

ACD-A-010 - ACD Automatic Logout Report

[[1 Description](#)] [[2 Sample Execution \(Input\)](#) [Sample Report \(Output\)](#)] [[3 Columns](#)] [[3.1 Logout Reason](#)]

Description

This report contains data about all status changes of the selected agent(s) from any status to an status of type "autologout". It also indicate the ACD group(s) in which the change(s) was(were) made, and the type of the "autologout" event.

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

Columns

The following columns are provided.

Logout Reason

Criteria Used	Description
AcdStatisticsLogin.LoginActionCode IN (6, 7, 8, 9)) AND AcdStatisticsLogin.AcdGroupsID IS NOT NULL	<p>The selected agent were automatically logged off from the ACD group in which he is logged in because:</p> <ul style="list-style-type: none">• the "maximum missed calls - All" set in this ACD group is reached. - 6 for Autologout (Total)• he was logged off automatically at the time specified in the ACD group or user settings. - 7 for Autologout (Automatically)• the "maximum missed calls - Busy" set in this ACD group is reached. - 8 for for Autologout (Busy)• the maximum missed calls - no answer set in this ACD group is reached. - 9 for Autologout (No Answer) <p>NB: Status changes of the agent as a whole is not taken into consideration.</p> <p>See also Value Reference - AcdLoginType / LoginActionCode and Table Reference - AcdStatisticsLogin</p>

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