

Table Reference - AcdStatisticsPartC

Contents

This table contains data pertaining to chat sessions distributed to particular agents from chat connectors.

Fields

Field	Type	Meaning
ID	INT	Unique and automatic ID assigned to each record.
AcdEventsID	INT	The ID of the AcdEvent for the chat session. Note, each chat session may have several entries in this table.
AcdGroupsID	INT	The ID of the AcdGroup in which this chat session was distributed.
AcdOriginGroupsID	INT	If a chat was forwarded to another ACD group, this field contains the ID of the ACD group in which the chat previously was distributed.
ChatConnectorsID	INT	The ID of the ChatConnector from which this chat session was initiated.
dtLastModified	TIMESTAMP	The date and time this entry was last modified.
dtChatStart	TIMESTAMP	The date and time the chat was started by the external user / customer.
dtChatConnect	TIMESTAMP	The date and time the chat was connected to the agent.
dtChatEnd	TIMESTAMP	The date and time the chat was closed.
bChatHangup	BOOLEAN	TRUE (1) if the chat was explicitly closed by the chat user (using X), FALSE (0) otherwise if the chat was closed due to a timeout, loss of connection, or by the agent.
UsersID	INT	The ID of the user who handled the chat session.