

F E A T U R E O V E R V I E W

ACD reporting capabilities

ESI Communications Servers bring many powerful, productivity-enhancing features to businesses. One such feature, part of most ESI systems since 1996, is **built-in automatic call distribution (ACD)**.¹

This document describes ESI systems' **ACD reporting capabilities** — the up-to-the-minute information the systems can provide both Installers and System Administrators about how ACD agents are handling calls.²

An ESI system offers **two** choices for ACD reporting choices:

1. **Current report** — Outputs the current ACD department report. All information is automatically copied to the previous report (see next choice) and cleared from the current report.
2. **Previous report** — Re-sends the last report printed.

Note: After the current report is requested, it will be stored indefinitely (as “previous”) until the next “current” report is selected.

Sample ACD report and description

ACD Report by Department, Current								Page 1
Department Detail				Dept: 291, TRAINED A				
Start: 12/15/2004 17:07		End: 12/17/2004 16:07						
Incoming ACD				PBX Calls				
Ext Name	Answer	Duration	Recovered	Answer	Duration	Out	Duration	
114 MATT	44	5:48:42	1	14	1:15:44	13	0:41:10	
115 RICK	0	0:00:00	0	6	0:14:32	2	0:03:55	
102 CRAIG	33	5:15:00	3	9	1:03:35	15	0:27:30	
103 TOMMY	19	2:47:39	1	9	0:20:10	15	0:27:15	
104 JOHN D	1	0:10:21	0	11	0:25:30	11	0:57:35	
106 SCOTT	36	3:59:38	1	24	1:57:02	20	0:36:12	
112 CHRIS	51	5:00:19	1	19	2:04:02	17	0:20:54	
116 PHIL	31	3:14:50	0	23	1:35:41	34	0:36:33	
105 BOBBY	40	4:42:32	5	15	0:43:31	18	1:20:01	
119 EDWARD	41	4:25:11	2	24	0:59:53	8	0:26:17	
117 MARK D	0	0:00:00	0	2	0:00:28	4	0:06:40	
113 DAVID	0	0:00:00	0	7	0:52:38	13	0:42:46	
120 JENNY A	4	0:09:07	1	4	0:16:10	0	0:00:00	
Totals	300	35:33:19	15	167	11:48:56	170	6:46:48	
Abandoned Calls:	3 D							
Rerouted Calls:	2							
Average CO queue time: 0:21 -- Max CO queue time: 0:50								

The **ACD department detail report** is divided into **four major sections**:

- A Report header B Incoming ACD call statistics C PBX call statistics D Report footer

(See next page for **details**.)

¹ To support certain ESI Communications Server features, the entry-level ESI-50L must be upgraded to an ESI-50.

² For more complete details about ACD reporting capabilities on ESI systems, see the *ESI Communications Servers Administrator's Manual*. You may download this from www.esi-users.com/downloads.

(A) Report header

The **report header** includes the report name (“ACD Report by Department, Current” or “ACD Report by Department, Previous”), ACD department name and number, report start date and time, and ending date and time:

- **Start** — Beginning date and time of the reporting period. This will match the ending date and time of the previous report.
- **End** — Ending date and time of the reporting period.

(B) Incoming ACD call statistics

The **incoming ACD call statistics** section shows ACD calls offered to each ACD agent position. These are calls that are transferred to, or ring into, the department number and then are distributed to the agent positions (extensions).

Column name	Description
Ext	ACD extension
Name	Extension name
Answer	Number of ACD incoming calls answered at that extension (includes Esi-Link ¹ calls to the ACD department)
Duration	Total time connected to ACD calls
Recovered²	Number of ACD calls unanswered at that extension and returned to the ACD queue.

(C) PBX call statistics

The **PBX call statistics** section shows non-ACD calls for each extension — *i.e.*, all calls that weren’t delivered directly through the ACD department number.

Column name	Description
Answer	Number
Duration	Total time connected to incoming PBX calls
Out	Number of PBX calls originated at that extension
Duration	Total time connected to outgoing PBX calls

(D) Report footer

The **report footer** includes totals of the incoming ACD call statistics and PBX call statistics; it also includes the average and maximum **queue times**, as well as total **abandoned calls** and **rerouted calls**, for each ACD department:

- **Abandoned calls** — Total ACD calls that disconnected while held in queue or listening to the ACD queue or hold prompt.
- **Rerouted calls** — Total ACD calls that followed ACD department call forwarding after expiration of the ACD exit timer.
- **Average CO [outside call] queue time** — The average length of time callers were holding (“queued”) for an available agent over the reporting period.
- **Max CO [outside call] queue time** — The maximum length of time one or more callers had been queued for an available agent over the reporting period.

Overall notes:

1. A CO call transferred to an ACD department or ACD extension will be counted as a new call each time it’s successfully transferred.
2. An ACD call transferred to the same, or another, ACD department will be counted as a new ACD call for that department.
3. An ACD call transferred to an ACD extension will be counted as a PBX incoming call for that extension.
4. A PBX call (outgoing or incoming) transferred to an ACD department will be counted as an ACD call.
5. A call retrieved from hold will be counted as an incoming PBX call.
6. PBX calls that forward to voice mail or other forwarding destinations are not included in the ACD department report.
7. An incoming ACD call that disconnects (hangs up) while ringing at an ACD extension won’t be counted as an abandoned call.

To learn more about ESI systems, please consult your Certified ESI Reseller or visit www.esi-estech.com.

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¹ ESI’s multi-site VoIP solution. See www.esi-estech.com/Esi-Link.

² Each time a call is recovered, that ACD extension will be automatically logged-out of the ACD department. For more information, see the *ESI Communications Servers User’s Guide* (available from www.esiusers.com/downloads).