ACD-A-013 - ACD Statistics Agent Calls

Description

This report lists information concerning the call delivery attempts of the ACD for all selected agents.

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

Name		Value	Criteria Used
Period		Time period (defined by the granularity) of the following values	
Agent		The name of the agent followed by the agent number in brackets	
Calls	Offered	Number of call attempts to the agent.	COUNT(b.dtCallStart)
	Serviced	Number of calls successfully delivered to the agent and percentage of these calls concerning the total number of call attempts.	SUM(IF(b.dtCallConnect IS NOT NULL AND b.CONNRES = 1, 1, 0))
	Busy	Number of call attempts which could not be delivered to the agent because the agent phone was busy.	SUM(IF (b.CONNRES = 3, 1, 0))
	No Answer	Number of call attempts which could not be delivered to the agent because the agent didn't answer.	SUM(IF (b.CONNRES = 2, 1, 0))
	Rejected	Number of call attempts which could not be delivered to the agent because the agent refused the call.	SUM(IF (b.CONNRES = 6, 1, 0))
	Hungup	Number of call attempts which could not be delivered to the agent because the caller hung up in the meantime.	SUM(IF (b.CONNRES = 4, 1, 0))
	Error	Number of call attempts which could not be delivered to the agent and can not be assigned to the previous categories.	SUM(IF (b.CONNRES NOT IN (1, 2, 3, 4, 6), 1, 0)
Call Time	Total Duration	Call duration within the listed time period (Received calls)	SUM(b.dtCallEnd - IF(b.dtWhisperEnd IS NULL, b.dtCallConnect, b.dtWhisperEnd))
	Ø Duration	Average call duration of all calls within the time period referred to	

See also Value Reference - CONNRES