

ACD-G-012 - ACD Groups Report 7

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Description

This report contains aggregated data for inbound calls to the selected ACD groups over the time period and granularity chosen. The output data are cumulated per group then time slice.

CAUTION : if an incoming call is transferred from one ACD group to another, then this will be counted in BOTH ACD groups. This report is designed to be viewed by the manager / supervisor of the ACD groups in question, so aggregated data should be viewed with caution.

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

Calls - Totals

AcdB - AcGetCalls_Group

Criteria Used (see also AcdB - ACD Groups KPIs)	Description
acdb.bOutbound = 0	The total number of inbound calls which entered an ACD group within a particular time slice.

Calls - Answered

AcdB - AcGetAgentCalls_Group

Criteria Used (see also ACD Groups KPIs (AcdB))	Description
acdb.bOutbound = 0 acdb.dtAgentConnect IS NOT NULL	The total number of inbound calls which entered an ACD group within a particular time slice and was successfully connected to an agent.

Calls - Out of Hours - Voice-Mail

Criteria Used	Description
acdb.bOutbound = 0 AND (IFNULL(acdb. AcdGroupEndReasonsID, 0) IN (100, 101, 102)) AND (IFNULL(acdb. AcdGroupActionTypesID, 0) IN (3, 8, 10))	Total number of inbound calls which entered the selected ACD group(s) then left with the AcdGroupEndReasonsID 100 (Group Start (Rule)), 101 (Routing-Application (Rule)) or 102 (Queue (Rule)) and the AcdGroupActionTypesID 3 (Voice-Mail), 8 (Request Callback) or 10 (Request Callback or Voice-Mail). See also Value Reference - AcdGroupEndReasons and Value Reference - AcdGroupActionTypes

Calls - Out of Hours - Other

Criteria Used	Description
acdb.bOutbound = 0 AND (IFNULL(acdb. AcdGroupEndReasonsID, 0) IN (100, 101, 102)) AND (IFNULL(acdb. AcdGroupActionTypesID, 0) NOT IN (3, 8, 10))	Total number of inbound calls which entered the selected ACD group(s) then left with the AcdGroupEndReasonsID 100 (Group Start (Rule)), 101 (Routing-Application (Rule)) or 102 (Queue (Rule)) and none of the AcdGroupActionTypesID 3 (Voice-Mail), 8 (Request Callback) or 10 (Request Callback or Voice-Mail). See also Value Reference - AcdGroupEndReasons and Value Reference - AcdGroupActionTypes

Calls - Queue Full

AcdB - AcdGetQueueFullCallsByGroupEndReason_GroupServiceNumber

Criteria Used (see also ACD Group Service Number KPIs)	Description
bOutbound = 0 AcdGroupEndReasonsID IN (105, 205) dtAgentConnect IS NULL	All inbound calls which entered an ACD group and service number within a particular time slice, which were not connected to an agent and where the call could not enter the queue because the queue was full. See also Value Reference - AcdGroupEndReasons .

Calls - Queued - Count

Criteria Used	Description
acdb.bOutbound = 0 AND dtQueueStart IS NOT NULL	Totals number of inbound calls which entered into the ACD group queue within a particular time slice.

Calls - Queued - (%)

Criteria Used	Description
CallsQueueTotal * 100 / CallsTotal	The ratio in percent between calls that entered the ACD group queue and the total offered calls.

Calls - Relevant for SLA

This column is the result of the following calculation:
<p> $\text{Calls Relevant for SLA} = \text{CallsTotal} - \text{CallsRuleBeforeQueueVoiceMail} - \text{CallsRuleBeforeQueueOthers} - \text{CallsQueueFull} - \text{CallsHangupPreQueue} - \text{CallsQueueShortHangup}$ </p> <p>where</p> <p> CallsRuleBeforeQueueVoiceMail = This ACD group rule has taken effect before the queue entry which means the agents have no chance CallsRuleBeforeQueueOthers = This ACD group rule has taken effect before the queue entry which means the agents have no chance CallsQueueFull = Queue was full which means the agents have no chance CallsHangupPreQueue = Hang up before queue entry which means the agents have no chance CallsQueueShortHangup = Short Hangup Calls which means the agents have no chance </p>

SLA - Availability (%)

Criteria Used	Description
CallsAnswered * 100 / Calls Relevant for SLA	The ratio in percent between the total calls answered and the total calls relevant for SLA.

SLA - SLA1/2/3 x/y/z (s) - Count

AcdB - AcdGetInServiceCallsByParam_Group_QueueStart

Criteria Used (see also AcdB - ACD Groups KPIs)	Description
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acdb.bOutbound = 0 acdb.dtAgentConnect IS NOT NULL (acdb.dtAgentConnect - acdb.dtQueueStart) <= ServiceLevelSeconds	All inbound calls which entered the queue of an ACD group within a particular time slice, which were connected to an agent within (less than or equal to) the specified ServiceLevelSeconds. If ServiceLevelSeconds is 0, then this value is set to all calls connected to agents (i.e. ServiceLevelSeconds is ignored).
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SLA - SLA1/2/3 x/y/z (s) - (%)

Criteria Used	Description
InServerCalls * 100 / CallsRelevantForSLA	The ratio in percent between the total inbound calls in service and the total inbound calls relevant for SLA.

Queue - Hangups - Pre-Queue

Criteria Used	Description
acdb.bOutbound = 0 AND a.bCallerHangup = TRUE AND (IFNULL(acdb.AcdGroupEndReasonsID, 0) IN (0, 1, 2, 3))	Total inbound calls which entered the selected ACD group(s) and left with the AcdGroupEndReasonsID <ul style="list-style-type: none"> • 0, • 1 (Hangup Announcement), • 2 (Hangup Routing-Application) or • 3 (Hangup Announcement 2). See also See also Value Reference - AcdGroupEndReasons

Queue - Hangups - Short Hangups

Criteria Used	Description
acdb.bOutbound = 0 AND a.bCallerHangup = TRUE AND IFNULL(acdb.AcdGroupEndReasonsID, 0) = 4 And acdb.dtGroupEnd - acdb.dtQueueStart <= ShortHangUpSeconds_	Total inbound calls which entered the selected ACD group(s) and left with the AcdGroupEndReasonsID 4 and before ShortHangUpSeconds_ See also See also Value Reference - AcdGroupEndReasons

Queue - Hangups - Long Hangups

Criteria Used	Description
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acdb.bOutbound = 0 AND a.bCallerHangup = TRUE AND IFNULL(acdb.AcdGroupEndReasonsID, 0) = 4 And acdb.dtGroupEnd - acdb.dtQueueStart > ShortHangUpSeconds_	Total inbound calls which entered the selected ACD group(s) and left with the AcdGroupEndReasonsID 4 and after ShortHangUpSeconds_ See also See also Value Reference - AcdGroupEndReasons
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Queue - Hangups - Queue

Criteria Used	Description
acdb.bOutbound = 0 AND a.bCallerHangup = TRUE AND IFNULL(acdb.AcdGroupEndReasonsID, 0) = 4	Total inbound calls which entered the selected ACD group(s) and left with the AcdGroupEndReasonsID 4.

Queue - Leave Queue - Voice-Mail

Acdb - AcdbGetQueueLeaveVoiceMailCallsByGroupEndReason_Group

Criteria Used (see also ACD Groups KPIs (Acdb))	Description
acdb.bOutbound = 0 acdb.AcdGroupEndReasonsID IS NULL or IN (106, 108, 109, 206) acdb.AcdGroupActionTypesID IS NULL or IN (3, 8, 10)	All inbound calls that entered the selected ACD groups within a particular time slice and leaved with either an unknown group reason, an AcdGroupEndReasonsID 106, 108, 109, 206 or leaved with an unknown action type, an AcdGroupActionTypesID 3, 8, 10. See also Value Reference - AcdGroupEndReasons and Value Reference - AcdGroupActionTypes

Queue - Leave Queue - Other

Acdb - AcdbGetQueueLeaveOtherCallsByGroupEndReason_Group

Criteria Used (see also ACD Groups KPIs (Acdb))	Description
acdb.bOutbound = 0 acdb.AcdGroupEndReasonsID IS NULL or IN (106, 108, 109, 206) acdb.AcdGroupActionTypesID IS NULL or NOT IN (3, 8, 10)	All inbound calls that entered the selected ACD groups within a particular time slice and leaved with either an unknown group reason, an AcdGroupEndReasonsID 106, 108, 109, 206 or leaved with an unknown action type or without an AcdGroupActionTypesID 3, 8, 10. See also Value Reference - AcdGroupEndReasons and Value Reference - AcdGroupActionTypes

Count - Agent - No Answer

AcdB - AcdGetAgentNoAnsweredCalls_Group

Criteria Used (see also ACD Groups KPIs (AcdB))	Description
acdb.bOutbound = 0 b.CONNRES = 2	All inbound calls which entered an ACD group within a particular time slice and were not successfully connected to an agent.

Count - Agent - Busy

AcdB - AcdGetAgentBusyCalls_Group

Criteria Used (see also ACD Groups KPIs (AcdB))	Description
acdb.bOutbound = 0 b.CONNRES = 3	All inbound calls which entered an ACD group within a particular time slice and were not answered because all agent lines were busy. See also Value Reference - CONNRES

Ø Times - Talk Time

The average between this KPI and the total number of inbound calls answered..

AcdB - AcdGetWaitingTimeTotalAnswered_Group

Criteria Used (see also ACD Groups KPIs (AcdB))	Description
acdb.bOutbound = 0 acdb.dtAgentConnect IS NOT NULL SUM(acdb.dtAgentConnect - acdb.dtQueueStart)	The total waiting time of all inbound calls which entered an ACD group within a particular time slice and was not successfully connected to an agent.

Ø Times - Post Call

The average between this KPI and the total number of post calls.

AcdB - AcdGetPostCallTotalTime_Group

Criteria Used (see also ACD Groups KPIs (AcdB))	Description
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SUM(PostCallInterval) acdb.bOutbound = 0 acdb.dtAgentConnect IS NOT NULL b.CONNRES = 1 b.PostCallInterval > 0	The total post call duration of all inbound calls which entered an ACD group within a particular time slice and where at least 1 second in status manual postcall and/or automatic postcall after the end of the call flow.
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Ø Times - Waiting Time Answered

The average between this KPI and the total number of inbound calls answered.

AcdB - AcdGetWaitingTimeTotalAnswered_Group

Criteria Used (see also ACD Groups KPIs (AcdB))	Description
acdb.bOutbound = 0 acdb.dtAgentConnect IS NOT NULL SUM(acdb.dtAgentConnect - acdb.dtQueueStart)	The total waiting time of all inbound calls which entered an ACD group within a particular time slice and was not successfully connected to an agent.

Ø Times - Waiting Time Hangups

The average between this KPI and the total number of calls queue long hangup.

AcdB - AcdGetWaitingTimeLongHangup_Group

Criteria Used (see also ACD Groups KPIs (AcdB))	Description
SUM(acdb.dtGroupEnd - acdb.dtQueueStart) acdb.bOutbound = 0 a.bCallerHangup = TRUE acdb.AcdGroupEndReasonsID IS NULL or = 4 (acdb.dtGroupEnd - acdb.dtQueueStart) > ShortHangUpSeconds	The total waiting time of all inbound calls which entered an ACD group within a particular time slice and exited the ACD group after the chosen ShortHangUpSeconds with no group end reason or a AcdGroupEndReasonsID 4. See also Value Reference - AcdGroupEndReasons

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