

ACD-A-002 - ACD Agent Calls Report 2 and Variants

Description

This report shows individual inbound calls (ACD-A-002) and outbound calls (only in ACD-A-002-02) in ACD groups organized by service number. You can see to which agents calls were routed. 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
AcdStatisticsPartB (See also Table Reference - AcdStatisticsPartB (AcdB))	acdb
StatisticsPartB (See also Table Reference - StatisticsPartB (B))	b

Name	Description	Criteria Used
Date	The date the call was initiated	a.dtCallStart
Call Start	The time the call was started	a.dtCallStart
Call End	The time the call was ended	a.dtCallEnd
Type ACD-A-002-02 ONLY	Inbound or Outbound	a.bOutbound == 1 Outbound Call otherwise Inbound
Caller / A-Party	Telephone number of the caller(A Number)	a.ANumber
Service Number	Platform Destination (B-Number)	ServiceNumbers.RootNumber
ACD Group Name	Name of the group	AcdGroups.Name ...
Group Start	The time the call entered the ACD group	acdb.dtGroupStart
Group 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	StatisticsPartA.dtCallEnd - StatisticsPartA.dtCallStart
Agent	The name of the agent followed by the agent number in brackets	Users.Name ...
Destination Number / C-Party	The telephone number of the agent	StatisticsPartB.BNumber
Duration	The connection time with the agent	IF (b.dtCallConnect IS NOT NULL, (StatisticsPartB.dtCallEnd - StatisticsPartB.dtCallConnect,), NULL)
Result	The result of the call. See the portal menu item ACD ... Types Overview ... Agent End Reasons for details.	StatisticsPartB.CONNRES