ACD-001 - ACD Incoming Calls Report

Variants

This report is available in two variants.

Variant	From Release	Additions
ACD-001	All Releases	
ACD-001-02	3.30	Additional columns: • Calls Serviced • Calls Serviced % • Hangups %

Description

The incoming calls report consists of two sections. The first section lists all calls received in ACD groups including calls forwarded from one group to another.

In the second area, an event is documented if:

1. the accepting agent either
    a. forwards the call to another agent
    b. forwards the call to an external number
    c. forwards the call to a synonym
2. or the conversation through a rule:
    a. ends in a callback request
    b. ends with the recording of a voicemail
    c. is forwarded to an external number

Sample Execution (Input) Sample Report (Output)

Column

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

Columns of the first area

Name	Value
ACD Group	Name of the group followed by the group number in brackets
Entry	If this is the original conversation: • Service number with optional service number Name in brackets If it is a call that was forwarded from another group: • Group name followed by the group number in brackets of the group from which the call was forwarded
Rule	If it is not the original call, the following values can be present here: • "Agent": The call was forwarded by an agent • Name of a rule: The call was forwarded based on the group rule displayed here
SRN (Origin)	Service number with optional service number Name in brackets of the original call

Columns of the second area (overflow)

Name	Value
ACD Group	• Name of an agent followed by the agent number in brackets if the call was forwarded by another agent • Phone number if the call was forwarded to an external number by another agent or a group rule • Name of a synonym, if the call was forwarded to a synonym by another agent • Name of an ACD group followed by the group number in brackets if, due to a group rule, the call ends in a callback request or with the recording of a voicemail
Entry	Group name followed by the group number in brackets of the group from which the call was forwarded
Rule	The following values can be present here: • "Agent": The call was forwarded by an agent • Name of a rule: The call was forwarded based on the group rule displayed here
SRN (Origin)	See first table

Calls - Offered

AcdB - AcdGetGroupCalls_GroupServiceNumber

Criteria Used (see also ACD Group Service Number KPIs)	Description
bOutbound = 0	All inbound calls which entered an ACD group and service number within a particular time slice.

Calls - In Service

AcdB - AcdGetInServiceCallsByParam_GroupServiceNumber

Criteria Used (see also ACD Group Service Number KPIs)	Description
bOutbound = 0 (dtAgentConnect - dtGroupStart) <= ServiceLevelSeconds	All inbound calls which entered an ACD group and service number within a particular time slice, which were connected to an agent within (less than or equal to) the specified ServiceLevelSeconds. If ServiceLevelSeconds is 0, then this value is set to all calls connected to agents (i.e. ServiceLevelSeconds is ignored).

Calls - Not In Service

AcdB - AcdGetNotInServiceCallsByParam_GroupServiceNumber

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

Calls - Serviced

Criteria Used	Report Variant	Description
"Calls - In Service" + "Calls - Not In Service"	ACD-001-02	The total number of inbound calls which were serviced within a particular time slice.

Calls - Serviced %

Criteria Used	Report Variant	Description
("Calls - In Service" + "Calls - Not In Service") / ("Calls - Offered")	ACD-001-02	The percentage of offered calls which were serviced within the time slice.

Calls - Hungup <=

AcdB - AcdGetInTimeHangupCallsByParam_GroupServiceNumber

Criteria Used (see also ACD Group Service Number KPIs)	Description
bOutbound = 0 bCallerHangup = 1 dtAgentConnect IS NULL AcdGroupEndReasonsID IN (1, 2, 3, 4) (dtGroupEnd - dtGroupStart) <= HangupSeconds	All inbound calls which entered an ACD group and 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 specified HangupSeconds. See also Value Reference - AcdGroupEndReasons.

Calls - Hungup >

AcdB - AcdGetNotInTimeHangupCallsByParam_GroupServiceNumber

Criteria Used (see also ACD Group Service Number KPIs)	Description
bOutbound = 0 bCallerHangup = 1 dtAgentConnect IS NULL AcdGroupEndReasonsID IN (1, 2, 3, 4) (dtGroupEnd - dtGroupStart) > HangupSeconds	All inbound calls which entered an ACD group and 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 sepecified HangupSeconds. See also Value Reference - AcdGroupEndReasons.

Calls - Hungup %

Criteria Used	Report Variant	Description
("Calls - Hungup <=" + "Calls - Hungup >") / ("Calls - Offered")	ACD-001-02	The percentage of offered calls which hungup within the time slice.

Calls - Error

AcdB - AcdGetErrorHangupCallsByGroupEndReason_GroupServiceNumber

Criteria Used (see also ACD Group Service Number KPIs)	Description
acdb.bOutbound = 0 AND acdb.AcdGroupEndReasonsID IS NULL OR acdb.AcdGroupEndReasonsID NOT IN (1, 2, 3, 4, 100, 101, 102, 105, 106, 107, 108, 109, 205, 206, 207) AND acdb.dtAgentConnect IS NULL	All inbound calls which entered an ACD group and service number within a particular time slice, which were not connected to an agent because of an unspecified reason or reason other than the AcdGroupEndReasons with ID (1, 2, 3, 4, 100, 101, 102, 105, 106, 107, 108, 109, 205, 206 or 207). See also Value Reference - AcdGroupEndReasons.

Queue - Closed

AcdB - AcdGetQueueClosedCallsByGroupEndReason_GroupServiceNumber

Criteria Used (see also ACD Group Service Number KPIs)	Description
bOutbound = 0 AcdGroupEndReasonsID IN (100, 101, 102, 107, 108) dtAgentConnect IS NULL	All inbound calls which entered an ACD group and service number within a particular time slice, which were not connected to an agent and where the call was handled by a rule at one of the specified AcdGroupEndReasons: Group Start, Routing Application, Queue, Queue No Agents, Queue All Tried. See also Value Reference - AcdGroupEndReasons.

Queue - Full

AcdB - AcdGetQueueFullCallsByGroupEndReason_GroupServiceNumber

Criteria Used (see also ACD Group Service Number KPIs)	Description
bOutbound = 0 AcdGroupEndReasonsID IN (105, 205) dtAgentConnect IS NULL	All inbound calls which entered an ACD group and service number within a particular time slice, which were not connected to an agent and where the call could not enter the queue because the queue was full. See also Value Reference - AcdGroupEndReasons.

Queue - Timeout

AcdB - AcdGetQueueTimeoutCallsByGroupEndReason_GroupServiceNumber

Criteria Used (see also ACD Group Service Number KPIs)	Description
bOutbound = 0 AcdGroupEndReasonsID IN (106, 206) dtAgentConnect IS NULL	All inbound calls which entered an ACD group and service number within a particular time slice, which were not connected to an agent and where the call left the queue becasue the configured queue timeout was reached. See also Value Reference - AcdGroupEndReasons.

Queue - Leave

AcdB - AcdGetQueueLeaveByDtmfCallsGroupEndReason_GroupServiceNumber

Criteria Used (see also ACD Group Service Number KPIs)	Description
acdb.bOutbound = 0 acdb.AcdGroupEndReasonsID = 109 acdb.dtAgentConnect IS NULL acdb.AcdGroupActionTypesID IS NULL	All inbound calls which entered an ACD group and service number within a particular time slice, which were not connected to an agent and where the call left the queue because the caller pressed a valid DTMF whilst in the queue which was associated with a rule configured at the checkpoint "Queue Leave on DTMF" which was then executed.. See also Value Reference - AcdGroupEndReasons and Value Reference - AcdGroupActionTypes .

Queue - Busy

AcdB - AcdGetSystemHangupCallsByGroupEndReason_GroupServiceNumber

Criteria Used (see also ACD Group Service Number KPIs)	Description
bOutbound = 0 bCallerHangup = 0 AcdGroupEndReasonsID IN (1, 2, 3, 4, 207) dtAgentConnect IS NULL	All inbound calls which entered an ACD group and service number within a particular time slice, which were not connected to an agent and where the system hungup the call when executing a defined group rule or when there was no rule however one would have been required to continue processing. See also Value Reference - AcdGroupEndReasons.

Times - Ø Answer Time

This column is the result of the following calculation: Ø Answer Time = Answer Time / (In Service Calls + Not In Service Calls)

AcdB - AcdGetAnswerDuration_GroupServiceNumber

Criteria Used (see also ACD Group Service Number KPIs)	Description
acdb.bOutbound = 0 acdb.dtAgentConnect IS NOT NULL SUM (acdb.dtAgentConnect - acdb.dtGroupStart)	The total talking time duration between a caller and an agent or a destination in the selected ACD groups and via the selected service numbers within a particular time slice.

Times - Ø Call Time

This column is the result of the following calculation: Ø Call Time = Call Time / (In Service Calls + Not In Service Calls)

AcdB - AcdGetCallDuration_GroupServiceNumber

This KPI references all data from the StatisticsPartB table (agent calls) for each found entry in the AcdStatisticsPartB table. This enables the times agents were actually connected with callers to be measured.

Criteria Used (see also ACD Group Service Number KPIs)	Description
bOutbound = 0 b.CONNRES = 1 b.dtCallConnect IS NOT NULL b.UsersID IS NOT NULL	The time difference between b.dtCallConnect or b.dtWhisperEnd (whichever is not NULL and later) and b.dtCallEndfor calls answered by agents (UsersID NOT NULL).