ACD-G-011 - ACD Groups Report 6

Description

This report contains aggregated data for inbound and outbound calls to the selected ACD groups over the time period and granularity chosen. Data is aggregated over the selected ACD groups, and not presented individually per group.

> **CAUTION** : if an incoming call is transferred from one ACD group to another, then this will be counted in BOTH ACD groups. This report is designed to be viewed by the manager / supervisor of the ACD groups in question, so aggregated data should be viewed with caution.

Service Level Calculation

The service level calculation in this report considers:

- Calls answered by agents within "ServiceLevelSeconds" measured from the time call entered the groups
- All calls which were offered to the groups

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
AcdStatisticsLogin (See also Table Reference - AcdStatisticsLogin)	login

Calls - Offered

AcdB - AcdGetGroupCalls_GroupServiceNumber

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

Calls - In Service

AcdB - AcdGetInServiceCallsByParam_GroupServiceNumber

Criteria Used (see also **ACD Group Service Number KPIs)**	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).

Calls - Not In Service

AcdB - AcdGetNotInServiceCallsByParam_GroupServiceNumber

Criteria Used (see also **ACD Group Service Number KPIs)**	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.

Calls - Hungup <=

AcdB - AcdGetInTimeHangupCallsByParam_GroupServiceNumber

Criteria Used (see also **ACD Group Service Number KPIs)**	Description
bOutbound = 0 bCallerHangup = 1 dtAgentConnect IS NULL AcdGroupEndReasonsID IN (1, 2, 3, 4) (dtGroupEnd - dtGroupStart) <= HangupSeconds	All inbound calls which entered an ACD group and service number within a particular time slice, which were not connected to an agent and where the caller hungup before or in the ACD queue within the specified HangupSeconds. See also Value Reference - AcdGroupEndReasons.

Calls - Hungup >

AcdB - AcdGetNotInTimeHangupCallsByParam_GroupServiceNumber

Criteria Used (see also ACD Group Service Number KPIs)	Description
bOutbound = 0 bCallerHangup = 1 dtAgentConnect IS NULL AcdGroupEndReasonsID IN (1, 2, 3, 4) (dtGroupEnd - dtGroupStart) > HangupSeconds	All inbound calls which entered an ACD group and service number within a particular time slice, which were not connected to an agent and where the caller hungup before or in the ACD queue after the sepecified HangupSeconds. See also Value Reference - AcdGroupEndReasons.

Calls - Error

This column is the result of the following calculation:
OfferedCalls - InServiceCalls - NotInServiceCalls - CallerHangupCallsInTime - CallerHangupCallsOutTime - QueueClosedCalls - QueueFullCalls - QueueTimeoutCalls - QueueLeaveDtmfCalls - BusyCalls

Calls - Queue Closed

AcdB - AcdGetQueueClosedCallsByGroupEndReason_GroupServiceNumber

Criteria Used (see also ACD Group Service Number KPIs)	Description
bOutbound = 0 AcdGroupEndReasonsID IN (100, 101, 102, 107, 108) 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 where the call was handled by a rule at one of the specified AcdGroupEndReasons: Group Start, Routing Application, Queue, Queue No Agents, Queue All Tried. See also Value Reference - AcdGroupEndReasons.

Calls - Queue Full

AcdB - AcdGetQueueFullCallsByGroupEndReason_GroupServiceNumber

Criteria Used (see also **ACD Group Service Number KPIs**)	Description
bOutbound = 0 AcdGroupEndReasonsID IN (105, 205) 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 where the call could not enter the queue because the queue was full. See also Value Reference - AcdGroupEndReasons.

Calls - Queue Timeout

AcdB - AcdGetQueueTimeoutCallsByGroupEndReason_GroupServiceNumber

Criteria Used (see also **ACD Group Service Number KPIs**)	Description
bOutbound = 0 AcdGroupEndReasonsID IN (106, 206) 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 where the call left the queue becasue the configured queue timeout was reached. See also Value Reference - AcdGroupEndReasons.

Calls - Busy

AcdB - AcdGetSystemHangupCallsByGroupEndReason_GroupServiceNumber

Criteria Used (see also **ACD Group Service Number KPIs**)	Description
bOutbound = 0 bCallerHangup = 0 AcdGroupEndReasonsID IN (1, 2, 3, 4, 207) 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 where the system hungup the call when executing a defined group rule or when there was no rule however one would have been required to continue processing. See also Value Reference - AcdGroupEndReasons.

Calls - Accessibility

This column is the result of the following calculation:
(In Service + Not In Service) * 100.0 / Offered

Calls - Service Level

This column is the result of the following calculation:
In Service * 100.0 / Offered

Answer Time - Ø Duration and Max. Duration

The average and maximum duration of the following KPI:

AcdB - AcdGetAnswerDuration_GroupServiceNumber

Criteria Used (see also **ACD Group Service Number KPIs**)	Description
acdb.bOutbound = 0 acdb.dtAgentConnect IS NOT NULL SUM (acdb.dtAgentConnect - acdb.dtGroupStart)	The total talking time duration between a caller and an agent or a destination in the selected ACD groups and via the selected service numbers within a particular time slice.

Hang Up Time - Ø Duration and Max. Duration

The average and maximum duration of the following KPI:

AcdB - AcdGetCallerHangupCallsDuration_GroupServiceNumber

Criteria Used (see also **ACD Group Service Number KPIs**)	Description
bOutbound = 0 dtAgentConnect IS NULL bCallerHangup = 1 AcdGroupEndReasonsID IN (1, 2, 3, 4)	The time difference between dtGroupStart and dtGroupEndfor calls where the caller did not speak to an agent and hung up before or whilst in the ACD queue. See also Value Reference - AcdGroupEndReasons.

Talk Time - Ø Duration and Max. Duration

The average and maximum duration of the following KPI:

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 **ACD Group Service Number KPIs**)	Description
bOutbound = 0 b.CONNRES = 1 b.dtCallConnect IS NOT NULL b.UsersID IS NOT NULL	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).

Post Call Time - Ø Duration and Max. Duration

The average and maximum duration of the following KPI:

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 **ACD Group Service Number KPIs**)	Description
bOutbound = 0 b.CONNRES = 1 b.dtCallConnect IS NOT NULL b.UsersID IS NOT NULL	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).

Logged In - Count

Criteria Used	Description
COUNT(DISTINCT UsersID) login.bGroupLoggedIn = 1	The number of agents logged in the selected ACD groups within a particular time slice.

Logged In - Total Duration

Criteria Used	Description
SUM (IF(IFNULL(login.dtEndStatus, status.dtIntervalEnd) >= status.dtIntervalEnd, status.dtIntervalEnd, login.dtEndStatus) - IF(acdLogin.dtCreated < status.dtIntervalStart, status.dtIntervalStart, dtCreated)) login.bGroupLoggedIn = 1	The total logged In time duration in the selected ACD groups.

Logged In - Ø Duration

This column is the result of the following calculation:
Logged In Total Duration / Logged In Count

Logged In - Max. Duration

Criteria Used	Description
MAX (IF(IFNULL(login.dtEndStatus, status.dtIntervalEnd) >= status.dtIntervalEnd, status.dtIntervalEnd, login.dtEndStatus) - IF(acdLogin.dtCreated < status. dtIntervalStart, status.dtIntervalStart, dtCreated)) login.bGroupLoggedIn = 1	The maximum logged In time duration in the selected ACD groups.

ACD Agent Status - Total Duration

Criteria Used	Description
SUM (IF(IFNULL(login.dtEndStatus, status.dtIntervalEnd) >= status.dtIntervalEnd, status.dtIntervalEnd, login. dtEndStatus) - IF(acdLogin.dtCreated < status.dtIntervalStart, status.dtIntervalStart, dtCreated)) login.bGroupLoggedIn = 1 AND status.AcdAgentStatusID = <ACDAgentStatusID>	The total time duration of the ACD agent in a status with the ID <ACDAgentStatusID> in the selected ACD groups. Where: <ACDAgentStatusID> is either one of the 5 default ACD agent status IDs: 2 for "Calls and Media" 3 for "Break" 5 for "Post Call" - any other ID bigger as 5 for "Outbound" See also Value Reference - AcdAgentStatus

ACD Agent Status - Max. Duration

Criteria Used	Description
MAX (IF(IFNULL(login.dtEndStatus, status.dtIntervalEnd) >= status.dtIntervalEnd, status.dtIntervalEnd, login. dtEndStatus) - IF(acdLogin.dtCreated < status.dtIntervalStart, status.dtIntervalStart, dtCreated)) login.bGroupLoggedIn = 1 AND status.AcdAgentStatusID = <ACDAgentStatusID>	The maximum time duration of the ACD agent in a status with the ID <ACDAgentStatusID> in the selected ACD groups. Where: <ACDAgentStatusID> is either one of the 5 default ACD agent status IDs: 2 for "Calls and Media" 3 for "Break" 5 for "Post Call" - any other ID bigger as 5 for "Outbound" See also Value Reference - AcdAgentStatus

Calls and Media - Ø Duration

This column is the result of the following calculation:
Call and Media Total Duration / Logged In Count
Read more here ACD Agent Status - Total Duration

Calls and Media - Max. Duration

See ACD Agent Status - Max. Duration

Break - Ø Duration

This column is the result of the following calculation:
Break Total Duration / Logged In Count
Read more here ACD Agent Status - Total Duration

Break - Max. Duration

See ACD Agent Status - Max. Duration

Post Call - Ø Duration

This column is the result of the following calculation:
Post Call Total Duration / Logged In Count
Read more here ACD Agent Status - Total Duration

Post Call - Max. Duration

See ACD Agent Status - Max. Duration

Outbound - Ø Duration

This column is the result of the following calculation:
Outbound Total Duration / Logged In Count
Read more here ACD Agent Status - Total Duration

Outbound - Max. Duration

See ACD Agent Status - Max. Duration