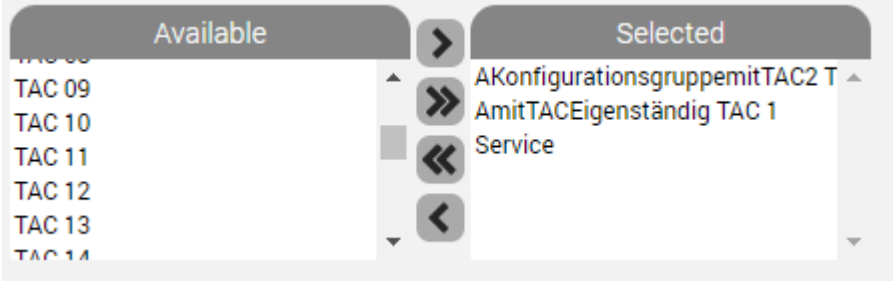# ACD-TAC-001 - ACD Transaction Code Report and variant

Description

This report indicates which transaction code was set for which call. Therefore, additional information like call data, ACD Group information of the call, time of the setting of the transaction code as well as the corresponding agent, who set the transaction code, is put out.

Settings of the Report

In addition to the standard settings "Output format" and "Period", the following additional settings are available

Name	Value	Description
Transaction Codes		Selection of the transaction codes for which the report is to be created

Selection Criteria

Criterion	Description
Period	Call Start (dtCallStart) within the indicated time intervals.
Transaction Codes	Transaction Codes set for the call

Columns

Name		Value
Calls	Date / Time	Start Date of the call
	Start	Start time of the call
	Agent Call Start ACD-TAC-001-02-ONLY	Start time of the call to the agent

	Agent Ringing **ACD-TAC-001-02-ONLY**	Ringing time at the agent
	Agent Call Connect **ACD-TAC-001-02-ONLY**	Time at which the call is connected to the agent
	Agent Call End **ACD-TAC-001-02-ONLY**	Time at which the call with the agent is ended
	Call Duration	Duration of the call
	Call Duration **ACD-TAC-001-02-ONLY**	Call duration of the call at the agent
	Post Call Interval	Post Call Interval of the call (in case of additional, manually set post call interval time, it will be included as well)
Numbers	Head Numbers	Head number(Service Number) through which the call reached the processing agent
	ANumber	The caller's number
Agent	Agents UID	Agent Name, First Name and in brackets the Agent Number (if assigned)
ACD Configuration Group	ACD Groups	Configuration Group through which the call reached the agent. If only independent groups are used, the ACD Configuration Group is equal to the ACD Agent Group
ACD Agent Group	ACD Groups	Agent Group through which the call reached the agent. If only independent groups are used, the ACD Configuration Group is equal to the ACD Agent Group
Transaction Code	Name	The name of the set transaction code
	Export Key	Export Key of the set transaction code
	Set	Time at which the transaction code was set