound Total # | ```
WHEN ( a.bOutbound = 0 )
THEN 1
ELSE 0
``` | Count 1 for each unique inbound call made to the service number. |

IVR

The following fields are provided summarizing all IVR calls to the service number:

Field	Calculation	Notes
| IVR Only # | ```
WHEN ( a.bOutbound = 0 )
     AND
     ( acdb.ID IS NULL )
THEN 1
ELSE 0
``` | Count 1 for each inbound call to the IVR only (not an ACD call) made to the service number. |
| IVR Only Sum (s) / hh:mm:ss | ```
WHEN ( a.bOutbound = 0 )
     AND
     ( acdb.ID IS NULL )
THEN IFNULL( JTELStats2.MICROSECONDS_TO_SECONDS_ROUNDED( TIMESTAMPDIFF( MICROSECOND, a.
dtCallConnect, a.dtCallEnd ) ), 0 )
ELSE 0
``` | Sum connected time for each inbound call to the IVR only (not an ACD call) made to the service number. |
| IVR Only Avg (s) / hh:mm:ss | ```
( IVR Only Sum (s) / IVR Only # )
``` | Average of connected time for each inbound call to the IVR only (not an ACD call) made to the service number. |

ACD

The following fields are provided summarizing all ACD calls to the service number (which either entered the ACD directly, or via the IVR):

Note: the condition below: **AcdOriginGroupsID IS NULL** does not count call transfers to groups. This would falsify the report as we are only concerned with unique calls to ServiceNumbers.

Field	Calculation	Notes
| ACD Total # | ```
WHEN ( a.bOutbound = 0 )
      AND
      ( acdb.ID IS NOT NULL )
      AND
      ( acdb.AcdOriginGroupsID IS NULL )
THEN 1
ELSE 0
``` | Count 1 for each inbound call to the ACD made to the service number. |
| ACD Not Serviced # | ```
WHEN ( a.bOutbound = 0 )
      AND
      ( acdb.ID IS NOT NULL )
      AND
      ( acdb.AcdOriginGroupsID IS NULL )
      AND
      ( acdb.dtAgentConnect IS NULL )
THEN 1
ELSE 0
``` | Count 1 for each call which was not connected to an agent. |
| ACD Not Serviced Short | ```
WHEN ( a.bOutbound = 0 )
      AND
      ( acdb.ID IS NOT NULL )
      AND
      ( acdb.AcdOriginGroupsID IS NULL )
      AND
      ( acdb.dtAgentConnect IS NULL )
      AND
      ( acdb.AcdGroupEndReasonsID IN ( 1, 2, 3, 4 ) )
      AND
      ( JTELStats2.MICROSECONDS_TO_SECONDS_ROUNDED( TIMESTAMPDIFF(
MICROSECOND, acdb.dtGroupStart, acdb.dtGroupEnd ) ) <= _HangUpSeconds )
THEN 1
ELSE 0
``` | Count 1 for each call which was not connected to an agent which hungup before the queue or in the queue on or before the **Hangup Seconds** parameter was reached in the group (**dtGroupEnd - dtGroupStart**). |
| ACD Not Serviced Long | ```
WHEN ( a.bOutbound = 0 )
      AND
      ( acdb.ID IS NOT NULL )
      AND
      ( acdb.AcdOriginGroupsID IS NULL )
      AND
      ( acdb.dtAgentConnect IS NULL )
      AND
      ( acdb.AcdGroupEndReasonsID IN ( 1, 2, 3, 4 ) )
      AND
      ( JTELStats2.MICROSECONDS_TO_SECONDS_ROUNDED( TIMESTAMPDIFF(
MICROSECOND, acdb.dtGroupStart, acdb.dtGroupEnd ) ) <= _HangUpSeconds )
THEN 1
ELSE 0
``` | Count 1 for each call which was not connected to an agent which hungup before the queue or in the queue after the **Hangup Seconds** parameter was reached in the group (**dtGroupEnd - dtGroupStart**). |

| ACD Not Serviced Others | ```
WHEN ( a.bOutbound = 0 )
     AND
     ( acdb.ID IS NOT NULL )
     AND
     ( acdb.AcdOriginGroupsID IS NULL )
     AND
     ( acdb.dtAgentConnect IS NULL )
     AND
     ( NOT acdb.AcdGroupEndReasonsID IN ( 1, 2, 3, 4 ) )
THEN 1
ELSE 0
``` | Count 1 for each call which was not connected to an agent and which exited the group for another reason - for example returning to the IVR or executing a group action. |
| ACD Serviced # | ```
WHEN ( a.bOutbound = 0 )
     AND
     ( acdb.ID IS NOT NULL )
     AND
     ( acdb.AcdOriginGroupsID IS NULL )
     AND
     ( acdb.dtAgentConnect IS NOT NULL )
THEN 1
ELSE 0
``` | Count 1 for each call which was connected to an agent. |
| ACD Serviced INS | ```
WHEN ( a.bOutbound = 0 )
     AND
     ( acdb.ID IS NOT NULL )
     AND
     ( acdb.AcdOriginGroupsID IS NULL )
     AND
     ( acdb.dtAgentConnect IS NOT NULL )
     AND
     ( JTELStats2.MICROSECONDS_TO_SECONDS_ROUNDED( TIMESTAMPDIFF(
MICROSECOND, acdb.dtGroupStart, acdb.dtAgentConnect ) ) <=
_ServiceLevelSeconds )
THEN 1
ELSE 0
``` | Count 1 for each call which was connected to an agent where the time difference **dtAgentConnect - dtGroupStart** is lower or equal to the **Service Level** parameter. |
| ACD Serviced OOS | ```
WHEN ( a.bOutbound = 0 )
     AND
     ( acdb.ID IS NOT NULL )
     AND
     ( acdb.AcdOriginGroupsID IS NULL )
     AND
     ( acdb.dtAgentConnect IS NOT NULL )
     AND
     ( JTELStats2.MICROSECONDS_TO_SECONDS_ROUNDED( TIMESTAMPDIFF(
MICROSECOND, acdb.dtGroupStart, acdb.dtAgentConnect ) ) >
_ServiceLevelSeconds )
THEN 1
ELSE 0
``` | Count 1 for each call which was connected to an agent where the time difference **dtAgentConnect - dtGroupStart** is higher than the **Service Level** parameter. |

| ACD Waiting Time Sum (s) / hh:mm:ss | ```
WHEN ( a.bOutbound = 0 )
     AND
     ( acdb.ID IS NOT NULL )
     AND
     ( acdb.AcdOriginGroupsID IS NULL )
     AND
     ( acdb.dtAgentConnect IS NOT NULL )
THEN JTELStats2.MICROSECONDS_TO_SECONDS_ROUNDED( TIMESTAMPDIFF(
MICROSECOND, acdb.dtGroupStart, acdb.dtAgentConnect ) )
ELSE NULL
``` | Sum of the waiting time **(dtAgentConnect - dtGroupStart)** for connected agent calls in the group. |
|---|---|---|
| ACD Waiting Time Avg. (s) / hh:mm:ss | ```
( ACD Waiting Time Sum (s) / ACD Serviced # )
``` | Average of the waiting time **(dtAgentConnect - dtGroupStart)** for connected agent calls in the group. |
| ACD Talk Time Sum (s) / hh:mm:ss | ```
WHEN ( a.bOutbound = 0 )
     AND
     ( acdb.ID IS NOT NULL )
     AND
     ( acdb.AcdOriginGroupsID IS NULL )
     AND
     ( acdb.dtAgentConnect IS NOT NULL )
     AND
     ( b.dtCallConnect IS NOT NULL )
     AND
     ( b.dtCallEnd IS NOT NULL )
THEN JTELStats2.MICROSECONDS_TO_SECONDS_ROUNDED( TIMESTAMPDIFF(
MICROSECOND, b.dtCallConnect, b.dtCallEnd ) )
ELSE 0
``` | Sum of the connected time with all agents **(b.dtCallEnd - b.dtCallStart)** for connected agent calls in the group. |
| ACD Talk Time Avg. (s) / hh:mm:ss | ```
( ACD Talk Time Sum (s) / ACD Serviced # )
``` | Average of the connected time with all agents **(b.dtCallEnd - b.dtCallStart)** for connected agent calls in the group. |
| ACD Post Call Time Sum (s) / hh:mm:ss | ```
WHEN ( a.bOutbound = 0 )
     AND
     ( acdb.ID IS NOT NULL )
     AND
     ( acdb.AcdOriginGroupsID IS NULL )
     AND
     ( acdb.dtAgentConnect IS NOT NULL )
     AND
     ( b.dtCallConnect IS NOT NULL )
     AND
     ( b.dtCallEnd IS NOT NULL )
THEN PostCallInterval
ELSE 0
``` | Sum of the post call time for all agents **(b.PostCallInterval)** for connected agent calls in the group. |
| ACD Post Call Time Avg. (s) / hh:mm:ss | ```
( ACD Post Call Time Sum (s) / ACD Serviced # )
``` | Average of the post call time for all agents **(b.PostCallInterval)** for connected agent calls in the group. |