

CompressedUA

Background

CompressedUA contains statistics regarding:

- Calls to users with respect to particular ACD groups and hotlines
- Transfer calls made by users
- Transfer calls received by users
- Calls made by users for dialler campaigns
- Calls made by users by click to dial

Information such as:

- The service number
- The ACD group
- The dialler campaign
- The number of calls
 - Direct
 - From a transfer
 - Transferred by agent
- Information on results
 - Answered
 - Busy
 - Caller Hangup
 - Rejected
- Times
 - Ring time
 - Talk time

is provided.

Note: because these statistics are aggregated, not quite as much information is available as from the call detail records. However, this aggregated data can be retained for a much longer time.

Parameters

Data is aggregated according to the settings of the parameters:

Parameter	Default Value	Purpose
Portal.ACD.Statistics.JTELStats2.Compress.CompressedUA.SecondsToWait	7200	The minimum time after the end of a time interval before statistics are aggregated.
Portal.ACD.Statistics.JTELStats2.Compress.CompressedUA.NextTimeSlice	-	The date / time of the next time slice to be calculated. This parameter can be reset to an earlier date / time in which case the system will recalculate all intervals from the given date and time again.
Portal.ACD.Statistics.JTELStats2.Compress.CompressedUA.CustomCompress		The name of a stored procedure, in JTELStats2, which is called after the system statistics discussed below have been aggregated. This can be used to provide additional values in additional tables as required by a custom installation. NOTE: changing the CompressedUA tables themselves is NOT supported.

Portal.ACD.Statistics.JTELStats2.Compress.CompressedUA.CustomCompress.SuppressErrors	0	Set to 1, to suppress errors in the CustomCompress routine. If this flag is set, the system will continue with calculations for the data, even if the custom routine throws errors.
Portal.ACD.Statistics.JTELStats2.Compress.CompressedUA.EndTime	02:50	The end time beyond which the process will not run, and waits for the StartTime to pass before continuing. If empty, the process runs all the time.
Portal.ACD.Statistics.JTELStats2.Compress.CompressedUA.StartTime	22:00	The start time after which the process will start to run until the specified end time. If empty, the process runs all the time.

Query

Two tables are provided, CompressedUA15 (15 minute time slices) and CompressedUADay (day compression), aggregated according to the following queries.

The first query aggregates calls made TO the agent or BY the agent (direct calls from the ACD and calls transferred to the agent, click to dial calls and dialler calls):

CompressedUA Query 1	
SELECT	UsersID,
	(Various Aggregations)
FROM	JTELStats.StatisticsPartB b
LEFT JOIN	JTELStats.StatisticsPartA a
ON	b.StatisticsPartAID = a.ID
WHERE	(b.ClientsID = _ClientsID)
	AND
	(b.dtCallStart BETWEEN _Timeslice_Begin AND Timeslice_End_);

The second query aggregates calls made BY the agent (calls transferred by the agent):

CompressedUA Query 2	
SELECT	OriginUsersID,
	(Various Aggregations)
FROM	JTELStats.StatisticsPartB b
JOIN	JTELStats.StatisticsPartA a
ON	b.StatisticsPartAID = a.ID
WHERE	(b.ClientsID = _ClientsID)
	AND
	(b.dtCallStart BETWEEN _Timeslice_Begin AND Timeslice_End_)
	AND
	(b.OriginUsersID IS NOT NULL);

Partitioning and Aggregations

When the data is aggregated, it is divided into several consistent partitions, according to the following logic. The resulting aggregations then either count a call, if a condition is met, or determine the time between two timestamps.

Partitioning Inbound and Outbound

bOutbound	Partitioning
0	Inbound
1	Outbound

Partitioning on CONNRES

All results are partitioned by CONNRES.

CONNRES	Field
1	OK
2	No Answer
3	Busy
4	Caller Hangup
6	Reject
0, 5, 6	Failure

Inbound: Partitioning on calls to UserID

StatisticsPartBOrigin	Field	Meaning
NULL	Direct_*	Direct call to agent
NOT NULL	FromTransfer_*	Call transferred to agent

Inbound: Partitioning on calls made by OriginUserID

bTransferExternalNumber	bTransferAgent	Field	Meaning
1		TransferOut_Number_*	Call transferred by agent to external number
	1	TransferOut_Agent_*	Call transferred by agent to another agent
0	0	TransferOut_Group_*	Call transferred by agent to group

Outbound: Partitioning on DiallerCampaignsID

DiallerCampaignsID	Field	Meaning
NULL	ClickToDial_*	Agent performed click to dial
NOT NULL	Dialler_*	Agent working in dialler campaign and dialler performed outdial

Tables

CompressedUA15

This table contains compressed statistics for 15 minute intervals.

CompressedUADay

This table contains compressed statistics for day intervals.

Fields

The field definitions are essentially the same, in both tables, only the aggregation intervals are different.

Field	Type	Contents
ID	INT	A unique ID assigned to each record. Note, that IDs are not re-used, since if an interval is recalculated, the record is added with REPLACE, i.e. the existing record will be deleted and a new record with a new ID will be created in its place.
ClientsID	INT	ID of client from Clients table.
UsersID	INT	The ID of the user from the Users table.
UsersProfilesID	INT	The ID of the user profile from UserProfiles in which the agent was logged in, or 0 if no profile information is available.
ServiceNumbersID	INT	ID of service number from ServiceNumbers table.
DynamicPriorityGroupsID	INT	ID of dynamic priority group from DynamicPriorityGroups table, or 0 if no dynamic priority group was assigned.
RoutingApplicationsID	INT	ID of the routing application from the RoutingApplications Table, or 0 if the application is not available.
AcdGroupsID	INT	ID of the ACD group, from the AcdGroups table, or 0 if no ACD group is available.
DiallerCampaignsID	INT	ID of the dialler campaign, from the DiallerCampaigns table, or 0 if no dialler campaign is available.
dtIntervalStart	DATETIME	Date and Time of the start of the interval.
UsersUID	VARCHAR(64)	The UsersUID field.
UserName	VARCHAR(64)	The Users Name.

UsersFirstName	VARCHAR(64)	The Users FirstName.
UsersProfilesName	VARCHAR(64)	The UsersProfiles Name.
ServiceNumbersRootNumber	VARCHAR(32)	The RootNumber field of the service number, as configured when the compressed statistics were created.
ServiceNumbersName	VARCHAR(64)	The Name field of the service number, as configured when the compressed statistics were created.
ServiceNumbersName2	VARCHAR(64)	The Name2 field of the service number, as configured when the compressed statistics were created.
DynamicPriorityGroupsName	VARCHAR(64)	The Name field from the DynamicPriorityGroups table, as configured when the compressed statistics were created.
AcdGroupsName	VARCHAR(64)	The Name field from the AcdGroups table, as configured when the compressed statistics were created.
Direct_Count	INT	Inbound calls directly to agent, total offered.
Direct_OK_Count	INT	Inbound calls directly to agent, answered.
Direct_OK_Time_CallStart_CallConnect_Total	BIGINT	Inbound calls directly to agent, answered, total seconds from dtCallStart to dtCallConnect.
Direct_OK_Time_CallStart_CallConnect_Max	INT	Inbound calls directly to agent, answered, max seconds from dtCallStart to dtCallConnect.
Direct_OK_Time_CallConnect_CallEnd_Total	BIGINT	Inbound calls directly to agent, answered, total seconds from dtCallConnect to dtCallEnd.
Direct_OK_Time_CallConnect_CallEnd_Max	INT	Inbound calls directly to agent, answered, max seconds from dtCallConnect to dtCallEnd.
Direct_OK_PostCall_Count	INT	Inbound calls directly to agent, answered, number of calls with post call work.
Direct_OK_PostCall_Time_Total	BIGINT	Inbound calls directly to agent, answered, total time in post call work.
Direct_OK_PostCall_Time_Max	INT	Inbound calls directly to agent, answered, max time in post call work.
Direct_NoAnswer_Count	INT	Inbound calls directly to agent, not answered.
Direct_NoAnswer_Time_CallStart_CallEnd_Total	BIGINT	Inbound calls directly to agent, not answered, total seconds from dtCallStart to dtCallEnd.
Direct_NoAnswer_Time_CallStart_CallEnd_Max	INT	Inbound calls directly to agent, not answered, max seconds from dtCallStart to dtCallEnd.
Direct_Busy_Count	INT	Inbound calls directly to agent, busy.
Direct_CallerHangup_Count	INT	Inbound calls directly to agent, caller hangup.
Direct_CallerHangup_Time_CallStart_CallEnd_Total	BIGINT	Inbound calls directly to agent, caller hangup, total seconds from dtCallStart to dtCallEnd.
Direct_CallerHangup_Time_CallStart_CallEnd_Max	INT	Inbound calls directly to agent, caller hangup, max seconds from dtCallStart to dtCallEnd.

Direct_Reject_Count	INT	Inbound calls directly to agent, rejected.
Direct_Reject_Time_CallStart_CallEnd_Total	BIGINT	Inbound calls directly to agent, rejected, total seconds from dtCallStart to dtCallEnd.
Direct_Reject_Time_CallStart_CallEnd_Max	INT	Inbound calls directly to agent, rejected, max seconds from dtCallStart to dtCallEnd.
Direct_Failure_Count	INT	Inbound calls directly to agent, failed.
FromTransfer_Count	INT	Inbound calls transferred to agent, total offered.
FromTransfer_OK_Count	INT	Inbound calls transferred to agent, answered.
FromTransfer_OK_Time_CallStart_CallConnect_Total	BIGINT	Inbound calls transferred to agent, answered, total seconds from dtCallStart to dtCallConnect.
FromTransfer_OK_Time_CallStart_CallConnect_Max	INT	Inbound calls transferred to agent, answered, max seconds from dtCallStart to dtCallConnect.
FromTransfer_OK_Time_CallConnect_CallEnd_Total	BIGINT	Inbound calls transferred to agent, answered, total seconds from dtCallConnect to dtCallEnd.
FromTransfer_OK_Time_CallConnect_CallEnd_Max	INT	Inbound calls transferred to agent, answered, max seconds from dtCallConnect to dtCallEnd.
FromTransfer_OK_PostCall_Count	INT	Inbound calls transferred to agent, answered, number of calls with post call work.
FromTransfer_OK_PostCall_Time_Total	BIGINT	Inbound calls transferred to agent, answered, total time in post call work.
FromTransfer_OK_PostCall_Time_Max	INT	Inbound calls transferred to agent, answered, max time in post call work.
FromTransfer_NoAnswer_Count	INT	Inbound calls transferred to agent, not answered.
FromTransfer_NoAnswer_Time_CallStart_CallEnd_Total	BIGINT	Inbound calls transferred to agent, not answered, total seconds from dtCallStart to dtCallEnd.
FromTransfer_NoAnswer_Time_CallStart_CallEnd_Max	INT	Inbound calls transferred to agent, not answered, max seconds from dtCallStart to dtCallEnd.
FromTransfer_Busy_Count	INT	Inbound calls transferred to agent, busy.
FromTransfer_CallerHangup_Count	INT	Inbound calls transferred to agent, caller hangup.
FromTransfer_CallerHangup_Time_CallStart_CallEnd_Total	BIGINT	Inbound calls transferred to agent, caller hangup, total seconds from dtCallStart to dtCallEnd.
FromTransfer_CallerHangup_Time_CallStart_CallEnd_Max	INT	Inbound calls transferred to agent, caller hangup, max seconds from dtCallStart to dtCallEnd.
FromTransfer_Reject_Count	INT	Inbound calls transferred to agent, rejected.
FromTransfer_Reject_Time_CallStart_CallEnd_Total	BIGINT	Inbound calls transferred to agent, rejected, total seconds from dtCallStart to dtCallEnd.
FromTransfer_Reject_Time_CallStart_CallEnd_Max	INT	Inbound calls transferred to agent, rejected, max seconds from dtCallStart to dtCallEnd.
FromTransfer_Failure_Count	INT	Inbound calls transferred to agent, failed.

TransferOut_Number_Count	INT	Inbound calls transferred out to number by agent, total attempts.
TransferOut_Number_OK_Count	INT	Inbound calls transferred out to number by agent, answered.
TransferOut_Number_OK_Time_CallStart_CallConnect_Total	BIGINT	Inbound calls transferred out to number by agent, answered, total seconds from dtCallStart to dtCallConnect.
TransferOut_Number_OK_Time_CallStart_CallConnect_Max	INT	Inbound calls transferred out to number by agent, answered, max seconds from dtCallStart to dtCallConnect.
TransferOut_Number_OK_Time_CallConnect_CallEnd_Total	BIGINT	Inbound calls transferred out to number by agent, answered, total seconds from dtCallConnect to dtCallEnd.
TransferOut_Number_OK_Time_CallConnect_CallEnd_Max	INT	Inbound calls transferred out to number by agent, answered, max seconds from dtCallConnect to dtCallEnd.
TransferOut_Number_NoAnswer_Count	INT	Inbound calls transferred out to number by agent, no answer.
TransferOut_Number_NoAnswer_Time_CallStart_CallEnd_Total	BIGINT	Inbound calls transferred out to number by agent, no answer, total seconds from dCallStart to dtCallEnd.
TransferOut_Number_NoAnswer_Time_CallStart_CallEnd_Max	INT	Inbound calls transferred out to number by agent, no answer, max seconds from dCallStart to dtCallEnd.
TransferOut_Number_Busy_Count	INT	Inbound calls transferred out to number by agent, busy.
TransferOut_Number_CallerHangup_Count	INT	Inbound calls transferred out to number by agent, caller hangup.
TransferOut_Number_CallerHangup_Time_CallStart_CallEnd_Total	BIGINT	Inbound calls transferred out to number by agent, caller hangup, total seconds from dCallStart to dtCallEnd.
TransferOut_Number_CallerHangup_Time_CallStart_CallEnd_Max	INT	Inbound calls transferred out to number by agent, caller hangup, max seconds from dCallStart to dtCallEnd.
TransferOut_Number_Reject_Count	INT	Inbound calls transferred out to number by agent, rejected.
TransferOut_Number_Reject_Time_CallStart_CallEnd_Total	BIGINT	Inbound calls transferred out to number by agent, rejected, total seconds from dCallStart to dtCallEnd.
TransferOut_Number_Reject_Time_CallStart_CallEnd_Max	INT	Inbound calls transferred out to number by agent, rejected, max seconds from dCallStart to dtCallEnd.
TransferOut_Number_Failure_Count	INT	Inbound calls transferred out to number by agent, failed.
TransferOut_Group_Count	INT	Inbound calls transferred out to group by agent, total attempts.
TransferOut_Group_OK_Count	INT	Inbound calls transferred out to group by agent, answered.
TransferOut_Group_OK_Time_CallStart_CallConnect_Total	BIGINT	Inbound calls transferred out to group by agent, answered, total seconds from dtCallStart to dtCallConnect.
TransferOut_Group_OK_Time_CallStart_CallConnect_Max	INT	Inbound calls transferred out to group by agent, answered, max seconds from dtCallStart to dtCallConnect.
TransferOut_Group_OK_Time_CallConnect_CallEnd_Total	BIGINT	Inbound calls transferred out to group by agent, answered, total seconds from dtCallConnect to dtCallEnd.

TransferOut_Group_OK_Time_CallConnect_CallEnd_Max	INT	Inbound calls transferred out to group by agent, answered, max seconds from dtCallConnect to dtCallEnd.
TransferOut_Group_NoAnswer_Count	INT	Inbound calls transferred out to group by agent, no answer.
TransferOut_Group_NoAnswer_Time_CallStart_CallEnd_Total	BIGINT	Inbound calls transferred out to group by agent, no answer, total seconds from dCallStart to dtCallEnd.
TransferOut_Group_NoAnswer_Time_CallStart_CallEnd_Max	INT	Inbound calls transferred out to group by agent, no answer, max seconds from dCallStart to dtCallEnd.
TransferOut_Group_Busy_Count	INT	Inbound calls transferred out to group by agent, busy.
TransferOut_Group_CallerHangup_Count	INT	Inbound calls transferred out to group by agent, caller hangup.
TransferOut_Group_CallerHangup_Time_CallStart_CallEnd_Total	BIGINT	Inbound calls transferred out to group by agent, caller hangup, total seconds from dCallStart to dtCallEnd.
TransferOut_Group_CallerHangup_Time_CallStart_CallEnd_Max	INT	Inbound calls transferred out to group by agent, caller hangup, max seconds from dCallStart to dtCallEnd.
TransferOut_Group_Reject_Count	INT	Inbound calls transferred out to group by agent, rejected.
TransferOut_Group_Reject_Time_CallStart_CallEnd_Total	BIGINT	Inbound calls transferred out to group by agent, rejected, total seconds from dCallStart to dtCallEnd.
TransferOut_Group_Reject_Time_CallStart_CallEnd_Max	INT	Inbound calls transferred out to group by agent, rejected, max seconds from dCallStart to dtCallEnd.
TransferOut_Group_Failure_Count	INT	Inbound calls transferred out to group by agent, failed.
TransferOut_Agent_Count	INT	Inbound calls transferred out to agent by agent, total attempts.
TransferOut_Agent_OK_Count	INT	Inbound calls transferred out to agent by agent, answered.
TransferOut_Agent_OK_Time_CallStart_CallConnect_Total	BIGINT	Inbound calls transferred out to agent by agent, answered, total seconds from dtCallStart to dtCallConnect.
TransferOut_Agent_OK_Time_CallStart_CallConnect_Max	INT	Inbound calls transferred out to agent by agent, answered, max seconds from dtCallStart to dtCallConnect.
TransferOut_Agent_OK_Time_CallConnect_CallEnd_Total	BIGINT	Inbound calls transferred out to agent by agent, answered, total seconds from dtCallConnect to dtCallEnd.
TransferOut_Agent_OK_Time_CallConnect_CallEnd_Max	INT	Inbound calls transferred out to agent by agent, answered, max seconds from dtCallConnect to dtCallEnd.
TransferOut_Agent_NoAnswer_Count	INT	Inbound calls transferred out to agent by agent, no answer.
TransferOut_Agent_NoAnswer_Time_CallStart_CallEnd_Total	BIGINT	Inbound calls transferred out to agent by agent, no answer, total seconds from dCallStart to dtCallEnd.
TransferOut_Agent_NoAnswer_Time_CallStart_CallEnd_Max	INT	Inbound calls transferred out to agent by agent, no answer, max seconds from dCallStart to dtCallEnd.
TransferOut_Agent_Busy_Count	INT	Inbound calls transferred out to agent by agent, busy.

TransferOut_Agent_CallerHangup_Count	INT	Inbound calls transferred out to agent by agent, caller hangup.
TransferOut_Agent_CallerHangup_Time_CallStart_CallEnd_Total	BIGINT	Inbound calls transferred out to agent by agent, caller hangup, total seconds from dCallStart to dtCallEnd.
TransferOut_Agent_CallerHangup_Time_CallStart_CallEnd_Max	INT	Inbound calls transferred out to agent by agent, caller hangup, max seconds from dCallStart to dtCallEnd.
TransferOut_Agent_Reject_Count	INT	Inbound calls transferred out to agent by agent, rejected.
TransferOut_Agent_Reject_Time_CallStart_CallEnd_Total	BIGINT	Inbound calls transferred out to agent by agent, rejected, total seconds from dCallStart to dtCallEnd.
TransferOut_Agent_Reject_Time_CallStart_CallEnd_Max	INT	Inbound calls transferred out to agent by agent, rejected, max seconds from dCallStart to dtCallEnd.
TransferOut_Agent_Failure_Count	INT	Inbound calls transferred out to agent by agent, failed.
ClickToDial_Count	INT	Outbound, click to dial, total.
ClickToDial_OK_Count	INT	Outbound, click to dial, OK.
ClickToDial_OK_Time_CallStart_CallConnect_Total	INT	Outbound, click to dial, OK, total seconds from dtCallStart to dtCallConnect (to destination leg).
ClickToDial_OK_Time_CallStart_CallConnect_Max	INT	Outbound, click to dial, OK, max seconds from dtCallStart to dtCallConnect (to destination leg).
ClickToDial_OK_Time_CallConnect_CallEnd_Total	INT	Outbound, click to dial, OK, total seconds from dtCallConnect to dtCallEnd (to destination leg).
ClickToDial_OK_Time_CallConnect_CallEnd_Max	INT	Outbound, click to dial, OK, max seconds from dtCallConnect to dtCallEnd (to destination leg).
ClickToDial_NoAnswer_Count	INT	Outbound, click to dial, no answer.
ClickToDial_NoAnswer_Time_CallStart_CallEnd_Total	INT	Outbound, click to dial, OK, total seconds from dtCallStart to dtCallEnd (to destination leg).
ClickToDial_NoAnswer_Time_CallStart_CallEnd_Max	INT	Outbound, click to dial, OK, max seconds from dtCallStart to dtCallEnd (to destination leg).
ClickToDial_Busy_Count	INT	Outbound, click to dial, busy.
ClickToDial_AgentHangup_Count	INT	Outbound, click to dial, agent hangup before call connected.
ClickToDial_Reject_Count	INT	Outbound, click to dial, rejected.
ClickToDial_Failure_Count	INT	Outbound, click to dial, failed.
Dialler_Count	INT	Outbound, from dialler campaign, total.
Dialler_OK_Count	INT	Outbound, from dialler campaign, OK.
Dialler_OK_Time_CallStart_CallConnect_Total	INT	Outbound, from dialler campaign, OK, total seconds from dtCallStart to dtCallConnect (to destination leg).

Dialler_OK_Time_CallStart_CallConnect_Max	INT	Outbound, from dialler campaign, OK, max seconds from dtCallStart to dtCallConnect (to destination leg).
Dialler_OK_Time_CallConnect_CallEnd_Total	INT	Outbound, from dialler campaign, OK, total seconds from dtCallConnect to dtCallEnd (to destination leg).
Dialler_OK_Time_CallConnect_CallEnd_Max	INT	Outbound, from dialler campaign, OK, max seconds from dtCallConnect to dtCallEnd (to destination leg).
Dialler_NoAnswer_Count	INT	Outbound, from dialler campaign, no answer.
Dialler_NoAnswer_Time_CallStart_CallEnd_Total	INT	Outbound, from dialler campaign, OK, total seconds from dtCallStart to dtCallEnd (to destination leg).
Dialler_NoAnswer_Time_CallStart_CallEnd_Max	INT	Outbound, from dialler campaign, OK, max seconds from dtCallStart to dtCallEnd (to destination leg).
Dialler_Busy_Count	INT	Outbound, from dialler campaign, busy.
Dialler_AgentHangup_Count	INT	Outbound, from dialler campaign, agent hangup before call connected.
Dialler_Reject_Count	INT	Outbound, from dialler campaign, rejected.
Dialler_Failure_Count	INT	Outbound, from dialler campaign, failed.