

ACD-003 - Outbound Statistics Report

[1 [Description](#)] [2 [Sample Execution \(Input\)](#) [Sample Report \(Output\)](#)] [3 [Columns](#)] [3.1 [Legend](#)] [3.2 [Total Calls](#)] [3.3 [Total Calls Completed](#)] [3.4 [Ø Post Call Duration](#)] [3.5 [Max. Post Call Duration](#)] [3.6 [Total Post Call Duration](#)] [3.7 [Max. Outbound Call Duration](#)] [3.8 [Total Outbound Call Duration](#)] [3.9 [Total Callback \(Fax\)](#)] [3.10 [Total Callback \(Sms\)](#)] [3.11 [Total Callback \(Voicemail\)](#)] [3.12 [Total Callback \(Callback\)](#)] [3.13 [Ø CallBack Duration](#)] [3.14 [Max. CallBack Duration](#)] [3.15 [Total CallBack Duration](#)] [3.16 [Total CallBack Call Duration](#)]

Description

This report contains aggregated data for outbound calls made by the selected agents through the selected service numbers over the time period chosen. Data is aggregated over the selected service numbers, and presented individually per agent.

CAUTION

:This report is designed to be viewed by the manager / supervisor of the ACD groups in question, so aggregated data should be viewed with caution.

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
StatisticsPartO (See also Table Reference - StatisticsPartO)	o

Total Calls

OutboundTotalCalls

Criteria Used	Description
o.ID = a.OID AND o.UsersID IS NOT NULL	Total outbound calls made by the selected agents through the selected service numbers within a particular time slice.

Total Calls Completed

OutboundCompletedCalls

Criteria Used	Description
o.ID = a.OID AND a.ID = b.AID AND o.UsersID IS NOT NULL AND b.dtCallConnect IS NOT NULL AND b.CONNRES = 1	Total outbound calls made by the selected agents through the selected service numbers and which were connected to the destination within a particular time slice.

Ø Post Call Duration

PostCallDurationAvg

Criteria Used	Description
IF(SUM(PostCallCount) > 0 THEN SUM(PostCallDurationTotal) / SUM(PostCallCount)	Average duration of post calls made by the selected agents through the selected service numbers within a particular time slice.

Max. Post Call Duration

PostCallDurationMax

Criteria Used	Description
o.ID = a.OID AND o.ID = b.OID AND o.UsersID IS NOT NULL AND b.dtCallConnect IS NOT NULL AND b.PostCallInterval IS NOT NULL AND b.CONNRES = 1	Maximum duration of post calls made by the selected agents through the selected service numbers within a particular time slice.

Total Post Call Duration

PostCallDurationTotal

Criteria Used	Description
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o.ID = a.OID AND o.ID = b.OID AND o.UsersID IS NOT NULL AND b.dtCallConnect IS NOT NULL AND b.PostCallInterval IS NOT NULL AND b.CONNRES = 1	Total duration of post calls made by the selected agents through the selected service numbers within a particular time slice.
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Max. Outbound Call Duration

OutboundCallDurationMax

Criteria Used	Description
MAX (IF b.dtWhisperEnd IS NULL THEN {b.dtCallEnd - b.dtCallConnect} ELSE {b.dtCallEnd - b.dtWhisperEnd}) WHERE o.ID = a.OID AND o.ID = b.OID AND o.UsersID IS NOT NULL AND b.dtCallConnect IS NOT NULL AND b.CONNRES = 1	Maximum duration of outbound calls made by the selected agents through the selected service numbers within a particular time slice.

Total Outbound Call Duration

OutboundCallDurationTotal

Criteria Used	Description
SUM (IF b.dtWhisperEnd IS NULL THEN {b.dtCallEnd - b.dtCallConnect} ELSE {b.dtCallEnd - b.dtWhisperEnd}) WHERE o.ID = a.OID AND o.ID = b.OID AND o.UsersID IS NOT NULL AND b.dtCallConnect IS NOT NULL AND b.CONNRES = 1	Total duration of outbound calls made by the selected agents through the selected service numbers and which were successfully connected to the destination within a particular time slice.

Total Callback (Fax)

OutboundFaxTotalCallbacks

Criteria Used	Description
o.ID = a.OID AND o.ID = b.OID AND AcdEvents.ID = b.AcdEventsID AND o.UsersID IS NOT NULL AND b.AcdEventsID IS NOT NULL AND AcdEvents.AcdEventTypesID = 2	Total callbacks of type Fax left at the end of outbound calls made by the selected agents through the selected service numbers within a particular time slice. See also Value Reference - AcdEventTypes

Total Callback (Sms)

OutboundSmsTotalCallbacks

Criteria Used	Description
o.ID = a.OID AND o.ID = b.OID AND AcdEvents.ID = b.AcdEventsID AND o.UsersID IS NOT NULL AND b.AcdEventsID IS NOT NULL AND AcdEvents.AcdEventTypesID = 4	Total callbacks of type Sms left at the end of outbound calls made by the selected agents through the selected service numbers within a particular time slice. See also Value Reference - AcdEventTypes

Total Callback (Voicemail)

OutboundVoiceMailTotalCallbacks

Criteria Used	Description
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o.ID = a.OID AND o.ID = b.OID AND AcdEvents.ID = b.AcdEventsID AND o.UsersID IS NOT NULL AND b.AcdEventsID IS NOT NULL AND AcdEvents.AcdEventTypesID = 1	Total callbacks of type Voicemail left at the end of outbound calls made by the selected agents through the selected service numbers within a particular time slice. See also Value Reference - AcdEventTypes
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Total Callback (Callback)

OutboundCallbackTotalCallbacks

Criteria Used	Description
o.ID = a.OID AND o.ID = b.OID AND AcdEvents.ID = b.AcdEventsID AND o.UsersID IS NOT NULL AND b.AcdEventsID IS NOT NULL	Total callbacks of type Callback left at the end of outbound calls made by the selected agents through the selected service numbers within a particular time slice. See also Value Reference - AcdEventTypes

Ø CallBack Duration

OutboundCallbackDurationAvg

Criteria Used	Description
IF(SUM(OutboundTotalCallbacks) > 0 THEN SUM(OutboundCallbackDurationTotal) / SUM(OutboundTotalCallbacks)	Average duration of outbound callback calls made by the selected agents through the selected service numbers within a particular time slice.

Max. CallBack Duration

OutboundCallbackDurationMax

Criteria Used	Description
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MAX (IF b.dtWhisperEnd IS NULL THEN {b.dtCallEnd - b.dtCallConnect} ELSE {b.dtCallEnd - b. dtWhisperEnd}) WHERE o.ID = a.OID AND o.ID = b.OID AND o.UsersID IS NOT NULL AND b.AcdEventsID IS NOT NULL	Maximum duration of outbound callback calls made by the selected agents through the selected service numbers within a particular time slice.
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Total Callback Duration

OutboundCallbackDurationTotal

Criteria Used	Description
SUM (IF b.dtWhisperEnd IS NULL THEN {b.dtCallEnd - b.dtCallConnect} ELSE {b.dtCallEnd - b. dtWhisperEnd}) WHERE o.ID = a.OID AND o.ID = b.OID AND o.UsersID IS NOT NULL AND b.AcdEventsID IS NOT NULL	Total duration of outbound callback calls made by the selected agents through the selected service numbers within a particular time slice.

Total Callback Call Duration

OutboundCallbackDurationCompleted

Criteria Used	Description
SUM (IF b.dtWhisperEnd IS NULL THEN {b.dtCallEnd - b.dtCallConnect} ELSE {b. dtCallEnd - b.dtWhisperEnd}) WHERE o.ID = a.OID AND o.ID = b.OID AND AcdEventsID = b.AcdEventsID AND o.UsersID IS NOT NULL AND b.AcdEventsID IS NOT NULL AND b.dtCallConnect IS NOT NULL AND b.CONNRES = 1	Total duration of outbound callback calls made by the selected agents through the selected service numbers and which where successfully connected to the destination within a particular time slice.

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