

ACD-A-006 - ACD Agent Report 2

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Description

This report contains data about inbound calls cumulated per agents that are logged in to selected ACD groups within a particular time slice. While this report allows you to evaluate the performance - inbound - of agents registered in the groups specified in the input, the [ACD Agent Performance Report](#) allows you to evaluate the performance - inbound - of agents by specifying them in the input.

Sample Execution (Input) Sample Report (Output)

Columns

The following columns are provided.

Legend

Table	Alias
StatisticsPartO (See also Table Reference - StatisticsPartO)	o
StatisticsPartB (See also Table Reference - StatisticsPartB (B))	b
StatisticsPartA (See also Table Reference - StatisticsPartA (A))	a
AcdStatisticsPartB (See also Table Reference - AcdStatisticsPartB (AcdB))	acdb

Logins - Total Duration

Criteria Used (see also AcdB - ACD Groups KPIs)	Description
login.bGroupLoggedIn = 1 AND login.StatusDuration IS NOT NULL	Total duration of the current agent's Logins time in the ACD group(s) in which he was logged in within a particular time slice.

Logins - Quantity

Criteria Used (see also AcdB - ACD Groups KPIs)	Description
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login.bGroupLoggedIn = 1 AND login.StatusDuration IS NOT NULL	The amount of time the current agent changed his status from one to another in the ACD group(s) in which he was logged in within a particular time slice.
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Calls - Serviced

Criteria Used (See Also AcdB - ACD Groups KPIs)	Description
acdb.bOutbound = 0 AND b.CONNRES = 1 AND acdb.dtAgentConnect IS NOT NULL	All inbound calls routed to the ACD group(s) in which the current agent was logged in and that were successful connected to the him within a particular time slice. See also Value Reference - CONNRES

Calls - Busy

Criteria Used (See Also AcdB - ACD Groups KPIs)	Description
acdb.bOutbound = 0 AND b.CONNRES IN (3, 5, 6)	All inbound calls routed to the ACD group(s) in which the current agent was logged in, that were distributed to him within a particular time slice and <ul style="list-style-type: none"> the destination's line was busy or a reason other than busy was received from the called destination or the agent hungup during the whisper prompt before caller and destination were connected. See also Value Reference - CONNRES

Calls - No Answer

Criteria Used (See Also AcdB - ACD Groups KPIs)	Description
acdb.bOutbound = 0 AND (b.CONNRES NOT IN (1, 3, 4, 5, 6) OR (b.CONNRES = 1 AND acdb.dtAgentConnect IS NULL))	All inbound calls routed to the ACD group(s) in which the current agent was logged in and that were not connected to the him within a particular time slice because <ul style="list-style-type: none"> the destination did not answer the telephone or an error occurred when calling the destination or the destination number was blocked in the restricted numbers table. The call was not made. See also Value Reference - CONNRES

Auto Logoff - Total

Criteria Used (see also AcdB - ACD Groups KPIs)	Description
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login.LoginActionCode in (6)	<p>The amount of time the current agent were automatically logged off from the ACD group in which he was logged in because the “maximum missed calls - All” set in this ACD group was reached.</p> <p>see also Value Reference - AcLoginType / LoginActionCode</p>
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Auto Logoff - Busy

Criteria Used (see also AcdB - ACD Groups KPIs)	Description
login.LoginActionCode = 8	<p>The amount of time the current agent were automatically logged off from the ACD group in which he was logged in because the “maximum missed calls - Busy” set in this ACD group was reached.</p> <p>see also Value Reference - AcLoginType / LoginActionCode</p>

Auto Logoff - No Answer

Criteria Used (see also AcdB - ACD Groups KPIs)	Description
login.LoginActionCode = 9	<p>The amount of time the current agent were automatically logged off from the ACD group(s) in which he was logged in because the “maximum missed calls - no answer” set in this ACD group was reached.</p> <p>see also Value Reference - AcLoginType / LoginActionCode</p>

Auto Logoff - Timed

Criteria Used (see also AcdB - ACD Groups KPIs)	Description
login.LoginActionCode = 7	<p>The amount of time the selected agent were automatically logged off from the ACD group in which he was logged in because he was logged off automatically at the time specified in the ACD group or user settings.</p> <p>see also Value Reference - AcLoginType / LoginActionCode</p>

Call Time - Ø Duration

Formula Used	Description
CallTime / AnsweredCalls	Calls time total duration divided by the number of calls calls in the ACD group(s) in which the current agent was logged in within a particular time slice.

Call Time - Max. Duration

Criteria Used (see also AcdB - ACD Groups KPIs)	Description
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IF (b.dtWhisperEnd IS NULL) THEN max (b.dtCallEnd - b.dtCallConnect) ELSE max (b.dtCallEnd - b.dtWhisperEnd) WHERE acdb.bOutbound = 0 AND b.CONNRES = 1 AND b.dtCallConnect IS NOT NULL	Maximum call time of the current agent in the ACD group(s) in with he was logged in within a particular time slice. See also Value Reference - CONNRES
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Call Time - Total Duration

Criteria Used (see also Ac dB - ACD Groups KPIs)	Description
IF (b.dtWhisperEnd IS NULL) THEN sum (b.dtCallEnd - b.dtCallConnect) ELSE sum (b.dtCallEnd - b.dtWhisperEnd) WHERE acdb.bOutbound = 0 AND b.CONNRES = 1 AND b.dtCallConnect IS NOT NULL	Total call time of the current agent in the ACD group(s) in with he was logged in within a particular time slice. See also Value Reference - CONNRES

Break Time - Ø Duration

Formula Used	Description
BreakTime / BreakTimeCount	Breaking time duration divided by the number of number of breaks took by the current agent in the ACD group(s) in which he is logged in within a particular time slice

Break Time - Max. Duration

Criteria Used (See Also Ac dB - ACD Groups KPIs)	Description
login.bGroupLoggedIn = 1 AND Ac dAgentStatus.bPause = 1	Maximum breaking time of the selected agent in the ACD group(s) in which he was logged in within a particular time slice.

Break Time - Total Duration

Criteria Used (See Also AcdB - ACD Groups KPIs)	Description
login.bGroupLoggedIn = 1 AND AcdAgentStatus.bPause = 1	Total breaking time of the current agent in the ACD group(s) in which he was logged in within a particular time slice.

Post Call Time - Ø Duration

Formula Used	Description
PostCall / PostCallCount	Post call time total duration divided by the amount of time the current agent was in a Post Calls in the current ACD group within a particular time slice

Post Call Time - Max. Duration

Criteria Used (See Also AcdB - ACD Groups KPIs)	Description
acdb.bOutbound = 0 AND b.PostCallInterval > 0 AND b.CONNRES = 1	Maximum duration of the current agent in a status manual postcall and/or automatic postcall after the end of the call flow in the ACD group(s) in which he was logged in within a particular time slice. See also Value Reference - CONNRES

Post Call Time - Total Duration

Criteria Used (See Also AcdB - ACD Groups KPIs)	Description
acdb.bOutbound = 0 AND b.PostCallInterval > 0 AND b.CONNRES = 1	Total duration of the current agent in a status manual postcall and/or automatic postcall after the end of the call flow in the ACD group(s) in which he was logged in within a particular time slice. See also Value Reference - CONNRES

Enquiry Time - Ø Duration

Formula Used	Description
EnquiryTime / EnquiryTimeCount	Total enquiry time divided by the number of enquiries in the current ACD group within a particular time slice

Enquiry Time - Max. Duration

Criteria Used (See Also AcdB - ACD Groups KPIs)	Description
IF (b.dtEnquiryEnd IS NULL) THEN max (b.dtCallEnd - b.dtEnquiryStart) ELSE max (b.dtEnquiryEnd - b.dtEnquiryStart) WHERE acdb.bOutbound = 0	Maximum duration of enquiry calls made by the current agent in the ACD group(s) in which he was logged in within a particular time slice.

Enquiry Time - Total Duration

Criteria Used (See Also AcdB - ACD Groups KPIs)	Description
SUM(IF(b.dtEnquiryStart IS NOT NULL, 1, 0)) WHERE acdb.bOutbound = 0	The amount of enquiry calls made by the current agent in the ACD group(s) in which he was logged in within a particular time slice.

Ringling Time - Ø Duration

Formula Used	Description
RinglingTime / GroupCalls	Total enquiry time divided by the number of enquiries in the current ACD group within a particular time slice

Ringling Time - Max. Duration

Criteria Used (See Also AcdB - ACD Groups KPIs)	Description
max (b. dtCallConnect - b.dtCallStart) WHERE acdb.bOutbound = 0	Maximum duration of ringling time on the phone line of the current agent in the ACD group(s) in which he is logged in within a particular time slice.

Occupancy (%)

Formula Used	Description
CallTime * 100 / LoginTime	Total talking time divided by the total login time multiplied by hundred

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