

ACD-S-003 - Service Numbers Report 4 (Inbound ACD, Standard Opening Times)

[1 [Description](#)] [1.1 [Service Level Calculation](#)] [2 [Sample Execution \(Input\) Sample Report \(Output\)](#)] [3 [Columns](#)] [3.1 [Legend](#)] [3.2 [Calls ended in IVR \(before ACD\)](#)] [3.3 [Calls Offered ACD](#)] [3.4 [Calls Offered outside Opening Hours](#)] [3.5 [Calls Offered during Opening Hours](#)] [3.6 [Calls Answered by Agent](#)] [3.7 [Overflow queue \(timeout and other\)](#)] [3.8 [Calls which ended before entering the ACD queue](#)] [3.9 [Calls which did not enter the queue because it was full](#)] [3.10 [Total hangups in queue](#)] [3.11 [Hangups before <Short Hangups \(s\) > in Queue](#)] [3.12 [Hangups after <Hangup Threshold \(s\) > in Queue](#)] [3.13 [Calls Answered In Service Level](#)] [3.14 [Calls Answered Out of Service Level](#)] [3.15 [Average Talk Time](#)] [3.16 [Service Level](#)] [3.17 [Availability](#)] [3.18 [Agents \(Status Calls and Automatic Post Call\)](#)] [3.19 [Agent Calls Time Total](#)]

Description

This report contains aggregated data for inbound calls to the selected service numbers over the time period and granularity chosen. Data is presented cumulated per granularity.

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

Calls ended in IVR (before ACD)

Criteria Used	Description
COUNT(DISTINCT(a.ID)) a.bOutbound = 0 AND ServiceNumbersID IS NOT NULL AND acdb.ID IS NULL	Total number of inbound calls to the selected service number(s), which ended in the IVR application.

Calls Offered ACD

Criteria Used	Description
COUNT(DISTINCT(a.ID)) a.bOutbound = 0 AND ServiceNumbersID IS NOT NULL AND acdb.ID IS NOT NULL	Total number of inbound calls to the selected service number(s), which were routed to an ACD group.

Calls Offered outside Opening Hours

This column is the result of the following calculation:
Calls Offered ACD - Calls Offered during Opening Hours

Calls Offered during Opening Hours

Criteria Used	Description
COUNT(DISTINCT(a.ID)) a.bOutbound = 0 AND ServiceNumbersID IS NOT NULL AND acdb.ID IS NOT NULL AND (_bNotStandardOpeningTimes <> 0 OR acdb.bCallInStandardServiceTimes <> 0)	Total number of inbound calls to the selected service number(s), which were offered during opening hours.

Calls Answered by Agent

Criteria Used	Description
---------------	-------------

COUNT(DISTINCT(a.ID)) a.bOutbound = 0 AND ServiceNumbersID IS NOT NULL AND acdb.ID IS NOT NULL AND (_bNotStandardOpeningTimes <> 0 OR acdb.bCallInStandardServiceTimes <> 0) AND acdb.AcdGroupEndReasonsID IN (5, 103, 104, 203, 204)	Total number of inbound calls to the selected service number(s), which were successfully connected to an agent during opening hours and ended because of an AcdGroupEndReason with ID 5, 103, 104, 203 or 204. See also Value Reference - AcdGroupEndReasons
--	---

Overflow queue (timeout and other)

Criteria Used	Description
COUNT(DISTINCT(a.ID)) a.bOutbound = 0 AND ServiceNumbersID IS NOT NULL AND acdb.ID IS NOT NULL AND (_bNotStandardOpeningTimes <> 0 OR acdb.bCallInStandardServiceTimes <> 0) AND acdb.AcdGroupEndReasonsID IN (106, 107, 108, 109, 206, 207, 200)	Total number of inbound calls to the selected service number(s), which left the ACD group during opening hours, because of an AcdGroupEndReason with ID 106, 107, 108, 109, 206, 207 or 200. See also Value Reference - AcdGroupEndReasons

Calls which ended before entering the ACD queue

CallsEndBeforeQueueOther

Criteria Used	Description
COUNT(DISTINCT(a.ID)) a.bOutbound = 0 AND ServiceNumbersID IS NOT NULL AND acdb.ID IS NOT NULL AND (_bNotStandardOpeningTimes <> 0 OR acdb.bCallInStandardServiceTimes <> 0) AND acdb.AcdGroupEndReasonsID IN (1, 2, 3)	Total number of inbound calls to the selected service number(s), which ended before entering the ACD group's queue during opening hours, because of an AcdGroupEndReason with ID 1, 2 or 3. See also Value Reference - AcdGroupEndReasons

Calls which did not enter the queue because it was full

Criteria Used	Description
<p>COUNT(DISTINCT(a.ID))</p> <p>a.bOutbound = 0</p> <p>AND ServiceNumbersID IS NOT NULL</p> <p>AND acdb.ID IS NOT NULL</p> <p>AND (_bNotStandardOpeningTimes <> 0 OR acdb.bCallInStandardServiceTimes <> 0)</p> <p>AND acdb.AcdGroupEndReasonsID IN (105, 205)</p>	<p>Total number of inbound calls to the selected service number(s), which ended before entering the ACD group's queue during opening hours, because of an AcdGroupEndReason with ID 105 or 205.</p> <p>See also Value Reference - AcdGroupEndReasons</p>

Total hangups in queue

Criteria Used	Description
<p>COUNT(DISTINCT(a.ID))</p> <p>a.bOutbound = 0</p> <p>AND ServiceNumbersID IS NOT NULL</p> <p>AND acdb.ID IS NOT NULL</p> <p>AND (_bNotStandardOpeningTimes <> 0 OR acdb.bCallInStandardServiceTimes <> 0)</p> <p>AND acdb.AcdGroupEndReasonsID IN (4)</p>	<p>Total number of inbound calls to the selected service number(s), which ended in the ACD group's queue during opening hours, because the caller hung up.</p> <p>See also Value Reference - AcdGroupEndReasons</p>

Hangups before <Short Hangups (s) > in Queue

Criteria Used	Description
---------------	-------------

COUNT(DISTINCT(a.ID)) a.bOutbound = 0 AND ServiceNumbersID IS NOT NULL AND acdb.ID IS NOT NULL AND (_bNotStandardOpeningTimes <> 0 OR acdb.bCallInStandardServiceTimes <> 0) AND acdb.AcdGroupEndReasonsID IN (4) AND (acdb.dtGroupEnd - acdb.dtQueueStart) <= Short Hangups (s)	Total number of inbound calls to the selected service number(s), which ended before <Short Hangups (s)> seconds in the ACD group's queue during opening hours, because the caller hung up. See also Value Reference - AcdGroupEndReasons
---	---

Hangups after <Hangup Threshold (s) > in Queue

Criteria Used	Description
COUNT(DISTINCT(a.ID)) a.bOutbound = 0 AND ServiceNumbersID IS NOT NULL AND acdb.ID IS NOT NULL AND (_bNotStandardOpeningTimes <> 0 OR acdb.bCallInStandardServiceTimes <> 0) AND acdb.AcdGroupEndReasonsID IN (4) AND (acdb.dtGroupEnd - acdb.dtQueueStart) <= Hangup Threshold (s)	Total number of inbound calls to the selected service number(s), which ended after <Hangup Threshold e (s)> seconds in the ACD group's queue during opening hours, because the caller hungup. See also Value Reference - AcdGroupEndReasons

Calls Answered In Service Level

Criteria Used	Description
---------------	-------------

COUNT(DISTINCT(a.ID)) a.bOutbound = 0 AND ServiceNumbersID IS NOT NULL AND acdb.ID IS NOT NULL AND (_bNotStandardOpeningTimes <> 0 OR acdb.bCallInStandardServiceTimes <> 0) AND acdb.AcdGroupEndReasonsID IN (5, 103, 104, 203, 204) AND (acdb.dtAgentConnect - a.dtCallStart) <= Service Level (s)	Total number of inbound calls to the selected service number(s), which were successfully connected to an agent before <Service Level (s)> during opening hours. See also Value Reference - AcdGroupEndReasons
---	--

Calls Answered Out of Service Level

Criteria Used	Description
COUNT(DISTINCT(a.ID)) a.bOutbound = 0 AND ServiceNumbersID IS NOT NULL AND acdb.ID IS NOT NULL AND (_bNotStandardOpeningTimes <> 0 OR acdb.bCallInStandardServiceTimes <> 0) AND acdb.AcdGroupEndReasonsID IN (5, 103, 104, 203, 204) AND (acdb.dtAgentConnect - a.dtCallStart) > Service Level (s) AND ServiceNumbersID IS NOT NULL	Total number of inbound calls to the selected service number(s), which were successfully connected to an agent after <Service Level (s)> during opening hours. See also Value Reference - AcdGroupEndReasons

Average Talk Time

CallsAverageTime

This column is the result of the following calculation:
Agent Calls Time Total / Calls Answered by Agent

Service Level

This column is the result of the following calculation:

Calls Answered In Service Level * 100 / Calls Answered by Agent

Availability

This column is the result of the following calculation:

Calls Answered by Agent / Calls Offered during Opening Hours

Agents (Status Calls and Automatic Post Call)

Criteria Used	Description
IFNULL(AVG(acdb.GroupStart_LoggedInForCallsAgentCount), 0) a.bOutbound = 0 AND ServiceNumbersID IS NOT NULL AND acdb.ID IS NULL	The average number of agents logged into the ACD group for calls at the time inbound calls to the selected service number(s) entered the group. See also Table Reference - AcdStatisticsPartB (AcdB)

Agent Calls Time Total

Criteria Used	Description
IFNULL(SUM(acdb.dtGroupEnd - acdb.dtAgentConnect), 0) a.bOutbound = 0 AND ServiceNumbersID IS NOT NULL AND acdb.ID IS NOT NULL AND (_bNotStandardOpeningTimes <> 0 OR acdb.bCallInStandardServiceTimes <> 0) AND acdb.AcdGroupEndReasonsID IN (5, 103, 104, 203, 204)	Total duration of inbound calls to the selected service number(s), which were successfully connected to an agent during opening hours. See also Value Reference - AcdGroupEndReasons

[1 [Description](#)] [1.1 [Service Level Calculation](#)] [2 [Sample Execution \(Input\) Sample Report \(Output\)](#)] [3 [Columns](#)] [3.1 [Legend](#)] [3.2 [Calls ended in IVR \(before ACD\)](#)] [3.3 [Calls Offered ACD](#)] [3.4 [Calls Offered outside Opening Hours](#)] [3.5 [Calls Offered during Opening Hours](#)] [3.6 [Calls Answered by Agent](#)] [3.7 [Overflow queue \(timeout and other\)](#)] [3.8 [Calls which ended before entering the ACD queue](#)] [3.9 [Calls which did not enter the queue because it was full](#)] [3.10 [Total hangups in queue](#)] [3.11 [Hangups before <Short Hangups \(s\) > in Queue](#)] [3.12 [Hangups after <Hangup Threshold \(s\) > in Queue](#)] [3.13 [Calls Answered In Service Level](#)] [3.14 [Calls Answered Out of Service Level](#)] [3.15 [Average Talk Time](#)] [3.16 [Service Level](#)] [3.17 [Availability](#)] [3.18 [Agents \(Status Calls and Automatic Post Call\)](#)] [3.19 [Agent Calls Time Total](#)]