

ACD-G-010 - ACD Statistics Group Calls

Description

This report lists, for all selected ADC groups, information concerning the calls that reached the ACD.

Settings of the Report

In addition to the standard settings "Output format" and "Period", the following additional settings are available

Name	Value	Description
Granularity	<div>Granularity : 30 Min</div>	Granularity for the consolidation of data
Groups	<div><div>Available</div><div>ACDGruppemitTACsEigenständig AOhneTacEigenständig AOhneTacEigenständig2 (125) Agentengruppe1 Agentengruppe2 AmitTACEiqenständig2 (127)</div><div>>><<</div><div>Selected</div></div>	Selection of the groups for which the report is to be created

Selection Criteria

Criterion	Description
Period	For calls, the group entry within the time intervals is relevant. Call duration/ringing time will be calculated completely (thus also in case of exceedance of a time interval).
Group	Groups, whose calls are to be considered in the report

Columns

Name		Value
Period		Time period (defined by the granularity) of the following values
Group	Names	Name of the group followed by the group number in brackets
	Number	Number of the calls that reached the group.
	Time	Total and average time of the calls within the group (AcdStatisticsPartB.dtGroupEnd - AcdStatisticsPartB.dtGroupStart)
Calls	Reached	Number of calls successfully delivered to the agent and percentage of these calls concerning the total number of calls that entered the group.

	Voice Mail	The number of calls which were connected to the voice mail
	Overflow	Number of calls which were forwarded to another group because of a rule.
	Ext. Destination	Number of calls which were routed to an external destination because of a rule
	Caller Hangup	Number of calls ended by the caller without being connected to an agent.
	System Hangup	Number of calls ended by the system and the caller was not connected to an agent.
	In Service	Number and percentage of the calls which were answered by an agent within the service level defined for the group
	Not In Service	Number and percentage of the calls which were not answered by an agent within the service level defined for the group
	No Service	Number of calls which were not answered by an agent within this ACD group
Times	In Service	Total sum and average waiting time of all calls which were answered by an agent within the service level defined for the group
	Not In Service	Total sum and average waiting time of all calls which were not answered by an agent within the service level defined for the group
	Hungup	Total sum and average waiting time of all calls which were not connected to an agent, ended by the caller and neither forwarded to the voice mail nor to another group, nor to an external destination.
	Overflow Ext. Destination	Total sum and average waiting time of all calls within the group which were not connected to an agent, but either to an external destination or to another group.
	Voice Mail	Total sum and average waiting time of all calls which were not connected to an agent, but to the voice mail.
	Max. Ring	Maximum and average ringing time for the agent

Totals Area

Every time period ends with a total row for the counters, durations and average values. The availability is calculated on basis of the sum of "Reached" and "Number" corresponding to the whole time period. At the end of the report a sum row is located for the total time period of the report which functions on the same principle.