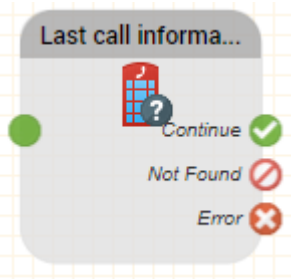
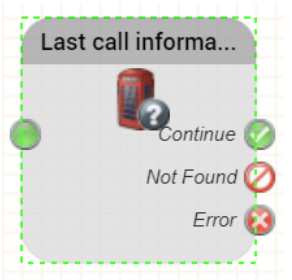
Last Call Information

as of release 3.27	prior to release 3.27
	

Function

This object is used to retrieve information on the last call made by the current caller to selected ACD groups.

The system searches for the caller, within the specified time, and in the specified ACD groups. The most recent call is used when determining the result and variables returned by this object.

Notes:

- only incoming calls are searched
- UsersID and UID are only returned for successful calls. Unsuccessful tries to reach agents are not considered.
- If the result is not OK, then the only variable which contains a deterministic value is **prefix.RESULT**.

Parameters

Parameter	From Release	Purpose
Object Name		The name of this object instance
Caller		The caller number to search for. Usually, you would specify $caller here, but for test purposes any number may be specified.
For ACD Groups		Specify a comma separated list of ACD groups (optionally using variables), or leave empty to check all ACD groups.
Within time period		Here, you specify the time period during which the search will be made. Only calls within the specified time period will be consiered.
Include outbound	3.34	If this option is set, outbound calls (click to dial or from the dialler) are also considered when querying the data.
Agent Calls Only	3.34	If this option is set, only successful agent calls will be included when querying the data.
Variable prefix		Specify a variable prefix to which the results will be stored. This prefix is specified without a $ sign.

Outputs

Output	Used when ...

Continue	A record is found
Not Found	No record for the specified caller was found using the criteria specified (ACD groups and time period)
Error	An error occurred. This is most likely due to the incorrect specification of the ACD groups - either missing commas at the relevant positions, or specifying variables which could not be evaluated.

Variables Provided

Prefix is replaced with the prefix specified in the object definition.

Variable	From Release	Contains
prefix.AcdGroupActionsID		The ID of the ACD group action (group rule) used when the call exited the group.
prefix.AcdGroupActionTypesID		The type of the ACD group action (group rule) used when the call exited the group. Use the following menu in the portal to find a list of the possible types: **ACD ... Types Overview ... Group Actions**.
prefix.AcdGroupEndReasonsID		The group end reason for the call exiting the ACD group. Use the following menu in the portal to find a list of the possible types: **ACD ... Types Overview ... Group End Reasons**.
prefix.AcdGroupsID		The ID of the last group the caller called or was connected to.
prefix.AcdGroupsName	3.34	The name of the last group the caller called or was connected to.
prefix.AcdAgentGroupsID		The ID of the last agent group the caller called or was connected to.
prefix.AcdAgentGroupsName	3.34	The name of the last agent group the caller called or was connected to.
prefix.AcdConfigurationGroupsID		The ID of the last configuraton group the caller called or was connected to.
prefix.AcdConfigurationGroupsName	3.34	The name of the last configuraton group the caller called or was connected to.
prefix.dtGroupStart		When the last call the caller made to the ACD group returned started.
prefix.nPriorityGroupStart		The priority of the call, when it entered the ACD group.
prefix.nSecondsGroupStartGroupEnd		The number of seconds from group start to group end.
prefix.RESULT		The result of the query performed by this object. The following values may be returned: • OK • NOT_FOUND • ERROR
prefix.UsersID		The ID of the user (Agent) the caller was connected to. Empty if the last call was not connected to an agent.
prefix.UsersUID		The UID of the user (Agent) the caller was connected to. Empty if the last call was not connected to an agent.
prefix.UsersName	3.34	The Name of the user (Agent) the caller was connected to. Empty if the last call was not connected to an agent.
prefix.UsersFirstName	3.34	The FirstName of the user (Agent) the caller was connected to. Empty if the last call was not connected to an agent.

prefix.UsersEmail	3.34	The Email of the user (Agent) the caller was connected to. Empty if the last call was not connected to an agent.

Release

3.14 FROM 10.02.2019