ACD-A-008 - Agents Itemised Calls Details (Inbound and Outbound)

Description

This report shows individual inbound/outbound calls, which were routed/made to/by the selected agents. The connection time and duration are shown.

Sample Execution (Input) Sample Report (Output)

Column

Legend

Table	Alias
StatisticsPartA (See also Table Reference - StatisticsPartA (A))	a
StatisticsPartB (See also Table Reference - StatisticsPartB (B))	b

Total

Criteria Used	Description
Inbound OR Outbound OR Dialler	1 if an inbound, click-to-dial outbound or dialler outbound call was routed/made to/by this agent at this point of time within the selected time slice. Else 0.

a.ID

Criteria Used	Description	From Report Version
None	The StatisticsPartA ID field for this call.	02

Inbound

Criteria Used	Description
WHEN b.bOutbound = 0 THEN 1	1 if an inbound call was routed to this agent at this point of time within the selected time slice. Else 0.

Outbound

Criteria Used	Description
WHEN (b.bOutbound = 1 AND a.DiallerContactsID IS NULL) THEN 1	1 if a click-to-dial outbound call was made by this agent at this point of time within the selected time slice. Else 0.

Dialler

Criteria Used	Description
WHEN (b.bOutbound = 1 AND a.DiallerContactsID IS NOT NULL) THEN 1	1 if a dialler outbound call was made by this agent at this point of time within the selected time slice. Else 0.

Ringing Time

Criteria Used	Description
WHEN (b.bOutbound = 0 AND b.CONNRES = 1) THEN (b. dtCallConnect - b.dtCallAlert) WHEN (b.bOutbound = 0 AND b.CONNRES = 2) THEN (b.dtCallEnd - b.dtCallAlert) WHEN IFNULL(a.CONNRES, b.CONNRES) = 1 THEN (a. dtCallConnect - a.dtCallAlert) WHEN IFNULL(a.CONNRES, b.CONNRES) = 2 THEN (a. dtCallEnd - a.dtCallAlert)	Ringing duration of the inbound/outbound call routed/made to/by the current agent at this point of time within the selected time slice.. Whether the call was answered by the destination or not. See also Value Reference - CONNRES

Calls Time (s)

Criteria Used	Description
WHEN (b.bOutbound = 0 AND b.CONNRES = 1) THEN (b. dtCallEnd - b.dtCallConnect) WHEN (b.bOutbound = 1 AND IFNULL(a.CONNRES, b. CONNRES) = 1) THEN (a.dtCallEnd - a.dtCallConnect)	Answer duration of the inbound call successfully connected the current agent at this point of time within the selected time slice and answer duration of the outbound call made by the current agent and successfully connected to the destination at this point of time within the selected time slice. See also Value Reference - CONNRES

Connected

Criteria Used	Description

WHEN b.bOutbound = 0 THEN b. dtCallConnect ELSE a.dtCallConnect	1 if the inbound call routed to the current agent was successfully connected or the outbound call made by the current agent was successfully connected to the destination at this point of time within the selected time slice. Else 0. See also Value Reference - CONNRES

Busy

Criteria Used	Description
WHEN (b.bOutbound = 0 AND b. CONNRES = 3) THEN 1 WHEN b.bOutbound = 1 AND IFNULL(a.CONNRES, b.CONNRES) = 3) THEN 1	1 if the inbound call routed to the current agent at this point of time within the selected time slice was not successfully connected because his extension line was busy. Also 1 if the outbound call made by the current agent at this point of time within the selected time slice was not successfully connected to the destination because his extension was busy. Else 0. See also Value Reference - CONNRES

No Answer

Criteria Used	Description
WHEN (b.bOutbound = 0 AND b.CONNRES = 2) THEN 1 WHEN (b.bOutbound = 1 AND IFNULL(a. CONNRES, b.CONNRES) = 2 THEN 1	1 if the inbound call routed to the current agent at this point of time within the selected time slice was not answered. Also 1 if the outbound call made by the current agent at this point of time within the selected time slice was not answered by the destination. Else 0. See also Value Reference - CONNRES

Stopped

Criteria Used	Description
WHEN ((b.bOutbound = 0 AND b.CONNRES = 4) THEN 1 WHEN (b.bOutbound = 1 AND IFNULL(a. CONNRES, b.CONNRES) = 4) THEN 1	1 if the inbound caller at this point of time within the selected time slice hungup whilst the call to the current agent was being made. Also 1 if the outbound call made by the current agent at this point of time within the selected time slice was aborted by the system. Else 0. See also Value Reference - CONNRES

Invalid

Criteria Used	Description
WHEN (b.bOutbound = 0 AND b.CauseCodesID in (1, 21, 28)) THEN 1 WHEN (b.bOutbound = 1 AND a.CauseCodesID in (1, 21, 28)) THEN 1	1 if the inbound/outbound call routed/made to/by the current agent at this point of time within the selected time slice was rejected or the destination number was either unallocated (unassigned) or in an invalid format (address incomplete). Else 0. See also Value Reference - CauseCodes