

ACD-A-012 - ACD Agents Call Reason Report

Description

In this report the number of calls and durations per transaction code per group are displayed. Finally, for every transaction code final sums are displayed.

Parameter

Name	Value	Description
Agents	<div><div>Available</div><div><div>Name 1225, FirstName 1225 (220</div><div>Name 1229, FirstName 1229 (220</div><div>Name 1233, FirstName 1233 (220</div><div>Name 1237, FirstName 1237 (220</div><div>Name 1241, FirstName 1241 (220</div><div>Name 1253, FirstName 1253 (221</div></div><div><div>></div><div>>></div><div><<</div><div><</div></div><div><div>Selected</div><div><div>Name 1169, FirstName 1169 (400</div><div>Name 1217, FirstName 1217 (220</div></div></div></div>	Selection of Agents

Selection Criteria

Period	Entry to the group (dtGroupStart) within the indicated time intervals
Group	Group, for which the values per transaction code are to be calculated

Columns

ACD Group	Name	Name of the ACD group followed by the group number in brackets
Service Number	Number	Platform Destination
Number	Calls	The number of calls to agents for the ACD Groups and service number combination. If no transaction code was set for this combination the row stays empty.
Transaction Code	Name	The name of the transaction code
	Total Sum	Sum of the call sections for which this transaction code was set
	Max. Duration	Longest call section for which this transaction code was set
	Average Duration	Average duration of call sections for which this transaction code was set