

# ACD-S-004 - Service Numbers Report 5 (Inbound Call Counters Grouped by Billing Number)

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## Description

This report contains aggregated data for inbound calls to the service number(s) associated with the selected billing numbers over the time period chosen and the default granularity of 1 hour. Data is presented groups by hour and billing number.

## [Sample Execution \(Input\)](#) [Sample Report \(Output\)](#)

## Columns

The following columns are provided.

## Legend

Table	Alias
StatisticsPartA (See also <a href="#">Table Reference - StatisticsPartA (A)</a> )	a
AcStatisticsPartB (See also <a href="#">Table Reference - AcStatisticsPartB (AcdB)</a> )	acdb
StatisticsPartB (See also <a href="#">Table Reference - StatisticsPartB (B)</a> )	b

## Calls

Criteria Used	Description
COUNT( stats.ID ) a.bOutbound = 0	Total number of inbound calls to the service number(s) associated with the selected billing number(s).

## External

Criteria Used	Description
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COUNT( stats.ID) a.bOutbound = 0 b.CNumbersID IS NOT NULL	Total number of inbound calls to the service number(s) associated with the selected billing number(s), which were transferred to an external destination.
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[ 1 [Description](#) ] [ 2 [Sample Execution \(Input\)](#) [Sample Report \(Output\)](#) ] [ 3 [Columns](#) ] [ 3.1 [Legend](#) ] [ 3.2 [Calls](#) ] [ 3.3 [External](#) ]