

# ACD-A-015 - ACD Agent Report 4

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## Description

This report contains inbound calls cumulated per time slice over selected groups and service numbers within a particular time slice.

## [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
AcdStatisticsPartB (See also <a href="#">Table Reference - AcdStatisticsPartB (AcdB)</a> )	acdb
StatisticsPartB (See also <a href="#">Table Reference - StatisticsPartB (B)</a> )	b

## Counter - Received

### Acdb - AcdGetGroupCalls\_GroupServiceNumber

Criteria Used (see also <a href="#">ACD Group Service Number KPIs</a> )	Description
bOutbound = 0	All inbound calls which entered an ACD group and service number within a particular time slice.

## Counter - Taken

Formula	Description
(Calls Taken directly) + ( Calls Taken indirectly)	All inbound calls which entered an ACD group and service number within a particular time slice and which were connected to an agent.

## Counter - Taken directly

### Acdb - AcdbGetInServiceCallsByParam\_GroupServiceNumber

Criteria Used (see also <a href="#">ACD Group Service Number KPIs</a> )	Description
bOutbound = 0  ( dtAgentConnect - dtGroupStart ) <= ServiceLevelSeconds	All inbound calls which entered an ACD group and service number within a particular time slice, which were connected to an agent within (less than or equal to) the specified ServiceLevelSeconds.  If ServiceLevelSeconds is 0, then this value is set to all calls connected to agents (i.e. ServiceLevelSeconds is ignored).

### Counter - Taken indirectly

### Acdb - AcdbGetNotInServiceCallsByParam\_GroupServiceNumber

Criteria Used (see also <a href="#">ACD Group Service Number KPIs</a> )	Description
dtAgentConnect IS NOT NULL  ( acdb.dtAgentConnect - acdb.dtGroupStart ) > ServiceLevelSeconds	All inbound calls which entered an ACD group and service number within a particular time slice, which were connected to an agent outside of the specified ServiceLevelSeconds.  If ServiceLevelSeconds is 0, then this value is 0.

### Counter - Aborted

### Acdb - AcdbGetCallerHangupCallsByGroupEndReason\_GroupServiceNumber

Criteria Used (See also <a href="#">ACD Group Service Number KPIs</a> )	Description
acdb.bOutbound = 0  AND acdb.AcdGroupEndReasonsID IN ( 1, 2, 3, 4 )  AND a.bCallerHangup = 1  AND acdb.dtAgentConnect IS NULL	All inbound calls which entered an ACD group and service number within a particular time slice, which were not connected to an agent and the caller hung up the call for the reason 1, 2, 3 or 4.  See also <a href="#">Value References - AcdGroupEndReasons</a>

### Counter - Transferred

### Acdb - AcdbGetTransferredCallsByAgent\_GroupServiceNumber

Criteria Used ( <a href="#">ACD Group Service Number KPIs</a> )	Description
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b.bOutbound = 0  AND b.TransferAcidSynonymsID IS NOT NULL  AND b.bTransferExternalNumber = 1  AND b.bTransferAgent = 1	All inbound calls which entered an ACD group and service number within a particular time slice, which were either forward to another agent or to an external destination.
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## Percent - Service Level

Formula	Description
$\text{CallsInService} * 100 / \text{CallsOfferedWithoutShortHangups}$	The ratio between calls taken directly and calls offered without short hangups.

## Percent - Efficiency

Formula	Description
$\text{CallsTaken} * 100 / \text{CallsOfferedWithoutShortHangups}$	The percentage between calls taken and calls offered without short hangups.

## Percent - Aborted

Formula	Description
$\text{CallsBroken} * 100 / \text{CallsOffered}$	The percentage between calls broken and calls offered.

## Duration - Longest Time in queue

Ac dB - Ac dGetMaxDurationTimeInQueue\_GroupServiceNumber

Criteria Used	Description
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<pre> acdb.bOutbound = 0  MAX ( CASE     WHEN dtAgentConnect IS NOT NULL THEN (acdb.dtAgentConnect - acdb.dtQueueStart)     WHEN dtGroupActionStart IS NOT NULL THEN (acdb.dtGroupActionStart - acdb.dtQueueStart)     WHEN dtGroupEnd IS NOT NULL THEN (acdb.dtGroupEnd - acdb.dtQueueStart)     ELSE 0 END ) </pre>	The longest duration time of inbound calls in an ACD group queue within a particular time slice.
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## Duration - Longest Time waiting until abort

AcdB - AcdGetMaxDurationTimeInQueueUntilAbort\_GroupServiceNumber

Criteria Used	Description
<pre> acdb.bOutbound = 0  MAX ( CASE     WHEN (dtAgentConnect IS NULL AND acdb.AcdGroupEndReasonsID = 4) THEN (acdb. dtGroupEnd - acdb.dtQueueStart)     ELSE 0 END ) </pre>	<p>The longest duration time of an inbound calls in an ACD group queue before the caller hangup in the queue within a particular time slice.</p> <p>See also <a href="#">Value Reference - AcdGroupEndReasons</a></p>

## Duration - Call

### AcdB - AcdGetCallDuration\_GroupServiceNumber

This KPI references all data from the StatisticsPartB table (agent calls) for each found entry in the AcdStatisticsPartB table. This enables the times agents were actually connected with callers to be measured.

Criteria Used (see also <a href="#">ACD Group Service Number KPIs</a> )	Description
<pre> bOutbound = 0 b.CONNRES = 1 b.dtCallConnect IS NOT NULL b.UsersID IS NOT NULL </pre>	The time difference between b.dtCallConnect or b.dtWhisperEnd (whichever is not NULL and later) and b.dtCallEndfor calls answered by agents (UsersID NOT NULL).

## Duration - Post Call

### AcdB - AcdGetPostCallDuration\_GroupServiceNumber

Criteria Used (see also <a href="#">ACD Group Service Number KPIs</a> )	Description
b.Outbound = 0 b.CONNRES = 1 b.PostCallInterval > 0	The PostCallInterval from StatisticsPartB for all calls connected to agents for which post call work was performed (PostCallInterval > 0).  See also <a href="#">Value Reference - CONNRES</a> .

## Average Duration - Answer Time

Formula	Description
AnswerTimeTotal / AnswerTimeCalls	The total answer time duration divide by the number of calls answered.

## Average Duration - Call Time

Formula	Description
DurationTimeCall / CallsOffered	The total call time duration divided by the number of calls offered.

## Average Duration - Post Call

Formula	Description
DurationPostCall / CallsOffered	The total post call time duration divided by the the number of calls offered.

## Average Duration - Total Handling Time

The average between this KPI and the total number of calls taken.

AcdB - AcdGetDurationEdit\_GroupServiceNumber

Criteria Used	Description
SUM( IFNULL(b.dtPostCallEnd - b.dtCallStart ), 0 ) acdb.bOutbound = 0	The total time duration needed to handle inbound calls routed to the selected ACD group and service number.

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