

IVR-002 - Call Origin

Description

This report shows on a service number basis, which region the calls were received from. The grouping is according to state.

Settings of the Report

In addition to the standard settings "Output format" and "Period", the following additional settings are available

Name	Value	Description
Granularity	Granularity : 30 Min	Granularity for the consolidation of data
Service Number	Service Number :	Service number to which the report refers

Selection Criteria

Criterion	Description
Period	All calls whose occurrence in the system lies within the time intervals (StatisticsPartA.dtCallStart)
Service Number	Service number whose calls are included in the report.

Columns

Name	Value
Period	Shows the time period to which the data applies.
Type	<p>Shows where the call came from. This can be the name of a state, "Mobile", "Others" or another relevant description of the origin of the call.</p> <pre>IFNULL(IF(ac.bMobile, ac.Name, ac.StateName), '')</pre> <p>Explanation:</p> <pre>JTELWeb.AreaCodes ac ON a.ANumber_AreaCodesID = ac.ID</pre>

Calls	<p>The number of calls for this type.</p> <p><code>COUNT(a.dtCallStart)</code></p>
Duration	<p>The duration of calls from entry to the system to hangup. (<code>StatisticsPartA.CallSeconds</code>)</p> <p><code>SUM(a.CallSeconds)</code></p>