

ACD-G-001 - ACD Groups Report 1

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Description

This report contains aggregated data for incoming calls to the selected ACD groups and service numbers over the time period and granularity chosen. Data is aggregated over the selected ACD groups and service numbers, and not presented individually per group or per service number.

CAUTION: if an incoming call is transferred from one ACD group to another, then this will be counted in BOTH ACD groups. 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.

Service Level Calculation

The service level calculation in this report considers:

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

Sample Execution (Input) Sample Report (Output)

Columns

The following columns are provided.

Legend

Table	Alias
StatisticsPartA (See also Table Reference - StatisticsPartA (A))	a
AcidStatisticsPartB (See also Table Reference - AcidStatisticsPartB (AcidB))	acdb
StatisticsPartB (See also Table Reference - StatisticsPartB (B))	b
AcidStatisticsLogin (See also Table Reference - AcidStatisticsLogin)	login

Calls - Offered

AcidB - AcidGetGroupCalls_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 - 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 - Error

Formula Used	Description
ErrorHangupCalls = OfferedCalls - InServiceCalls - NotInServiceCalls - CallerHangupCallsInTime - CallerHangupCallsOutTime - QueueClosedCalls - QueueFullCalls - QueueTimeoutCalls - QueueLeaveDtmfCalls - BusyCalls	The difference between the offered calls and all other hungup calls.

Calls - 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 .

Calls - Queue Full

AcdB - AcdGetQueueFullCallsByGroupEndReason_GroupServiceNumber

Criteria Used (see also ACD Group Service Number KPIs)	Description
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bOutbound = 0 AcidGroupEndReasonsID 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 - AcidGroupEndReasons .
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Calls - Queue Timeout

AcidB - AcidGetQueueTimeoutCallsByGroupEndReason_GroupServiceNumber

Criteria Used (see also ACD Group Service Number KPIs)	Description
bOutbound = 0 AcidGroupEndReasonsID 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 because the configured queue timeout was reached. See also Value Reference - AcidGroupEndReasons .

Calls - Queue Leave

AcidB - AcidGetQueueLeaveByDtmfCallsGroupEndReason_GroupServiceNumber

Criteria Used (see also ACD Group Service Number KPIs)	Description
acdb.bOutbound = 0 acdb.AcidGroupEndReasonsID = 109 acdb.dtAgentConnect IS NULL acdb.AcidGroupActionTypesID 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 - AcidGroupEndReasons and Value Reference - AcidGroupActionTypes .

Calls - Busy

AcidB - AcidGetSystemHangupCallsByGroupEndReason_GroupServiceNumber

Criteria Used (see also ACD Group Service Number KPIs)	Description
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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 .
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Answer Time - Ø Duration

Formula Used	Description
AcdGetAnswerDuration_GroupServiceNumber / (InServiceCalls + NotInServiceCalls)	The total answer time duration divided by the total number of calls answered by the destination

Answer Time - Maximum Duration

AcdB - AcdGetAnswerDurationMax_GroupServiceNumber

Criteria Used (see also ACD Group Service Number KPIs)	Description
acdb.bOutbound = 0 acdb.dtAgentConnect IS NOT NULL MAX (acdb.dtAgentConnect acdb.dtGroupStart)	The maximum 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.

Hang Up Time - Ø Duration

Formula Used	Description
AcdGetCallerHangupCallsDuration_GroupServiceNumber / CallerHangupCallsTotal	The total hang up time duration divided by the total number of calls hung up

Hang Up Time - Maximum Duration

AcdB - AcdGetCallerHangupCallsDurationMax_GroupServiceNumber

Criteria Used (see also ACD Group Service Number KPIs)	Description
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acdb.bOutbound = 0 acdb.dtAgentConnect IS NULL acdb.bCallerHangup = 1 acdb.AcdGroupEndReasonsID IN (1, 2, 3, 4)	The maximum time difference between dtGroupStart and dtGroupEnd for incoming calls through the selected service numbers where the caller did not speak to an agent and hung up before or whilst in the ACD queue. See also Value Reference - AcdGroupEndReasons .
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Talk Time - Ø Duration

Formula Used	Description
$\text{AcdGetCallDuration_GroupServiceNumber} / \text{AcdGetCallDurationCalls_GroupServiceNumber}$	The total talk time duration divided by the total number of calls successful connected to the destination

Talk Time - Maximum Duration

AcdB - AcdGetCallDurationMax_GroupServiceNumber

This KPI references all data from the StatisticsPartB table (agent calls) related to selected service numbers 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
acdb.bOutbound = 0 b.CONNRES = 1 b.dtCallConnect IS NOT NULL b.dtWhisperEnd IS NULL b.UsersID IS NOT NULL	The maximum time difference between b.dtCallConnect or b.dtWhisperEnd (whichever is not NULL and later) and b.dtCallEnd for calls answered by agents (UsersID NOT NULL).

Occupancy (%)

Formula Used	Description
$\text{Occupancy} = \text{AcdGetCallDuration_GroupServiceNumber} * 100 / \text{AcdGetLoginDuration_Group}$	The total duration of calls successfully connected to the destination via the selected groups and service numbers divided by the total login time of all agents.

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