ACD-A-011 - Login / Logout Report

Description

This report contains data about the different browser sessions in which each selected agent was logged in. It also displays when the session started and ended, how long each session lasted, the number of incoming calls connected to the agent during each session, the total duration of these calls and the availability of the agent during each session. The data are aggregated over agent then over opened sessions.

Sample Execution (Input) Sample Report (Output)

Column

Legend

Table	Alias
StatisticsPartB (See also Table Reference - StatisticsPartB (B))	b
AcdStatisticsLogin (See also Table Reference - AcdStatisticsLogin)	login

Name	Description	Criteria Used
Agents - Agent	Name of the selected Agent	
Sessions - Session	Name of the browser session where the agent was logged in	
Date / Time - Login	The time stamp when the current agent logged into the browser session	dtLogin
Date / Time - Logout	The time stamp when the current agent logged out from the browser session	dtLogout bAcdLoggedIn = 0 login.dtCreated > dtLogin
Counter - Connected	The total number of call successfully connected to the current agent in the current session over the time period chosen	COUNT(*) b.dtCallConnect >= dtLogin b.dtCallConnect <= dtLogout

Duration - Login Duration	The total login time duration of the current agent in the current browser session	dtLogout - dtLogin
Duration - Calls	The total duration of inbound calls answered by the current agent in the current browser session.	SUM(IFNULL(b.dtCallEnd, dtLogout) - b.dtCallStart) b.dtCallConnect >= dtLogin b.dtCallConnect <= dtLogout
Duration - Available	How long the current agent was in a status allowing inbound calls in the current browser session.	SUM(IFNULL(login.dtEndStatus , dtLogout) - login. dtCreated) b.dtCallConnect >= dtLogin b.dtCallConnect <= dtLogout AcdAgentStatus.bCalls = 1
Duration - Not Available	How long the current agent was in a status not allowing inbound calls in the current browser session.	SUM(IFNULL(login.dtEndStatus , dtLogout) - login. dtCreated) login.AcdGroupsID IS NULL b.dtCallConnect >= dtLogin b.dtCallConnect <= dtLogout AcdAgentStatus.bCalls = 0 AcdAgentStatus.bLoggedIn = 1