

Compressed Stats - CompressedUA

Description

The CompressedUA reports contain aggregated statistics regarding:

- Calls to users with respect to particular ACD groups and hotlines
- Transfer calls made by users
- Transfer calls received by users
- Calls made by users for dialler campaigns
- Calls made by users by click to dial

Information such as:

- The service number
- The ACD group
- The dialler campaign
- The number of calls
 - Direct
 - From a transfer
 - Transferred by agent
- Information on results
 - Answered
 - Busy
 - Caller Hangup
 - Rejected
- Times
 - Ring time
 - Talk time

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 - CompressedUA](#)