ACD-A-007 - ACD Agent Report 3

Description

This report contains data - presented individually per agent - for inbound calls to, and outbound calls from the selected agents over the time period chosen.

Sample Execution (Input) Sample Report (Output)

Selection

Parameter	Explanation	Release
Outbound Destinations to Exclude	A comma separated list of destinations can be provided to the report, to exclude certain outbound destinations from the "outbound" columns provided below. If not specified, the report includes all outbound calls. If provided, the report excludes all destinations which start with any of the provided values in the comma separated parameter. For example: • 49894614950 would exclude all calls made to jtel GmbH, Munich • 49,41,43 would exclude all calls made to destinations in Germany, Switzerland and Austria	**FROM RELEASE 3.26**

Columns

The following columns are provided.

Legend

Table	Alias
StatisticsPartB (See also Table Reference - StatisticsPartB (B))	b

ACD Calls - Total

B - AcdGetACDCalls_Agent

Criteria Used (see also **B - ACD Agents KPIs**)	Description

Criteria Used	Description
b.bOutbound = 0 b.bTransferAgent = 0 b.bTransferExternalNumber = 0	Total inbound calls distributed to agents within a particular time slice. Except calls transferred by an agent to another agent or to an external number.

ACD Calls - Taken

B - AcdGetACDTakenCalls_Agent

Criteria Used (see also B - ACD Agents KPIs)	Description
b.bOutbound = 0 b.bTransferAgent = 0 b.bTransferExternalNumber = 0 b.CONNRES = 1	Total inbound calls answered by agents within a particular time slice. Except calls transferred by an agent to another agent or an external number.

ACD Calls - Ø Duration

B - AcdGetACDCallsDurationAvg_Agent

Criteria Used (see also B - ACD Agents KPIs)	Description
AVG(b.dtCallEnd - b.dtCallConnect) b.bOutbound = 0 b.bTransferAgent = 0 b.bTransferExternalNumber = 0 b.CONNRES = 1	Average duration of inbound calls answered by agents within a particular time slice. Except calls transferred by an agent to another agent or an external number.

ACD Calls - Total Duration

B - AcdGetACDCallsDuration_Agent

Criteria Used (see also B - ACD Agents KPIs)	Description

SUM(b.dtCallEnd - b.dtCallConnect) b.bOutbound = 0 b.bTransferAgent = 0 b.bTransferExternalNumber = 0 b.CONNRES = 1	Total duration of inbound calls answered by agents within a particular time slice. Except calls transferred by an agent to another agent or to an external number.

ACD Outdial Calls - Total

B - AcdGetACDOutdialCalls_Agent

Criteria Used (see also **B - ACD Agents KPIs**)	Description
b.bOutbound = 1 b.bTransferAgent = 0 b.bTransferExternalNumber = 0	Total outbound calls made by agents within a particular time slice. Except calls transferred by an agent to another agent or to an external number.

ACD Outdial Calls - Taken

B - AcdGetACDOutdialTakenCalls_Agent

Criteria Used (see also **B - ACD Agents KPIs**)	Description
b.bOutbound = 1 b.bTransferAgent = 0 b.bTransferExternalNumber = 0 b.CONNRES = 1	Total outbound calls made by agents and answered by the destination within a particular time slice. Except calls transferred by an agent to anothter agent or to an external number.

ACD Outdial Calls - Ø Duration

B - AcdGetACDOutdialCallsDurationAvg_Agent

Criteria Used (see also **B - ACD Agents KPIs**)	Description

AVG(b.dtCallEnd - b.dtCallConnect) b.bOutbound = 1 b.bTransferAgent = 0 b.bTransferExternalNumber = 0 b.CONNRES = 1	Average duration of outbound calls made by agents within a particular time slice. Except calls transferred by an agent to anothter agent or to an external number.

ACD Outdial Calls - Total Duration

B - AcdGetACDOutdialCallsDuration_Agent

Criteria Used (see also B - ACD Agents KPIs)	Description
SUM(b.dtCallEnd - b.dtCallConnect) b.bOutbound = 1 b.bTransferAgent = 0 b.bTransferExternalNumber = 0 b.CONNRES = 1	Total duration of outbound calls made by agents within a particular time slice. Except calls transferred by an agent to anothter agent or to an external number.

ACD Transfer Calls - Total

B - AcdGetACDTransferAgentCalls_Agent

Criteria Used (see also B - ACD Agents KPIs)	Description
b.bTransferAgent = 1 OR b.bTransferExternalNumber = 1	Total inbound and outbound calls transferred to the agent from another agent .

ACD Transfer Calls - Taken

B - AcdGetACDTransferAgentTakenCalls_Agent

Criteria Used (see also B - ACD Agents KPIs)	Description
b.bTransferAgent = 1 OR b.bTransferExternalNumber = 1 b.CONNRES = 1	Total inbound and outbound calls transferred to the agent from another agent and which were answered.

ACD Transfer Calls - Ø Duration

B - AcdGetACDTransferAgentCallsDurationAvg_Agent

Criteria Used (see also B - ACD Agents KPIs)	Description
AVG(b.dtCallEnd - b.dtCallConnect) b.bTransferAgent = 1 OR b.bTransferExternalNumber = 1 b.CONNRES = 1	Average duration of inbound and outbound calls transferred to the agent from another agent.

ACD Transfer Calls - Total Duration

B - AcdGetACDTransferAgentCallsDuration_Agent

Criteria Used (see also B - ACD Agents KPIs)	Description
SUM(b.dtCallEnd - b.dtCallConnect) b.bTransferAgent = 1 OR b.bTransferExternalNumber = 1 b.CONNRES = 1	Total duration of inbound and outbound calls transferred to the agent from another agent.

ACD Post Calls - Total

B - AcdGetPostCalls_Agent

Criteria Used (see also B - ACD Agents KPIs)	Description
b.PostCallInterval > 0 b.CONNRES = 1	Total number of inbound calls distributed to agents and outbound calls distributed to the destination within a particular time slice were in status manual postcall and/or automatic postcall after the call end. See also Value Reference - CONNRES

ACD Post Calls - Taken

B - AcdGetPostTakenCalls_Agent

Criteria Used (see also B - ACD Agents KPIs)	Description
b.PostCallInterval > 0 b.CONNRES = 1	Total number of inbound calls answered by agents and outbound calls answered by the destination within a particular time slice were in status manual postcall and/or automatic postcall after the call end. See also Value Reference - CONNRES

ACD Post Calls - Ø Duration

B - AcdGetPostCallDurationAvg_Agent

Criteria Used (see also B - ACD Agents KPIs)	Description
AVG(b.dtCallEnd - b.dtCallStart) b.PostCallInterval > 0 b.CONNRES = 1	Average duration of inbound calls distributed to agents and outbound calls distributed to the destination within a particular time slice - in status manual postcall and/or automatic postcall after the end . See also Value Reference - CONNRES

ACD Post Calls - Total Duration

B - AcdGetPostCallDuration_Agent

Criteria Used (see also B - ACD Agents KPIs)	Description
SUM(b.dtCallEnd - b.dtCallStart) b.PostCallInterval > 0 b.CONNRES = 1	Total duration of inbound calls distributed to agents and outbound calls distributed to the destination within a particular time slice - in status manual Post Call and/or automatic Post Call after the end . See also Value Reference - CONNRES Agents that were in manual Post Call Time processing and/or automatic Post Call Time processing status after the call ended. It should be noted that as of Release 3.29 manual Post Call Time processing, which is selected during the call by selecting the related agent status, is not counted statistically until the call is ended. This is because the agent is not considered in Post Call Time processing during the call.