ACD-S-005 - Service Numbers Report 6 (Inbound Calls and Availability Grouped by Billing Number)

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. Data is presented grouped by day.

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

Inbound Total

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).

Inbound ACD

Criteria Used	Description

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

Inbound Answered

Criteria Used	Description
COUNT(stats.ID) a.bOutbound = 0 acdb.dtAgentConnect IS NOT NULL	Total number of inbound calls to the service number(s) associated with the selected billing number(s) and which were successfully connected to an agent.

Emails

Criteria Used	Description
COUNT(*) AcdEventTypesID = 5 AND (AcdGroupsID IN (SELECT ID FROM JTELWeb.AcdGroups WHERE ClientsID = _ClientsID)));	Total number of emails sent by agents logged in ACD groups of the current client.

Voice Mail + Callbacks

Criteria Used	Description
COUNT(*) acdb.dtAgentConnect IS NOT NULL	Total number of inbound calls to the service number(s) associated with the selected billing number(s) and which ended with a callback or voicemail booked.

Inbound Lost

This column is the result of the following calculation:
Inbound ACD - Inbound Answered - (Voice Mail + Callbacks)

External Destination

Criteria Used	Description

COUNT(stats.ID) b.CNumbersID IS NOT NULL	Total number of calls which were transferred to an external destination.

Availability Direct

This column is the result of the following calculation:
Inbound Answered * 100 / Inbound ACD

Availability incl. CB/VM

This column is the result of the following calculation:
Inbound Answered * 100 / (Inbound ACD + (Voice Mail + Callbacks))