

ACD-002 - ACD Statistics Itemised Call Details

Description

This report shows individual calls, which were processed in the selected ACD groups. It shows, which agent was connected in a particular call, and with what result. Per call several ACD groups can be shown. Per ACD group several rows might be shown for each call distributed to an agent.

Sample Execution (Input) Sample Report (Output)

Columns

The following columns are provided.

Legend

Table	Alias
StatisticsPartA (See also Table Reference - StatisticsPartA (A))	a
AcidStatisticsPartB (See also Table Reference - AcidStatisticsPartB (AcidB))	acdb
StatisticsPartB (See also Table Reference - StatisticsPartB (B))	b

Name		Value	Criteria Used
Calls	Date / Time	The date the call was initiated	a.dtCallStart
	Start	The time the call was started	a.dtCallStart
	End	The time the call was ended	a.dtCallEnd
	Caller	Telephone number of the caller	a.ANumber
	Service Number	Field "Service Number" if available, otherwise "platform goal"	
Group Details	Group	Name of the group followed by the group number in brackets	
	Prio	The priority of the call on entry to the ACD group	acdb.nPriorityGroupStart
	Start	The time the call entered the ACD group	acdb.dtGroupStart
	Ann. 2	Time of playback of the second Intro Prompt (if available)	acdb.dtAnnouncement2Start
	Queue	The time the call entered the queue of the ACD group	acdb.dtQueueStart
	End	The time the call quit the ACD group	acdb.dtGroupEnd
	Result	Result at group exit	acdb.AcdGroupEndReasonsID
Agent Details	Agent	The name of the agent followed by the agent number in brackets	
	Start	Time the call was transferred to an agent	b.dtCallStart
	Connected	The time when the agent answered the call	acdb.dtAgentConnect

End	Time the agent call was ended	b.dtCallEnd
Duration	The connection time with the agent	b.dtCallEnd - b.dtCallConnect
Result	Final result of the agent call	b.CONNRES