

ACD-G-004 - ACD Groups Report 2

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Description

This report contains aggregated data for incoming calls to the selected ACD groups over the time period and granularity chosen. Data is aggregated over the selected ACD groups, and not presented individually per group. It also contains the total number of incoming calls connected to an agent (see also [AcdB - AcdGetTotalAgents_Group](#)), the total number of "callback" media events (see also [AcdB - AcdGetCallBackCalls_Group](#)), and the total number of "voicemails" media events (see also [AcdB - AcdGetVoiceMailCalls_Group](#)) created during the call flow.

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.

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

Ø Number Agents

AcdB - AcdAverageNumberAgents_Group

Criteria Used (see also AcdB - ACD Groups KPIs)	Description
AcdStatisticsLogin.bGroupLoggedIn = 1	The average number of agents that were logged in the selected groups within a particular time slice.

Calls - Total Calls

AcdB - AcdGetCalls_Group

Criteria Used (see also AcdB - ACD Groups KPIs)	Description
acdb.bOutbound = 0	The total number of inbound calls which entered an ACD group within a particular time slice.

Calls - Maximum Parallel Calls

AcdB - AcdGetParallelCallsMax_Group

Criteria Used (see also AcdB - ACD Groups KPIs)	Description
MAX(acdb.nParallelCallsByGroup) acdb.bOutbound = 0	The maximum number of parallel inbound calls which were actually within the ACD group when the call entered the ACD group.

Calls - Transferred Calls into Groups

AcdB - AcdGetTranferredCalls_Group

Criteria Used (see also AcdB - ACD Groups KPIs)	Description
acdb.bOutbound = 0	All inbound calls which entered an ACD group within a particular time slice, which exited the group via a ACD group action type whether booked or not.
acdb.AcdGroupActionTypesID IS NULL	See also Value Reference - AcdGroupActionTypes

Calls - ACD Post Calls

AcdB - AcdGetPostCallCount_Group

Criteria Used (see also AcdB - ACD Groups KPIs)	Description
acdb.bOutbound = 0 b.CONNRES = 1 b.PostCallInterval > 0	The Total number post calls performed for all inbound calls to destination (b.CONNRES = 1) within an ACD group and a particular time slice. See also Value Reference - CONNRES

In Service - Quantity

AcdB - AcdGetInServiceCallsByParam_Group

Criteria Used (see also AcdB - ACD Groups KPIs)	Description
acdb.bOutbound = 0 acdb.dtAgentConnect IS NOT NULL (acdb.dtAgentConnect - acdb.dtGroupStart) <= ServiceLevelSeconds	All inbound calls which entered an ACD group within a particular time slice, which were connected to an agent within (less than or equal to) the specified ServiceLevelSeconds. If <u>S</u> erviceLevelSeconds is 0, then this value is set to all calls connected to agents (i.e. ServiceLevelSeconds is ignored).

In Service - % Percent

Formula	Description
AcdGetInServiceCallsByParam_Group * 100 / (In Service + Not In Service)	Ratio between the number of calls in service and the number of incalls calls connected to agents.

Not In Service - Quantity

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.

Not In Service - % Percent

Formula	Description
AcdGetNotInServiceCallsByParam_Group * 100 / (In Service + Not In Service)	Ratio between the number of calls not in service and the number of inbound calls connected to agents.

Hungup <= - Quantity

AcdB - AcdGetInTimeHangupCalls_Group

Criteria Used (see also AcdB - ACD Groups KPIs)	Description

acdb.AcdGroupEndReasonsID IN (1, 2, 3, 4) a.bCallerHangup = 1 acdb.dtAgentConnect IS NULL acdb.bOutbound = 0 (acdb.dtGroupEnd - acdb.dtGroupStart) <= HangupSeconds	All inbound calls which entered an ACD group in a particular time slice, which were connected to an agent within (less than or equal to) the specified HangupSeconds, and where the caller exited the group with the reason 1, 2, 3 or 4 . See also: Value Reference - AcdGroupEndReasons If HangupSeconds is 0, then this value is set to all calls connected to agents (i.e. HangupSeconds is ignored).
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Hungup <= - % Persent

Formula	Description
$\text{AcdGetInTimeHangupCalls_Group} * 100 / \text{AcdGetCalls_Group}$	Ratio between the number of calls hungup before the hungup threshold and the total number of inbound calls routed to ACD groups.

Hungup > - Quantity

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 .

Hungup > - % Percent

Formula	Description
$\text{AcdGetNotInTimeHangupCallsByParam_Group} * 100 / \text{AcdGetCalls_Group}$	Ratio between the number of calls hungup after the hungup threshold and the total number of inbound calls routed to ACD groups.

Ringin Incoming Time - Total Duration (From a system perspective)

AcdB - AcdGetRinginIncomingDuration_Group

Criteria Used (see also AcdB - ACD Groups KPIs)	Description
acdb.bOutbound = 0 SUM(IFNULL(a.dtCallConnect, a.dtCallEnd) - a.dtCallStart)	The total ringing duration of all inbound calls which entered an ACD group within a particular time slice, from the initiation on the system until the successful connection to an IVR object otherwise the end of the call. If the call ended without connection to the an IVR object (a.dtCallConnect IS NULL) the difference is calculated with the call end timestamp (a.dtCallEnd) else it is calculated with the call connection timestamp.

Ringing Incoming Time - Ø Duration (From a system perspective)

AcdB - AcdGetRingingIncomingDurationAvg_Group

Criteria Used (see also AcdB - ACD Groups KPIs)	Description
acdb.bOutbound = 0 AVR(IFNULL(a.dtCallConnect, a.dtCallEnd) - a.dtCallStart)	The average ringing duration of all inbound calls which entered an ACD group within a particular time slice, from the initiation on the system until the successful connection to an IVR object otherwise the end of the call. If the call ended without connection to an IVR object (a.dtCallConnect IS NULL) the difference is calculated with the call end timestamp (a.dtCallEnd) else it is calculated with the call connection timestamp.

Ringing Agent Time - Total Duration (From an agent's perspective)

AcdB - AcdGetRingingDuration_Group

Criteria Used (see also AcdB - ACD Groups KPIs)	Description
acdb.bOutbound = 0 SUM (b.dtCallStart - IFNULL(b.dtCallConnect, b.dtCallEnd))	Total duration of ringing time on the phone line of the current agent in the ACD group(s) he is logged in within a particular time slice. If the call ended without connection to an agent (b.dtCallConnect IS NULL) the difference is calculated with the call end timestamp (b.dtCallEnd) else it is calculated with the call connection timestamp.

Ringing Agent Time - Ø Duration (From an agent's perspective)

AcdB - AcdGetRingingDurationAvg_Group

Criteria Used (see also AcdB - ACD Groups KPIs)	Description
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acdb.bOutbound = 0 AVR(b.dtCallStart - IFNULL(b. dtCallConnect, b.dtCallEnd))	The average ringing duration of all inbound calls which entered an ACD group within a particular time slice, from the initiation on the agent extension line until the successful connection to the agent otherwise the end of the call. If the call ended without connection to an agent (b.dtCallConnect IS NULL) the difference is calculated with the call end timestamp (b.dtCallEnd) else it is calculated with the call connection timestamp.
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Total Agents - Ø Duration

AcdB - AcdGetTotalAgents_Group

Criteria Used (see also AcdB - ACD Groups KPIs)	Description
acdb.bOutbound = 0 acdb.dtCallConnect IS NOT NULL	All inbound calls which entered an ACD group within a particular time slice and were successfully connected to an agent.

Total Voicemails - Max. Duration

Criteria Used (see also ACD Group Service Number KPIs)	Description
bOutbound = 0 AcdGroupEndReasonsID = 109 bCallbackVoiceMailBooked = 1	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 decided to leave the queue by pressing a DTMF and subsequently booked a callback or left a voice mail (which would have been initiated by an associated rule in the ACD group). See also Value Reference - AcdGroupActionTypes

Number Call Back - Quantity

Criteria Used (see also ACD Group Service Number KPIs)	Description
bOutbound = 0 AcdGroupEndReasonsID = 109 bCallbackVoiceMailBooked = 1	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 decided to leave the queue by pressing a DTMF and subsequently booked a callback or left a voice mail (which would have been initiated by an associated rule in the ACD group). See also Value Reference - AcdGroupActionTypes

Hangups before - Quantity

AcdB - AcdGetHangupsBeforeQueue_Group

Criteria Used (see also Acdb - ACD Groups KPIs)	Description
acdb.bOutbound = 0 a.bCallerHangup = 1 acdb.dtQueueStart IS NULL	The total number of inbound calls which entered an ACD group within a particular time slice and which were hung up by the caller before the the queue started.

Hungups queue - Quantity

Acdb - AcdbGetHangupsQueue_Group

Criteria Used (see also Acdb - ACD Groups KPIs)	Description
acdb.bOutbound = 0 a.bCallerHangup = 1 acdb.dtGroupEnd IS NOT NULL acdb.dtQueueStart IS NOT NULL acdb.dtAgentConnect IS NULL	The total number of inbound calls which entered a group within a particular time slice and which were hung up in the queue by the caller.

Not Offered Calls - Quantity

Acdb - AcdbGetTotalOtherCalls_Group

Criteria Used (see also Acdb - ACD Groups KPIs)	Description
acdb.bOutbound = 0 a.dtCallConnect IS NULL (a.bCallerHangup IS NULL) OR (a.bCallerHangup = 0)	All inbound calls which entered an ACD group within a particular time slice, which were neither connected to an agent nor hung up by the caller.

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