Table Reference - AcdStatisticsPartB (AcdB)

Contents

This table contains data pertaining to incoming and outgoing calls made to and from an ACD group, and represents the view on the call detail records according to an ACD group.

It contains data regarding the following types of calls:

- Incoming calls to the ACD group
- Overflow calls from one ACD group to another ACD group
- Outgoing calls which were initiated by agents within an ACD group
- Call transfers received by an ACD group as a result of a group to group call transfer

Fields

Field	Type	Meaning

Field	Type	Meaning	From Release
ID	INT	Unique and automatic ID assigned to each record.	
StatisticsPartAID	INT	The ID of the call in StatisticsPartA. Note, the reference from StatisticsPartA to this table is 1:N where N is 0… i.e. there need not be an AcdStatisticsPartB record for all calls.	
AcdGroupsID	INT	The ID of the ACD group the call was being processed in. This will be identical to AcdAgentGroupsID.	
AcdGroupEndReasonsID	INT	The reason the call left the ACD group. See Value Reference - AcdGroupEndReasons.	
AcdGroupActionsID	INT	The ID of the group action (rule) which was executed.	
LanguagesID	INT	The ID of the language which was set when the call entered the ACD group. See Value Reference - Languages	
nPriorityGroupStart	INT	The priority of the call when the call entered the ACD group.	
nPriorityGroupEnd	INT	The priority of the call when the call left the ACD group.	
dtGroupStart	TIMESTAMP	The date and time when the call entered the ACD group.	
dtRoutingApplicationStart	TIMESTAMP	The date and time when the call entered processing of the routing application, or NULL if no routing application was configured. Note, this field is legacy and no longer supported.	
dtAnnouncement2Start	TIMESTAMP	The date and time when the call started to play announcement 2 in the ACD group call flow, or NULL if this announcement was not configured.	
dtQueueStart	TIMESTAMP	The date and time when the call entered the ACD queue, or NULL if the call did not enter the queue.	
dtDistributeStart	TIMESTAMP	The date and time when the system first tried to distribute the call to an agent, NULL if the call never entered the distribution phase.	
dtGroupEnd	TIMESTAMP	The date and time when the call left the ACD group.	

dtAnnouncement1Start	TIMES TAMP	The date and time when the call started to play announcement 1 in the ACD group call flow, or NULL if this announcement was not configured.
dtGroupActionStart	TIMES TAMP	The date and time when the group action (rule) processing started, or NULL if no rule was processed.
dtAgentConnect	TIMES TAMP	The date and time when an agent first was connected with the caller, or NULL if the call was never connected to an agent.
AcdGroupActionTypesID	INT	The type of group action executed when the call left the ACD group.
dtAgentStart	TIMES TAMP	This field is no longer used, and may be removed in a future release.
dtTarifAnnouncementStart	TIMES TAMP	The date and time at which the tarif announcement associated with the call was played. Note: this field may be removed in a future release.
dtCallRecordingAnnouncement Start	TIMES TAMP	The date and time when the call recording announcement started playing, or NULL if call recording was never started.
dtTransactionCodeAnnouncem entStart	TIMES TAMP	The date and time when the first transaction code announcement started playing, or NULL if a transaction code was never recorded *during the call*. Note, transaction codes may not necessarily be associated with an announcement, and also transaction codes may be recorded after the call has ended.
dtNumberAnnouncementStart	TIMES TAMP	The date and time when the number announcement started playing, or NULL if call recording was never started. Note, this is a legacy feature and may be removed in a future release.
AcdOverflowGroupsID	INT	The ID of the ACD group the call was transferred to, if an agent made a group to group transfer.
AcdOriginGroupsID	INT	The ID of the ACD group the call was transferred *from*, if an agent from the origin group made a call transfer to this group.
AcdGroupCheckPointsID	INT	The ID of the ACD group checkpoint at which a rule was applied and a group action was executed. See Value Reference - AcdGroupCheckPoints
TransferOptionInternal	VARCH AR	The type of call transfer option which was configured for the transfer of calls to internal destinations (agents, groups). The following values are defined: AcdGroup.TransferOption.1 Blind AcdGroup.TransferOption.2 Agent remains available until destination has answered AcdGroup.TransferOption.3 Transfer with query options AcdGroup.TransferOption.4 Guided Transfer
TransferOptionExternal	VARCH AR	The type of call transfer option which was configured for the transfer of calls to external destinations (numbers, synonyms). The following values are defined: AcdGroup.TransferOption.1 Blind AcdGroup.TransferOption.2 Agent remains available until destination has answered AcdGroup.TransferOption.3 Transfer with query options AcdGroup.TransferOption.4 Guided Transfer
bLastAgentConnect	BOOLE AN	TRUE (1) if the first agent to answer the call was the last agent, 0 otherwise.
AcdAgentGroupsID	INT	The ID of the ACD agent group the call was being processed in. This will be identical to AcdGroupsID.
AcdConfigurationGroupsID	INT	The ID of the ACD configuration group the call was being processed in. If a configuration group / agent group was used, then this value will be different to AcdGroupsID (and also AcdConfigurationGroupsID).
nParallelCallsByGroup	INT	The number of parallel calls which were actually within the acd group AcdGroupsID, at the time when the call entered the ACD group.
dtLastModified	TIMES TAMP	The date and time this record was last modified.

bCallbackVoiceMailBooked	BOOLEAN	If a voice mail or callback rule was specified in the ACD call flow, then this flag will be TRUE (1) if the caller actually booked a callback or left a voice mail, and 0 if the caller hungup before this process was completed.	
StatisticsPartOID	INT	Reference to the StatisticsPartO record for this call. Note: this field may be removed in a future release.	
AcdEventsID	INT	The ID of the ACD Event associated with this call, if the call was made as a result of clicking on a voice mail or callback event in the agent's GUI.	
bOutbound	BOOLEAN	1 if this call was an outbound call initiated from the jtel System. 0 if it was an inbound call.	
ApplicationsID	INT	The ID of the application used to process the call (relates to the distinction IVR, Conference, ACD). As this field has little relevance as applications may be freely chained together, it may be removed in a future release.	
GroupStart_LoggedInForCallsAgentCountExceptPostcall	INT	The number of agents logged into the acd group for calls at the time the call entered the group, not including agents who were in automatic post call.	
GroupStart_LoggedInForCallsAgentCount	INT	The number of agents logged into the acd group for calls at the time the call entered the group.	
GroupStart_PresentAgentCount	INT	The number of agents logged into the acd group who were in a status with the "present" flag in the ACD agent status when the call entered the ACD group.	
GroupStart_LoggedInToAcdAgentCount	INT	The number of agents logged into the acd group (in any status) when the call entered the ACD group.	
GroupStart_LoggedInRequiredSkillAgentCount	INT	The number of agents logged into the acd group (in any status) when the call entered the ACD group who had the required skills associated with the call.	
bCallInStandardServiceTimes	BOOLEAN	1 if the call was received within the standard opening times of the ACD group (opening times and holidays settings in offline parameters), 0 otherwise.	
AcdSkillsID1	INT	The ID of the first skill associated with the call when it entered the ACD group. 0 or NULL if no skill 1 was associated with the call.	
AcdSkillsID2	INT	The ID of the second skill associated with the call when it entered the ACD group. 0 or NULL if no skill 2 was associated with the call.	
AcdSkillsID3	INT	The ID of the third skill associated with the call when it entered the ACD group. 0 or NULL if no skill 3 was associated with the call.	
bDeletedAcdSkillsID1	BOOLEAN	1 if the first skill was deleted before the call was distributed to an agent, 0 otherwise. This value is set when a timeout is placed on the first skill and this timeout is reached so that the skill is removed.	
bDeletedAcdSkillsID2	BOOLEAN	1 if the second skill was deleted before the call was distributed to an agent, 0 otherwise. This value is set when a timeout is placed on the second skill and this timeout is reached so that the skill is removed.	
bDeletedAcdSkillsID3	BOOLEAN	1 if the third skill was deleted before the call was distributed to an agent, 0 otherwise. This value is set when a timeout is placed on the third skill and this timeout is reached so that the skill is removed.	
GroupStart_LoggedInAcdSkillsID1AgentCount	INT	The number of agents logged into the ACD group in any status with any value of skill 1, at the time the call entered the acd group.	
GroupStart_FreeAcdSkillsID1AgentCount	INT	The number of available agents with skill 1 (any value): • Logged into the ACD group • For calls • Not with the mandatory transaction code popup still showing • Not in pause • Telephone is free • Not in manual post call at the time the call entered the acd group. Note, this could include agents who are in automatic post call.	
GroupStart_LoggedInAcdSkillsID2AgentCount	INT	The number of agents logged into the ACD group in any status with any value of skill 2, at the time the call entered the acd group.	

GroupStart_FreeAcdSkillsID2AgentCount	INT	The number of available agents with skill 2 (any value): • Logged into the ACD group • For calls • Not with the mandatory transaction code popup still showing • Not in pause • Telephone is free • Not in manual post call at the time the call entered the acd group. Note, this could include agents who are in automatic post call.	
GroupStart_LoggedInAcdSkillsID3AgentCount	INT	The number of agents logged into the ACD group in any status with any value of skill 3, at the time the call entered the acd group.	
GroupStart_FreeAcdSkillsID3AgentCount	INT	The number of available agents with skill 3 (any value): • Logged into the ACD group • For calls • Not with the mandatory transaction code popup still showing • Not in pause • Telephone is free • Not in manual post call at the time the call entered the acd group. Note, this could include agents who are in automatic post call.	
bWithSIPREFER	BOOLEAN	If the call left the ACD group and was transferred to an external destination by a rule, or was transferred to a number by an agent, whether SIP REFER was used to refer the call back to the PBX (in which case, the date and time of the end of the group and call do not represent the real end date and time of the call).	
nOverflowLevelIndicator	INT	The overflow level indicator associated with this call, if it was a call which used the extended group search algorithm to find an agent, and the agent was in an extended group.	
ExtendedGroupSearchAcdGroupsID	INT	The ID of the ACD group from which an agent was "borrowed", if it was a call which used the extended group search algorithm to find an agent, and the agent was in an extended group.	
ReskillAcdSkillsID1	INT	If an agent reskilled the call manually using the web interface, the ID of the first skill added (or remaining) after the agent reskilled the call, or NULL if no skills remained.	
ReskillAcdSkillsID2	INT	If an agent reskilled the call manually using the web interface, the ID of the second skill added (or remaining) after the agent reskilled the call, or NULL if no skills remained.	
ReskillAcdSkillsID3	INT	If an agent reskilled the call manually using the web interface, the ID of the third skill added (or remaining) after the agent reskilled the call, or NULL if no skills remained.	
AcdStatisticPartBsIDOriginOverFlow	INT	If a call traverses several ACD groups, then the ID of the previous AcdStatisticsPartB record for this call.	
GroupStart_Client_LoggedInAgentCount	INT	The number of agents logged into the client account in total (over all ACD groups), when the call entered the ACD group.	
AcdGroupEntryReasonsID	INT	NULL = The call was routed directly to the acd group and this is the first acd group the call has been processed in 1 = The call was routed to the ACD group due to an agent making a call transfer from one group to another group (blind or assisted) 2 = The call was routed to the ACD group by a group rule overflowing from one group to another 3 = The call was routed to the ACD group by the IVR and this was not the first group the call was processed in (so the call was in the ACD, left to go back to the IVR and then was routed to another ACD group by the IVR) Note for existing data (prior to release 3.33): • It is not possible to reliably detect value 1 or value 3 (call transfer by an agent or IVR routing back to the ACD) in existing data. When an update to this release is performed, old data will contain the correct value NULL for direct routing to the ACD group or 2 (overflow) for all other cases.	3.33