ACD-S-001 - Service Numbers Report 1 (Inbound and Outbound)

Description

This report contains aggregated data for inbound and outbound calls to the selected service numbers over the time period and granularity chosen. Data is aggregated over the selected service numbers, and not presented individually per service number.

> **CAUTION** :This report is designed to be viewed by the operation manager in question, so aggregated data should be viewed with caution.

Service Level Calculation

The service level calculation in this report considers:

- Calls answered by agents within "ServiceLevelSeconds" measured from the time call entered the service numbers
- All calls which were offered to the service numbers

Sample Execution (Input) Sample Report (Output)

Columns

The following columns are provided.

Legend

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

Calls - Total Calls

A - AcdGetCalls_ServiceNumbers

Criteria Used (see also **Inbound and Outbound Call KPIs**)	Description
COUNT(*)	All inbound and outbound calls made through the selected service numbers within a particular time slice.

Calls - Maximum Parallel Calls

A - AcdGetParallelCallsMax_ServiceNumbers

Criteria Used (see also **A - Service Number KPIs**)	Description
MAX(a.nParallelCallsByServiceNumbers)	The biggest number of parallel calls made through the selected service numbers within a particular time slice.

Calls - ACD Post Calls

A - AcdGetPostCallCount_ServiceNumbers

Criteria Used (see also **A - Service Number KPIs**)	Description
b.PostCallInterval > 0 b.CONNRES = 1	The Total number post calls performed for all inbound and outbound calls to destination (b.CONNRES = 1) through a service number and within a particular time slice. See also Value Reference - CONNRES

In Service - Quantity

A - AcdGetInServiceCalls_ServiceNumbers

Criteria Used (see also **A - Service Number KPIs**)	Description
acdb.dtAgentConnect IS NOT NULL (acdb.dtAgentConnect - acdb.dtGroupStart) <= ServiceLevelSeconds If ServiceLevelSeconds is 0, then this value is set to all calls connected to agents (i.e. ServiceLevelSeconds is ignored).	All inbound and outbound calls which were made through a service number within a particular time slice, which were connected to an agent within (less than or equal to) the specified ServiceLevelSeconds.

In Service - % Percentage

Formula Used	Description
InServiceCalls * 100 / (InserviceCalls + NotInserviceCalls)	Percentage of calls processed within the specified service time seconds

Not In Service - Quantity

A - AcdGetNotInServiceCalls_ServiceNumbers

Criteria Used (see also A - Service Number KPIs)	Description
acdb.dtAgentConnect IS NOT NULL (dtAgentConnect - dtGroupStart) > ServiceLevelSeconds	All inbound and outbound calls which were made through a service number within a particular time slice, which were connected to an agent outside the specified ServiceLevelSeconds. If ServiceLevelSeconds is 0, then this value is 0.

Not In Service - % Percentage

Formula Used	Description
NotInserviceCalls * 100 / (InserviceCalls + NotInserviceCalls)	Percentage of calls processed outside the specified service time seconds

Hungup <= - Quantity

A - AcdGetInTimeHangupCalls_ServiceNumbers

Criteria Used (see also A - Service Number KPIs)	Description
bCallerHangup = 1 dtAgentConnect IS NULL AcdGroupEndReasonsID IN (1, 2, 3, 4) (dtGroupEnd - dtGroupStart) <= HangupSeconds	All inbound and outbound calls which were made through a service number within a particular time slice, which were not connected to an agent and where the caller hungup before or in the ACD queue within the sepcified HangupSeconds. See also Value Reference - AcdGroupEndReasons.

Hungup <= - % Percentage

Formula Used	Description
Hungup <= * 100 / (Hungup <= + Hungup >)	Percentage of calls terminated within the specified hang up time

Hungup > - Quantity

A - AcdGetNotInTimeHangupCalls_ServiceNumbers

Criteria Used (see also **A - Service Number KPIs**)	Description
bCallerHangup = 1 dtAgentConnect IS NULL AcdGroupEndReasonsID IN (1, 2, 3, 4) (dtGroupEnd - dtGroupStart) > HangupSeconds	All inbound and outbound calls which were made through a service number within a particular time slice, which were not connected to an agent and where the caller hungup before or in the ACD queue after the sepcified HangupSeconds. See also Value Reference - AcdGroupEndReasons.

Hungup > - % Percentage

Formula Used	Description
Hungup > * 100 / (Hungup <= + Hungup >)	Percentage of calls terminated outside the specified hang up time

Ringing Incoming Time - Total Duration

A - AcdGetRingingIncomingDuration_ServiceNumbers

Criteria Used (see also **A - Service Number KPIs**)	Description
SUM(IFNULL(a.dtCallConnect, a.dtCallEnd) - a.dtCallStart) If the call ended without connection to an IVR object (a.dtCallConnect IS NULL) the difference is calculated with the call end timestamp (a.dtCallEnd) else it is calculated with the call connection timestamp.	The total ringing duration of all inbound and outbound calls which were made through a service number within a particular time slice, from the initiation on the system until the successful connection to an IVR object otherwise the end of the call.

Ringing Incoming Time - Ø Duration

A - AcdGetRingingIncomingDurationAvg_ServiceNumbers

Criteria Used (see also **A - Service Number KPIs**)	Description
AVR(IFNULL(a.dtCallConnect, a.dtCallEnd) - a.dtCallStart) If the call ended without connection to an IVR object (a.dtCallConnect IS NULL) the difference is calculated with the call end timestamp (a.dtCallEnd) else it is calculated with the call connection timestamp.	The average ringing duration of all inbound and outbound calls which were made through a service number within a particular time slice, from the initiation on the system until the successful connection to an IVR object otherwise the end of the call.

Ringing Agent Time - Total Duration

A -AcdGetRingingAgentDurationAvg_ServiceNumbers

Criteria Used (see also A - Service Number KPIs)	Description
AVR(IFNULL(b.dtCallConnect, b.dtCallEnd) - b.dtCallStart) If the call ended without connection to an Agent or other destination (b.dtCallConnect IS NULL) the difference is calculated with the call end timestamp (b.dtCallEnd) else it is calculated with the call connection timestamp.	The average ringing duration of all inbound and outbound calls which were made through a service number within a particular time slice, from the initiation on an agent extension line until the answer by the agent or destination, or until the call end at the called agent or destination.

Ringing Agent Time - Ø Duration

A - AcdGetCalls_ServiceNumbers

Criteria Used (see also Inbound and Outbound Call KPIs)	Description
COUNT(*)	All inbound and outbound calls made through the selected service numbers within a particular time slice.

Total Agents - Quantity

A - AcdGetTotalAgents_ServiceNumbers

Criteria Used (see also A - Service Number KPIs)	Description
acdb.dtCallConnect IS NOT NULL	All inbound and outbound calls which were made through a service number within a particular time slice and were successfully connected to an agent.

Total VoiceMail - Quantity

A - AcdGetVoiceMailCalls_ServiceNumbers

Criteria Used (see also A - Service Number KPIs)	Description
acdb.AcdGroupActionTypesID = 3 acdb.dtAgentConnect IS NULL	All inbound and outbound calls which were made through a service number within a particular time slice, which left an ACD group via an ACD group action of type 3 (voice-mail) - and which were not answered by an agent or other destination. See also Value Reference - AcdGroupActionTypes .

Number Call Backs - Quantity

A - AcdGetCallBackCalls_ServiceNumbers

Criteria Used (see also A - Service Number KPIs)	Description
acdb. AcdGroupActionTypesID in (8, 10, 11, 12) acdb.dtAgentConnect IS NULL	All inbound and outbound calls which were made through a service number within a particular time slice, which left an ACD group via an ACD group action of type 8 (Request Callback), 10 (Request Callback 2), 11 (Request Callback or Voice-Mail) or 12 (Request Callback 3) - and which were not answered by an agent or other destination. See also Value Reference - AcdGroupActionTypes .

Hangups before Queue - Quantity

A - AcdGetHangupsBeforeQueue_ServiceNumbers

Criteria Used (see also A - Service Number KPIs)	Description
a.bCallerHangup = 1 acdb.dtQueueStart IS NULL	The total number of inbound and outbound calls which were made through a service number within a particular time slice and which were hung up by the caller before the the queue started.

Hangups Queue - Quantity

A - AcdGetHangupsQueue_ServiceNumbers

Criteria Used (see also A - Service Number KPIs)	Description
a.bCallerHangup = 1 acdb.dtGroupEnd IS NOT NULL acdb.dtQueueStart IS NOT NULL acdb.dtAgentConnect IS NULL	The total number of inbound and outbound calls which were made through a service number within a particular time slice and which were hung up in the queue by the caller.

Not Offered Calls - Quantity

A - AcdGetTotalOtherCalls_ServiceNumbers

Criteria Used (see also A - Service Number KPIs)	Description

a.dtCallConnect IS NULL (a.bCallerHangup IS NULL) OR (a.bCallerHangup = 0)	All inbound and outbound calls which were made through an service number within a particular time slice, which were neither connected to an agent nor hung up by the caller.