ACD-A-003 - ACD Agent Performance Report

Description

This report contains data about inbound calls per selected agents in the ACD group(s) in which they are logged in within a particular time slice. While this report allows you to evaluate the performance - inbound calls- of agents by specifying them in the input, the report ACD Agent Report 1 allows you to evaluate the performance - inbound calls - of agents logged in the groups specified in the input. ACD Agent Report 2 rather allows you to evaluate the performance - inbound calls - of agents logged in the groups specified in the input. While ACD Agent Report 1 contains data cumulated per agent then per selected ACD group in which he is logged in, ACD Agent Report 2 contains data cumulated per agent over all selected ACD groups in which he is logged in.

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

Logins - Ø Duration

Formula Used	Description
AcdGetAgentLoginTime_Group / AcdGetAgentLoginCount_Group	Total duration of the login time duration divided by the number of logins of the current agent in the ACD group(s) within a particular time slice

Logins - Max. Duration

AcdB - AcdGetAgentLoginTimeMax_Group

Criteria Used (see also **AcdB - ACD Groups KPIs**)	Description
login.bGroupLoggedIn = 1 AND login.StatusDuration IS NOT NULL	The maximum login time of the current agent in a status in an ACD group within a particular time slice.

Logins - Total Duration

AcdB - AcdGetAgentLoginTime_Group

Criteria Used (see also **AcdB - ACD Groups KPIs**)	Description
login.bGroupLoggedIn = 1 AND login.StatusDuration IS NOT NULL	Total duration of the current agent's Logins time in the ACD group(s) in which he was logged in within a particular time slice.

Logins - Quantity

AcdB - AcdGetAgentLoginCount_Group

Criteria Used (see also **AcdB - ACD Groups KPIs**)	Description
login.bGroupLoggedIn = 1 AND login.StatusDuration IS NOT NULL	The amount of time the current agent changed his status from one to another in the ACD group(s) in which he was logged in within a particular time slice.

Calls - Serviced

AcdB - AcdGetAnsweredCallsAgent_Group

Criteria Used (See Also **AcdB - ACD Groups KPIs**)	Description
acdb.bOutbound = 0 AND b.CONNRES = 1 AND acdb.dtAgentConnect IS NOT NULL	All inbound calls routed to the ACD group(s) in which the selected agent is logged in and that were successful connected to the selected agent within a particular time slice. See also Value Reference - CONNRES

Calls - Busy

AcdB - AcdGetBusyCallsAgent_Group

Criteria Used (See Also AcdB - ACD Groups KPIs)	Description
acdb.bOutbound = 0 AND b.CONNRES IN (3, 5, 6)	All inbound calls routed to the ACD group(s) in which the current agent was logged in, that were distributed to him within a particular time slice and - the destination's line was busy or - a reason other than busy was received from the called destination or - the agent hungup during the whisper prompt before caller and destination were connected. See also Value Reference - CONNRES

Calls - No Answer

AcdB - AcdGetNoAnswerCallsAgent_Group

Criteria Used (See Also AcdB - ACD Groups KPIs)	Description
acdb.bOutbound = 0 AND (b.CONNRES NOT IN (1, 3, 4, 5, 6) OR (b.CONNRES = 1 AND acdb.dtAgentConnect IS NULL))	All inbound calls routed to the ACD group(s) in which the current agent was logged in and that were not connected to the him within a particular time slice because - the destination did not answer the telephone or - an error occurred when calling the destination or - the destination number was blocked in the restricted numbers table. The call was not made.. See also Value Reference - CONNRES

Auto Logoff - Total

AcdB - AcdGetAgentAutoLogOff_Group

Criteria Used (see also AcdB - ACD Groups KPIs)	Description
login.LoginActionCode = 6	The amount of time the current agent were automatically logged off from the ACD group in which he was logged in because the "maximum missed calls - All" set in this ACD group was reached. See also Value Reference - AcdLoginType / LoginActionCode

Auto Logoff - Busy

AcdB - AcdGetAgentAutoLogOffBusy_Group

Criteria Used (see also AcdB - ACD Groups KPIs)	Description

| login.LoginActionCode = 8 | The amount of time the current agent were automatically logged off from the ACD group in which he was logged in because the "maximum missed calls - Busy" set in this ACD group was reached.

see also Value Reference - AcdLoginType / LoginActionCode |

Auto Logoff - No Answer

AcdB - AcdGetAgentAutoLogOffNoAnswer_Group

Criteria Used (see also **AcdB - ACD Groups KPIs**)	Description
login.LoginActionCode = 9	The amount of time the current agent were automatically logged off from the ACD group(s) in which he was logged in because the "maximum missed calls - no answer" set in this ACD group was reached. see also Value Reference - AcdLoginType / LoginActionCode

Auto Logoff - Timed

AcdB - AcdGetAgentAutoLogOffDaemon_Group

Criteria Used (see also **AcdB - ACD Groups KPIs**)	Description
login.LoginActionCode = 7	The amount of time the selected agent were automatically logged off from the ACD group in which he was logged in because he was logged off automatically at the time specified in the ACD group or user settings. see also Value Reference - AcdLoginType / LoginActionCode

Call Time - Ø Duration

Formula Used	Description
AcdGetTalkingDurationAgent_Group / AcdGetAnsweredCallsAgent_Group	Total calls duration divided by the number of answered calls in the ACD group(s) in which the selected agent is logged in within a particular time slice

Call Time - Max. Duration

AcdB - AcdGetTalkingDurationAgentMax_Group

Criteria Used (see also **AcdB - ACD Groups KPIs**)	Description

IF (b.dtWhisperEnd IS NULL) THEN	Maximum call time of the current agent in the ACD group(s) in with he was logged in within a particular time slice.
max (b.dtCallEnd - b.dtCallConnect)	
ELSE	
max (b.dtCallEnd - b.dtWhisperEnd)	
WHERE acdb.bOutbound = 0	
AND b.CONNRES = 1	
AND b.dtCallConnect IS NOT NULL	

Call Time - Total Duration

AcdB - AcdGetTalkingDurationAgent_Group

Criteria Used (see also **AcdB - ACD Groups KPIs**)	Description
IF (b.dtWhisperEnd IS NULL) THEN	Total call time of the current agent in the ACD group(s) in with he was logged in within a particular time slice.
sum (b.dtCallEnd - b.dtCallConnect)	See also Value Reference - CONNRES
ELSE	
sum (b.dtCallEnd - b.dtWhisperEnd)	
WHERE	
acdb.bOutbound = 0	
AND	
b.CONNRES = 1	
AND	
b.dtCallConnect IS NOT NULL	

Break Time - Ø Duration

Formula Used	Description
AcdGetBreakingDurationAgent_Group / AcdGetBreakingCountAgent_Group	Breaking time divided by the number of Breaking Time in the current ACD group within a particular time slice

Break Time - Max. Duration

AcdB -AcdGetBreakingDurationAgentMax_Group

Criteria Used (See Also **AcdB - ACD Groups KPIs**)	Description
login.bGroupLoggedIn = 1 AND AcdAgentStatus.bPause = 1	Maximum breaking time of the current agent in the ACD group(s) in which he was logged in within a particular time slice.

Break Time - Total Duration

AcdB - AcdGetBreakingDurationAgent_Group

Criteria Used (See Also **AcdB - ACD Groups KPIs**)	Description
login.bGroupLoggedIn = 1 AND AcdAgentStatus.bPause = 1	Total breaking time of the current agent in the ACD group(s) in which he was logged in within a particular time slice.

Post Call Time - Ø Duration

Formula Used	Description
AcdGetPostCallDurationAgent_Group / AcdGetPostCallCountAgent_Group	Total post call time divided by the number of Post Calls in the current ACD group within a particular time slice

Post Call Time - Max. Duration

AcdB - AcdGetPostCallDurationAgentMax_Group

Criteria Used (See Also **AcdB - ACD Groups KPIs**)	Description
acdb.bOutbound = 0 AND b.PostCallInterval > 0 AND b.CONNRES = 1	Maximum duration of the current agent in a status manual postcall and/or automatic postcall after the end of the call flow in the ACD group(s) in which he was logged in within a particular time slice. See also Value Reference - CONNRES

Post Call Time - Total Duration

AcdB - AcdGetPostCallDurationAgent_Group

Criteria Used (See Also **AcdB - ACD Groups KPIs**)	Description

acdb.bOutbound = 0 AND b.PostCallInterval > 0 AND b.CONNRES = 1	Total duration of the current agent in a status manual postcall and/or automatic postcall after the end of the call flow in the ACD group(s) in which he was logged in within a particular time slice. See also Value Reference - CONNRES

Enquiry Time - Ø Duration

Formula Used	Description
AcdGetEnquiryCountAgent_Group / AcdGetEnquiryCountAgent_Group	Total enquiry time divided by the number of enquiries in the current ACD group within a particular time slice

Enquiry Time - Max. Duration

AcdB - AcdGetEnquiryDurationAgentMax_Group

Criteria Used (See Also AcdB - ACD Groups KPIs)	Description
IF (b.dtEnquiryEnd IS NULL) THEN max (b.dtCallEnd - b.dtEnquiryStart) ELSE max (b.dtEnquiryEnd - b.dtEnquiryStart) WHERE acdb.bOutbound = 0	Maximum duration of enquiry calls made by the current agent in the ACD group(s) in which he was logged in within a particular time slice.

Enquiry Time - Total Duration

AcdB - AcdGetEnquiryDurationAgent_Group

Criteria Used (See Also AcdB - ACD Groups KPIs)	Description
IF (b.dtEnquiryEnd IS NULL) THEN sum (b.dtCallEnd - b.dtEnquiryStart) ELSE sum (b.dtEnquiryEnd - b.dtEnquiryStart) WHERE acdb.bOutbound = 0	Total duration of the enquiry calls of the current agent in the ACD group(s) in which he was logged in within a particular time slice.

Ringing Time - Ø Duration

Formula Used	Description
AcdGetRingingDurationAgent_Group / AcdGetRingingCalls_Group	Total enquiry time divided by the number of enquiries in the current ACD group within a particular time slice

Ringing Time - Max. Duration

AcdB - AcdGetRingingDurationMaxAgent_Group

Criteria Used (See Also **AcdB - ACD Groups KPIs**)	Description
max (b. dtCallConnect - b.dtCallStart) acdb.bOutbound = 0	Maximum duration of ringing time on the phone line of the current agent in the ACD group(s) in which he is logged in within a particular time slice.

Ringing Time - Total Duration

AcdB - AcdGetRingingDurationAgent_Group

Criteria Used (See Also **AcdB - ACD Groups KPIs**)	Description
sum (b. dtCallConnect - b.dtCallStart) WHERE acdb.bOutbound = 0	Total ringing time on the line of the selected agent in the ACD group(s) he is logged in within a particular time slice.

Occupancy (%)

Formula Used	Description
AcdGetTalkingDurationAgent_Group * 100 / AcdGetAgentLoginTime_Group	Total talking time divided by the total login time multiplied by hundred