

# 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
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COUNT( DISTINCT( a.ID ) ) 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.
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## 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 ) ivr.IVRStatisticsMarkersID = <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
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MIN( ivr.Rating)  ivr.IVRStatisticsMarkersID = <ivrStatisticsMarkersID>	Minimum rating given by the caller to the IVR statistics marker of type <ivrStatisticsMarkersID>.
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Maximum

AcidGetIvrStatisticsMarkers\_RatingMax

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

Total

AcidGetIvrStatisticsMarkers\_RatingTotal

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

Average

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

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