

ACD-TAC-002 - ACD Transaction Code Report 2

[1 Description] [2 Sample Execution (Input) Sample Report (Output)] [3 Column] [3.1 Legend] [3.2 Calls Offered during Opening Hours] [3.3 Calls Answered by Agent] [3.4 Short Hangups < 5 Seconds] [3.5 Average Talk Time] [3.6 Availability]

Description

This report indicates how many inbound calls were routed through the selected ACD groups and how many time each selected transaction code was set in a particular time slice. This report can display up to 20 transaction codes while [ACD Transaction Code Report 3](#) displays up to 7 transaction codes.

Sample Execution (Input) Sample Report (Output)

Column

Legend

Table	Alias
StatisticsPartA (See also Table Reference - StatisticsPartA (A))	a
AcStatisticsPartB (See also Table Reference - AcStatisticsPartB (AcdB))	acdb
StatisticsPartB (See also Table Reference - StatisticsPartB (B))	b
AcStatisticsLogin (See also Table Reference - AcStatisticsLogin)	login

Calls Offered during Opening Hours

CallsTotal

Criteria Used	Description
a.bOutbound = 0 AND acdb.bCallInStandardServiceTimes <> 0	Total number of calls routed to the selected ACD group(s) during the opening hours and within a particular time slice.

Calls Answered by Agent

CallsAnswered

Criteria Used	Description
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a.bOutbound = 0 AND acdb.bCallInStandardServiceTimes <> 0 AND acdb.dtAgentConnect IS NOT NULL	Total number of calls routed to the selected ACD group(s) during the opening hours, within a particular time slice and were successfully connected to the destination.
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Short Hangups < 5 Seconds

CallsShortHangup

Criteria Used	Description
a.bOutbound = 0 AND acdb.bCallInStandardServiceTimes <> 0 AND acdb.dtGroupEnd - acdb.dtQueueStart <= 5	Total number of calls routed to the selected ACD group(s) during the opening hours, within a particular time slice and were hungup within the first 5 seconds in the queue.

Average Talk Time

Criteria Used	Description
sum(acdb.dtGroupEnd - acdb.dtAgentConnect) / CallsTotal AND a.bOutbound = 0 AND acdb.bCallInStandardServiceTimes <> 0	The total talk time duration divided by the total number of calls offered during the opening hours.

Availability

Formula Used	Description
CallsAnswered / CallsTotal	The ratio between the calls answered by agent and the total number of calls offered within the opening time.

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