

ACD Calls by Description Type



ACD Call - This is an inbound call received by an agent from an ACD queue.

Outbound ACD Call - This is an outbound call initiated by an agent using the call center or DNIS number.

Route Point Call - This is a call received by an agent from a route point.

Outbound Route Point Call - This is a call initiated by an agent using the identity of a route point.

Inbound Call - This is a non-ACD or route point call outside the company received by the agent.

Outbound Call - This is a non-ACD or route point call outside the company made by the agent.

Internal Call - This is a non-ACD or route point call within the company made or received by the agent.

Held Call - This is an ACD call that was placed on hold by an agent. Each time an agent places a call on hold, it is counted as a held call.

Transferred Call - This is an ACD call that was transferred to a new destination.

Answered Call - This is an ACD call that was answered by an agent.

Abandoned Call - This is an ACD call that entered the queue, but the caller hung up before the call was answered or transferred.

Escaped Call - This is an ACD call that entered the queue but was removed from the queue because the caller dialed the escape key.

Received Call - This is an ACD call that was received in the queue. The call can be queued, presented to an agent, or diverted using the Night Service, Holiday Service, Forced Forwarding, or Overflow Size policy.

Overflowed Call - This is an ACD call that was received, but immediately transferred to another destination due to exceeding the configured maximum queue size or the configured maximum wait time.

Queued Call - This is an ACD call that is not immediately diverted using the Night Service, Holiday Service, Forced Forwarding, or Overflow Size policy, and goes to the queue to be distributed to an agent or to wait for an available agent.

Presented Call - This is an ACD call that is routed from a call center to an agent (rings the agent or attempts to ring the agent).

Bounced Call - This is an ACD call that was offered to an agent but remained in the queue because it was not answered by the agent in the specified time.

Stranded Call - This is an ACD call that is in the queue after all agents assigned to the queue have moved to the *Sign-Out* ACD state.

Short Duration Call - An ACD call is a short duration call if the call time (that is, talk time + hold time) is less than the value of the *Short Duration* performance parameter specified in the report request.

Long Hold Bounced Call - This is an ACD call (received by an agent) that was transferred back to the queue after being held too long.

Escalated Call - This is an ACD call that an agent escalated to a supervisor using a non-emergency escalation procedure.

Emergency Call - This is an ACD call that an agent escalated to a supervisor using an emergency escalation procedure.