Table Reference - AcdStatisticsTransactionCodes

Content

This table contains a record for every transaction code recorded by agents during or after a call.

Note: for transaction codes related to other events, please see Table Reference - AcdStatisticsEventTransactionCodes.

Fields

Field	Type	Meaning
ID	INT	A unique ID assigned to each record.
StatisticsPartAID	INT	The ID of the call record in StatisticsPartA.
dtCreated	TIMESTAMP	The date and time on which the transaction code was recorded.
dtAnnouncementPlayed	TIMESTAMP	The date and time on which the tarif announcement associated with the transaction code was played, NULL otherwise.
TransactionCodesID	INT	The ID of the recorded transaction code.
UsersID	INT	The ID of the user who recorded the transaction code.
AcdGroupsID	INT	The ID of the ACD group in which the call was being processed, when the transaction code was recorded.
Duration	INT	The duration in seconds, from the start of the call, or from the point in time the last transaction code is recorded. This can be used for billing purposes, if transaction codes are used to play tarif announcements to callers and change the tarif associated with a call.
AcdStatisticsPartBID	INT	The ID of the call in the acd group statistics.
dtTransactionCodePoPUpClose	TIMESTAMP	The date and time the transaction code popup was closed by the agent, if the transaction code was recorded after the call.
PostCallInterval	INT	This field is no longer supported.
AdditionalPostCallInterval	INT	This field is no longer supported.
StatisticsPartBID	INT	The ID of the StatisticsPartB call (the call leg to the agent) associated with this transaction code record.
UserData	VARCHAR	The UserData field which was recorded by the agent or possibly changed by the agent when the transaction code was recorded.
dtCDRTry	TIMESTAMP	Internal field for tracking the transfer of this transaction code to a backend system (for example a CRM system), if a process is implemented which performs this.
nCDRTries	INT	Internal field for tracking the transfer of this transaction code to a backend system (for example a CRM system), if a process is implemented which performs this.
nCDRResult	INT	Internal field for tracking the transfer of this transaction code to a backend system (for example a CRM system), if a process is implemented which performs this.