

ACDB - ACD Group KPIs

Background

All ACD Group KPIs are based on the table [AcdStatisticsPartB](#), which contains an entry every time a call enters an ACD group.

This therefore includes calls which are transferred from one group to another group (or from one group to the same group), hence one incoming call may appear twice in these KPIs.

Criteria applied to all KPIs

Criteria	Description
AcdGroupsID	The ACD group ID must be equal.
dtGroupStart	Calls which entered the ACD group within the particular timelice in a report are considered.
ServiceNumbersID	In some reports the service number is an additional selection criteria and KPIs are reported per service number. If this is not a criteria, then KPIs are aggregated over all found service numbers with calls to the ACD group.

KPIs

- [AcdB - AcdAverageNumberAgents_Group](#)
- [AcdB - AcdGetAgentAnsweredCalls_Group](#)
- [AcdB - AcdGetAgentAutoLogOff_Group](#)
- [AcdB - AcdGetAgentAutoLogOffBusy_Group](#)
- [AcdB - AcdGetAgentAutoLogOffDaemon_Group](#)
- [AcdB - AcdGetAgentAutoLogOffNoAnswer_Group](#)
- [AcdB - AcdGetAgentBusyCalls_Group](#)
- [AcdB - AcdGetAgentCalls_Group](#)
- [AcdB - AcdGetAgentLoginCount_Group](#)
- [AcdB - AcdGetAgentLoginTime_Group](#)
- [AcdB - AcdGetAgentLoginTimeMax_Group](#)
- [AcdB - AcdGetAgentNoAnsweredCalls_Group](#)
- [AcdB - AcdGetAgentTotalTimeCalls_Group](#)
- [AcdB - AcdGetAnsweredCallsAgent_Group](#)
- [AcdB - AcdGetBreakingCountAgent_Group](#)
- [AcdB - AcdGetBreakingDurationAgent_Group](#)
- [AcdB - AcdGetBreakingDurationAgentMax_Group](#)
- [AcdB - AcdGetBusyCallsAgent_Group](#)
- [AcdB - AcdGetCallBackCalls_Group](#)
- [AcdB - AcdGetCalls_Group](#)
- [AcdB - AcdGetEnquiryCountAgent_Group](#)
- [AcdB - AcdGetEnquiryDurationAgent_Group](#)
- [AcdB - AcdGetEnquiryDurationAgentMax_Group](#)
- [AcdB - AcdGetGroupCalls_Agent](#)
- [AcdB - AcdGetHangupsBeforeQueue_Group](#)
- [AcdB - AcdGetHangupsQueue_Group](#)
- [AcdB - AcdGetInServiceCallsByParam_Group](#)
- [AcdB - AcdGetInServiceCallsByParam_Group_QueueStart](#)
- [AcdB - AcdGetInTimeHangupCalls_Group](#)

- Acdb - AcdbGetNoAnswerCallsAgent_Group
- Acdb - AcdbGetParallelCallsMax_Group
- Acdb - AcdbGetPostCallCount_Group
- Acdb - AcdbGetPostCallCountAgent_Group
- Acdb - AcdbGetPostCallCounter_Group
- Acdb - AcdbGetPostCallDurationAgent_Group
- Acdb - AcdbGetPostCallDurationAgentMax_Group
- Acdb - AcdbGetPostCallTotalTime_Group
- Acdb - AcdbGetQueueLeaveOtherCallsByGroupEndReason_Group
- Acdb - AcdbGetQueueLeaveVoiceMailCallsByGroupEndReason_Group
- Acdb - AcdbGetQueueNoImmediateDistributedCalls_Group
- Acdb - AcdbGetQueueTotalCalls_Group
- Acdb - AcdbGetRingingCalls_Group
- Acdb - AcdbGetRingingDuration_Group
- Acdb - AcdbGetRingingDurationAgent_Group
- Acdb - AcdbGetRingingDurationAvg_Group
- Acdb - AcdbGetRingingDurationMaxAgent_Group
- Acdb - AcdbGetRingingIncomingDuration_Group
- Acdb - AcdbGetRingingIncomingDurationAvg_Group
- Acdb - AcdbGetRuleBeforeQueueOthersCallsByGroupEndReason_Group
- Acdb - AcdbGetRuleBeforeQueueVoiceMailCallsByGroupEndReason_Group
- Acdb - AcdbGetShortHangupsQueue_Group
- Acdb - AcdbGetTalkingDurationAgent_Group
- Acdb - AcdbGetTalkingDurationAgentMax_Group
- Acdb - AcdbGetTotalAgents_Group
- Acdb - AcdbGetTotalOtherCalls_Group
- Acdb - AcdbGetTotalServiceCalls_Group
- Acdb - AcdbGetTotalTimeHangupCalls_Group
- Acdb - AcdbGetTranferredCalls_Group
- Acdb - AcdbGetVoiceMailCalls_Group
- Acdb - AcdbGetWaitingTimeLongHangup_Group
- Acdb - AcdbGetWaitingTimeTotalAnswered_Group