Table Reference - StatisticsPartB (B)

Contents

This table contains data pertaining to outgoing call-legs made from the ACD to agents and other destinations (external destinations, call transfers etc.), and outbound call legs made from the IVR to external destinations.

In particular the following data is recorded:

- Incoming calls distributed to an agent - the agent side of the call
- Outbound click to dial calls made by agents - the agent side of the call
- Outbound calls made by the dialler - the agent side of the call
- Outbound calls made to destination numbers (CNumbers) by the IVR

Fields

Field	Type	Meaning

Field	Type	Meaning
ID	INT	A unique ID assigned to this call record.
ServiceNumbersID	INT	The ID of the service number to / from which this call was made.
StatisticsPartAID	INT	The ID referencing the corresponding record from StatisticsPartA
ClientsID	INT	The ID of the client to / from which this call was made.
ContactsID	INT	The ID of the Contact to / from which this call was made.
ANumber	VARCHAR	The calling party number (inbound) or called party number (outbound) converted to E.164 format as processed by the trunk group settings.
BNumber	VARCHAR	The called party number (inbound) or calling party number (outbound).
dtCallStart	TIMESTAMP	The date and time the call was initiated on the agent extension line.
dtCallAlert	TIMESTAMP	The date and time the call was determined to be ringing. If ringing was never detected, this value is NULL.
dtCallConnect	TIMESTAMP	The date and time the call was connected (answered by the agent or other destination). If the call was never connected, this value is NULL.
dtCallEnd	TIMESTAMP	The date and time the call ended at the called agent or destination. If the call has not yet ended or the end of the call was never determined for technical reasons this value is NULL.
CallSeconds	INT	The number of seconds the call was connected (difference between dtCallConnect and dtCallEnd). As this can be calculated using the timestamp fields available, it should not be used and may be removed in a future release.

bCallConnected	BOOLEAN	1 if the call was connected, 0 otherwise. It is recommended not to use this value, but rather to test for a non NULL TIMESTAMP in dtCallConnect instead. This field may be removed in future versions.
bCallerHangup	BOOLEAN	1 if the BNumber (called agent or destination) hungup the call, 0 otherwise.
CauseCodesID	INT	The cause code associated with the end of the call according to ITU-T Q.850. These cause codes are mapped for VoIP according to the following table: SIP Responses / ISDN Cause Codes
CNumbersID	INT	The number of the CNumber destination number called, if the call was made from the IVR or ACD (group rule external destination).
CONNRES	INT	The CONNRES for this call. See CONNRES.
AccountCode	VARCHAR	deprecated. This field may be removed in a future release.
MachineID	INT	The ID of the jtel Server machine used to process the call. This corresponds to the Machine ID setting (%MACHINE%) in the 8-Server application.
Line	INT	The logical line number in the jtel Server machine used to process the call. This corresponds to the %LINE% variable in the 8-Server application, and can be seen in the line numbering in the monitor window.
Controller	INT	The ID of the controller in the jtel Server on which the call was processed. Since in a VoIP environment, this is usually equal to 1, this field has little relevance and may be removed in a future release.
CallMilliSeconds	INT	The number of milliseconds the call was connected (difference between dtCallConnect and dtCallEnd). As this can be calculated using the timestamp fields available, it should not be used and may be removed in a future release.
ANumber_AreaCodesID	INT	The ID of the area code found for the ANumber in the AreaCodes table.
BNumber_AreaCodesID	INT	The ID of the area code found for the BNumber in the AreaCodes table.
ANumber_CountryCodesID	INT	The ID of the country code found for the ANumber in the CountryCodes table.
BNumber_CountryCodesID	INT	The ID of the country code found for the BNumber in the CountryCodes table.
UsersID	INT	The ID of the user who answered (inbound) or initiated (outbound) the call.
PostCallInterval	INT	The number of seconds the call was in status manual postcall and/or automatic postcall after the end of this call. These values are cumulated for the last call made by an agent, for example if they switch backwards and forwards from / to manual post call the value here will be the cumulated value of all time periods before a new call is received.
AcdGroupsID	INT	The ID refencing the corresponding record from AcdStatisticsPartB, or NULL if the ACD was not involved in the call.
ProjectPrefix	VARCHAR	deprecated. This field may be removed in a future release.
dtWhisperEnd	TIMESTAMP	The date and time the whisper announcement ended after successful connection to an agent extension. If the call ended before/during the whisper announcement, or no announcement was configured, this value is NULL.
BChannel	INT	The number of the b-channel used to process the call. In VoIP environments this is always -1. This field may be removed in a future release.
dtEnquiryStart	TIMESTAMP	If the agent puts the call on hold, the date and time of the last time the call was put on hold.

dtEnquiryEnd	TIMES TAMP	If the agent retrieves the call, the date and time of the last time the call was put on retrieved. For calls that were transferred, this value will be NULL.
TransferAcdS ynonymsID	INT	ID of the synonym used to initiate the call transfer, NULL if a synonym was not involved in the transfer.
bTransferAge nt	BOOL EAN	1 if this call data record represents a call transferred by an agent to another agent, 0 otherwise.
bTransferExte rnalNumber	BOOL EAN	1 if this call data record represents a call transferred by an agent to an external number, 0 otherwise.
nSkillReal	INT	The agent's skill level in the ACD group as set when the call was received.
nSkillAfterCorr ection	INT	The agent's skill level in the ACD group as set when the call was received, after a possible correction due to the settings in the ACD agent status.
dtLastModified	TIMES TAMP	The date and time this record was last modified.
bMonitored	BOOL EAN	1 if the agent's call was monitored by the supervisor and 0 otherwise.
dtPostCallStart	TIMES TAMP	Internal field for monitoring the start date and time of the automatic post call interval. Note: DO NOT USE THIS FIELD FOR CALCULATION PURPOSES, IT IS USED INTERNALLY AND IT'S VALUE MY CHANGE DEPENDING ON WHAT THE AGENT DOES AFTER THE CALL ENDS.
dtPostCallEnd	TIMES TAMP	Internal field for monitoring the end date and time of the automatic post call interval. Note: DO NOT USE THIS FIELD FOR CALCULATION PURPOSES, IT IS USED INTERNALLY AND IT'S VALUE MY CHANGE DEPENDING ON WHAT THE AGENT DOES AFTER THE CALL ENDS.
StatisticsPart OID	INT	The StatisticsPartO ID of the associated record in the database. This feature is of little relevance and is no longer supported. Field may be removed in a future release.
AcdStatisticsP artBID	INT	The ID refencing the corresponding record from AcdStatisticsPartB, or NULL if the ACD was not involved in the call.
AcdEventsID	INT	The ID of the associated ACD event if this call was associated with an event. For example, if a click to dial call is made from an event, the relation to the event will be recorded here. NULL if no event was associated with the 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.
bOutbound	BOOL EAN	1 if this call record pertains to an outbound call initiated from the jtel System (i.e. a dialler call or a click to dial call). 0 if it was an inbound call distributed to an agent or to a destination by the IVR, or if it was a call transfer.
StatisticsPart BOrigin	INT	When a call is transferred from an agent to another agent, ACD group or external destination, the ID of the StatisticsPartB record that originated the call transfer. NULL otherwise.
UsersProfilesID	INT	The ID of the UserProfile the agent was logged into when the call was made. NULL if this call record does not pertain to an agent call.
OriginUsersID	INT	The UsersID of the transferring agent, if this record pertains to a call transfer from agent to agent. NULL otherwise.
OriginUsersPr ofilesID	INT	The ID of the UserProfile the origin agent was logged into when the call was transferred, if this call pertains to a call transfer from agent to agent. NULL otherwise.