



# Understanding your phone system's ACD report

Your ESI phone system's **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**

(A) The **report header** includes the report name, ACD department name and number, report start date and time, and ending date and time.

(B) The **incoming ACD call statistics** section shows calls offered to each agent position through the ACD.

ACD Report by Department, Current										Page 1	
Department Detail		Dept: 291, TRAINED									
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				
<b>Totals</b>	<b>300</b>	<b>35:33:19</b>	<b>15</b>	<b>167</b>	<b>11:48:56</b>	<b>170</b>	<b>6:46:48</b>				
Abandoned Calls:	3										
Rerouted Calls:	2										
Average CO queue time:	0:21	--	Max CO queue time:	0:50							

(C) 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.

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) 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.

**Note:** There are two choices for ACD reporting: *current report* and *previous report*. Once the current report is run, all data is cleared from the current report and saved as the previous report.

**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.