Compressed Stats - CompressedA

Description

The CompressedA reports contain aggregated statistics regarding:

- Calls to Service Numbers
- Calls made to ACD groups
- Calls made to agents (summary for the ACD group)
- Outbound calls made by agents

Information such as:

- The number of calls
  - Answered
  - Busy
  - Rejected
  - Abandoned
- Service indicators for calls
  - Calls received in standard service times
  - Calls in service level according to 4 different criteria
- Call transfers
  - Agent to agent
  - Agent to group
  - Agent to external destination
- Times for calls
  - From call start to end
  - From offhook to end
  - From call start to connection to agent
  - ...

is provided.

Note: because these statistics are aggregated, not quite as much information is available as from the call detail records. However, this aggregated data can be retained for a much longer time.

Read more in Reporting API - CompressedA