

CompressedU

Not available on all systems



Note: CompressedU15 is not available on all systems for capacity reasons.

Background

CompressedU contains statistics regarding:

- Logins by users to the ACD and to ACD groups
- Times spent in particular status

Information such as:

- The User
- The ACD group
- The profile the user was logged into
- The number of logins
 - To the ACD
 - To the group
- The number of status changes
 - To the ACD
 - To the group
- Times spent in various status

is provided.

Note: because these statistics are aggregated, not quite as much information is available as from the detail records. However, this aggregated data can be retained for a much longer time.

Parameters

Data is aggregated according to the settings of the parameters:

Parameter	Default Value	Purpose
Portal.ACD.Statistics.JTELStats2.Compress.CompressedU.SecondsToWait	7200	The minimum time after the end of a time interval before statistics are aggregated.
Portal.ACD.Statistics.JTELStats2.Compress.CompressedU.NextTimeSlice	-	The date / time of the next time slice to be calculated. This parameter can be reset to an earlier date / time in which case the system will recalculate all intervals from the given date and time again.
Portal.ACD.Statistics.JTELStats2.Compress.CompressedU.CustomCompress		The name of a stored procedure, in JTELStats2, which is called after the system statistics discussed below have been aggregated. This can be used to provide additional values in additional tables as required by a custom installation. NOTE: changing the CompressedU tables themselves is NOT supported.
Portal.ACD.Statistics.JTELStats2.Compress.CompressedU.CustomCompress.SuppressErrors	0	Set to 1, to suppress errors in the CustomCompress routine. If this flag is set, the system will continue with calculations for the data, even if the custom routine throws errors.

Portal.ACD.Statistics.JTELStats2.Compress.CompressedU.EndTime	02:50	The end time beyond which the process will not run, and waits for the StartTime to pass before continuing. If empty, the process runs all the time.
Portal.ACD.Statistics.JTELStats2.Compress.CompressedU.StartTime	22:00	The start time after which the process will start to run until the specified end time. If empty, the process runs all the time.

Query

Two tables are provided, CompressedU15 (15 minute time slices) and CompressedUday (day compression), aggregated according to the following query:

CompressedUA Query	
<pre>SELECT (Various Aggregations) FROM JTELStats.AcdStatisticsLogin2 AcdStatisticsLogin2 JOIN JTELWeb.AcdAgentStatus AcdAgentStatus ON AcdStatisticsLogin2.AcdAgentStatusID = AcdAgentStatus.ID WHERE ((INTERSECTS (LINESTRING (POINT(UNIX_TIMESTAMP(_Timeslice_Begin), AcdStatisticsLogin2.UsersID), POINT(UNIX_TIMESTAMP(Timeslice_End_Selects_), AcdStatisticsLogin2.UsersID)), geom2)))</pre>	

This query uses a spatial index, to determine if a status change intersects the time slice in question.

Aggregations

Timestamps

When the data is aggregated, the following logic is applied regarding the timestamps:

dtCreated	dtEndStatus	Count Fields	Time Fields
Before Timeslice	Within Timeslice	0	TIMESTAMPDIFF(dtTimesliceBegin, dtEndStatus)
Before Timeslice	After Timeslice	0	TIMESTAMPDIFF(dtTimesliceBegin, dtTimesliceEnd)
Before Timeslice	NULL	0	TIMESTAMPDIFF(dtTimesliceBegin, dtTimesliceEnd)
Within Timeslice	Within Timeslice	1	TIMESTAMPDIFF(dtCreated, dtEndStatus)

Within Timeslice	After Timeslice	1	TIMESTAMPDIFF(dtCreated, dtTimesliceEnd)
Within Timeslice	NULL	1	TIMESTAMPDIFF(dtCreated, dtTimesliceEnd)

Tables

CompressedU15

This table contains compressed statistics for 15 minute intervals.

CompressedUDay

This table contains compressed statistics for day intervals.

Fields

The field definitions are essentially the same, in both tables, only the aggregation intervals are different.

Field	Type	Contents
ID	INT	A unique ID assigned to each record. Note, that IDs are not re-used, since if an interval is recalculated, the record is added with REPLACE, i.e. the existing record will be deleted and a new record with a new ID will be created in its place.
ClientsID	INT	ID of client from Clients table.
UsersID	INT	The ID of the user from the Users table.
UsersProfilesID	INT	The ID of the user profile from UserProfiles in which the agent was logged in.
AcidGroupsID	INT	ID of the ACD group, from the AcidGroups table.
dtIntervalStart	DATETIME	Date and Time of the start of the interval.
UsersUID	VARCHAR (64)	The UsersUID field.
UsersName	VARCHAR (64)	The Users Name.
UsersFirstName	VARCHAR (64)	The Users FirstName.
UsersProfilesName	VARCHAR (64)	The UsersProfiles Name.
AcidGroupsName	VARCHAR (64)	The Name field from the AcidGroups table, as configured when the compressed statistics were created.
Login_Count	INT	bLoggedIn = TRUE, number of status changes within the timeslice.
Login_Time	INT	bLoggedIn = TRUE, number of seconds within the timeslice.

Logout_Count	INT	bLoggedIn = FALSE, number of status changes within the timeslice.
Logout_Time	INT	bLoggedIn = FALSE, number of seconds within the timeslice.
InLocation_Count	INT	bInLocation = TRUE, number of status changes within the timeslice.
InLocation_Time	INT	bInLocation = TRUE, number of seconds within the timeslice.
Calls_Count	INT	bCalls = TRUE, number of status changes within the timeslice.
Calls_Time	INT	bCalls = TRUE, number of seconds within the timeslice.
VoiceMail_Count	INT	bVoiceMail = TRUE, number of status changes within the timeslice.
VoiceMail_Time	INT	bVoiceMail = TRUE, number of seconds within the timeslice.
Outbound_Count	INT	bOutbound = TRUE, number of status changes within the timeslice.
Outbound_Time	INT	bOutbound = TRUE, number of seconds within the timeslice.
Fax_Count	INT	bFax = TRUE, number of status changes within the timeslice.
Fax_Time	INT	bFax = TRUE, number of seconds within the timeslice.
Callback_Count	INT	bCallback = TRUE, number of status changes within the timeslice.
Callback_Time	INT	bCallback = TRUE, number of seconds within the timeslice.
Pause_Count	INT	bPause = TRUE, number of status changes within the timeslice.
Pause_Time	INT	bPause = TRUE, number of seconds within the timeslice.
SMS_Count	INT	bSMS = TRUE, number of status changes within the timeslice.
SMS_Time	INT	bSMS = TRUE, number of seconds within the timeslice.
ManualPostCall_Count	INT	bManualPostCall = TRUE, number of status changes within the timeslice.
ManualPostCall_Time	INT	bManualPostCall = TRUE, number of seconds within the timeslice.
EMail_Count	INT	bEMail = TRUE, number of status changes within the timeslice.
EMail_Time	INT	bEMail = TRUE, number of seconds within the timeslice.
Ticket_Count	INT	bTicket = TRUE, number of status changes within the timeslice.
Ticket_Time	INT	bTicket = TRUE, number of seconds within the timeslice.
Chat_Count	INT	bChat = TRUE, number of status changes within the timeslice.
Chat_Time	INT	bChat = TRUE, number of seconds within the timeslice.
Holiday_Count	INT	bHoliday = TRUE, number of status changes within the timeslice.
Holiday_Time	INT	bHoliday = TRUE, number of seconds within the timeslice.

Other_Count	INT	bLoggedIn = TRUE bCalls = FALSE bVoiceMail = FALSE bOutbound = FALSE bFax = FALSE bCallback = FALSE bPause = FALSE bSMS = FALSE bManualPostCall = FALSE bEMail = FALSE bTicket = FALSE bChat = FALSE bHoliday = FALSE number of status changes within the timeslice.
Other_Time	INT	bLoggedIn = TRUE bCalls = FALSE bVoiceMail = FALSE bOutbound = FALSE bFax = FALSE bCallback = FALSE bPause = FALSE bSMS = FALSE bManualPostCall = FALSE bEMail = FALSE bTicket = FALSE bChat = FALSE bHoliday = FALSE number of seconds within the timeslice.