

Data Relations

Counting

It is important to realise that when counting records, different relations and views may apply.

For example, a call which entered ACD Group A resulting in an overflow to ACD Group B, which was then transferred back to ACD Group A by an agent in ACD Group B would result in the following records:

- ONE record in StatisticsPartA
- THREE records in AcdStatisticsPartB
 - One for the initial call to ACD Group A
 - One for the overflow to ACD Group B
 - One for the call transfer back to ACD Group A

It is therefore HIGHLY IMPORTANT to realise that counting calls is not the same in all tables.

Timestamps

It is important also to realise, that because the timestamps are taken at different points in the call flow, that data may be partitioned differently in different repots.

For example, take the example from “Counting” (above). Assume the timestamps are as follows:

- StatisticsPartA record (call enters system) 08:59:58
- AcdStatisticsPartB records
 - Initial call to ACD Group A - 08:59:59
 - Overflow to ACD Group B - 09:00:29

This means that for example comparing data from ACD groups A and B will report this call in a different hourly timeslice.

It is important to compare data accordingly, and be aware that not all reports have to provide the same results, as they may be viewing the data from a different standpoint.