

ACD-004 - ACD Clients Report

Description

In this report the consolidated number of agents are displayed for the selected clients. In the sum range the respective sums are displayed. This report is only executable on the reseller or system level.

Sample Execution (Input) Sample Report (Output)

Columns

The following columns are provided.

Legend

Table	Alias
StatisticsPartA (See also Table Reference - StatisticsPartA (A))	a
AcdStatisticsPartB (See also Table Reference - AcdStatisticsPartB (AcdB))	acdb
StatisticsPartB (See also Table Reference - StatisticsPartB (B))	b

Name	Description	Criteria Used
Client - Name	The name of the client	Criteria Used
Client - UID	Login Token of the client	Clients.UID
Users - Total	Number of Users of the Client	COUNT(Users.ID)
Users - Agents	Number of users who are assigned to one or more ACD groups as agents.	COUNT(Users.ID)
Users - Concurrent	The maximum number of users who were logged into the ACD at the same time.	MAX(acdb.GroupStart_Client_LoggedInAgentCount)
Service Numbers	Number of service numbers assigned to a client	COUNT(ServiceNumbers.ID)
ACD Groups	Number of ACD Groups configured by the client	COUNT(AcdGroups.ID)