

Meridian 1 / CS1000 ACD Reports Fields

Report 1 - Agent Group Report

ACD DN: Queue (1-7 digits). This shows the Directory Number of each queue on the report

AVG AGTS: Average Agents (1-4 digits). This is the average number of agents staffing the queue. This figure represents the sum of all staffed times for this queue, divided by the length of the reporting period (either an hour or a half hour)

CALLS ANSWD: Calls answered (1-5 digits). This shows the numbers of ACD calls answered by agents for this queue, including calls that overflowed into the queue.

ASA: Average Speed of Answer (1-4 digits). This the average time it too, in seconds, for the ACD calls to be answered.

AVG DCP: Average direct call processing (1-4 digits). This is the average time, in seconds, an agent spent on ACD calls. If HDCP is not selected, direct call processing includes time an ACD call was on hold.

AVG HDCP: Average held direct call processing (1-4 digits). This is the average time, in seconds, an agent spent with ACD calls on hold. With this option, the time on hold is separated from the direct call processing time.

AVG PCP: Average post call processing (1-4 digits). This is the average time, in seconds, an agent spent doing post call work (the Not Ready key was active).

AVG WORK: Average work (1-4 digits). This is the average time, in seconds, an agent spent doing direct all processing and post call processing of ACD calls. Average work includes time on hold.

AVG WAIT: Average wait (1-4 digits). This is the average time, in seconds, and agent was idle (logged in and ready to take calls).

DN CALLS: (1-5 digits). This is the number of non-ACD calls that were received or made.

AVG TIME: Average DN call time (1-4 digits). This is the average amount of time spent on DN calls.

#_XFER IDN: Number of calls transferred from DN (1-3 digits). This is the number of calls transferred or conferenced from an agent's DN.

#_XFER ACD: Number of calls transferred from ACD DN (1-3 digits). This is the number of calls transferred or conference from an agent's ACD DN (InCalls key).

AVG TIME POSN BUSY: Average time position busy (1-5 digits). This is the average amount of time agents spent doing something other than waiting for an ACD call.

AVG TIME POSN MANNED: Average time position staffed (1-5 digits). This is the average amount of time positions were staffed. A position is staffed when an agent is logged in.

Meridian 1 / CS1000 ACD Reports Fields

Report 2 - Queue Report

ACD DN: Queue (1-7 digits). This shows the Directory Number of each queue on the report.

CALLS ACCEPTED: Calls accepted (1-6 digits). This is the total number of calls received by each queue, including calls transferred, overflowed by number or interflowed into this queue from another queue.

RECALL TO SOURCE: Recall to source (1-6 digits). This is the number of calls that targeted this queue (overflow by number) but were recalled to the source queue.

ANSWERED LONGEST WT. TIME: Answered longest wait time (1-8 digits). This is the longest time, in seconds, a call waited before being answered.

ABANDONED NO. AVG WAIT: Number of abandoned calls (1-3 digits) and average wait (1-4 digits). This is the number of calls abandoned before being answered and the average amount of time, in seconds, callers waited before hanging up.

TSF: Telephone Service Factor (1-4 digits). This number indicates the percentage of calls answered or abandoned within the "T" threshold (or TSFT setting on the ACD programming in the PBX).

TOF IN: Timed overflow in (1-3 digits). This is the number of calls answered in this queue because they time overflowed from other queues.

TOF OUT: Timed overflow out (1-3 digits). This is the number of calls that overflowed out of the queue because the time threshold was exceeded. The calls were answered in another queue.

OVERFLOW: (1-5 digits). This is the number of calls that overflowed by number to another queue.

INTERFLOW/BUSY: (1-7 digits). This is the number of calls that either were rerouted to another destination using Interflow (I), or received Busy signal/treatment (B).

DELAY-ANN 1ST 2ND: First and Second RAN counts (4 digits each).