

ACD-006 - ACD Statistics One Line Call Details

Description

This report shows individual calls, which were processed in the selected ACD groups. It shows, which agent was connected in a particular call. Per call several ACD groups can be shown. Per ACD group several rows might be shown for each call distributed to an agent.

Sample Execution (Input) Sample Report (Output)

Columns

The following columns are provided.

Legend

| Table | Alias |
|--|-------|
| StatisticsPartA (See also Table Reference - StatisticsPartA (A)) | a |
| AcStatisticsPartB (See also Table Reference - AcStatisticsPartB (AcdB)) | acdb |
| StatisticsPartB (See also Table Reference - StatisticsPartB (B)) | b |
| JTELWeb.ServiceNumbers | srn |
| JTELWeb.AcdGroups | g |
| JTELWeb.Users | u |
| WINDOW w AS (PARTITION BY a.ID ORDER BY acdb.ID, b.dtCallStart) | w |

| Name | Value | Criteria Used |
|--|---|---------------|
| Date / Time | The date the call was initiated | a.dtCallStart |
| Start | The time the call was started | a.dtCallStart |
| End | The time the call was ended | a.dtCallEnd |
| Caller | Telephone number of the caller | a.ANumber |
| Service Number (ServiceNumber sName) | Field "Service Number" if available, otherwise "platform goal". | srn.Name |

| | | |
|---|---|---|
| Group (FirstConnected_AcdGroupsName) | Name of the group followed by the group number in brackets. | FIRST_VALUE(CASE WHEN acdb.dtAgentConnect IS NOT NULL AND b.CONNRES = 1 THEN g.Name END) OVER (w RANGE BETWEEN UNBOUNDED PRECEDING AND UNBOUNDED FOLLOWING) |
| Prio (First_nPriorityGroupStart) | The priority of the call on entry to the ACD group. | FIRST_VALUE(acdb.nPriorityGroupStart) OVER (w RANGE BETWEEN UNBOUNDED PRECEDING AND UNBOUNDED FOLLOWING) |
| Call Status (FirstConnected_AcdGroupEndReason) | Status result of the call, e.g. "Agent Call (SHUP)", "Hangup Queue", "Hangup Announcement 1", etc. See also Value Reference - AcdGroupEndReasons | FIRST_VALUE(CASE WHEN acdb.dtAgentConnect IS NOT NULL AND b.CONNRES = 1 THEN st1.Content END) OVER (w RANGE BETWEEN UNBOUNDED PRECEDING AND UNBOUNDED FOLLOWING) |
| Serviced (WasCallEverConnectedToAgent) | 0 = no call 1 = successfully delivered to agent "Result: OK". | FIRST_VALUE(CASE WHEN acdb.dtAgentConnect IS NOT NULL AND b.CONNRES = 1 THEN 1 END) OVER (w RANGE BETWEEN UNBOUNDED PRECEDING AND UNBOUNDED FOLLOWING) |
| Call Seconds (CallSeconds) | Total inbound call time duration, from call connection to the ACD system until call hang up, in seconds. | TIMESTAMPDIFF(SECOND, a.dtCallConnect, a.dtCallEnd) |
| Ring Seconds (FirstConnected_UsersRingTime) | The ringing duration of the call on the agent extension, in seconds. | FIRST_VALUE(CASE WHEN acdb.dtAgentConnect IS NOT NULL AND b.CONNRES = 1 THEN TIMESTAMPDIFF(SECOND, b.dtCallStart, b.dtCallConnect) END OVER (w RANGE BETWEEN UNBOUNDED PRECEDING AND UNBOUNDED FOLLOWING) |
| Agent Call Seconds (Total_AgentCallSeconds) | The connection time with the agent, in seconds. The connection time is summed up over all agents, to account call forwarding. | SUM(TIMESTAMPDIFF(SECOND, b.dtCallConnect, b.dtCallEnd)) OVER (w RANGE BETWEEN UNBOUNDED PRECEDING AND UNBOUNDED FOLLOWING) |
| Waiting Seconds (WaitingTimeSeconds) | Total waiting time after entering the queue until call is answered by an agent or until the call is hung up, in seconds. The timestamp of entry into the queue of the first ACD group is used, regardless of whether the call is answered in another group. | CASE WHEN FirstQueued_dtQueueStart IS NOT NULL AND FirstConnected_dtAgentConnect IS NOT NULL THEN TIMESTAMPDIFF(SECOND, FirstQueued_dtQueueStart, FirstConnected_dtAgentConnect) WHEN FirstQueued_dtQueueStart IS NOT NULL THEN TIMESTAMPDIFF(SECOND, FirstQueued_dtQueueStart, dtCallEnd) ELSE 0 END AS WaitingTimeSeconds |

| | | |
|---|--|---|
| Post Call Seconds (Total_PostCallInterval) | Total duration of post-processing in seconds. The post-processing time is summed up over all agents, to account call forwarding. | SUM(b.PostCallInterval) OVER (w RANGE BETWEEN UNBOUNDED PRECEDING AND UNBOUNDED FOLLOWING) |
| Agent | Name of the agent who first answered the call (i.e. who greeted the caller). No matter if the agent is from another group (group overflow or search circle extension). | u.Name |