

ACD-G-003 - ACD Groups Report 4 and variant

[1 [Description](#)] [1.1 [Service Level Calculation](#)] [2 [Sample Execution \(Input\) Sample Report \(Output\)](#)] [3 [Columns](#)] [3.1 [Legend](#)] [3.2 [Calls - Offered](#)] [3.3 [Calls - Availability](#)] [3.4 [Calls - Availability %](#)] [3.5 [Calls - Service Level](#)] [3.6 [Calls - Service Level %](#)] [3.7 [Calls - Outbound Calls](#)] [3.8 [Calls - Outbound Talks](#)] [3.9 [Calls - Hungup <=](#)] [3.10 [Calls - Hungup >](#)] [3.11 [Calls - Error](#)] [3.12 [Calls - Queue Closed](#)] [3.13 [Calls - Queue Full](#)] [3.14 [Calls - Queue Timeout](#)] [3.15 [Calls - Queue Leave](#)] [3.16 [Calls - Busy](#)] [3.17 [Answer Time - Ø Duration and Max. Duration](#)] [3.18 [Hang Up Time - Ø Duration and Max. Duration](#)] [3.19 [Talk Time Inbound - Ø Duration and Max. Duration](#)] [3.20 [Talk Time Outbound - Ø Duration and Max. Duration](#)] [3.21 [Occupancy %](#)] [3.22 [All Calls](#)] [3.23 [Voicemail Calls](#)] [3.24 [Callback Calls](#)]

Description

This report contains aggregated data for inbound and outbound calls to the selected ACD groups and service numbers over the time period and granularity chosen. Data is aggregated over the selected ACD groups and service numbers, and not presented individually per group or per service number.

CAUTION: if an incoming call is transferred from one ACD group to another, then this will be counted in BOTH ACD groups. This report is designed to be viewed by the manager / supervisor of the ACD groups in question, so aggregated data should be viewed with caution.

P. S. ACD-G-003-002 contains three additional columns: All Calls which calculates Inbound plus Outbound Calls, Voicemail Calls and Callback Calls.

Service Level Calculation

The service level calculation in this report considers:

- Calls answered by agents within "ServiceLevelSeconds" measured from the time call entered the groups
- All calls which were offered to the groups

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
AcdStatisticsLogin (See also Table Reference - AcdStatisticsLogin)	login

Calls - Offered

AcdB - AcdGetGroupCalls_GroupServiceNumber

Criteria Used (see also ACD Group Service Number KPIs)	Description
bOutbound = 0	All inbound calls which entered an ACD group and service number within a particular time slice.

Calls - Availability

Formula Used	Description
Availability = Answered Calls / Offered Calls	The ratio between the number of total calls answered and the number of calls that entered the selected groups and service number within a particular time slice.

Calls - Availability %

Formula Used	Description
Availability = Answered Calls / Offered Calls*100	The percentage ratio between the number of total calls answered and the number of calls that entered the selected groups and service number within a particular time slice.

Calls - Service Level

AcdB - AcdGetInServiceCallsByParam_GroupServiceNumber

Criteria Used (see also ACD Group Service Number KPIs)	Description
bOutbound = 0 (dtAgentConnect - dtGroupStart) <= ServiceLevelSeconds	All inbound calls which entered an ACD group and service number within a particular time slice, which were connected to an agent within (less than or equal to) the specified ServiceLevelSeconds. If ServiceLevelSeconds is 0, then this value is set to all calls connected to agents (i.e. ServiceLevelSeconds is ignored).

Calls - Service Level %

Formula Used	Description
Service Level Calls % = Service Level Calls / Offered Calls*100	The ratio between the number of calls answered within the service level chosen and the number of calls that entered the selected groups and service number within a particular time slice.

Calls - Outbound Calls

Criteria Used	Description
---------------	-------------

acdb.AcdOriginGroupsID IS NULL acdb.bOutbound = TRUE acdb.CONNRES <> 1	The total number of outbound calls initiated from the selected groups and service number within a particular time slice.
--	--

Calls - Outbound Talks

Criteria Used	Description
acdb.AcdOriginGroupsID IS NULL acdb.bOutbound = TRUE acdb.CONNRES = 1 acdb.dtCallConnect IS NOT NULL	The total number of outbound calls initiated from the selected groups and service number within a particular time slice and that were answered by the destination.

Calls - Hungup <=

Acdb - AcdGetInTimeHangupCallsByParam_GroupServiceNumber

Criteria Used (see also ACD Group Service Number KPIs)	Description
bOutbound = 0 bCallerHangup = 1 dtAgentConnect IS NULL AcdGroupEndReasonsID IN (1, 2, 3, 4) (dtGroupEnd - dtGroupStart) <= HangupSeconds	All inbound calls which entered an ACD group and service number within a particular time slice, which were not connected to an agent and where the caller hungup before or in the ACD queue within the specified HangupSeconds. See also Value Reference - AcdGroupEndReasons .

Calls - Hungup >

Acdb - AcdGetNotInTimeHangupCallsByParam_GroupServiceNumber

Criteria Used (see also ACD Group Service Number KPIs)	Description
---	-------------

bOutbound = 0 bCallerHangup = 1 dtAgentConnect IS NULL AcdGroupEndReasonsID IN (1, 2, 3, 4) (dtGroupEnd - dtGroupStart) > HangupSeconds	All inbound calls which entered an ACD group and service number within a particular time slice, which were not connected to an agent and where the caller hungup before or in the ACD queue after the sepecified HangupSeconds. See also Value Reference - AcdGroupEndReasons .
---	--

Calls - Error

Formula Used	Description
ErrorHangupCalls = OfferedCalls - InServiceCalls - NotInServiceCalls - CallerHangupCallsInTime - CallerHangupCallsOutTime - QueueClosedCalls - QueueFullCalls - QueueTimeoutCalls - QueueLeaveDtmfCalls - BusyCalls	The difference between the offered calls and all other hungup calls.

Calls - Queue Closed

AcdB - AcdGetQueueClosedCallsByGroupEndReason_GroupServiceNumber

Criteria Used (see also ACD Group Service Number KPIs)	Description
bOutbound = 0 AcdGroupEndReasonsID IN (100, 101, 102, 107, 108) dtAgentConnect IS NULL	All inbound calls which entered an ACD group and service number within a particular time slice, which were not connected to an agent and where the call was handled by a rule at one of the specified AcdGroupEndReasons: Group Start, Routing Application, Queue, Queue No Agents, Queue All Tried. See also Value Reference - AcdGroupEndReasons .

Calls - Queue Full

AcdB - AcdGetQueueFullCallsByGroupEndReason_GroupServiceNumber

Criteria Used (see also ACD Group Service Number KPIs)	Description
bOutbound = 0 AcdGroupEndReasonsID IN (105, 205) dtAgentConnect IS NULL	All inbound calls which entered an ACD group and service number within a particular time slice, which were not connected to an agent and where the call could not enter the queue because the queue was full. See also Value Reference - AcdGroupEndReasons .

Calls - Queue Timeout

Acdb - AcdbGetQueueTimeoutCallsByGroupEndReason_GroupServiceNumber

Criteria Used (see also ACD Group Service Number KPIs)	Description
bOutbound = 0 AcdbGroupEndReasonsID IN (106, 206) dtAgentConnect IS NULL	All inbound calls which entered an ACD group and service number within a particular time slice, which were not connected to an agent and where the call left the queue because the configured queue timeout was reached. See also Value Reference - AcdbGroupEndReasons .

Calls - Queue Leave

Acdb - AcdbGetQueueLeaveByDtmfCallsGroupEndReason_GroupServiceNumber

Criteria Used (see also ACD Group Service Number KPIs)	Description
acdb.bOutbound = 0 acdb.AcdbGroupEndReasonsID = 109 acdb.dtAgentConnect IS NULL acdb.AcdbGroupActionTypesID IS NULL	All inbound calls which entered an ACD group and service number within a particular time slice, which were not connected to an agent and where the call left the queue because the caller pressed a valid DTMF whilst in the queue which was associated with a rule configured at the checkpoint "Queue Leave on DTMF" which was then executed.. See also Value Reference - AcdbGroupEndReasons and Value Reference - AcdbGroupActionTypes .

Calls - Busy

Acdb - AcdbGetSystemHangupCallsByGroupEndReason_GroupServiceNumber

Criteria Used (see also ACD Group Service Number KPIs)	Description
bOutbound = 0 bCallerHangup = 0 AcdbGroupEndReasonsID IN (1, 2, 3, 4, 207) dtAgentConnect IS NULL	All inbound calls which entered an ACD group and service number within a particular time slice, which were not connected to an agent and where the system hungup the call when executing a defined group rule or when there was no rule however one would have been required to continue processing. See also Value Reference - AcdbGroupEndReasons .

Answer Time - Ø Duration and Max. Duration

The average and maximum duration of the following KPI:

Acdb - AcdbGetAnswerDuration_GroupServiceNumber

Criteria Used (see also ACD Group Service Number KPIs)	Description
acdb.bOutbound = 0 acdb.dtAgentConnect IS NOT NULL SUM (acdb.dtAgentConnect - acdb.dtGroupStart)	The total talking time duration between a caller and an agent or a destination in the selected ACD groups and via the selected service numbers within a particular time slice.

Hang Up Time - Ø Duration and Max. Duration

The average and maximum duration of the following KPI:

Acdb - AcdbGetCallerHangupCallsDuration_GroupServiceNumber

Criteria Used (see also ACD Group Service Number KPIs)	Description
bOutbound = 0 dtAgentConnect IS NULL bCallerHangup = 1 AcdbGroupEndReasonsID IN (1, 2, 3, 4)	The time difference between dtGroupStart and dtGroupEndfor calls where the caller did not speak to an agent and hung up before or whilst in the ACD queue. See also Value Reference - AcdbGroupEndReasons .

Talk Time Inbound - Ø Duration and Max. Duration

The average and maximum duration of the following KPI:

Acdb - AcdbGetCallDuration_GroupServiceNumber

This KPI references all data from the StatisticsPartB table (agent calls) for each found entry in the AcdbStatisticsPartB table. This enables the times agents were actually connected with callers to be measured.

Criteria Used (see also ACD Group Service Number KPIs)	Description
bOutbound = 0 b.CONNRES = 1 b.dtCallConnect IS NOT NULL b.UserID IS NOT NULL	The time difference between b.dtCallConnect or b.dtWhisperEnd (whichever is not NULL and later) and b.dtCallEndfor calls answered by agents (UserID NOT NULL).

Talk Time Outbound - Ø Duration and Max. Duration

The average and maximum duration of the following KPI:

Formula Used	Description
acdb.AcdOriginGroupsID IS NULL acdb.bOutbound = TRUE acdb.CONNRES = 1 acdb.dtCallConnect IS NOT NULL	The total number of outbound calls initiated from the selected groups and service number within a particular time slice and that were answered by the destination.

Occupancy %

Formula Used	Description
$\text{Occupancy} = \text{CallTimeTotal} * 100 / \text{TotalAgentLoginTime}$	The ratio between the cumulated duration of all offered calls in the selected groups and service numbers and the cumulated login time of all agents.

All Calls

ACD-G-003-002 ONLY

The total number of inbound and outbound calls
Offered Calls + Outbound Calls OK

Voicemail Calls

ACD-G-003-002 ONLY

Calls which resulted in a voicemail being left
acdb.AcdGroupActionTypesID = 3

Callback Calls

ACD-G-003-002 ONLY

Calls which resulted in a callback request being left

acdb.AcdGroupActionTypesID IN (8, 10, 11, 12) OR (e.AcdEventTypesID = 3)

PS. AcdGroupActionTypesID 10 is for "Request Callback or Voice-Mail" so if we have this rule action type, it will be counted as a Callback call.

[1 Description] [1.1 Service Level Calculation] [2 Sample Execution (Input) Sample Report (Output)] [3 Columns] [3.1 Legend] [3.2 Calls - Offered] [3.3 Calls - Availability] [3.4 Calls - Availability %] [3.5 Calls - Service Level] [3.6 Calls - Service Level %] [3.7 Calls - Outbound Calls] [3.8 Calls - Outbound Talks] [3.9 Calls - Hungup <=] [3.10 Calls - Hungup >] [3.11 Calls - Error] [3.12 Calls - Queue Closed] [3.13 Calls - Queue Full] [3.14 Calls - Queue Timeout] [3.15 Calls - Queue Leave] [3.16 Calls - Busy] [3.17 Answer Time - Ø Duration and Max. Duration] [3.18 Hang Up Time - Ø Duration and Max. Duration] [3.19 Talk Time Inbound - Ø Duration and Max. Duration] [3.20 Talk Time Outbound - Ø Duration and Max. Duration] [3.21 Occupancy %] [3.22 All Calls] [3.23 Voicemail Calls] [3.24 Callback Calls]