

# Table Reference - AcdStatisticsPartD

## Contents

This table contains statistics on DynamicPriorityGroups targets pertaining to the number of calls which were serviced or not for a particular set of planning data.

The planned data contains figures on the number of calls planned within a particular time slice.

This data contains the actual number of calls received, and other aggregated counters regarding the number of serviced calls.

Calls are aggregated here when:

- The service number is associated with the dynamic priority group
  - The aggregation occurs over all associated service numbers
- StatisticsPartA.dtCallStart is within the timeslice
  - It does not matter when the call was actually connected with an agent.

## Aggregation

The data is aggregated for the planned time slice. A call is considered as within the timeslice, if **StatisticsPartA.dtCallStart** is within that timeslice.

## Fields

Field	Type	Meaning
DynamicPriorityGroupsTargetsID	INT	The ID of the planned data for the timeslice and dynamic priority group.
TotalCalls	INT	The total number of calls presented to the dynamic priority group within the timeslice.
ServicedCalls	INT	The total number of calls serviced (answered by agents) to the dynamic priority group within the timeslice. Service level seconds etc. are not considered, a call answered by an agent is enough.
ServicedCallsWaitingTimeTotal	INT	The total waiting time from StatisticsPartA.dtCallStart to AcdStatisticsPartB.dtAgentConnect for all serviced calls within the timeslice.
ServicedCallsWaitingTimeMax	INT	The maximum waiting time from StatisticsPartA.dtCallStart to AcdStatisticsPartB.dtAgentConnect for all serviced calls within the timeslice.
CallerHangupNoConnectCalls	INT	The total number of calls where the caller hungup before the call was answered by an agents within the timeslice.
CallerHangupNoConnectCallsWaitingTimeTotal	INT	The total waiting time from StatisticsPartA.dtCallStart to StatisticsPartA.dtCallEnd for all CallerHangupNoConnectCalls within the timeslice.
CallerHangupNoConnectCallsWaitingTimeMax	INT	The maximum waiting time from StatisticsPartA.dtCallStart to StatisticsPartA.dtCallEnd for all CallerHangupNoConnectCalls within the timeslice.
SystemHangupNoConnectCalls	INT	The total number of calls where the system hungup before the call was connected (to an announcement or answered by an agent) within the timeslice. This will be due to a configuration (timeout, group rule etc.).

SystemHangupNoConnectCallsWaitingTimeTotal	INT	The total waiting time from <code>StatisticsPartA.dtCallStart</code> to <code>StatisticsPartA.dtCallEnd</code> for all <code>SystemHangupNoConnectCalls</code> within the timeslice.
SystemHangupNoConnectCallsWaitingTimeMax	INT	The maximum waiting time from <code>StatisticsPartA.dtCallStart</code> to <code>StatisticsPartA.dtCallEnd</code> for all <code>SystemHangupNoConnectCalls</code> within the timeslice.
CallerHangupConnectedCalls	INT	The total number of calls where the caller hungup before the call was connected to an agent but after the call was connected to the system (usually to an announcement) within the timeslice.
CallerHangupConnectedCallsWaitingTimeTotal	INT	The total waiting time from <code>StatisticsPartA.dtCallStart</code> to <code>StatisticsPartA.dtCallEnd</code> for all <code>CallerHangupConnectedCalls</code> within the timeslice.
CallerHangupConnectedCallsWaitingTimeMax	INT	The maximum waiting time from <code>StatisticsPartA.dtCallStart</code> to <code>StatisticsPartA.dtCallEnd</code> for all <code>CallerHangupConnectedCalls</code> within the timeslice.
SystemHangupConnectedCalls	INT	The total number of calls where the system hungup before the call was connected to an agent but after the call was connected to the system (usually to an announcement) within the timeslice. This will be due to a configuration (timeout, group rule etc.).
SystemHangupConnectedCallsWaitingTimeTotal	INT	The total waiting time from <code>StatisticsPartA.dtCallStart</code> to <code>StatisticsPartA.dtCallEnd</code> for all <code>SystemHangupConnectedCalls</code> within the timeslice.
SystemHangupConnectedCallsWaitingTimeMax	INT	The maximum waiting time from <code>StatisticsPartA.dtCallStart</code> to <code>StatisticsPartA.dtCallEnd</code> for all <code>SystemHangupConnectedCalls</code> within the timeslice.
dtLastModified	TIMESTAMP	The date and time on which this record was last modified.