Compressed Stats - CompressedU

Description

The CompressedU reports contain aggregated statistics regarding:

- Logins by users to the ACD and to ACD groups
- Times spent in particular status

Information such as:

- The User
- The ACD group
- The profile the user was logged into
- The number of logins
 - To the ACD
 - To the group
- The number of status changes
 - To the ACD
 - o To the group
- Times spent in various status

is provided.

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

Read more in Reporting API - CompressedU