

Table Reference - AcdStatisticsLogin

Contents

This table contains data regarding status changes of agents from one status to another.

It contains data regarding:

- Status changes of the agent as a whole. In this case, the field `AcidGroupsID` will be `NULL`.
- Status changes of an agent in an ACD group. In this case, the field `AcidGroupsID` will contain the ID of the ACD Group to which the status change pertains.

Fields

Field	Type	Meaning
ID	INT	Unique and automatic ID assigned to each record.
dtCreated	TIMESTAMP	The date and time the record was created.
UsersID	INT	The ID of the user for which the record was created.
AcidAgentStatusID	INT	The ID of the agent status the user changed to when the record was created.
UsersTelActive	VARCHAR	The active telephone number of the agent at the point in time the status change was made.
AcidGroupsID	INT	The ID of the ACD group to which this status change pertains. NULL if the status change is for the agent as a whole.
bGroupLoggedIn	BOOLEAN	Whether the agent was logged in to the group after the status change was made.
ClientsID	INT	The Clients ID.
ResellersID	INT	The Resellers ID.
StatusDuration	INT	The duration of this status record in seconds. Note: it is not recommended to use this value if you expect values obtained from this table to add up to hours, days or weeks etc. This is due to the potential for rounding errors. It is better to calculate the time stamp differences between <code>dtCreated</code> and <code>dtEndStatus</code> instead, whilst keeping the microsecond values as long as possible before finally (preferably in the last process step) rounding and display of the information is performed,
LoginActionCode	INT	How the status change to this status occurred. The following values are defined: 1 = Login/Logout by telephone 2 = Login/Logout by web 3 = Login/Logout by a supervisor

LogoutActionCode	INT	How the status change from this status occurred (when the next status record was created): 1 = Login/Logout by telephone 2 = Login/Logout by web 3 = Login/Logout by a supervisor 6 = Auto logout (total counter exceeded) 7 = Auto logout (daemon daily autologout) 8 = Auto logout (busy calls exceeded) 9 = Auto logout (no answer calls exceeded)
ACDCDRFileName	VARCHAR	Internal field related to the transfer of this information to backend systems by the appropriate process.
bAcclggedIn	BOOLEAN	Whether the agent was logged into the system after this record was created (0 = no, 1 = yes). Note that only the last record in a logout "chain" of records will contain the value 0.
bCountedAsLoginLogout	BOOLEAN	Whether this entry counts as logging into the relevant ACD group (if <code>ACDGroupsID</code> IS NOT NULL) or the system (if <code>ACDGroupsID</code> IS NULL). 0 otherwise.
dtEndStatus	TIMESTAMP	When the next status change was made, and this status ended.
dtLastModified	TIMESTAMP	When the record was last modified.
bConfirmedChangeStatus	BOOLEAN	Whether the status change was made by the agent despite a warning dialog being visible that changing status would violate the current system settings, for example pertaining to the minimum number of agents logged into an ACD group.
UsersProfilesID	INT	The currently active UsersProfilesID for the active user profile of the user, when this status change was made. Note: this value is only completely reliable for records where <code>AcidGroupsID</code> IS NULL.
bCountedAsLogIn	BOOLEAN	This field is no longer supported and may be removed in a future release.
geom1_ClientsID	POINT	Geometry point for the fast indexing of records in this table.
geom2_UsersID	POINT	Geometry point for the fast indexing of records in this table.
geom3_AcdGroupSID	POINT	Geometry point for the fast indexing of records in this table.