

ACD-A-005 - ACD Agent Report 1

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Description

This report contains data - presented individually per agent - for inbound calls distributed to an agent via the selected ACD groups within a particular time slice. While this report allows you to evaluate the performance - inbound calls - of agents logged in the groups specified in the input, the report [ACD Agent Performance Report](#) allows you to evaluate the performance - inbound calls- 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 Time - Total Duration

AcdB - AcdGetAgentLoginTime_Group

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

AcdB - AcdGetAgentLoginCount_Group

Criteria Used (see also AcdB - ACD Groups KPIs)	Description
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.

Calls - Serviced

AcdB - AcdGetAnsweredCallsAgent_Group

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 selected agent is logged in and that were successful connected to the selected agent within a particular time slice. See also Value Reference - CONNRES

Calls - Busy

AcdB - AcdGetBusyCallsAgent_Group

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 ora reason other than busy was received from the called destination orthe agent hungup during the whisper prompt before caller and destination were connected. See also Value Reference - CONNRES

Calls - No Answer

AcdB - AcdGetNoAnswerCallsAgent_Group

Criteria Used (See Also AcdB - ACD Groups KPIs)	Description
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acdb.bOutbound = 0 AND (b.CONNRES NOT IN (1, 3, 4, 5, 6) OR (b.CONNRES = 1 AND acdb.dtAgentConnect IS NULL))	<p>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</p> <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.. <p>See also Value Reference - CONNRES</p>
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Auto Logoff - Total

AcdB - AcdGetAgentAutoLogOff_Group

Criteria Used (see also AcdB - ACD Groups KPIs)	Description
login.LoginActionCode = 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 - AcdLoginType / LoginActionCode</p>

Auto Logoff - Busy

AcdB - AcdGetAgentAutoLogOffBusy_Group

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 - AcdLoginType / LoginActionCode</p>

Auto Logoff - No Answer

AcdB - AcdGetAgentAutoLogOffNoAnswer_Group

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 - AcdLoginType / LoginActionCode</p>

Auto Logoff - Timed

AcdB - AcdGetAgentAutoLogOffDaemon_Group

Criteria Used (see also AcdB - ACD Groups KPIs)	Description
login.LoginActionCode = 7	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. see also Value Reference - AcdLoginType / LoginActionCode

Call Time - Ø Duration

Formula Used	Description
$\frac{\text{AcdGetTalkingDurationAgent_Group}}{\text{AcdGetAnsweredCallsAgent_Group}}$	Total calls duration divided by the number of answered calls in the ACD group(s) in which the selected agent is logged in within a particular time slice

Call Time - Max. Duration

AcdB - AcdGetTalkingDurationAgentMax_Group

Criteria Used (see also AcdB - ACD Groups KPIs)	Description
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.

Call Time - Total Duration

AcdB - AcdGetTalkingDurationAgent_Group

Criteria Used (see also AcdB - ACD Groups KPIs)	Description
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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 which he was logged in within a particular time slice. See also Value Reference - CONNRES
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Break Time - Ø Duration

Formula Used	Description
AcdGetBreakingDurationAgent_Group / AcdGetBreakingCountAgent_Group	Breaking time divided by the number of Breaking Time in the current ACD group within a particular time slice

Break Time - Max. Duration

Acdb -AcdGetBreakingDurationAgentMax_Group

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

Break Time - Total Duration

Acdb - AcdGetBreakingDurationAgent_Group

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
$\text{AcdGetPostCallDurationAgent_Group} / \text{AcdGetPostCallCountAgent_Group}$	Total post call time divided by the number of Post Calls in the current ACD group within a particular time slice

Post Call Time - Max. Duration

AcdB - AcdGetPostCallDurationAgentMax_Group

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

AcdB - AcdGetPostCallDurationAgent_Group

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
$\text{AcdGetEnquiryCountAgent_Group} / \text{AcdGetEnquiryCountAgent_Group}$	Total enquiry time divided by the number of enquiries in the current ACD group within a particular time slice

Enquiry Time - Max. Duration

AcdB - AcdGetEnquiryDurationAgentMax_Group

Criteria Used (See Also AcdB - ACD Groups KPIs)	Description
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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.
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Ringing Time - Ø Duration

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

Ringing Time - Max. Duration

AcidB - AcidGetRingingDurationMaxAgent_Group

Criteria Used (See Also AcidB - ACD Groups KPIs)	Description
max (b. dtCallConnect - b.dtCallStart) acdb.bOutbound = 0	Maximum duration of ringing 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.

Ringing Time - Total Duration

AcidB - AcidGetRingingDurationAgent_Group

Criteria Used (See Also AcidB - ACD Groups KPIs)	Description
sum (b. dtCallConnect - b.dtCallStart) WHERE acdb.bOutbound = 0	Total ringing time on the line of the selected agent in the ACD group(s) he is logged in within a particular time slice.

Occupancy (%)

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

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