

# IVR-003 - IVR Statistics Report 2

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## Description

This report contains aggregated data for inbound and outbound calls to the selected service numbers over the time period and granularity chosen. Data is grouped per selected IVR statistics markers then per granularity and not presented individually per IVR statistics marker or per service number.

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

## Calls

AcGetIvrStatisticsMarkers\_CountCalls

| Criteria Used | Description  |
|---------------|--|
| COUNT( a.ID ) | Total number of inbound and outbound calls made via the selected service number(s) within a particular time slice. |

## Connected

AcGetIvrStatisticsMarkers\_CountCallsAgents

| Criteria Used | Description |
|---------------|-------------|
|---------------|-------------|

|  |   |
|--|---|
| COUNT( DISTINCT( a.ID ) )<br>acdb.dtAgentConnect IS NOT NULL | Total number of inbound and outbound calls made via the selected service number(s) within a particular time slice and which were successfully connected to the destination. |
|--|---|

## Percent

|  |
|--|
| <b>This column is calculated as follows:</b> |
| Connected * 100 / Calls                      |

## Call Marker

AcGetIvrStatisticsMarkers\_Count

| Criteria Used   | Description  |
|-----------------|--|
| COUNT( ivr.ID ) | Total number of inbound and outbound calls made via the selected service number(s) within a particular time slice. |

## Percent

|  |
|--|
| <b>This column is calculated as follows:</b> |
| Call Marker * 100 / Calls                    |

## 0 - 9

AcGetIvrStatisticsMarkers\_RatingValue

| Criteria Used   | Description   |
|---|---|
| COUNT( ivr.ID )<br>ivr.IVRStatisticsMarkersID =<br><IvrStatisticsMarkersID> | Total number of inbound and outbound calls made via the selected service number(s) within a particular time slice, which went through a statistics marker of type <IvrStatisticsMarkersID> and where the caller has given a rating between 0 and 9. 0 and 9 included. |

## Minimum

AcGetIvrStatisticsMarkers\_RatingMin

| Criteria Used | Description |
|---------------|-------------|
|---------------|-------------|

|   |   |
|---|---|
| MIN( ivr.Rating)<br>ivr.IVRStatisticsMarkersID = <lvrStatisticsMarkersID> | Minimum rating given by the caller to the IVR statistics marker of type <lvrStatisticsMarkersID>. |
|---|---|

## Maximum

AcdGetIvrStatisticsMarkers\_RatingMax

| Criteria Used   | Description   |
|---|---|
| MAX( ivr.Rating)<br>ivr.IVRStatisticsMarkersID = <lvrStatisticsMarkersID> | Maximum rating given by the caller to the IVR statistics marker of type <lvrStatisticsMarkersID>. |

## Total

AcdGetIvrStatisticsMarkers\_RatingTotal

| Criteria Used   | Description   |
|---|---|
| SUM( ivr.Rating)<br>ivr.IVRStatisticsMarkersID = <lvrStatisticsMarkersID> | Total rating given by the caller to the IVR statistics marker of type <lvrStatisticsMarkersID>. |

## Average

|                                       |
|---------------------------------------|
| This column is calculated as follows: |
| Total * 100 / Call Marker             |

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