ACD Group Information

as of release 3.27	prior to release 3.27

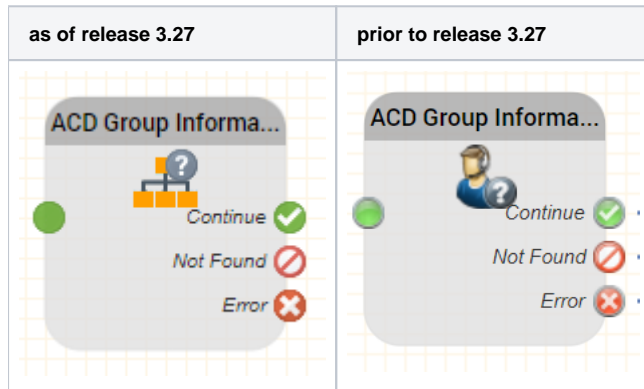## Function

This object is used to search for an ACD group, and if found, retrieve information on the group configuration and the current state of the ACD queue, which is stored in variables which can be used in the further call flow.

Groups can be searched for by their ID, name or the foreign system ID field or any combination thereof. An exact match is required in all cases.

Parameters

Parameter	Purpose
Object Name	The name of this object instance
Group ID	The ID of the acd group to search for.
Group Name	The name of the acd group to search for.
Foreign System ID	The foreign system ID of the acd group to search for.
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 parameters was found.
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	Provided	Contains	From Release
$prefix.RESULT	Always	OK - a match was found. NOT_FOUND - no match, no further variables are provided. ERROR - an error occurred, no further variables are provided.	
$prefix.*	On Match	All configuration fields from the AcdGroups table pertaining to this ACD group.	
$prefix.CurrentAgentCallsCount $prefix.CurrentAgentCount	On Match	The current number of agents logged into the acd group for calls. **Note - although provided for backwards compatibility - we recommend not to use the variable $prefix.CurrentAgentCount - this has been renamed for clarity to $prefix.CurrentAgentCallsCount.**	
$prefix.CurrentAgentCallsCountExceptPostcall $prefix.CurrentAgentCountExceptPostcall	On Match	The current number of agents logged into the acd group for calls, except those in post call. **Note - although provided for backwards compatibility - we recommend not to use the variable $prefix.CurrentAgentCountExceptPostcall - this has been renamed for clarity to $prefix.CurrentAgentCallsCountExceptPostcall.**	
$prefix.CurrentAgentPresentCount	On Match	The current number of agents logged into the acd group and present (agent status flagged with present).	
$prefix.CurrentAgentCountLoggedInToAcd	On Match	The current number of agents logged into the acd group.	
$prefix.CurrentAgentCountAvailable	On Match	The current number of agents logged into the acd group and available for calls (telephone free, not post call).	
$prefix.ClientAgentCallsCount	On Match	The current number of agents logged into the acd for calls (whole client account).	3.27
$prefix.ClientAgentCallsCountExceptPostcall	On Match	The current number of agents logged into the acd for calls, except those in post call (whole client account).	3.27
$prefix.ClientAgentPresentCount	On Match	The current number of agents logged into the acd and present (agent status flagged with present, whole client account).	3.27
$prefix.ClientAgentCountLoggedInToAcd	On Match	The current number of agents logged into the acd (whole client account).	3.27
$prefix.ClientAgentCountAvailable	On Match	The current number of agents logged into the acd and available for calls (telephone free, not post call, whole client account).	3.27
$prefix.ActCalls	On Match	The current number of calls in the ACD group.	
$prefix.PreQueueCalls	On Match	The current number of calls before the queue in the ACD group.	
$prefix.InQueueCalls	On Match	The current number of calls in the queue of the ACD group.	

$prefix.AgentCalls	On Match	The current number of calls at agents in the ACD group.
$prefix.InServiceCalls1	On Match	The current number of calls in service according to the service level of the ACD group calculated from the call start timestamp.
$prefix.InServiceCalls2	On Match	The current number of calls in service according to the service level of the ACD group calculated from the group start timestamp.
$prefix.InServiceCalls3	On Match	The current number of calls in service according to the service level of the ACD group calculated from the queue start timestamp.
$prefix.ActAvgWaitingTime	On Match	The current average waiting time for all queued and connected calls measured from the start time stamp of entry to the first ACD group.
$prefix.ActMaxWaitingTime	On Match	The current maximum waiting time for all queued and connected calls measured from the start time stamp of entry to the first ACD group.
$prefix.ActAvgQueueTime	On Match	The current average queue time for all queued and connected calls measured from the start time stamp of entry to the ACD group queue.
$prefix.ActMaxQueueTime	On Match	The current maximum queue time for all queued and connected calls measured from the start time stamp of entry to the ACD group queue.

Release

RELEASE 3.22 FROM 20.09.2020