

# ACD-E-001 - ACD Events Details Report

## Description

This report contains data about the media events cumulated per Acd Events ID over selected groups within a particular time slice.

In this report the following calculations are provided:

- Time between status New and status Seen
- Time between status Seen and status Done
- Time between status New and status Done

In the end, the average of the time between New and Done as well as the maximum time between New and Done are calculated.

## Sample Execution (Input) Sample Report (Output)

### Columns

The following columns are provided.

Name	Value
ID	The AcdEventsID
Acd Events Type	The type of the Acd Event (voicemail, callback, ...)
Sender	The Acd Event's Sender
Receiver	The Acd Event's Receiver
Subject	The Acd Event's Subject
Acd Group	The Acd Event's Group
Agent	The Acd Event's Agent
Acd Events Status	The status of the Acd Events (New, Seen, Done, ...)
Date	The date and time of the row data.