

# Supervisor - Today's Statistics

## Supervisor - Header Settings

Variable	Wert
\$SERVICE_LEVEL_SECONDS	Service Level : 20 ▼ (s)
\$STATISTICS_FROM_HOUR	Statistics Since : May 20, 2020 12:00:00 AM 00 ▼ : 00 ▼ Now
\$STATISTICS_FROM_MINUTE	Statistics Since : May 20, 2020 12:00:00 AM 00 ▼ : 00 ▼ Now
\$SHORT_HANGUP_SECONDS	Short Hangups : 5 ▼ (s)
\$SERVICE_QUOTA_PERCENT	Service Quota : 80 ▼

## Daily Statistics - ACD Group (AcdStatisticsPartB)

Value	Comment
Source	AcdStatisticsPartB (Cache)
Query	DataCache_AcdGroups_TodaysAcdStatisticsPartB.sql
Restriction	For the current ACD group, only completed calls.
Meaning	Closed calls for the respective ACD group.

## Supervisor - Today's Statistics - ACD Group

Caption	Meaning	Meaning Totals
<b>Group Name</b>	Display of the name of the respective group	
<b>Group Number</b>	Display of the number of the relevant group	
<b>Waiting Time Max.</b>	<p>Maximum Waiting Time for completed calls, from the perspective of the ACD Group. That means only the waiting time in the respective ACD group is considered.</p> <p>The waiting time is measured before the entry in the ACD group until:</p> <ul style="list-style-type: none"> <li>• Connection to an agent, if connected</li> <li>• otherwise until the execution of the first group rule (for example the recording of Voice Mail)</li> <li>• otherwise until the exit of the ACD Group (Call End or Overflow)</li> </ul>	The maximum value of the column "Waiting Time Max".
<b>Waiting Time Ø</b>	Average waiting time for closed calls. The calculation is carried out analogously to the maximum waiting time.	The sum of the total waiting time for all displayed ACD groups divided by the sum "total calls".
<b>Duration (All) Max.</b>	The maximum retention time in the ACD Group for all calls, measured from the time of the entrance in the ACD group until the exit of the ACD group (independent of the reason).	The maximum value of the column "Duration (All) Max".
<b>Duration (All) Ø</b>	The average retention time in the ACD Group for all calls. The calculation is carried out analogously to the Duration (All) Max.	Sum of all times of the calls today divided by the number of calls today.
<b>Duration (Agents) Max.</b>	Maximum agent call duration	The maximum agent conversation across all displayed groups.
<b>Duration (Agents) Ø</b>	Average agent call duration	The average agent talk time across the displayed groups.
<b>Calls Total</b>	Number of all received calls in this ACD group with regard to the group entrance (if a call enters the ACD group by several forwardings or overflows, it will be calculated several times).	The sum of the calls for all displayed ACD groups.
<b>Calls Control</b>	<p>The number Control is the sum of the columns:</p> <ul style="list-style-type: none"> <li>• Calls-Agents</li> <li>• Calls - Busy</li> <li>• Hangup Announcement- Total</li> <li>• Short Hangups- Total</li> <li>• Hangup Queue- Total</li> <li>• Overflow - Queue Timeout</li> <li>• Calls - Other</li> </ul> <p>and serves for control of the number "Calls - Total".</p> <p>If the system works correctly, the numbers "Calls - Control" and "Calls - Total" are equal.</p>	<p>The calculated sum of the total row of the columns:</p> <ul style="list-style-type: none"> <li>• Calls-Agents</li> <li>• Calls - Busy</li> <li>• Hangup Announcement- Total</li> <li>• Short Hangups- Total</li> <li>• Hangup Queue- Total</li> <li>• Overflow - Queue Timeout</li> <li>• Calls - Other</li> </ul> <p>and serves for control of the number "Calls - Total".</p> <p>If the system works correctly the sum "Calls - Control" is equal to the sum "Calls - Total".</p>
<b>Overflow Level</b>	Maximum number of overflow levels of the search circle extension	The summation of the maximum number of overflow levels of the search circle expansion over the displayed groups.
<b>Overflow Out</b>	Number of calls answered by agents of other groups via the search circle extension	The sum of the number of calls answered via the search circle extension by agents of other groups via the respective displayed groups.
<b>Overflow In</b>	Number of calls which were answered by agents who were answered by other groups through the search circle extension.	The sum of the number of calls answered by agents who were answered by the search circle extension of other groups via the respective displayed groups.

<b>Calls Agents</b>	The total number of calls which entered the ACD group and were connected to an agent (after whisper).	The sum of the column "Calls Agents".
<b>Unanswered Calls</b>	Number of unanswered calls in the respective group.	The sum of the number of unanswered calls in all displayed groups.
<b>Calls - Busy</b>	Calls which entered the ACD group but did not reach the queue because either:  the ACD queue was full (Cause for group end 205),  no agents were logged-in wren (Cause for group end 207),  or an error occurred (200)  and the system hung up, because no rule was defined.	The sum of the column "Calls Busy".
<b>Calls - Other</b>	All Calls, which: <ul style="list-style-type: none"> <li>• were not connected to an agent (Column "Calls-Agents")</li> <li>• didn't hang up before entering the queue (column "Hangup Announcement", "Short Hangups", "Hangups Queue")</li> <li>• did not end in a timeout in the queue (Column "Overflow Queue Timeout")</li> <li>• did not receive a "busy" from the ACD (column "Calls - Busy")</li> </ul>	The sum of the column "Calls - Other".
<b>Calls Rejected</b>	Number of rejected calls in the respective group.	The sum of the number of rejected calls in the displayed groups.
<b>Outbound Total</b>	Total number of outbound calls in the respective group.	The sum of the total number of outbound calls of the displayed groups.
<b>Queue Timeout</b>	Number of calls that the ACD queue <ul style="list-style-type: none"> <li>• after timeout with rule (106),</li> <li>• after timeout without rule (206, system hangup)</li> </ul> have left.	The sum of the "Queue Timeout" column.
<b>Overflow Queue Timeout</b>	The number of calls which left the ACD <ul style="list-style-type: none"> <li>• after Timeout with Rule (106),</li> <li>• after Timeout without Rule (206, System Hangup)</li> </ul>	The sum of the column "Overflow Queue Timeout".
<b>Overflow Queue Calls</b>	The column shows how many calls having the reason of leaving the ACD Group in (105, 107, 200, 205, 207).	The sum of the column "Overflow Queue Calls".
<b>Last-Agent</b>	The number of calls which were connected to the Last Agent.	The sum of column "Last Agent".
<b>Last-Agent %</b>	As percentage the relation between the column "Last Agent" and "Calls Agents".	Over all displayed groups the percentage of the calls, which were connected to the Last Agent with the Last Agent algorithm as relation to the number of Agent Calls.

<b>Hangup Announcement</b>	<p>The number of calls which hung up</p> <ul style="list-style-type: none"> <li>• in the Announcement 1 or Tarif Prompt (Cause for Group end 1),</li> <li>• In the Routing Application (Cause for Group end 2),</li> <li>• In the Announcement 2 or Call Recording Announcement: (Cause for Group end 3)</li> </ul>	The sum of the column "Hangup Announcement".
<b>Hangup Announcement Ø</b>	<p>The average duration of the calls, measured from the group entry until the hangup (Group end), which</p> <ul style="list-style-type: none"> <li>• in the Announcement 1 or Tarif Prompt (Cause for Group end 1),</li> <li>• In the Routing Application (Cause for Group end 2),</li> <li>• In the Announcement 2 or Call Recording Announcement: (Cause for Group end 3)</li> </ul> <p>hung up.</p>	The sum of the call duration for all calls which interrupted the prompt divided by the sum of "Hangup Announcement".
<b>Short Hangups</b>	Number of callers, who hung up in the ACD Queue (Cause for Group end 4), but were in the queue for less than the set <i>Short Hangups</i> time.	The sum of the column "Hangup Announcement".
<b>Short Hangups Ø</b>	Average time in the ACD group measured from the group entry to the hang up (Group end), for callers who hung up in the ACD queue (Cause for group end 4), but were in the queue for less than or equal the set <i>Short Hangups</i> time.	The sum of the call duration in the ACD group, for all calls hung up in the queue $\leq$ <i>Short Hangups</i> divided by the sum of the column "Short Hangups".
<b>Hangups Queue</b>	Number of callers, who hung up in the ACD Queue (Cause for Group end 4), but were in the queue longer than the set <i>Short Hangups</i> time.	The sum of the column "Hangups Queue".
<b>Hangups Queue max.</b>	Average time in the ADC group, measured from the group entry to the hang up (Group end), for callers who hung up in the queue after the set <i>Short Hangups</i> time.	The maximum value of the column "Hangups Queue - max."
<b>Hangups Queue Ø</b>	Average time in the ADC group, measured from the group entry to the hang up (Group end), for callers who hung up in the queue after the set <i>Short Hangups</i> time.	The sum of the call duration in the ACD group, for all calls hung up in the queue $>$ <i>Short Hangups</i> divided by the sum of the column "Hangup Queue - Total".
<b>Hangups</b>	The sum of ("Supervisor - Daily Statistics - Hang up Announcement") + ("Supervisor - Daily Statistics - Hangups Queue") + ("Supervisor - Daily Statistics - Short Hangups")	The sum of the column "Hangups".
<b>Transferred</b>	<p>The total number of transferred calls</p> <p>Since this can happen several times during a call, this number can exceed the total number of calls.</p>	The sum of the column "Transferred".
<b>Callbacks</b>	The number of callbacks (calls in which the agent talked to a destination but did not forward the call).	The sum of the column "Callbacks".
<b>Handling Time Ø</b>	Average call time of the calls including the follow-up time in the respective group	The sum of the average call time of the calls including the follow-up time in the selected groups.
<b>Service Level (s)</b>	Service level seconds set in the ACD Group.	His column doesn't have a sum.

<b>In Service</b>	<p>If service parameter ACD.Wallboard.ServiceLevelCalculation = 0</p> <ul style="list-style-type: none"> <li>With regard to the service level seconds set in the ACD the percentage of calls is determined, which were connected successfully to an agent within the Service Level time measured from the entry in the ACD Group.</li> </ul> <p>If System Parameter ACD.Wallboard.ServiceLevelCalculation = 1</p> <ul style="list-style-type: none"> <li>Indicated as percentage, the relation between the sum of the calls which were labelled as "In Service" (with usage of the setting "Service Level (s)" of the ACD group) and the number of calls in all displayed ACD Groups, which: <ul style="list-style-type: none"> <li>entered the queue (didn't hang up during the voice prompt).</li> <li>&gt; <i>Short Hangups</i> time in the queue (no short hangups)</li> </ul> </li> </ul>	<p>If service parameter ACD.Wallboard.ServiceLevelCalculation = 0</p> <ul style="list-style-type: none"> <li>Indicated as percentage, the relation between the sum of the calls which were labelled as "In Service" per group (with usage of the setting "Service Level (s)" of the ACD group) and the number of calls in all displayed ACD Groups.</li> </ul> <p>If System Parameter ACD.Wallboard.ServiceLevelCalculation = 1</p> <ul style="list-style-type: none"> <li>Indicated as percentage, the relation between the sum of the calls which were labelled as "In Service" (with usage of the setting "Service Level - Service Level (s)" of the ACD group) and the number of calls in all displayed ACD Groups, which: <ul style="list-style-type: none"> <li>entered the queue (didn't hang up during the voice prompt).</li> <li>&gt; <i>Short Hangups</i> time in the queue (no short hangups)</li> </ul> </li> </ul>
<b>Availability</b>	<p>If service parameter ACD.Wallboard.ServiceLevelCalculation = 0</p> <ul style="list-style-type: none"> <li>The Column "Calls-Agents" as percentage of "Calls Total".</li> </ul> <p>If System Parameter ACD.Wallboard.ServiceLevelCalculation = 1</p> <ul style="list-style-type: none"> <li>Indicated as percentage, the relation between the number "Calls - Agents" and the number of calls in the ACD Group, which <ul style="list-style-type: none"> <li>entered the queue (didn't hang up during the voice prompt).</li> <li>&gt; <i>Short Hangups</i> time in the queue (no short hangups)</li> </ul> </li> </ul>	<p>If service parameter ACD.Wallboard.ServiceLevelCalculation = 0</p> <ul style="list-style-type: none"> <li>Indicated as percentage, the relation between the sum "Calls-Agents" and the sum "Calls Total".</li> </ul> <p>If System Parameter ACD.Wallboard.ServiceLevelCalculation = 1</p> <ul style="list-style-type: none"> <li>Indicated as percentage, the relation between the sum "Calls-Agents" and the number of calls in all displayed ACD groups, which <ul style="list-style-type: none"> <li>entered the queue (didn't hang up during the voice prompt).</li> <li>&gt; <i>Short Hangups</i> time in the queue (no short hangups)</li> </ul> </li> </ul>
<b>Answered in s X</b>	With regard to the <i>Servicelevel</i> set in Header the percentage of calls is determined, which were connected successfully to an agent within the Service Level time measured from the entry in the ACD Group.	Indicated as percentage, the relation between the sum of the calls which were labelled as "In Service" per group (with usage of the setting <i>Servicelevel</i> in the header) and the total number of calls in all displayed ACD Groups.
<b>Y% answered in (s)</b>	<p>The maximum response time (difference between the connection with the agent and entry into the ACD group) for the first \$SERVICE_QUOTA_PERCENT of answered calls (sorted by answering time ascending).</p> <p>Note: If you set as <i>Service Quota</i> for example 80%, and you have one answered and one not answered call in the ACD group, a dash will appear, because not 80% of the calls were answered!</p>	His column doesn't have a sum.
<b>Calls not in Stand. Service Times</b>	Calls outside the standard public holidays and standard opening hours in the respective group.	The sum of calls outside the standard public holidays and standard opening hours across all displayed groups.
<b>PBX Outbound Calls</b>	This column is no longer supported.	
<b>PBX Outbound Total Time</b>	This column is no longer supported.	
<b>PBX Outbound Ø Time</b>	This column is no longer supported.	
<b>Service Service Skill 1 Agents Logged In</b>	This column is no longer supported.	

<b>Service Skill 1 Agents Free</b>	This column is no longer supported.	
<b>Service Skill 2 Agents Logged In</b>	This column is no longer supported.	
<b>Service Skill 2 Agents Free</b>	This column is no longer supported.	
<b>Service Skill 3 Agents Logged In</b>	This column is no longer supported.	
<b>Service Skill 3 Agents Free</b>	This column is no longer supported.	
<b>Total Waiting Time Ø</b>	The waiting time is measured from entry into the ACD group to: Connection with an agent, if made. Other calls are not counted in this field.	The sum of the waiting time is measured from entry into the ACD group to: Connection to an agent, if any, measured across all displayed groups.
<b>Action</b>	<p>Details:</p> <ul style="list-style-type: none"> <li>Under Action, the details of the respective selected group are displayed.</li> </ul> <p>Card:</p> <ul style="list-style-type: none"> <li>Under this action the caller card of the respective caller is displayed.</li> </ul>	

## Today's Statistics - Agent Calls (StatisticsPartB)

Value	Comment
<b>Source</b>	AcdStatisticsPartB, StatisticsPartB (CACHE)
<b>Query</b>	DataCache_AcdGroups_TodaysStatisticsPartB.sql
<b>Restriction</b>	For the displayed ACD group, only completed calls.
<b>Meaning</b>	Completed agent calls assigned to the respective ACD group

### Supervisor - Today's Statistics - Agent Calls

Caption	Meaning	Meaning Totals
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<b>Agent Calls ()</b>	The number of calls to agents, who have a higher skill level than configured in the ACD due to a skill correction (Agent Status)  <b>Note - in this column also forwardings to agents are counted. This number can exceed the number of agent calls in the section "calls".</b>	The sum of the column "Agent Calls ()"
<b>Agent Calls ()</b>	The number of calls to agents, who have a lower skill level than configured in the ACD due to a skill correction (Agent Status).  <b>Note - in this column also forwardings to agents are counted. This number can exceed the number of agent calls in the section "calls".</b>	The sum of the column "Agent Calls ()"
<b>(•)</b>	The number of calls to agents, who don't have a skill correction by Agent Status.  <b>Note - in this column also forwardings to agents are counted. This number can exceed the number of agent calls in the section "calls".</b>	The sum of the column "Agent Calls (•)"
<b>(•)</b>	The number of calls to agents  <b>Note - in this column also forwardings to agents are counted. This number can exceed the number of agent calls in the section "calls".</b>	The sum of the column "Agent Calls (•)"
<b>Duration (Agents) Ø</b>	Average call length of the agent calls without Whisper Transfer Time (only for connected calls)	The total time of the agent calls for the displayed groups divided by the sum "Calls - Agents".
<b>Duration (Agents) max.</b>	Maximum call length of the agent calls without Whisper Transfer Time (only for connected calls)	Maximum value of the column "Duration (Agents) max."
<b>Post Call Time Ø</b>	Per call the post call time is measured  <ul style="list-style-type: none"> <li>■ Whisper Time</li> <li>■ Call Time</li> <li>■ Post Call Interval</li> </ul> This time summed for all calls and divided by the number of successful agent calls. This results in the average processing time.	The sum of the processing time for all agent calls divided by the sum "Calls-Agents"

#### Supervisor - Today's Statistics - Auto Log Off (AcdStatisticsLogin)

Value	Comment
<b>Source</b>	AcdStatisticsLogin (CACHE)
<b>Query</b>	DataCache_AcdGroups_TodaysAgentLoginData.sql
<b>Restriction</b>	For the respective ACD group.
<b>Meaning</b>	Login / Logout statistics of the agents.

Caption	Meaning	Meaning Totals
<b>Total Auto-Logoff</b>	Number of agents Auto Log Off in the respective ACD Group because the overall counter for lost calls was exceeded.	The sum of the column "Total Auto-Logoff".

<b>Auto log off (no answer)</b>	Number of agents Auto Log Off in the respective ACD Group because the overall counter for no answer was exceeded.	The sum of the column "Auto-Logoff - No Answer".
<b>Auto-Logoff – Busy</b>	Number of agents Auto Log Off in the respective ACD Group because the busy-answer counter for lost calls was exceeded.	The sum of the column "Auto-Logoff Busy".
<b>Auto-Logoff time-controlled</b>	Number of agents Auto Log Off in the respective ACD Group who were automatically logged off by the system by the time control Auto Log Off.	The sum of the column "Auto-Logoff Time Control".