

ACD-S-002 - Service Numbers Report 2 (Inbound ACD) and variant

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Description

This report contains aggregated data for inbound calls to the selected service numbers (ACD-S-002) and aggregated data for Inbound and outbound (ACD-S-002-02) over the time period and granularity chosen. Data is grouped per granularity then per service number.

P. S. ACD-S-002-02 contains the billing number and the service number name in addition to the service number. As well as a some extra columns explained down.

Service Level Calculation

The service level calculation in this report considers:

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

[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

Number Offered

Ac dB - AcdGetGroupCalls_GroupServiceNumber

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

B - AcdGetAgentCalls_ServiceNumbers

Criteria Used	Description
SUM(IF(acdb.dtAgentConnect IS NOT NULL, 1, 0) a.bOutbound = 0	Total inbound calls routed through the selected service number and that was successfully connected to the destination.

Answered in Service Calls

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).

Answered not in Service Calls

This column is the result of the following calculation:
Number Answered - Answered in Service Calls

Hungup <=

Group_CallerHangupCallsTotal

AcdB - AcdGetCallerHangupCallsByGroupEndReason_GroupServiceNumber

Criteria Used (See also ACD Group Service Number KPIs)	Description
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acdb.bOutbound = 0 AND acdb.AcdGroupEndReasonsID IN (1, 2, 3, 4) AND a.bCallerHangup = 1 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 and the caller hung up the call for the reason 1, 2, 3 or 4. See also Value References - AcdGroupEndReasons
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Lost Calls

This column is the result of the following calculation:
Number Offered - Number Answered - Hungup <=

Quote Accessibility

This column is the result of the following calculation:
Number Answered * 100 / Number Offered

Quote Hangups

This column is the result of the following calculation:
Hungup <= * 100 / Number Offered

Quote Lost Calls

This column is the result of the following calculation:
Lost Calls * 100 / Number Offered

Service Level

This column is the result of the following calculation:
Answered in Service Calls / Number Offered

ACD-S-002-02 Columns

Total Availability %

Total Availability %
Ratio between the total number of callers minus the 5 seconds -hangers in relation to the processed inbound calls in percent calculation: $\text{answered Calls inbound} \times 100 / (\text{total calls Inbound} - \text{Inbound 5-sec})$

Total Calls Inbound

The total number of inbound calls
Total Calls Inbound

Total Calls Outbound

The total number of outbound calls
Total Calls Outbound

Inbound 5 Seconds

The number of inbound calls that have dropout less than 5 seconds
5 seconds dropout after calling the system (regardless of whether it was hung up in the IVR or in the ACD) StatisticsPartA dtCallConnect IS NULL - TRUE IF dtCallEnd - dtCallStart <= 5 seconds dtCallConnect IS NOT NULL - TRUE IF dtCallEnd - dtCallConnect <= 5 seconds

Answered Calls Inbound

The total number of answered inbound calls
Answered Calls Inbound - acdb.dtAgentConnect IS NOT NULL

Answered Calls Outbound

The total number of answered outbound calls

Answered Calls Outbound - acdb.dtAgentConnect IS NOT NULL

Voicemail Calls

Calls which resulted in a voicemail being left

acdb.AcdGroupActionTypesID = 3

Callback Calls

Calls which resulted in a callback request being left
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acdb.AcdGroupActionTypesID IN (8, 10, 11, 12) OR (e.AcdEventTypesID = 3)
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P. S. AcdGroupActionTypesID 10 is for "Request Callback or Voice-Mail" so if we have this rule action type, it will be counted as a Callback call.
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Average Waiting time

Average waiting time

Average waiting time of answered calls, from entry into the ACD group.
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If dtAgentConnect IS NOT NULL

dtGroupStart - dtAgentConnect

Average Call time Inbound

The Average of Call time Inbound

AVG(dtCallConnect - dtCallEnd)

Average Call time Outbound

The Average of Call time Outbound
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If dtWhisperEnd IS NULL

AVG(dtCallConnect - dtCallEnd)

Else

AVG(dtWhisperEnd - dtCallEnd)

ACD-S-002-02 Lines

Total

Total:
Total sum of the respective column values
calculation: addition of the respective column values

Average

Total Availability %
Overall average per column
calculation: $\text{total Inbound calls handled} \times 100 / (\text{total Inbound calls} - \text{Inbound 5-sec})$

Average Waiting time
Overall average per column
calculation: average total number of waiting times divided by the total number of answered Inbound calls by agent.

Average call time inbound
Overall average per column
calculation: average total divided by total number of Inbound Calls answered

Average call time outbound
Overall average per column
calculation: average total divided by total number of Outbound Calls handled

[1 Description] [1.1 Service Level Calculation] [2 Sample Execution (Input) Sample Report (Output)] [3 Columns] [3.1 Legend] [3.2 Number Offered] [3.3 Number Answered] [3.4 Answered in Service Calls] [3.5 Answered not in Service Calls] [3.6 Hungup <=] [3.7 Lost Calls] [3.8 Quote Accessibility] [3.9 Quote Hangups] [3.10 Quote Lost Calls] [3.11 Service Level] [4 ACD-S-002-02 Columns] [4.1 Total Availability %] [4.2 Total Calls Inbound] [4.3 Total Calls Outbound] [4.4 Inbound 5 Seconds] [4.5 Answered Calls Inbound] [4.6 Answered Calls Outbound] [4.7 Voicemail Calls] [4.8 Callback Calls] [4.9 Average Waiting time] [4.10 Average Call time Inbound] [4.11 Average Call time Outbound] [5 ACD-S-002-02 Lines] [5.1 Total] [5.2 Average]