Table Reference - StatisticsPartO

Contents

This table contains a record for each instance when an agent made a click to dial call, or was connected with the dialler. It records the complete call leg to the agent.

- If the agent used the dialler, then there will be one record in StatisticsPartO for the length of time the agent was connected with the dialler.

    - There may be multiple records in StatisticsPartB (and hence StatisticsPartA and AcdStatisticsPartB) recording outbound and inbound calls made and received by the agent.
- If the call was a click to dial call, the agent is disconnected when the call ends.

    - One record will exist in this table recording the duration of the agent connection with the system.
    - There will be a corresponding record in StatisticsPartB (the agent side of the call) and StatisticsPartA (the called party / customer side of the call) and AcdStatisticsPartB (the ACD group record for the call).

Fields

Field	Type	Meaning
ID	INT	A unique ID assigned to this call record.
ServiceNumbersID	INT	The ID of the service number used when the call was initiated to the agent.
ClientsID	INT	The ID of the client.
UsersID	INT	The ID of the user.
dtCallStart	TIMESTAMP	The date and time the call was initiated by the agent or the connection to the dialler was initiated.
dtCallEnd	TIMESTAMP	The date and time the call leg to the agent ended. If the call has not yet ended or the end of the call was never determined for technical reasons this value is NULL.