

CompressedA

Background

CompressedA contains statistics regarding:

- Calls to Service Numbers
- Calls made to ACD groups
- Calls made to agents (summary for the ACD group)
- Outbound calls made by agents

Information such as:

- The number of calls
 - Answered
 - Busy
 - Rejected
 - Abandoned
- Service indicators for calls
 - Calls received in standard service times
 - Calls in service level according to 4 different criteria
- Call transfers
 - Agent to agent
 - Agent to group
 - Agent to external destination
- Times for calls
 - From call start to end
 - From offhook to end
 - From call start to connection to agent
 - ...

is provided.

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

Note on blind transfers:

- Because of the way blind group transfers work (the call is immediately transferred, no matter what the group configuration) there is no indication or possibility of seeing if the call actually reached another agent

Parameters

Data is aggregated according to the settings of the parameters:

Parameter	Default Value	Purpose
Portal.ACD.Statistics.JTELStats2.Compress.CompressedA.SecondsToWait	7200	The minimum time after the end of a time interval before statistics are aggregated.
Portal.ACD.Statistics.JTELStats2.Compress.CompressedA.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.CompressedA.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 CompressedA tables themselves is NOT supported.
Portal.ACD.Statistics.JTELStats2.Compress.CompressedA.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.CompressedA.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.CompressedA.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, CompressedA15 (15 minute time slices) and CompressedADay (day compression), aggregated according to the following query:

CompressedA Query	
<pre>SELECT (Various Aggregations) FROM JTELStats.StatisticsPartA a LEFT JOIN JTELStats.AcdStatisticsPartB acdb ON a.ID = acdb.StatisticsPartAID LEFT JOIN JTELStats.StatisticsPartB b ON acdb.ID = b.AcdStatisticsPartBID WHERE (a.ClientsID = _ClientsID) AND (a.dtCallStart BETWEEN _Timeslice_Begin AND TIMESTAMPADD(MINUTE, 15, _Timeslice_Begin)) GROUP BY a.ID;</pre>	

Partitioning and Aggregations

When the data is aggregated, it is divided into several consistent partitions, according to the following logic. The resulting aggregations then either count a call, if a condition is met, or determine the time between two timestamps.

Inbound and Outbound

bOutbound	Fields
0	Inbound
1	Outbound

Inbound: ServiceNumber_* Fields

Partitions all records only using fields from StatisticsPartA.

dtCallConnect	bCallerHangup	CauseCodesID	Field
NULL	<> 0		Abandoned
NULL	0	17	Busy
NULL	0	<> 17	Reject
NOT NULL			Offhook

Inbound: ACD_* Fields

Partitions records only for which an AcdStatisticsPartB record exists, and for which it is not a group transfer or group overflow.

The condition used is:

```
( AcdStatisticsPartB.ID IS NOT NULL ) AND ( AcdStatisticsPartB.AcdOriginGroupsID IS NULL )
```

Inbound: Queue_* Fields

Further partitions records which have entered the ACD, only calls which enter the queue.

The additional condition used is:

```
( AcdStatisticsPartB.dtQueueStart IS NOT NULL )
```

Inbound: Queue_Serviced_* Fields

Further partition on calls which entered the queue, only calls answered by an agent are considered (calls were definitely offhook). The condition used is:

The additional condition used is:

```
( StatisticsPartA.dtCallConnect IS NOT NULL ) AND ( AcdStatisticsPartB.dtAgentConnect IS NOT NULL )
```

Inbound: Queue_NotServiced_* Fields

Further partition on calls which entered the queue, and were offhook, only calls **not** answered by an agent are considered. The condition used is:

```
( StatisticsPartA.dtCallConnect IS NOT NULL ) AND ( AcdStatisticsPartB.dtAgentConnect IS NULL )
```

These calls are further partitioned into Abandoned and Reject as follows:

```
a.bCallerHangup = 0 --> System hangup (Reject)
a.bCallerHangup <> 0 --> Caller hangup (Abandoned)
```

Inbound: AgentCalls_*, GroupTransfer_*, AgentTransfer_*, NumberTransfer_* Fields

Only records which meet the following condition are considered:

```
( StatisticsPartB.ID IS NOT NULL )
```

I.e. where an agent or destination call was made.

The following partitions are used:

Condition	Partition
StatisticsPartB.StatisticsPartBOrigin IS NULL	AgentCalls_
(StatisticsPartB.StatisticsPartBOrigin IS NOT NULL) AND (StatisticsPartB.AcdGroupsID <> AcdStatisticsPartB.AcdGroupsID)	GroupTransfer_
(StatisticsPartB.StatisticsPartBOrigin IS NOT NULL) AND (StatisticsPartB.AcdGroupsID = AcdStatisticsPartB.AcdGroupsID) AND (StatisticsPartB.bTransferAgent <> 0)	AgentTransfer_
(StatisticsPartB.StatisticsPartBOrigin IS NOT NULL) AND (StatisticsPartB.AcdGroupsID = AcdStatisticsPartB.AcdGroupsID) AND (StatisticsPartB.bTransferExternalNumber <> 0)	NumberTransfer_

Further partitioning is according to the CONNRES field.

Outbound

Condition	Partitioning
DiallerCampaignsID IS NULL	ClickToDial_
DiallerCampaignsID IS NOT NULL	Dialler_

Inbound and Outbound: Partitioning on CONNRES

CONNRES	Result
1	OK
2	NoAnswer
3	Busy
4	CallerHangup
6	Rejected
0, 5, > 6	Failure

Tables

CompressedA15

This table contains compressed statistics for 15 minute intervals.

CompressedADay

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.

ServiceNumbersID	INT	ID of service number from ServiceNumbers table.
DynamicPriorityGroupsID	INT	ID of dynamic priority group from DynamicPriorityGroups table, or 0 if no dynamic priority group was used.
RoutingApplicationsID	INT	ID of the routing application from the RoutingApplications table, or 0 if none was used.
AcdGroupsID	INT	ID of the ACD group, from the AcdGroups table, or 0 for calls which did not enter the ACD.
DiallerCampaignsID	INT	ID of the dialler campaign, from the DiallerCampaigns table, or 0 for calls which did not use a dialler campaign.
dtIntervalStart	DATETIME	Date and Time of the start of the interval.
ServiceNumbersRootNumber	VARCHAR(32)	The RootNumber field of the service number, as configured when the compressed statistics were created.
ServiceNumbersName	VARCHAR(64)	The Name field of the service number, as configured when the compressed statistics were created.
ServiceNumbersName2	VARCHAR(64)	The Name2 field of the service number, as configured when the compressed statistics were created.
DynamicPriorityGroupsName	VARCHAR(64)	The Name field from the DynamicPriorityGroups table, as configured when the compressed statistics were created.
AcdGroupsName	VARCHAR(64)	The Name field from the AcdGroups table, as configured when the compressed statistics were created.
DiallerCampaignsName	VARCHAR(64)	The Name field from the DiallerCampaigns table, as configured when the compressed statistics were created.
ServiceNumber_Count	INT	Inbound calls to service number, total.
ServiceNumber_Abandoned_Count	INT	Inbound calls to service number, abandoned (caller hangup).
ServiceNumber_Abandoned_Time_CallStart_CallEnd_Total	BIGINT	Inbound calls to service number, abandoned (caller hangup), total seconds from dtCallStart to dtCallEnd.
ServiceNumber_Abandoned_Time_CallStart_CallEnd_Max	INT	Inbound calls to service number, abandoned (caller hangup), max seconds from dtCallStart to dtCallEnd.
ServiceNumber_Busy_Count	INT	Inbound calls to service number, busy (from system).
ServiceNumber_Busy_Time_CallStart_CallEnd_Total	BIGINT	Inbound calls to service number, busy (from system), total seconds from dtCallStart to dtCallEnd.
ServiceNumber_Busy_Time_CallStart_CallEnd_Max	INT	Inbound calls to service number, busy (from system), max seconds from dtCallStart to dtCallEnd.
ServiceNumber_Reject_Count	INT	Inbound calls to service number, rejected (by system).
ServiceNumber_Reject_Time_CallStart_CallEnd_Total	BIGINT	Inbound calls to service number, rejected (by system), total seconds from dtCallStart to dtCallEnd.
ServiceNumber_Reject_Time_CallStart_CallEnd_Max	INT	Inbound calls to service number, rejected (by system), max seconds from dtCallStart to dtCallEnd.

ServiceNumber_Offhook_Count	INT	Inbound calls to service number, system offhook.
ServiceNumber_Offhook_Time_CallStart_CallEnd_Total	BIGINT	Inbound calls to service number, system offhook, total seconds from dtCallStart to dtCallEnd.
ServiceNumber_Offhook_Time_CallStart_CallEnd_Max	INT	Inbound calls to service number, system offhook, max seconds from dtCallStart to dtCallEnd.
ServiceNumber_Offhook_Time_CallConnect_CallEnd_Total	BIGINT	Inbound calls to service number, system offhook, total seconds from dtCallConnect to dtCallEnd.
ServiceNumber_Offhook_Time_CallConnect_CallEnd_Max	INT	Inbound calls to service number, system offhook, max seconds from dtCallConnect to dtCallEnd.
ACD_Count	INT	Inbound calls to ACD, total.
ACD_StandardService_Count	INT	Inbound calls to ACD in standard service times, total.
ACD_NotStandardService_Count	INT	Inbound calls to ACD not in standard service times, total.
ACD_Abandoned_Count	INT	Inbound calls to ACD, abandoned (caller hangup).
ACD_Abandoned_Time_CallStart_CallEnd_Total	BIGINT	Inbound calls to ACD, abandoned (caller hangup), total seconds from dtCallStart to dtCallEnd.
ACD_Abandoned_Time_CallStart_CallEnd_Max	INT	Inbound calls to ACD, abandoned (caller hangup), max seconds from dtCallStart to dtCallEnd.
ACD_Abandoned_Time_GroupStart_CallEnd_Total	BIGINT	Inbound calls to ACD, abandoned (caller hangup), total seconds from dtGroupStart to dtCallEnd.
ACD_Abandoned_Time_GroupStart_CallEnd_Max	INT	Inbound calls to ACD, abandoned (caller hangup), max seconds from dtGroupStart to dtCallEnd.
ACD_Busy_Count	INT	Inbound calls to ACD, busy (from system).
ACD_Busy_Time_CallStart_CallEnd_Total	BIGINT	Inbound calls to ACD, busy (from system), total seconds from dtCallStart to dtCallEnd.
ACD_Busy_Time_CallStart_CallEnd_Max	INT	Inbound calls to ACD, busy (from system), max seconds from dtCallStart to dtCallEnd.
ACD_Busy_Time_GroupStart_CallEnd_Total	BIGINT	Inbound calls to ACD, busy (from system), total seconds from dtGroupStart to dtCallEnd.
ACD_Busy_Time_GroupStart_CallEnd_Max	INT	Inbound calls to ACD, busy (from system), max seconds from dtGroupStart to dtCallEnd.
ACD_Reject_Count	INT	Inbound calls to ACD, rejected (by system).
ACD_Reject_Time_CallStart_CallEnd_Total	BIGINT	Inbound calls to ACD, rejected (by system), total seconds from dtCallStart to dtCallEnd.
ACD_Reject_Time_CallStart_CallEnd_Max	INT	Inbound calls to ACD, rejected (by system), max seconds from dtCallStart to dtCallEnd.
ACD_Reject_Time_GroupStart_CallEnd_Total	BIGINT	Inbound calls to ACD, rejected (by system), total seconds from dtGroupStart to dtCallEnd.
ACD_Reject_Time_GroupStart_CallEnd_Max	INT	Inbound calls to ACD, rejected (by system), max seconds from dtGroupStart to dtCallEnd.
ACD_Offhook_Count	INT	Inbound calls to ACD, system offhook.

ACD_Offhook_Time_CallStart_CallEnd_Total	BIGINT	Inbound calls to ACD, system offhook, total seconds from dtCallStart to dtCallEnd.
ACD_Offhook_Time_CallStart_CallEnd_Max	INT	Inbound calls to ACD, system offhook, max seconds from dtCallStart to dtCallEnd.
ACD_Offhook_Time_CallConnect_CallEnd_Total	BIGINT	Inbound calls to ACD, system offhook, total seconds from dtCallConnect to dtCallEnd.
ACD_Offhook_Time_CallConnect_CallEnd_Max	INT	Inbound calls to ACD, system offhook, max seconds from dtCallConnect to dtCallEnd.
ACD_Offhook_Time_GroupStart_CallEnd_Total	BIGINT	Inbound calls to ACD, system offhook, total seconds from dtGroupStart to dtCallEnd.
ACD_Offhook_Time_GroupStart_CallEnd_Max	INT	Inbound calls to ACD, system offhook, max seconds from dtGroupStart to dtCallEnd.
Queue_Count	INT	Inbound calls to ACD, entered queue, total.
Queue_StandardService_Count	INT	Inbound calls to ACD, entered queue in standard service times, total.
Queue_NotStandardService_Count	INT	Inbound calls to ACD, entered queue not in standard service times, total.
Queue_Abandoned_Count	INT	Inbound calls to ACD, entered queue, abandoned (caller hangup).
Queue_Abandoned_Time_CallStart_CallEnd_Total	BIGINT	Inbound calls to ACD, entered queue, abandoned (caller hangup), total seconds from dtCallStart to dtCallEnd.
Queue_Abandoned_Time_CallStart_CallEnd_Max	INT	Inbound calls to ACD, entered queue, abandoned (caller hangup), max seconds from dtCallStart to dtCallEnd.
Queue_Abandoned_Time_GroupStart_CallEnd_Total	BIGINT	Inbound calls to ACD, entered queue, abandoned (caller hangup), total seconds from dtGroupStart to dtCallEnd.
Queue_Abandoned_Time_GroupStart_CallEnd_Max	INT	Inbound calls to ACD, entered queue, abandoned (caller hangup), max seconds from dtGroupStart to dtCallEnd.
Queue_Abandoned_Time_QueueStart_CallEnd_Total	BIGINT	Inbound calls to ACD, entered queue, abandoned (caller hangup), total seconds from dtQueueStart to dtCallEnd.
Queue_Abandoned_Time_QueueStart_CallEnd_Max	INT	Inbound calls to ACD, entered queue, abandoned (caller hangup), max seconds from dtQueueStart to dtCallEnd.
Queue_Busy_Count	INT	Inbound calls to ACD, entered queue, busy (from system).
Queue_Busy_Time_CallStart_CallEnd_Total	BIGINT	Inbound calls to ACD, entered queue, busy (from system), total seconds from dtCallStart to dtCallEnd.
Queue_Busy_Time_CallStart_CallEnd_Max	INT	Inbound calls to ACD, entered queue, busy (from system), max seconds from dtCallStart to dtCallEnd.
Queue_Busy_Time_GroupStart_CallEnd_Total	BIGINT	Inbound calls to ACD, entered queue, busy (from system), total seconds from dtGroupStart to dtCallEnd.
Queue_Busy_Time_GroupStart_CallEnd_Max	INT	Inbound calls to ACD, entered queue, busy (from system), max seconds from dtGroupStart to dtCallEnd.
Queue_Busy_Time_QueueStart_CallEnd_Total	BIGINT	Inbound calls to ACD, entered queue, busy (from system), total seconds from dtQueueStart to dtCallEnd.
Queue_Busy_Time_QueueStart_CallEnd_Max	INT	Inbound calls to ACD, entered queue, busy (from system), max seconds from dtQueueStart to dtCallEnd.

Queue_Reject_Count	INT	Inbound calls to ACD, entered queue, rejected (by system).
Queue_Reject_Time_CallStart_CallEnd_Total	BIGINT	Inbound calls to ACD, entered queue, rejected (by system), total seconds from dtCallStart to dtCallEnd.
Queue_Reject_Time_CallStart_CallEnd_Max	INT	Inbound calls to ACD, entered queue, rejected (by system), max seconds from dtCallStart to dtCallEnd.
Queue_Reject_Time_GroupStart_CallEnd_Total	BIGINT	Inbound calls to ACD, entered queue, rejected (by system), total seconds from dtGroupStart to dtCallEnd.
Queue_Reject_Time_GroupStart_CallEnd_Max	INT	Inbound calls to ACD, entered queue, rejected (by system), max seconds from dtGroupStart to dtCallEnd.
Queue_Reject_Time_QueueStart_CallEnd_Total	BIGINT	Inbound calls to ACD, entered queue, rejected (by system), total seconds from dtQueueStart to dtCallEnd.
Queue_Reject_Time_QueueStart_CallEnd_Max	INT	Inbound calls to ACD, entered queue, rejected (by system), max seconds from dtQueueStart to dtCallEnd.
Queue_Serviced_Count	INT	Inbound calls to ACD, entered queue, serviced by agent.
Queue_Serviced_SLA1_Count	INT	Inbound calls to ACD, entered queue, serviced by agent, time from dtCallStart to dtAgentConnect <= ServiceLevelSeconds.
Queue_Serviced_SLA2_Count	INT	Inbound calls to ACD, entered queue, serviced by agent, time from dtCallConnect to dtAgentConnect <= ServiceLevelSeconds.
Queue_Serviced_SLA3_Count	INT	Inbound calls to ACD, entered queue, serviced by agent, time from dtGroupStart to dtAgentConnect <= ServiceLevelSeconds.
Queue_Serviced_SLA4_Count	INT	Inbound calls to ACD, entered queue, serviced by agent, time from dtQueueStart to dtAgentConnect <= ServiceLevelSeconds.
Queue_Serviced_StandardService_Count	INT	Inbound calls to ACD, entered queue, serviced by agent, in standard service times.
Queue_Serviced_StandardService_SLA1_Count	INT	Inbound calls to ACD, entered queue, serviced by agent, in standard service times, time from dtCallStart to dtAgentConnect <= ServiceLevelSeconds.
Queue_Serviced_StandardService_SLA2_Count	INT	Inbound calls to ACD, entered queue, serviced by agent, in standard service times, time from dtCallConnect to dtAgentConnect <= ServiceLevelSeconds.
Queue_Serviced_StandardService_SLA3_Count	INT	Inbound calls to ACD, entered queue, serviced by agent, in standard service times, time from dtGroupStart to dtAgentConnect <= ServiceLevelSeconds.
Queue_Serviced_StandardService_SLA4_Count	INT	Inbound calls to ACD, entered queue, serviced by agent, in standard service times, time from dtQueueStart to dtAgentConnect <= ServiceLevelSeconds.
Queue_Serviced_NotStandardService_Count	INT	Inbound calls to ACD, entered queue, serviced by agent, not in standard service times.
Queue_Serviced_NotStandardService_SLA1_Count	INT	Inbound calls to ACD, entered queue, serviced by agent, not in standard service times, time from dtCallStart to dtAgentConnect <= ServiceLevelSeconds.
Queue_Serviced_NotStandardService_SLA2_Count	INT	Inbound calls to ACD, entered queue, serviced by agent, not in standard service times, time from dtCallConnect to dtAgentConnect <= ServiceLevelSeconds.
Queue_Serviced_NotStandardService_SLA3_Count	INT	Inbound calls to ACD, entered queue, serviced by agent, not in standard service times, time from dtGroupStart to dtAgentConnect <= ServiceLevelSeconds.
Queue_Serviced_NotStandardService_SLA4_Count	INT	Inbound calls to ACD, entered queue, serviced by agent, not in standard service times, time from dtQueueStart to dtAgentConnect <= ServiceLevelSeconds.

Queue_Serviced_Time_CallStart_CallEnd_Total	BIGINT	Inbound calls to ACD, entered queue, serviced by agent, total seconds from dtCallStart to dtCallEnd.
Queue_Serviced_Time_CallStart_CallEnd_Max	INT	Inbound calls to ACD, entered queue, serviced by agent, max seconds from dtCallStart to dtCallEnd.
Queue_Serviced_Time_CallStart_AgentConnect_Total	BIGINT	Inbound calls to ACD, entered queue, serviced by agent, total seconds from dtCallStart to dtAgentConnect.
Queue_Serviced_Time_CallStart_AgentConnect_Max	INT	Inbound calls to ACD, entered queue, serviced by agent, max seconds from dtCallStart to dtAgentConnect.
Queue_Serviced_Time_CallConnect_CallEnd_Total	BIGINT	Inbound calls to ACD, entered queue, serviced by agent, total seconds from dtCallConnect to dtCallEnd.
Queue_Serviced_Time_CallConnect_CallEnd_Max	INT	Inbound calls to ACD, entered queue, serviced by agent, max seconds from dtCallConnect to dtCallEnd.
Queue_Serviced_Time_CallConnect_AgentConnect_Total	BIGINT	Inbound calls to ACD, entered queue, serviced by agent, total seconds from dtCallConnect to dtAgentConnect.
Queue_Serviced_Time_CallConnect_AgentConnect_Max	INT	Inbound calls to ACD, entered queue, serviced by agent, max seconds from dtCallConnect to dtAgentConnect.
Queue_Serviced_Time_GroupStart_CallEnd_Total	BIGINT	Inbound calls to ACD, entered queue, serviced by agent, total seconds from dtGroupStart to dtCallEnd.
Queue_Serviced_Time_GroupStart_CallEnd_Max	INT	Inbound calls to ACD, entered queue, serviced by agent, max seconds from dtGroupStart to dtCallEnd.
Queue_Serviced_Time_GroupStart_AgentConnect_Total	BIGINT	Inbound calls to ACD, entered queue, serviced by agent, total seconds from dtGroupStart to dtAgentConnect.
Queue_Serviced_Time_GroupStart_AgentConnect_Max	INT	Inbound calls to ACD, entered queue, serviced by agent, max seconds from dtGroupStart to dtAgentConnect.
Queue_Serviced_Time_QueueStart_CallEnd_Total	BIGINT	Inbound calls to ACD, entered queue, serviced by agent, total seconds from dtQueueStart to dtCallEnd.
Queue_Serviced_Time_QueueStart_CallEnd_Max	INT	Inbound calls to ACD, entered queue, serviced by agent, max seconds from dtQueueStart to dtCallEnd.
Queue_Serviced_Time_QueueStart_AgentConnect_Total	BIGINT	Inbound calls to ACD, entered queue, serviced by agent, total seconds from dtQueueStart to dtAgentConnect.
Queue_Serviced_Time_QueueStart_AgentConnect_Max	INT	Inbound calls to ACD, entered queue, serviced by agent, max seconds from dtQueueStart to dtAgentConnect.
Queue_NotServiced_Count	INT	Inbound calls to ACD, entered queue, were offhook, not serviced by agent.
Queue_NotServiced_StandardService_Count	INT	Inbound calls to ACD, entered queue, were offhook, not serviced by agent, in standard service times.
Queue_NotServiced_NotStandardService_Count	INT	Inbound calls to ACD, entered queue, were offhook, not serviced by agent, not in standard service times.
Queue_NotServiced_Abandoned_Count	INT	Inbound calls to ACD, entered queue, not serviced by agent, caller hangup.

Queue_NotServiced_Abandoned_Time_CallStart_CallEnd_Total	BIGINT	Inbound calls to ACD, entered queue, not serviced by agent, caller hangup, total seconds from dtCallStart to dtCallEnd.
Queue_NotServiced_Abandoned_Time_CallStart_CallEnd_Max	INT	Inbound calls to ACD, entered queue, not serviced by agent, caller hangup, max seconds from dtCallStart to dtCallEnd.
Queue_NotServiced_Abandoned_Time_CallConnect_CallEnd_Total	BIGINT	Inbound calls to ACD, entered queue, not serviced by agent, caller hangup, total seconds from dtCallConnect to dtCallEnd.
Queue_NotServiced_Abandoned_Time_CallConnect_CallEnd_Max	INT	Inbound calls to ACD, entered queue, not serviced by agent, caller hangup, max seconds from dtCallConnect to dtCallEnd.
Queue_NotServiced_Abandoned_Time_GroupStart_CallEnd_Total	BIGINT	Inbound calls to ACD, entered queue, not serviced by agent, caller hangup, total seconds from dtGroupStart to dtCallEnd.
Queue_NotServiced_Abandoned_Time_GroupStart_CallEnd_Max	INT	Inbound calls to ACD, entered queue, not serviced by agent, caller hangup, max seconds from dtGroupStart to dtCallEnd.
Queue_NotServiced_Abandoned_Time_QueueStart_CallEnd_Total	BIGINT	Inbound calls to ACD, entered queue, not serviced by agent, caller hangup, total seconds from dtQueueStart to dtCallEnd.
Queue_NotServiced_Abandoned_Time_QueueStart_CallEnd_Max	INT	Inbound calls to ACD, entered queue, not serviced by agent, caller hangup, max seconds from dtQueueStart to dtCallEnd.
Queue_NotServiced_Reject_Count	INT	Inbound calls to ACD, entered queue, not serviced by agent, system hangup.
Queue_NotServiced_Reject_Time_CallStart_CallEnd_Total	BIGINT	Inbound calls to ACD, entered queue, not serviced by agent, system hangup, total seconds from dtCallStart to dtCallEnd.
Queue_NotServiced_Reject_Time_CallStart_CallEnd_Max	INT	Inbound calls to ACD, entered queue, not serviced by agent, system hangup, max seconds from dtCallStart to dtCallEnd.
Queue_NotServiced_Reject_Time_CallConnect_CallEnd_Total	BIGINT	Inbound calls to ACD, entered queue, not serviced by agent, system hangup, total seconds from dtCallConnect to dtCallEnd.
Queue_NotServiced_Reject_Time_CallConnect_CallEnd_Max	INT	Inbound calls to ACD, entered queue, not serviced by agent, system hangup, max seconds from dtCallConnect to dtCallEnd.
Queue_NotServiced_Reject_Time_GroupStart_CallEnd_Total	BIGINT	Inbound calls to ACD, entered queue, not serviced by agent, system hangup, total seconds from dtGroupStart to dtCallEnd.
Queue_NotServiced_Reject_Time_GroupStart_CallEnd_Max	INT	Inbound calls to ACD, entered queue, not serviced by agent, system hangup, max seconds from dtGroupStart to dtCallEnd.
Queue_NotServiced_Reject_Time_QueueStart_CallEnd_Total	BIGINT	Inbound calls to ACD, entered queue, not serviced by agent, system hangup, total seconds from dtQueueStart to dtCallEnd.
Queue_NotServiced_Reject_Time_QueueStart_CallEnd_Max	INT	Inbound calls to ACD, entered queue, not serviced by agent, system hangup, max seconds from dtQueueStart to dtCallEnd.
AgentCalls_Count	INT	Inbound calls to agents, total.
AgentCalls_OK_Count	INT	Inbound calls to agents, agent answered.
AgentCalls_OK_Time_CallStart_CallConnect_Total	BIGINT	Inbound calls to agents, agent answered, total seconds from dtCallStart to dtCallConnect (agent leg).

AgentCalls_OK_Time_CallStart_CallConnect_Max	INT	Inbound calls to agents, agent answered, max seconds from dtCallStart to dtCallConnect (agent leg).
AgentCalls_OK_Time_CallConnect_CallEnd_Total	BIGINT	Inbound calls to agents, agent answered, total seconds from dtCallConnect to dtCallEnd (agent leg).
AgentCalls_OK_Time_CallConnect_CallEnd_Max	INT	Inbound calls to agents, agent answered, max seconds from dtCallConnect to dtCallEnd (agent leg).
AgentCalls_OK_PostCall_Count	INT	Inbound calls to agents, agent answered, post call work required.
AgentCalls_OK_PostCall_Time_Total	BIGINT	Inbound calls to agents, agent answered, post call work required, total seconds.
AgentCalls_OK_PostCall_Time_Max	INT	Inbound calls to agents, agent answered, post call work required, max seconds.
AgentCalls_NoAnswer_Count	INT	Inbound calls to agents, no answer.
AgentCalls_Busy_Count	INT	Inbound calls to agents, busy.
AgentCalls_CallerHangup_Count	INT	Inbound calls to agents, caller hangup during transfer.
AgentCalls_Reject_Count	INT	Inbound calls to agents, rejected.
AgentCalls_Failure_Count	INT	Inbound calls to agents, failed.
GroupTransfer_Count	INT	Inbound, transfer to group, total.
GroupTransfer_OK_Count	INT	Inbound, transfer to group, OK.
GroupTransfer_OK_Time_CallStart_CallConnect_Total	BIGINT	REMOVED FROM RELEASE 3.33 UPWARDS Inbound, transfer to group, OK, total seconds from dtCallStart to dtCallConnect (to group leg).
GroupTransfer_OK_Time_CallStart_CallConnect_Max	INT	REMOVED FROM RELEASE 3.33 UPWARDS Inbound, transfer to group, OK, max seconds from dtCallStart to dtCallConnect (to group leg).
GroupTransfer_OK_Time_CallConnect_CallEnd_Total	BIGINT	REMOVED FROM RELEASE 3.33 UPWARDS Inbound, transfer to group, OK, total seconds from dtCallConnect to dtCallEnd (to group leg).
GroupTransfer_OK_Time_CallConnect_CallEnd_Max	INT	REMOVED FROM RELEASE 3.33 UPWARDS Inbound, transfer to group, OK, max seconds from dtCallConnect to dtCallEnd (to group leg).
GroupTransfer_NoAnswer_Count	INT	Inbound, transfer to group (assisted), no answer.
GroupTransfer_Busy_Count	INT	Inbound, transfer to group (assisted), busy.
GroupTransfer_CallerHangup_Count	INT	Inbound, transfer to group (assisted), caller hangup during transfer.
GroupTransfer_Reject_Count	INT	Inbound, transfer to group (assisted), rejected.
GroupTransfer_Failure_Count	INT	Inbound, transfer to group (assisted), failed.
AgentTransfer_Count	INT	Inbound, transfer to agent, total.

AgentTransfer_OK_Count	INT	Inbound, transfer to agent, OK.
AgentTransfer_OK_Time_CallStart_CallConnect_Total	BIGINT	Inbound, transfer to agent, OK, total seconds from dtCallStart to dtCallConnect (to group leg).
AgentTransfer_OK_Time_CallStart_CallConnect_Max	INT	Inbound, transfer to agent, OK, max seconds from dtCallStart to dtCallConnect (to group leg).
AgentTransfer_OK_Time_CallConnect_CallEnd_Total	BIGINT	Inbound, transfer to agent, OK, total seconds from dtCallConnect to dtCallEnd (to group leg).
AgentTransfer_OK_Time_CallConnect_CallEnd_Max	INT	Inbound, transfer to agent, OK, max seconds from dtCallConnect to dtCallEnd (to group leg).
AgentTransfer_NoAnswer_Count	INT	Inbound, transfer to agent, no answer.
AgentTransfer_Busy_Count	INT	Inbound, transfer to agent, busy.
AgentTransfer_CallerHangup_Count	INT	Inbound, transfer to agent, caller hangup during transfer.
AgentTransfer_Reject_Count	INT	Inbound, transfer to agent, rejected.
AgentTransfer_Failure_Count	INT	Inbound, transfer to agent, failed.
NumberTransfer_Count	INT	Inbound, transfer to number, total.
NumberTransfer_OK_Count	INT	Inbound, transfer to number, OK.
NumberTransfer_OK_Time_CallStart_CallConnect_Total	BIGINT	Inbound, transfer to number, OK, total seconds from dtCallStart to dtCallConnect (to group leg).
NumberTransfer_OK_Time_CallStart_CallConnect_Max	INT	Inbound, transfer to number, OK, max seconds from dtCallStart to dtCallConnect (to group leg).
NumberTransfer_OK_Time_CallConnect_CallEnd_Total	BIGINT	Inbound, transfer to number, OK, total seconds from dtCallConnect to dtCallEnd (to group leg).
NumberTransfer_OK_Time_CallConnect_CallEnd_Max	INT	Inbound, transfer to number, OK, max seconds from dtCallConnect to dtCallEnd (to group leg).
NumberTransfer_NoAnswer_Count	INT	Inbound, transfer to number, no answer.
NumberTransfer_Busy_Count	INT	Inbound, transfer to number, busy.
NumberTransfer_CallerHangup_Count	INT	Inbound, transfer to number, caller hangup during transfer.
NumberTransfer_Reject_Count	INT	Inbound, transfer to number, rejected.
NumberTransfer_Failure_Count	INT	Inbound, transfer to number, failed.
ClickToDial_Count	INT	Outbound, click to dial, total.
ClickToDial_OK_Count	INT	Outbound, click to dial, OK.
ClickToDial_OK_Time_CallStart_CallConnect_Total	INT	Outbound, click to dial, OK, total seconds from dtCallStart to dtCallConnect (to destination leg).

ClickToDial_OK_Time_CallStart_CallConnect_Max	INT	Outbound, click to dial, OK, max seconds from dtCallStart to dtCallConnect (to destination leg).
ClickToDial_OK_Time_CallConnect_CallEnd_Total	INT	Outbound, click to dial, OK, total seconds from dtCallConnect to dtCallEnd (to destination leg).
ClickToDial_OK_Time_CallConnect_CallEnd_Max	INT	Outbound, click to dial, OK, max seconds from dtCallConnect to dtCallEnd (to destination leg).
ClickToDial_NoAnswer_Count	INT	Outbound, click to dial, no answer.
ClickToDial_NoAnswer_Time_CallStart_CallEnd_Total	INT	Outbound, click to dial, OK, total seconds from dtCallStart to dtCallEnd (to destination leg).
ClickToDial_NoAnswer_Time_CallStart_CallEnd_Max	INT	Outbound, click to dial, OK, max seconds from dtCallStart to dtCallEnd (to destination leg).
ClickToDial_Busy_Count	INT	Outbound, click to dial, busy.
ClickToDial_AgentHangup_Count	INT	Outbound, click to dial, agent hangup before call connected.
ClickToDial_Reject_Count	INT	Outbound, click to dial, rejected.
ClickToDial_Failure_Count	INT	Outbound, click to dial, failed.
Dialler_Count	INT	Outbound, from dialler campaign, total.
Dialler_OK_Count	INT	Outbound, from dialler campaign, OK.
Dialler_OK_Time_CallStart_CallConnect_Total	INT	Outbound, from dialler campaign, OK, total seconds from dtCallStart to dtCallConnect (to destination leg).
Dialler_OK_Time_CallStart_CallConnect_Max	INT	Outbound, from dialler campaign, OK, max seconds from dtCallStart to dtCallConnect (to destination leg).
Dialler_OK_Time_CallConnect_CallEnd_Total	INT	Outbound, from dialler campaign, OK, total seconds from dtCallConnect to dtCallEnd (to destination leg).
Dialler_OK_Time_CallConnect_CallEnd_Max	INT	Outbound, from dialler campaign, OK, max seconds from dtCallConnect to dtCallEnd (to destination leg).
Dialler_NoAnswer_Count	INT	Outbound, from dialler campaign, no answer.
Dialler_NoAnswer_Time_CallStart_CallEnd_Total	INT	Outbound, from dialler campaign, OK, total seconds from dtCallStart to dtCallEnd (to destination leg).
Dialler_NoAnswer_Time_CallStart_CallEnd_Max	INT	Outbound, from dialler campaign, OK, max seconds from dtCallStart to dtCallEnd (to destination leg).
Dialler_Busy_Count	INT	Outbound, from dialler campaign, busy.
Dialler_AgentHangup_Count	INT	Outbound, from dialler campaign, agent hangup before call connected.
Dialler_Reject_Count	INT	Outbound, from dialler campaign, rejected.
Dialler_Failure_Count	INT	Outbound, from dialler campaign, failed.

