

ACD-G-007 - ACD Caller Report

Description

This report displays the number of calls per group in hourly intervals.

Parameter

Name	Value	Description
Groups	Available AcidGroup 101 (4234) AcidGroup 105 (3244) AcidGroup 109 (2868) AcidGroup 117 (3014) AcidGroup 121 (2415) AcidGroup 125 > >> << < Selected AATestGruppe ATestGruppe TransactionCodes	Selection of Groups

Selection Criteria

Period	Entry to the group (dtGroupStart) within the indicated time intervals
Group	Groups, which passed through the calls within the indicated group list.

Columns

ACD Group		Name of the ACD group followed by the group number in brackets
Period	00:00-01:00	Number of calls which entered the group between 12:00 a.m. and 01:00 a.m
	01:00-02:00	Number of calls which entered the group between 01:00 a.m. and 02:00 a.m
	...	...