

ACD-A-001 - ACD Agent Calls Report 1

Description

This report shows individual inbound calls in ACD groups. You can see to which agents calls were routed, and with what result. The connection times are shown.

[Sample Execution \(Input\)](#) [Sample Report \(Output\)](#)

Columns

The following columns are provided.

Legend

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

| Name | | Description | Criteria Used | From Report Version |
|---------|--------------------|--|---|---------------------|
| Calls | a.ID | The StatisticsPartA.ID for this call | a.ID | 02 |
| | 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 | |
| Numbers | Caller | Telephone number of the caller(A Number) | | |
| | Service Number | Platform Destination (B Number) | | |
| Group | Name | Name of the group | | |
| | Start | The time the call entered the ACD group | acdb.dtGroupStart | |
| | End | The time the call quit the ACD group | IF (b.dtCallEnd ='00-00-00 00:00:00', NULL, b.dtCallEnd) | |
| | Connected | The time when the agent answered the call | acdb.dtAgentConnect | |
| | Duration | Total duration of the call | a.dtCallEnd - a.dtCallStart | |
| Agent | Name | The name of the agent followed by the agent number in brackets | | |
| | Destination Number | Telephone number of the agent (B Number) | b.BNumber | |
| | Duration | The connection time with the agent | IF (b.dtCallConnect IS NOT NULL, (b.dtCallEnd - b.dtCallConnect,), NULL) | |

| | | | | |
|--------|--------|--|-----------|--|
| Result | Result | Final result of the conversation with the agent: <ul style="list-style-type: none">• OK - the agent and caller held a conversation.• Caller Hangup - the caller hung up.• Agent No Answer – the agent did not answer the call.• Agent busy – the called agent was busy. | b.CONNRES | |
|--------|--------|--|-----------|--|