

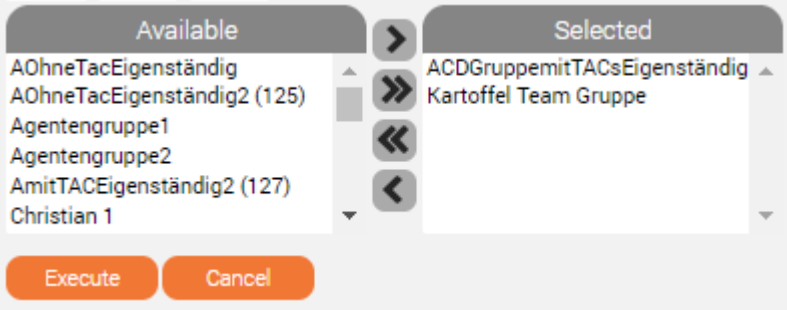
ACD-G-009 - ACD Inboxes Groups Report

Description

This report shows the consolidated e-mail events for the selected ACD groups. The respective totals are visible in the totals area.

Report Settings

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

| Name | Wert | Beschreibung |
|--------|--|--|
| Groups |  | Selection of the groups for which the report is to be createdl |

Selection Criteria

| Criteria | Description |
|----------|--|
| Period | For e-mails, the group entry within the time intervals counts. |
| Groups | Groups whose emails should be included in the report. |

Columns

| Name | Value |
|-----------|--|
| ACD Group | Name of the ACD group for which e-mail was received. |
| Inboxes | Inbox from which the e-mails have been delivered to the corresponding ACD group. |
| Incoming | Number of e-mail messages received for this ACD group and inbox combination. |

| | |
|------------------|---|
| Answer Time ø | Average e-mail response time for this ACD groups and inbox combination. The Answer Time is the time from when the e-mail arrives at the agent (as a media event or in the e-mail inbox) to when the response to the e-mail reaches the inbox. |
| Answer Time Max. | The largest Answer Time for the queried interval for this ACD group and inbox combination. |
| Answer Time Min. | The smallest Answer Time for the queried interval for this ACD group and inbox combination. |
| Answered | Number of answered e-mails (there is a reply received in the inbox) for the queried interval for this ACD group and inbox combination. |
| Not Answered | Number of unanswered e-mails (there is no reply received in the inbox) for the queried interval for this ACD group and inbox combination. |