ACD-TAC-005 - ACD Transaction Codes Overview

Description

This report contains cumulated data about transaction codes set by the selected agents during or at the end of in- and outbound calls within a particular time slice.

Sample Execution (Input) Sample Report (Output)

Columns

The following columns are provided.

Name	Description
Transaction code - Names	The name of the transaction code.
Transaction code - Export Keys	The export key of the transaction.
Counter - TC Entries	The amount of time the current transaction code was set.
Average Duration - TC avg. Edit	The average duration need by the selected agents to set this transaction code.
Total - Duration - TC total edit	The total duration need by the selected agents to set this transaction code.
Percent - Percent all TCs	The ratio in percent between the amount of time the current transaction code was set and the total amount of time all transaction codes was set.