Statistics - Reports

Sample Execution (Input) Sample Report (Output)

ACD-001 - ACD Incoming Calls Report

ACD Incoming Calls Report - ACD-001

jtel|PORTAL

Date :	06.08.2021 15:27:49
From Date :	06.08.2021 00:00:00
To Date :	06.08.2021 15:27:49
Service Level :	15 (s)
Hangup Threshold :	5 (s)
Groups :	sample-acd-group
Service Numbers :	49199666 (49199666)

ACD Group	Entry	Rule	SRN (Origin)	Calls						Queue					Times	
				Offered	In Service	Not in Service	Hungup <=	Hungup >	Error	Closed	Full	Timeout	Leave	Busy	Ø Answer Time	Ø Call Time
Total																
Average																
Maximum																

Forwarded

ACD Group	Entry	Rule	SRN (Origin)	Calls						Queue					Times	
				Offered	In Service	Not in Service	Hungup <=	Hungup >	Error			Timeout		Busy	Ø Answer Time	Ø Call Time
Total																
Average																
Maximum					0	0	0	0	0			0		0		

ACD-002 - ACD Statistics Itemised Call Details

ACD Statistics Itemised Call Details - ACD-002

jtel|PORTAL

Date :	06.08.2021 15:34:18
From Date :	06.08.2021 00:00:00
To Date :	06.08.2021 15:34:18
Groups :	sample-acd-group

Calls					Group Details							Agent Details					
Date	Start	End	Caller	Service Number	Group	Prio	Start	Ann. 2	Queue	End	Result	Agent	Destination Number	Start	Connected	End	Result

ACD-003 - Outbound Statistics Report

Outbound Statistics Report - ACD-003

jtel|PORTAL

Date :	06.08.2021 15:38:42
From Date :	
To Date :	
Agents :	sample-agent, sample-agent (100014)
Service Numbers :	49199666 (49199666)

Agent	Date	Period	Total Calls	Total Calls Completed	Ø Post Call Duration	Max. Post Call Duration	Total Post Call Duration	Ø Outbound Call Duration	Max. Outbound Call Duration	Total Outbound Call Duration	Total Callback (Fax)	Total Callback (Sms)	Total Callback (Voicemail)	Total Callback (Callback)	Ø CallBack Duration	Max. CallBack Duration	Total CallBack Duration	Total CallBack Call Duration
Total			0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00

ACD-004 - ACD Clients Report

ACD-Clients Report - ACD-004

jtel|PORTAL

Date :	06.08.2021 15:40:47
Reseller :	jtel

Client		Users			Service Numbers	ACD Groups
Name	**UID**	**Total**	**Agents**	**Concurrent**		
jtel GmbH	jtel	131	126	8	17	48

ACD-005 - ACD Inboxes Itemised Details

ACD Itemised E-mail Details Report - ACD-005

jtel|PORTAL

Date :	2021-08.06 15:46:09
From Date :	06.08.2021 00:00:00
To Date :	06.08.2021 15:46:09
Inboxes :	sample-inbox

Sender	ACD Group	File Reference	Agent	Qualification Algorithm	Other	Qualification Time	Incoming Inbox	Incoming Acd Group	Agent Delivered	Agent Answered	Transferred Agent	Transferred Agent Time	Transferred Group	Transferred Group Time

ACD-006 - ACD Statistics One Line Call Details

ACD Statistics One Line per Call - ACD-006

jtel|PORTAL

Date :	23.08.2021 15:15:14
From Date :	
To Date :	
Groups :	sample-acd-group

Date	Start	End	Caller	Service Number	Group	Prio	Call Status	Serviced	Call Seconds	Ring Seconds	Agent Call Seconds	Wating Seconds	Post Call Seconds	Agent

ACD-A-001 - ACD Agent Calls Report 1

ACD Agent Calls Report - ACD-A-001

jtel|PORTAL

Date :	06.08.2021 15:48:54
From Date :	
To Date :	
Groups :	sample-acd-group

Calls			Numbers		Group					Agent			Result
Date	Start	End	Caller	Service Number	Name	Start	End	Connected	Duration	Name	Destination Number	Duration	Result

ACD-A-002 - ACD Agent Calls Report 2

ACD Agent Calls Report 2 - ACD-A-002

jtel|PORTAL

Date :	06.08.2021 15:50:26
From Date :	
To Date :	
Groups :	sample-acd-group

Calls			Numbers		Group					Agent			Result
Date	Start	End	Caller	Service Number	Name	Start	End	Connected	Duration	Name	Destination Number	Duration	Result
Total Service Number null				0									

ACD-A-003 - ACD Agent Performance Report

ACD Agent Performance Report - ACD-A-003

jtel|PORTAL

Date :	06.08.2021 15:54:31
From Date :	06.08.2021 00:00:00
To Date :	06.08.2021 15:54:31
Agents :	sample-agent, sample-agent (100014)

Agent / Group	Logins				Calls			Auto Logoff				Call Time			Break Time			Post Call Time			Enquiry Time			Ringing Time		Occ.
	Ø Duration	Max. Duration	Total Duration	Quantity	Serviced	Busy	No Answer	Tot.	Busy	No Answer	Timed	Ø Duration	Max. Duration	Total Duration	Ø Duration	Max. Duration	Total Duration	Ø Duration	Max. Duration	Total Duration	Ø Duration	Max. Duration	Total Duration	Ø Duration	Max. Duration	%
sample-agent, sample-agent (100014)																										
sample-acd-group	0:00:00	0:00:00	0:00:00	0	0	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0.00
Total			**0:00:00**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**			**0:00:00**			**0:00:00**			**0:00:00**			**0:00:00**			
Average	**0:00:00**	**0:00:00**	**0:00:00**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0.00**
Maximum	**0:00:00**	**0:00:00**	**0:00:00**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0.00**
Minimum	**0:00:00**	**0:00:00**	**0:00:00**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0.00**
Totals																										
Total			**0:00:00**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**			**0:00:00**			**0:00:00**			**0:00:00**			**0:00:00**			
Average	**0:00:00**	**0:00:00**	**0:00:00**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0.00**
Maximum	**0:00:00**	**0:00:00**	**0:00:00**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0.00**
Minimum	**0:00:00**	**0:00:00**	**0:00:00**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0.00**

ACD-A-004 - ACD Agent Performance Report Current Agent

ACD Agent Performance Report Current Agent - ACD-A-004

jtel|PORTAL

Date :	06.08.2021 15:59:38
From Date :	06.08.2021 00:00:00
To Date :	06.08.2021 15:59:38

Agent / Group	Logins				Calls			Auto Logoff				Call Time			Break Time			Post Call Time			Enquiry Time			Ringing Time		Occ.
	Ø Duration	Max. Duration	Total Duration	Quantity	Serviced	Busy	No Answer	Tot.	Busy	No Answer	Timed	Ø Duration	Max. Duration	Total Duration	Ø Duration	Max. Duration	Total Duration	Ø Duration	Max. Duration	Total Duration	Ø Duration	Max. Duration	Total Duration	Ø Duration	Max. Duration	%
sample-agent, sample-agent (100014)																										
sample-acd-group	0:00:00	0:00:00	0:00:00	0	0	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0.00
Total			**0:00:00**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**			**0:00:00**			**0:00:00**			**0:00:00**			**0:00:00**			
Average	**0:00:00**	**0:00:00**	**0:00:00**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0.00**
Maximum	**0:00:00**	**0:00:00**	**0:00:00**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0.00**
Minimum	**0:00:00**	**0:00:00**	**0:00:00**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0.00**

ACD-A-005 - ACD Agent Report 1

ACD Agent Report - ACD-A-005

jtel|PORTAL

Date :	06.08.2021 16:01:10
From Date :	06.08.2021 00:00:00
To Date :	06.08.2021 16:01:10
Groups :	sample-acd-group

Agent	Logins		Calls			Auto Logoff				Call Time			Break Time			Post Call Time			Enquiry Time			Ringing Time		Occ.
Name, FirstName (Number)	Total Duration	Quantity	Served	Busy	No Answer	Tot.	Busy	No Answer	Timed	Ø Duration	Max. Duration	Total Duration	Ø Duration	Max. Duration	Total Duration	Ø Duration	Max. Duration	Total Duration	Ø Duration	Max. Duration	Total Duration	Ø Duration	Max. Duration	%
sample-acd-group																								
Admin, Skill 10	0:00:00	0	0	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0.00
sample-agent, sample-agent (100014)	0:00:00	0	0	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0.00
Total	**0:00:00**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**			**0:00:00**			**0:00:00**			**0:00:00**			**0:00:00**			
Average	**0:00:00**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0.00**
Maximum	**0:00:00**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0.00**
Minimum	**0:00:00**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0.00**
Total	**0:00:00**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0:00:00**		**0:00:00**			**0:00:00**			**0:00:00**			**0:00:00**			
Average	**0:00:00**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0.00**
Maximum	**0:00:00**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0.00**
Minimum	**0:00:00**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0.00**

ACD-A-006 - ACD Agent Report 2

ACD Agent Report 2 - ACD-A-006

jtel|PORTAL

Date :	06.08.2021 16:02:59
From Date :	06.08.2021 00:00:00
To Date :	06.08.2021 16:02:59
Groups :	sample-acd-group

Agent	Logins		Calls			Auto Logoff				Call Time			Break Time			Post Call Time			Enquiry Time			Ringing Time		Occ.
Name, FirstName (Number)	Total Duration	Quantity	Served	Busy	No Answer	Tot.	Busy	No Answer	Timed	Ø Duration	Max. Duration	Total Duration	Ø Duration	Max. Duration	Total Duration	Ø Duration	Max. Duration	Total Duration	Ø Duration	Max. Duration	Total Duration	Ø Duration	Max. Duration	%
sample-agent, sample-agent (100014)	0:00:00	0	0	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0.00
Admin, Skill 10	0:00:00	0	0	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0.00
Total	**0:00:00**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0:00:00**		**0:00:00**			**0:00:00**			**0:00:00**			**0:00:00**			
Average	**0:00:00**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0.00**
Maximum	**0:00:00**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0.00**
Minimum	**0:00:00**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0.00**

ACD-A-007 - ACD Agent Report 3

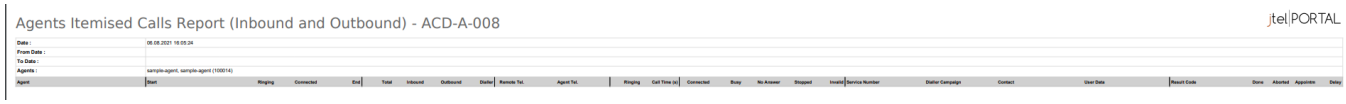
ACD Agent Report 3 - ACD-A-007

jtel|PORTAL

Date :	06.08.2021 16:04:09
From Date :	06.08.2021 00:00:00
To Date :	06.08.2021 16:04:09
Agents :	sample-agent, sample-agent (100014)

Agent		ACD Calls				ACD Outdial Calls				ACD Transfer Calls				ACD Post Calls			
Name, FirstName	Number	Tot. Taken		Ø Duration	Total Duration	Tot. Taken		Ø Duration	Total Duration	Tot. Taken		Ø Duration	Total Duration	Tot. Taken		Ø Duration	Total Duration
sample-agent, sample-agent	100014	0	0	0:00:00	0:00:00	0	0	0:00:00	0:00:00	0	0	0:00:00	0:00:00	0	0	0:00:00	0:00:00
Total		**0**	**0**	**0:00:00**	**0:00:00**	**0**	**0**	**0:00:00**	**0:00:00**	**0**	**0**	**0:00:00**	**0:00:00**	**0**	**0**	**0:00:00**	**0:00:00**
Average		**0**	**0**	**0:00:00**	**0:00:00**	**0**	**0**	**0:00:00**	**0:00:00**	**0**	**0**	**0:00:00**	**0:00:00**	**0**	**0**	**0:00:00**	**0:00:00**
Maximum		**0**	**0**	**0:00:00**	**0:00:00**	**0**	**0**	**0:00:00**	**0:00:00**	**0**	**0**	**0:00:00**	**0:00:00**	**0**	**0**	**0:00:00**	**0:00:00**
Minimum		**0**	**0**	**0:00:00**	**0:00:00**	**0**	**0**	**0:00:00**	**0:00:00**	**0**	**0**	**0:00:00**	**0:00:00**	**0**	**0**	**0:00:00**	**0:00:00**

ACD-A-008 - Agents Itemised Calls Details (Inbound and Outbound)


Agents Itemised Calls Report (Inbound and Outbound) - ACD-A-008

jtel|PORTAL

Date :	06.08.2021 16:05:24
From Date :	
To Date :	
Agents :	sample-agent, sample-agent (100014)

Agent	Start	Ringing	Connected	End	Total	Inbound	Outbound	Dialer	Remote Tel.	Agent Tel.		Ringing	Call Time (s)	Connected	Busy	No Answer	Stopped	Invalid	Service Number	Dialer Campaign	Contact	User Data	Result Code	Done	Aborted	Appointm	Delay

ACD-A-009 - ACD Agent Status Report

ACD Agent Status Report - ACD-A-009

jtel|PORTAL

Date :	06.08.2021 16:08:01
From Date :	06.08.2021 00:00:00
To Date :	06.08.2021 16:08:01
Agents :	sample-agent, sample-agent (100014)
ACD Agent Status :	Break, Calls and Media, Logged Off

Groups	ACD Agent Status					
	Name	Counter	Min. Duration	Max. Duration	Avg. Duration	Total Duration
sample-agent, sample-agent (100014)						
sample-acd-group	Break	0	0:00:00	0:00:00	0:00:00	0:00:00
sample-acd-group	Calls and Media	0	0:00:00	0:00:00	0:00:00	0:00:00
sample-acd-group	Logged Off	0	0:00:00	0:00:00	0:00:00	0:00:00

ACD-A-010 - ACD Automatic Logout Report

ACD Automatic Logout Report - ACD-A-010

jtel|PORTAL

Date :	06.08.2021 16:09:15
From Date :	06.08.2021 00:00:00
To Date :	06.08.2021 16:09:15
Agents :	sample-agent, sample-agent (100014)

Date / Time	ACD Group	Logout Reason

ACD-A-011 - Login / Logout Report

Login / Logout Report - ACD-A-011

jtel PORTAL

Date :	06.08.2021 16:10:30
From Date :	06.08.2021 00:00:00
To Date :	06.08.2021 16:10:30
Agents :	sample-agent, sample-agent (100014)

Agents	Sessions	Date / Time		Counter	Duration			
Agent	Session	Login	Logout	Connected Inbound	Login	Inbound	Available	Not Available
	Session 0			0	0:00' 00"	0:00' 00"	0:00' 00"	0:00' 00"

ACD-A-012 - ACD Agents Call Reason Report

ACD Agents Call Reason Report - ACD-A-012

jtel PORTAL

Date :	06.08.2021 16:12:11
From Date :	06.08.2021 00:00:00
To Date :	06.08.2021 16:12:11
Agents :	sample-agent, sample-agent (100014)

Agents	ACD Group	Service Number	Quantity	Call Marker NA	Call Marker			
Name	Name	Number	Calls	Total	Name	Total	Max. Duration	Avg. Duration
Totals:								

ACD-A-013 - ACD Statistics Agent Calls

ACD Statistics Agent Calls - ACD-A-013

jtel PORTAL

Date :	06.08.2021 16:24:22
From Date :	06.08.2021 00:00:00
To Date :	06.08.2021 23:59:59
Granularity :	Day
Agents :	sample-agent, sample-agent (100014)

Period	Agent	Calls								Talk Time	
		Offered	Serviced		Busy	No Answer	Rejected	Hungup	Error	Total Duration	Ø Duration
06.08.2021 00:00 - 06.08.2021 23:59		0	0	0.00 %	0	0	0	0	0	0:00:00	0:00:00
	Period:	**0**	**0**	**0.00 %**	**0**	**0**	**0**	**0**	**0**	**0:00:00**	**null**
Total:		**0**	**0**	**0.00 %**	**0**	**0**	**0**	**0**	**0**	**0:00:00**	**0:00:00**

ACD-A-014 - ACD Supervisor and Agents Login Report

Acd Supervisor And Agents Login Report - ACD-

jtel PORTAL

Date :	06.08.2021 16:26:02
From Date :	06.08.2021 00:00:00
To Date :	06.08.2021 16:26:02
Groups :	sample-acd-group
Agents :	sample-agent, sample-agent (100014)

Groups	ACD Agent Status			Login Type
	Start	End	Name	

ACD-A-015 - ACD Agent Report 4

ACD Agent Report 4 - ACD-A-015

jtel PORTAL

Date :	06.08.2021 16:27:13
From Date :	
To Date :	
Granularity :	Day
Service Level :	15 (s)
Groups :	sample-acd-group
Service Numbers :	49199666 (49199666)

Date / Time		Counter						Percent			Duration				Average - Duration			
Interval Start	Interval End	Received	Taken	Taken directly	Taken indirectly	Aborted	Transferred	Service Level	Efficiency	Aborted	Longest Time in queue	Longest Time waiting until abort	Call	Post Call	Answer Time	Call Time	Post Call	Total Handling Time
Total													0:00:00	0:00:00				
Average															0:00:00	0:00:00	0:00:00	0:00:00
Maximum								null%	null%	null%	0:00:00	0:00:00	0:00:00	0:00:00				

ACD-E-001 - ACD Events Details Report

ACD Events Details Report - ACD-E-001

jtel PORTAL

Date :	07.08.2023 17:07:44
From Date :	
To Date :	
Groups :	Group 1 - BigShoes (111)

ID	Acd Events Type	Sender	Receiver	Subject	Acd Group	Agent	Acd Events Status	Date
New To Seen								
Seen To Done								
New To Done								

Average New To Done	null
Maximum New To Done	null

ACD-G-001 - ACD Groups Report 1

ACD Groups Report 1 - ACD-G-001

jtel|PORTAL

Date :	06.08.2021 16:29:06
From Date :	06.08.2021 00:00:00
To Date :	06.08.2021 23:59:59
Granularity :	Day
Service Level :	20 (s)
Hangup Threshold :	5 (s)
Groups :	sample-acd-group
Service Numbers :	49199666 (49199666)

Period	Calls											Answer Time		Hang Up Time		Talk Time		Occupancy
	Offered	In Service	Not in Service	Hungup <=	Hungup >	Error	Queue Closed	Queue Full	Queue Timeout	Queue Leave	Busy	Ø Duration	Max. Duration	Ø Duration	Max. Duration	Ø Duration	Max. Duration	%
null	0	0	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0.00
Total	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**							
Average	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0:00:00**		**0:00:00**		**0:00:00**		**0.00**
Maximum	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**		**0:00:00**		**0:00:00**		**0:00:00**	

ACD-G-002 - ACD Groups Report 3

ACD Groups Report 3 - ACD-G-002

jtel|PORTAL

Date :	06.08.2021 16:30:20
From Date :	06.08.2021 00:00:00
To Date :	06.08.2021 23:59:59
Granularity :	Day
Service Level :	20 (s)
Hangup Threshold :	5 (s)
Groups :	sample-acd-group

Period	Calls													Answer Time		Hang Up Time		Talk Time		Post Call Time	
	Offered	In Service	Not in Service	Hungup <=	Hungup >	Number Call Backs	Error	Queue Closed	Queue Full	Queue Timeout	Busy	Accessibility	Service Level	Ø Duration	Max. Duration	Ø Duration	Max. Duration	Ø Duration	Max. Duration	Ø Duration	Max. Duration
	0	0	0	0	0	0	0	0	0	0	0	0.00 %	0.00 %	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Total	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**										
Average	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0.00 %**	**0.00 %**	**0:00:00**		**0:00:00**		**0:00:00**		**0:00:00**	
Maximum	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0.00 %**	**0.00 %**		**0:00:00**		**0:00:00**		**0:00:00**		**0:00:00**

ACD-G-003 - ACD Groups Report 4

ACD Groups Report 4 - ACD-G-003

jtel|PORTAL

Date :	06.08.2021 16:31:38
From Date :	06.08.2021 00:00:00
To Date :	06.08.2021 23:59:59
Granularity :	Day
Service Level :	20 (s)
Hangup Threshold :	5 (s)
Groups :	sample-acd-group
Service Numbers :	49199666 (49199666)

Period	Calls																Answer Time		Hang Up Time		Talk Time Inbound		Talk Time Outbound		Occupancy
	Offered	Avail.	Avail. %	Service Level	Service Level %	Outbound Calls	Outbound Talk	Not in Service	Hungup <=	Hungup >	Error	Queue Closed	Queue Full	Queue Timeout	Queue Leave	Busy	Ø Duration	Max. Duration	Ø Duration	Max. Duration	Ø Duration	Max. Duration	Ø Duration	Max. Duration	%
06.08.2021 00:00 - 06.08.2021 23:59	0	0	0.00	0	0.00	0	0	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0.00
Total	0	0	0.00	0	0.00	0	0	0	0	0	0	0	0	0	0	0									0.00
Average	0	0	0.00	0	0.00	0	0	0	0	0	0	0	0	0	0	0	0:00:00		0:00:00		0:00:00		0:00:00		0.00
Maximum	0	0	0.00	0	0.00	0	0	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0.00

ACD-G-004 - ACD Groups Report 2

ACD Groups Report 2 - ACD-G-004

jtel|PORTAL

Date :	06.08.2021 16:32:57
From Date :	06.08.2021 00:00:00
To Date :	06.08.2021 23:59:59
Granularity :	Day
Service Level :	20 (s)
Hangup Threshold :	5 (s)
Groups :	sample-acd-group

Period	Average Number Agents	Calls				In Service		Not In Service		Hungup <=		Hungup >		Ringing Incoming Time		Ringing Agent Time		Total Agents	Total VoiceMail	Number Call Backs	Hangups before Queue	Hangups Queue	Not Offered Calls
	Number	Total Calls	Maximum Parallel Calls	Transferred Calls into Groups	ACD Post Calls	Quantity	% Percent	Quantity	% Percent	Quantity	% Percent	Quantity	% Percent	Total Duration	Ø Duration	Total Duration	Ø Duration	Ø Duration	Max. Duration	Quantity	Quantity	Quantity	Quantity
	0.0	0	0	0	0	0	0.0	0	0.0	0	0.0	0	0.0	0:00:00	0:00:00	0:00:00	0:00:00	0	0	0	0	0	0
Total	**0.0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0**	**0**	**0**	**0**	**0**	**0**
Average	**0.0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0**	**0**	**0**	**0**	**0**	**0**
Maximum	**0.0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0**	**0**	**0**	**0**	**0**	**0**
Minimum	**0.0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0**	**0**	**0**	**0**	**0**	**0**

ACD-G-005 - ACD Groups Report 5

ACD Groups Report 5 - ACD-G-005

jtel|PORTAL

Date :	06.08.2021 16:34:05
From Date :	06.08.2021 00:00:00
To Date :	06.08.2021 23:59:59
Granularity :	Day
Service Level :	20 (s)
Groups :	sample-acd-group

sample-acd-group

Period	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
	Offered	SLA [%]	Offered	SLA [%]	Offered	SLA [%]	Offered	SLA [%]	Offered	SLA [%]	Offered	SLA [%]	Offered	SLA [%]
00:00:00 - 23:59:59	0 - 1 - 1	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Total	**0**	**0.00**	**0**	**0.00**	**0**	**0.00**	**0**	**0.00**	**0**	**0.00**	**0**	**0.00**	**0**	**0.00**
Average	**0**	**0.00**	**0**	**0.00**	**0**	**0.00**	**0**	**0.00**	**0**	**0.00**	**0**	**0.00**	**0**	**0.00**
Maximum	**0**	**0.00**	**0**	**0.00**	**0**	**0.00**	**0**	**0.00**	**0**	**0.00**	**0**	**0.00**	**0**	**0.00**

ACD-G-006 - ACD Group Status Report

ACD Group Status Report - ACD-G-006

jtel|PORTAL

Date :	06.08.2021 16:38:10
From Date :	06.08.2021 00:00:00
To Date :	06.08.2021 16:38:10
Groups :	sample-acd-group
ACD Agent Status :	Break, Calls and Media, Logged Off

Groups	ACD Agent Status					
	Name	Counter	Min. Duration	Max. Duration	Avg. Duration	Total Duration
sample-acd-group						
sample-agent, sample-agent (100014)	Break	0	0:00:00	0:00:00	0:00:00	0:00:00
sample-agent, sample-agent (100014)	Calls and Media	0	0:00:00	0:00:00	0:00:00	0:00:00
sample-agent, sample-agent (100014)	Logged Off	0	0:00:00	0:00:00	0:00:00	0:00:00

ACD-G-007 - ACD Caller Report

ACD Caller Report - ACD-G-007

jtel|PORTAL

Date :	06.08.2021 16:39:26
From Date :	06.08.2021 00:00:00
To Date :	06.08.2021 16:39:26
Groups :	sample-acd-group

ACD Group	Period																							
	00:00 - 01:00	01:00 - 02:00	02:00 - 03:00	03:00 - 04:00	04:00 - 05:00	05:00 - 06:00	06:00 - 07:00	07:00 - 08:00	08:00 - 09:00	09:00 - 10:00	10:00 - 11:00	11:00 - 12:00	12:00 - 13:00	13:00 - 14:00	14:00 - 15:00	15:00 - 16:00	16:00 - 17:00	17:00 - 18:00	18:00 - 19:00	19:00 - 20:00	20:00 - 21:00	21:00 - 22:00	22:00 - 23:00	23:00 - 24:00
sample-acd-group	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

ACD-A-008 - ACD Call Reason Report

ACD Call Reason Report - ACD-G-008

jtel|PORTAL

Date :	06.08.2021 16:40:31
From Date :	06.08.2021 00:00:00
To Date :	06.08.2021 16:40:31
Groups :	sample-acd-group

ACD Group	Service Number	Quantity	Call Marker			
Name	Number	Calls	Name	Total	Max. Duration	Avg. Duration
Totals:						

ACD-G-009 - ACD Inboxes Groups Report

ACD Inboxes Groups Report - ACD-G-009

jtel|PORTAL

Date :	06.08.2021 16:41:36
From Date :	06.08.2021 00:00:00
To Date :	06.08.2021 16:41:36
Groups :	sample-acd-group

ACD Group	Inboxes	Incoming	Answered	Not Answered	Answer Time Ø	Answer Time Max.	Answer Time Min.
		0	0	0	00:00:00	00:00:00	00:00:00
Total			0	0			
Average			0	0			
Maximum			0	0			

ACD-G-010 - ACD Statistics Group Calls

ACD Statistics Group Calls - ACD-G-010

jtel|PORTAL

Date :	06.08.2021 16:43:18
From Date :	06.08.2021 00:00:00
To Date :	06.08.2021 23:59:59
Granularity :	Day
Groups :	sample-acd-group

Period	Group			Calls											Times					
	Name	Quant.	Time	Serviced	VoiceMail	Overflow	Ext. Destination	Caller Hangup	System Hangup	In Service		Not in Service		No Service	In Service	Not in Service	Hungup	Overflow Ext. Destinatio	VoiceMail	Max. Ring
06.08.2021 00:00 - 06.08.2021 23:	sample-acd-group	0	0:00:00	0	0.00 %	0	0	0	0	0	0.00 %	0	0.00 %	0 0.00 %	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
	Ø Group:		0:00:00												0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
	Period:	**0**	**0:00:00**	**0**	**0.00 %**	**0**	**0**	**0**	**0**	**0**	**0.00 %**	**0**	**0.00 %**	**0 0.00 %**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**
	Ø Period:		0:00:00												0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
	Total:	**0**	**0:00:00**	**0**	**0.00 %**	**0**	**0**	**0**	**0**	**0**	**0.00 %**	**0**	**0.00 %**	**0 0.00 %**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**
	Average:		0:00:00												0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00

ACD-G-011 - ACD Groups Report 6

ACD Groups Report 6 - ACD-G-011

jtel|PORTAL

Date :	06.08.2021 16:45:12
From Date :	06.08.2021 00:00:00
To Date :	06.08.2021 23:59:59
Granularity :	Day
Service Level :	20 (s)
Hangup Threshold :	5 (s)
Groups :	sample-acd-group

Period	Calls												Answer Time		Hang Up Time		Talk Time		Post Call Time	
	Offered	In Service	Not in	Hungup <=	Hungup >	Error	Queue	Queue Full	Queue	Busy	Accessibilit	Service	Ø Duration	Max.	Ø Duration	Max.	Ø Duration	Max.	Ø Duration	Max.
	0	0	0	0	0	0	0	0	0	0	0.00 %	0.00 %	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:01	0:00:00	0:00:00
Total	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**										
Average	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0.00 %**	**0.00 %**	**0:00:00**		**0:00:00**		**0:00:00**		**0:00:00**	
Maximum	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0.00 %**	**0.00 %**		**0:00:00**		**0:00:00**		**0:00:01**		**0:00:00**

ACD-G-012 - ACD Groups Report 7

ACD Groups Report 7 - ACD-G-012

jtel|PORTAL

Date :	06.08.2021 16:58:58
From Date :	06.08.2021 00:00:00
To Date :	06.08.2021 23:59:59
Granularity :	Day
Service Level 1 :	0 (s)
Service Level 2 :	0 (s)
Service Level 3 :	0 (s)
Service Level Yellow :	0 (%)
Service Level Green :	0 (%)
Short Hangups :	0 (s)
Groups :	sample-acd-group

ACD Group	Period	Calls								SLA							Queue						Count		Ø Times			
		Total	Answered	Out of Hours		Queue Full	Queued		Relevant for SLA	Availa	SLA1 0 (s)		SLA2 0 (s)		SLA3 0 (s)		Hangups				Leave Queue		Agent		Talk Time	Post Call	Waiting Time Answered	Waiting Time Hangups
				Voice-	Other		Count	(%)		(%)	Count	(%)	Count	(%)	Count	(%)	Pre-	Short	Queue	(%)	Voice-	Other	No	Busy				
sample-acd-group	06.08.2021 00:00 - 06.08.2021 23:59	0	0	0	0	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0	0	0.00	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00
Group Total sample-acd-group		0	0	0	0	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0	0	0.00	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00
Total		0	0	0	0	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0	0	0.00	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00

ACD-G-013 - ACD Groups Report 8

ACD Groups Report 8 - ACD-G-013

jtel|PORTAL

Date :	06.08.2021 17:00:20
From Date :	06.08.2021 00:00:00
To Date :	06.08.2021 23:59:59
Granularity :	Day
Service Level 1 :	0 (s)
Service Level 2 :	0 (s)
Service Level 3 :	0 (s)
Service Level Yellow :	0 (%)
Service Level Green :	0 (%)
Short Hangups :	0 (s)
Groups :	sample-acd-group

Period	ACD Group	Calls								SLA							Queue						Count		Ø Times			
		Total	Answered	Out of Hours		Queue Full	Queued		Relevant for SLA	Availa	SLA1 0 (s)		SLA2 0 (s)		SLA3 0 (s)		Hangups				Leave Queue		Agent		Talk Time	Post Call	Waiting Time Answered	Waiting Time Hangups
				Voice-	Other		Count	(%)		(%)	Count	(%)	Count	(%)	Count	(%)	Pre-	Short	Queue	(%)	Voice-	Other	No	Busy				
06.08.2021 00:00 - 06.08.2021 23:	sample-acd-group	0	0	0	0	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0	0	0.00	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00
Total 06.08.2021 00:00 - 06.08.2021 23:59		0	0	0	0	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0	0	0.00	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00
Total		0	0	0	0	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0	0	0.00	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00

ACD-G-014 - ACD Groups Report 9

ACD Groups Report 9 - ACD-G-014

jtel|PORTAL

Date :	06.08.2021 17:01:35
From Date :	06.08.2021 00:00:00
To Date :	06.08.2021 23:59:59
Granularity :	Day
Service Level 1 :	0 (s)
Service Level 2 :	0 (s)
Service Level 3 :	0 (s)
Service Level Yellow :	0 (%)
Service Level Green :	0 (%)
Short Hangups :	0 (s)
Groups :	sample-acd-group

ACD Group	Calls								SLA							Queue						Count		Ø Times			
	Total	Answered	Out of Hours		Queue Full	Queued		Relevant for SLA	Availa	SLA1 0 (s)		SLA2 0 (s)		SLA3 0 (s)		Hangups				Leave Queue		Agent		Talk Time	Post Call	Waiting Time Answered	Waiting Time Hangups
			Voice-	Other		Count	(%)		(%)	Count	(%)	Count	(%)	Count	(%)	Pre-	Short	Queue	(%)	Voice-	Other	No	Busy				
sample-acd-group	0	0	0	0	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0	0	0.00	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00
Total	0	0	0	0	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0	0	0.00	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00

ACD-G-015 - ACD Groups Report 10

ACD Groups Report 10 - ACD-G-015

jtel|PORTAL

Date :	06.08.2021 17:02:35
From Date :	06.08.2021 00:00:00
To Date :	06.08.2021 23:59:59
Granularity :	Day
Service Level :	0 (s)
Hangup Threshold :	0 (s)
Groups :	sample-acd-group

Period	Calls											Answer Time		Hang Up Time		Talk Time			Post Call
	Offered	Queue Closed	Queue Full	Other	Hungup <=	Relevant for SLA	Hungup >	In Service	Not in Service	Accessibility	Service Level	Ø Duration	Max. Duration	Ø Duration	Max. Duration	Ø Duration	Max. Duration	Total	Total
	0	0	0	0	0	null	0	0	0	0.00 %	0.00 %	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Total	**0**	**0**	**0**	**0**	**0**	**null**	**0**	**0**	**0**	**0.00 %**	**0.00 %**							**0:00:00**	**0:00:00**
Average	**0**	**0**	**0**	**0**	**0**	**null**	**0**	**0**	**0**			**0:00:00**		**0:00:00**		**0:00:00**			
Maximum	**0**	**0**	**0**	**0**	**0**	**null**	**0**	**0**	**0**	**0.00 %**	**0.00 %**		**0:00:00**		**0:00:00**		**0:00:00**		

ACD-S-001 - Service Numbers Report 1 (Inbound and Outbound)

Service Numbers Report 1 (Inbound and Outbound) - ACD-S-001

jtel|PORTAL

Date :	06.08.2021 17:03:46
From Date :	06.08.2021 00:00:00
To Date :	06.08.2021 23:59:59
Granularity :	Day
Service Level :	20 (s)
Hangup Threshold :	10 (s)
Service Numbers :	49199666 (49199666)

Period	Calls			In Service		Not In Service		Hungup <=		Hungup >		Ringing Incoming Time		Ringing Agent Time		Total Agents	Total VoiceMail	Number Call Backs	Hangups before Queue	Hangups Queue	Not Offered Calls
	Total Calls	Maximum Parallel Calls	ACD Post Calls	Quantity	% Percent	Quantity	% Percent	Quantity	% Percent	Quantity	% Percent	Total Duration	Ø Duration	Total Duration	Ø Duration	Quantity	Quantity	Quantity	Quantity	Quantity	Quantity
null	0	0	0	0	0.0	0	0.0	0	0.0	0	0.0	0:00:00	0:00:00	0:00:00	0:00:00	0	0	0	0	0	0
Total	**0**	**0**	**0**	**0**		**0**		**0**		**0**		**0:00:00**		**0:00:00**		**0**	**0**	**0**	**0**	**0**	**0**
Average	**0**	**0**	**0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0**	**0**	**0**	**0**	**0**	**0**
Maximum	**0**	**0**	**0**	**0**	**0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0**	**0**	**0**	**0**	**0**	**0**
Minimum	**0**	**0**	**0**	**0**	**0**	**0**	**0.0**	**0**	**0.0**	**0**	**0.0**	**0:00:00**	**0:00:00**	**0:00:00**	**0:00:00**	**0**	**0**	**0**	**0**	**0**	**0**

ACD-S-002 - Service Numbers Report 2 (Inbound ACD)

Service Numbers Report 2 (Inbound ACD) - ACD-S-002

jtel|PORTAL

Date :	06.08.2021 17:09:04
From Date :	06.08.2021 00:00:00
To Date :	06.08.2021 23:59:59
Granularity :	Day
Service Level :	20 (s)
Hangup Threshold :	10 (s)
Service Numbers :	49199666 (49199666)

Date / Time	Service Number	Number Offered	Number Answered	Answered in Service Calls	Answered not in Service Calls	Hungup <= 10 sec	Lost Calls	Quote Accessibility	Quote Hangups	Quote Lost Calls	Service Level
null	null	0	0	0	0	0	0	0.00	0.00	0.00	0.00

ACD-S-003 - Service Numbers Report 4 (Inbound ACD, Standard Opening Times)

Service Numbers Report 4 - ACD-S-003

jtel|PORTAL

Service Numbers :	**49199666 (49199666)**
Period :	Today - 06. Aug 2021 00:00 to 06. Aug 2021 23:59
Weekdays :	Monday Tuesday Wednesday Thursday Friday Saturday Sunday
Granularity :	Day
Service Level :	20

	Calls ended in IVR (before ACD)	Calls Offered outside Opening Hours	Calls Offered during Opening Hours		Calls Answered by Agent	Overflow queue (timeout and other)	Calls which ended before entering the ACD queue	Calls which did not enter the queue because it was full	Total hangups in queue	Hangups before 5 s in Queue	Hangups after 60 s in Queue	Calls Answered In Service Level	Calls Answered Out of Service Level	Average Talk Time	Service Level	Availability	Agents (Status Calls and Automatic Post Call)
06.08.2021 00:00 06.08.2021 23:59																	
Totals																	

ACD-S-004 - Service Numbers Report 5 (Inbound Call Counters Grouped by Billing Number)

Service Numbers Report 5 - ACD-S-004

Inbound Call Counters Grouped by Billing Number

jtel|PORTAL

Date :	06.08.2021 17:12:02
From Date :	06.08.2021 00:00:00 Holiday List :
To Date :	06.08.2021 23:59:59
Weekdays :	Monday Tuesday Wednesday Thursday Friday Saturday
Number of Days :	1
Billing Numbers :	1000

	1000		Total	
	Calls	External	Calls	External
00:00	0	0	0	0
01:00	0	0	0	0
02:00	0	0	0	0
03:00	0	0	0	0
04:00	0	0	0	0
05:00	0	0	0	0
06:00	0	0	0	0
07:00	0	0	0	0
08:00	0	0	0	0
09:00	0	0	0	0
10:00	0	0	0	0
11:00	0	0	0	0
12:00	0	0	0	0
13:00	0	0	0	0
14:00	0	0	0	0
15:00	0	0	0	0
16:00	0	0	0	0
17:00	0	0	0	0
18:00	0	0	0	0
19:00	0	0	0	0
20:00	0	0	0	0
21:00	0	0	0	0
22:00	0	0	0	0
23:00	0	0	0	0
Total	0	0	0	0

ACD-S-005 - Service Numbers Report 6 (Inbound Calls and Availability Grouped by Billing Number)

Service Numbers Report 6 - ACD-S-005

Inbound Calls and Availability Grouped by Billing Number

jtel|PORTAL

Date :	06.08.2021 17:14:22
From Date :	06.08.2021 00:00:00
To Date :	06.08.2021 23:59:59
Billing Numbers :	1000

Date	Weekday	Week	Inbound Total	Inbound ACD	Inbound Answered	Emails	Voice Mail + Callbacks	Inbound Lost	External Destination	Availability Direct	Availability incl. CB/VM
2021-08-06	Friday	31	0	0	0	0	0	0	0	0.00	0.00
			Inbound Total	Inbound ACD	Inbound Answered	Emails	Voice Mail + Callbacks	Inbound Lost	External Destination	Availability Direct	Availability incl. CB/VM
August			0	0	0	0	0	0	0	0.00	0.00
Total			0	0	0	0	0	0	0	0.00	0.00

ACD-S-007 - Service Numbers Report 7

Service Numbers Report 7 (Inbound and Outbound ACD and IVR) - ACD-S-007

jtel|PORTAL

Date / Time :	20.03.2024 10:09:11
Date / Time From :	20.03.2024 00:00:00
Date / Time To :	20.03.2024 23:59:59
Service Level (s) :	20 (s)
Short hangups (s) :	10 (s)
Service Numbers :	49199500 (49199500), 49199501 (49199501), 49199502 (49199502), 49199503 (49199503), 49199504 (49199504), 49199505 (49199505), 49199506 (49199506), 49199507 (49199507), 49199508 (49199508), 49199509 (49199509), 49199511 (49199511), 49199512 (49199512), 49199513 (49199513), 49199514 (49199514), 49199515 (49199515), 49199516 (49199516), 49199517 (49199517), 49199518 (49199518), 49199519 (49199519), 49199520 (WEBINAR: End-to-End Applikation C), 49199521 (WEBINAR: End-to-End Applikation B), 49199522 (49199522), 49199523 (49199523), 49199524 (49199524), 49199525 (49199525), 49199526 (49199526), 49199527 (49199527), 49199528 (49199528), 49199529 (49199529), 49199530 (49199530), 49199531 (49199531), 49199532 (49199532), 49199533 (49199533), 49199611520 (WEBINAR: End-To-End Applikation A), 49199958 (49199958), 49199959 (49199959), 49894614950611510 (Da Big Shoes Hotline)

Service					Calls	Outbound						Inbound	IVR					ACD																			
Service Number				Billing	Total	Total	Outbound Connected					Total	IVR Only					Total	Not Serviced				Serviced			Waiting Time				Talk Time				Post Call Time			
Platform	Number	Name	ID	Number	#	#	#	Sum (s) / hh:mm:ss		Avg. (s) / hh:mm:ss		#	#	Sum (s) / hh:mm:ss		Avg. (s) / hh:mm:ss		#	#	Short	Long	Others	#	INS	OOS	Sum (s) / hh:mm:ss		Avg. (s) / hh:mm:ss		Sum (s) / hh:mm:ss		Avg. (s) / hh:mm:ss		Sum (s) / hh:mm:ss		Avg. (s) / hh:mm:ss	
49199501	49199501	49199501	436		0	0	0	0	0:00:00	0	0:00:00	0	0	0	0:00:00	0	0:00:00	0	0	0	0	0	0	0	0	0	0:00:00	0	0:00:00	0	0:00:00	0	0:00:00	0	0:00:00	0	0:00:00
49199503	49199503	49199503	6		0	0	0	0	0:00:00	0	0:00:00	0	0	0	0:00:00	0	0:00:00	0	0	0	0	0	0	0	0	0	0:00:00	0	0:00:00	0	0:00:00	0	0:00:00	0	0:00:00	0	0:00:00
49199504	49199504	49199504	344		0	0	0	0	0:00:00	0	0:00:00	0	0	0	0:00:00	0	0:00:00	0	0	0	0	0	0	0	0	0	0:00:00	0	0:00:00	0	0:00:00	0	0:00:00	0	0:00:00	0	0:00:00
49199506	49199506	49199506	345		0	0	0	0	0:00:00	0	0:00:00	0	0	0	0:00:00	0	0:00:00	0	0	0	0	0	0	0	0	0	0:00:00	0	0:00:00	0	0:00:00	0	0:00:00	0	0:00:00	0	0:00:00
49199508	49199508	49199508	100		0	0	0	0	0:00:00	0	0:00:00	0	0	0	0:00:00	0	0:00:00	0	0	0	0	0	0	0	0	0	0:00:00	0	0:00:00	0	0:00:00	0	0:00:00	0	0:00:00	0	0:00:00
49199509	49199509	49199509	421		0	0	0	0	0:00:00	0	0:00:00	0	0	0	0:00:00	0	0:00:00	0	0	0	0	0	0	0	0	0	0:00:00	0	0:00:00	0	0:00:00	0	0:00:00	0	0:00:00	0	0:00:00

ACD-TAC-001 - ACD Transaction Code Report

ACD Transaction Code Report - ACD-TAC-001

jtel|PORTAL

Date :	06.08.2021 17:15:50
From Date :	06.08.2021 00:00:00
To Date :	06.08.2021 17:15:50
Transaction codes :	TAC 00, TAC 01

Calls				Numbers		Agent	ACD Configuration Group	ACD Agent Group	Transaction code		
Date	Start	Call Duration	Post Call Duration	Root Numbers	ANumber	Agents UID	ACD Groups	ACD Groups	Name	Export key	Set
		0:00:00	0:00:00								
Total		**0:00:00**	**0:00:00**								
Average		**0:00:00**	**0:00:00**								
Maximum		**0:00:00**	**0:00:00**								
Minimum		**0:00:00**	**0:00:00**								

ACD-TAC-002 - ACD Transaction Code Report 2

ACD Transaction Codes Report 2 - ACD-TAC-002

jtel|PORTAL

Group(s) : **sample-acd-group**

Period : Today - 06. Aug 2021 00:00 to 06. Aug 2021 23:59

Granularity : Day

				Calls Offered during Opening Hours	Calls Answered by Agent	Short Hangups < 5 Seconds	Average Talk Time	Availability	TAC 01	TAC 00	
06.08.2021	00:00	06.08.2021	23:59	0	0	0	0:00:00	0.00 %	0	0	
Totals				0	0	0	0:00:00	0.00 %	0	0	

ACD-TAC-003 - ACD Transaction Code Report 3

ACD Transaction Codes Report 3 - ACD-TAC-003

jtel PORTAL

Group(s) : **sample-acd-group**

Period : Today - 06. Aug 2021 00:00 to 06. Aug 2021 23:59

Granularity : Day

	Calls Offered during Opening Hours	Calls Answered by Agent	Short Hangups < 5 Seconds	Average Talk Time	Availability	TAC 01	Quota TAC 01 as % of Calls Answered	TAC 00	Quota TAC 00 as % of Calls Answered	Quota null as % of Calls Answered	Quota null as % of Calls Answered	Quota null as % of Calls Answered	Quota null as % of Calls Answered	Quota null as % of Calls Answered
06.08.2021 00:00 06.08.2021 23:59	0	0	0	0:00:00	0.00 %	0	0.00 %	0	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %
Totals	0	0	0	0:00:00	0.00 %	0	0.00 %	0	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %

ACD-TAC-004 - ACD Transaction Code Input Report

Transaction Code Entries - ACD-TAC-004

jtel PORTAL

Date :	06.08.2021 17:20:07
From Date :	06.08.2021 00:00:00
To Date :	06.08.2021 23:59:59
Granularity :	Day
Consider Additional Post Call Interval (Web) :	No
Agents :	sample-agent, sample-agent (100014)

Name, FirstName	Period	Number of Calls with	Blocked Time
sample-agent, sample-agent	06.08.2021 00:00 - 06.08.2021 23:59	0	0:00:00
Total		**0**	**0:00:00**

ACD-TAC-005 - ACD Transaction Codes Overview

Transaction Code Entries - ACD-TAC-005

jtel|PORTAL

Date :	06.08.2021 17:21:08
From Date :	06.08.2021 00:00:00
To Date :	06.08.2021 17:21:08
Transaction code:	

Transaction code		Counter	Average -	Total - Duration	Percent
Names	Export Keys	TC Entries	TC avg. Edit	TC total edit	Percent all TCs
			0:00:00	0:00:00	0.00 %

ACD-TAC-006 - ACD Transaction Codes Sums Evaluation

Acd Transaction Codes Sums Evaluation - ACD-TAC-006

jtel|PORTAL

Date :	06.08.2021 17:23:17
From Date :	06.08.2021 00:00:00
To Date :	06.08.2021 17:23:18
Transaction codes :	TAC 00, TAC 01

Call Marker	ACD Group			Call Duration		Post Call	
Name	Configuration Group	Agent Group	Quantity / Sum	Total	Average	Total	Average
				0:00:00	0:00:00	0:00:00	0:00:00
		Total:					
Total:				0:00:00		0:00:00	
Average:				0:00:00		0:00:00	
Maximum:				0:00:00		0:00:00	
Minimum:				0:00:00		0:00:00	

DIAL-001 - Dialler Campaigns Itemised Calls Report

Dialler Campaigns Itemised Calls Report - DIAL-001

jtel|PORTAL

Date :	06.08.2021 17:26:59
From Date :	
To Date :	
Campaigns :	Campaign 1000

Start	Ringing	Connected	End	Called Number	Calling Number	Ringing	Call Time (s)	Connected	Busy	No Ans.	Stopped	Invalid	Other	Service Number	Dialler Campaign	Contact	User Data	Agent	Result Code	Done	Aborted	Appointm.	Delay

DIAL-002 - Dialler Campaigns Results Report

Dialler Campaigns Results Report - DIAL-002

jtel|PORTAL

Date :	06.08.2021 17:29:32
From Date :	06.08.2021 00:00:00
To Date :	06.08.2021 23:59:59
Campaigns :	Campaign 1000

Campaign Times			Call Attempts								Contact Results			
Start	End	Dialler Campaign	Call Attempts	Connected	No Answer	Busy	Invalid	Aborted	Ans. Machine	Error	Done	Aborted	Appointment	Delay
8/6/21 12:00 AM	8/6/21 11:59 PM	Campaign 1000	0	0	0	0	0	0	0	0	0	0	0	0
Total			0	0	0	0	0	0	0	0	0	0	0	0
Average			0	0	0	0	0	0	0	0	0	0	0	0
Maximum			0	0	0	0	0	0	0	0	0	0	0	0

IVR-001 - IVR Statistics Report

ACD IVR Statistics Report - IVR-001

jtel|PORTAL

Date :	06.08.2021 17:31:10
From Date :	06.08.2021 00:00:00
To Date :	06.08.2021 23:59:59
Granularity :	Day
IVR Statistics Markers :	DM Stats Marker
Service Numbers :	49199666 (49199666)

Date	Period	Quantity	Total Number Calls	Percentage %
DM Stats Marker				
06.08.2021	00:00:00-23:59:59	0	0	0.00
Total		0	0	0.00

IVR-002 - Call Origin

Origin Statistics - IVR-002

jtel|PORTAL

Date :	06.08.2021 17:32:00
From Date :	06.08.2021 00:00:00
To Date :	06.08.2021 23:59:59
Granularity :	Day
Service Number :	49199666

Period	Type	Calls	Duration
			0:00:00
Ø Duration Interval:			**0:00:00**
Ø Duration Total:			**0:00:00**

IVR-003 - IVR Statistics Report 2

ACD IVR Statistics Report 2 - IVR-003

jtel|PORTAL

Date :	06.08.2021 17:34:27
From Date :	06.08.2021 00:00:00
To Date :	06.08.2021 23:59:59
Granularity :	Day
IVR Statistics Markers :	DM Stats Marker
Service Numbers :	49199666 (49199666)

Date	Period	Calls	Connected	Percent	Call	Percent	0	1	2	3	4	5	6	7	8	9	Minimum	Maximum	Average
DM Stats Marker																			
06.08.2021	00:00:00-23:59:59	0	0	0.00 %	0	0.00 %	0	0	0	0	0	0	0	0	0	0			
Total		**0**	**0**	**0.00 %**	**0**	**0.00 %**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**			