

# ACD-G-005 - ACD Groups Report 5

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## Description

This report contains data for inbound calls to the selected ACD groups over the time period and granularity chosen. Data is presented individually per group and per day of the week.

**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
AcStatisticsPartB (See also <a href="#">Table Reference - AcStatisticsPartB (AcdB)</a> )	acdb

## Offered Calls

### AcdB - AcGetCalls\_Group

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

## Calls SLA %

### AcdB - AcGetInServiceCallsByParam\_Group

Criteria Used (see also <a href="#">AcdB - ACD Groups KPIs</a> )	Description
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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>ServiceLevelSeconds</u> is 0, then this value is set to all calls connected to agents (i.e. ServiceLevelSeconds is ignored).
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