

# ACD Reports



Data**Guide**

**TFB** TECHNOLOGY  
FOR BUSINESS

## Data Fields Used in ACD Reports

TFB's ACD Reports makes data from all ACD and CTI-related transactions available for use in 3<sup>rd</sup> party reporting tools such as Crystal Reports. Unlike black-box reporting packages with preformatted reports, ACD Audit provides the raw data to create virtually any type of ACD report. You decide how to manipulate reporting data, and which tool to use.

ACD Report produces to distinct files,

- Call audit trail file
- Agent audit trail file

Reporting data in each file is written to a flat ASCII text file on CTI Server. Each unique transaction – transfer, ring, queue to split, disconnect – is written as a new line in the file. In the Call Audit Trail file, all transactions for a single call are tied together with a unique six-digit ACD call control number. Because the call control number is an integer that wraps around to 0 after 999999, calls are uniquely identified using a combination of the call control number *and* the time/date stamp.

### Call Transactions

Each entry in the Call Audit Trail file represents a single transaction for a single call in the ACD. For example, the first entry for most calls will be a ringing transaction, followed by a queue to split or a transfer, and ultimately a disconnect. This means each call will be represented by multiple entries, all tied together by the ACD call control number. Which fields contain valid data in each entry depends on the type of transaction.

There are six major transaction types:

- Queued
- Ringing
- Answered
- Transferred
- Disconnected
- In IVR (not yet available)

All entries, regardless of the transaction type, contain the same number of fields. Fields that are not valid for a particular transaction type will be null.

## Call Audit Trail Data Format

The format for each entry in the Call Audit Trail file does not change with the transaction type, but the transaction code dictates which fields are relevant. Any field that does not pertain to a given transaction type is left NULL.

This is the format for each entry,

```
Date,CallID,CallKey,Date/Time,Function,TransactionCode,Pilot/Dnis,  
ANI,Split1,Split2,Split3,Split4,1st Party Type,1st Party ID,  
2nd Party Type,2nd Party ID, 3rd Party Type,3rd Party ID,Agt ID,  
Agt Name,Ivr Ann,Ivr Call ID,Account,Name,Misc,
```

The output file puts each entry entirely on its own line.

## Agent Audit Trail Data Format

The format for each entry in the Agent Audit Trail file does not change with the transaction type, but the transaction code dictates which fields are relevant. Any field that does not pertain to a given transaction type is left NULL.

This is the format for each entry,

```
Date,CallID,CallKey,Date/Time,Function,TransactionCode,Pilot/Dnis,  
ANI,Split1,Split2,Split3,Split4,1st Party Type,1st Party ID,  
2nd Party Type,2nd Party ID, 3rd Party Type,3rd Party ID,Agt ID,  
Agt Name,Ivr Ann,Ivr Call ID,Account,Name,Misc,
```

The output file puts each entry entirely on its own line.

# Call Audit Trail Field Descriptions

## Field 1

### **Date Stamp Format - MM/DD/YYYY**

*Present in Messages:* All

*Example:*

## Field 2

### **ACD Call ID. 1 - 999999 Value wraps around**

*Description*

ACD assigns a sequential Call ID for an inbound call. This number is in each subsequent ACD Infolink message until the call is disconnected. This number is assigned sequentially from 1 until it reaches 999999. Therefore cannot be considered unique in a long time span where there is a chance it would wrap around. Probably using a portion of the date with this number would make it unique forever.

*Present in Messages*

- All

## Field 3

### **Call Key**

*Description*

Julian Date plus 6 digit ACD Call ID.

*Present in Messages*

- All

Field 4

**Date Time Stamp Format - MM/DD/YYYY HH:MM:SS**

*Present in Messages*

- All

Field 5

**Transaction Code**

*Description*

Indicates the type of event reported.

*Values*

- Queued
- Ringing
- Answered
- Transferred
- Disconnected
- In IvR (Future)

*Present in Messages*

- All

Field 6  
**Disconnect Reason**

*Description*

Type of disconnect associated with the call.

*Values*

- In Que
- In lvr
- Normal

Field 7  
**Pilot / Dnis 1000 - 999999**

*Description*

Current pilot number of the call. Typically a 4 to 6 digit number assigned to the call. If a call is transferred or routed through an autoattendant then subsequent messages pertaining to this call will change with the new pilot number. It is our intention that we will store the original pilot with each record; however, this is not implemented yet.

*Present in Messages*

- Queued
- Ringing

Field 8  
**ANI 0 to 16 digits**

*Description*

The ANI associated with the call. This field would be null if not received from the calling CO. Note that this field could also contain *internal* station number if this is an internal call.

*Present in Messages*

- Queued
- Ringing

Field 9  
**Split 1**

*Description*

Split number the call is currently queued to. In the future will also contain the Answering Split in the Ringing message.

*Present in Messages*

- Queued
- Ringing (Future)

Field 10  
**Split 2**

*Description*

Second Split number the call is queued to.

*Present in Messages*

- Queued

Field 11  
**Split 3**

*Description*

Third Split number the call is queued to.

*Present in Messages*

- Queued

Field 12  
**Split 4**

*Description*

Fourth Split number the call is queued to.

*Present in Messages*

- Queued

## Field 13

### **1st Party Type t,a,s,x**

#### *Description*

First party type in message. See 1st part ID for values.

#### *Values*

t = trunk.

a = agent ACD line.

s = business station.

x = agent PBX line.

#### *Present in Messages*

- Queued (eg. t = trunk number of caller being queued.)
- Ringing
- Answered
- Transferred
- Disconnected

## Field 14

### **1st Party ID 0 to 6 digits**

#### *Description*

First party ID in message. The meaning of the ID is dictated by the value of *First Party Type* in *Field 13* as noted below..

#### *Values*

if type = t ID = trunk number of caller.

if type = a ID = ACD line of caller.

if type = s ID = Business station of caller.

if type = x ID = PBX line number of caller.

#### *Present in Messages*

- Queued (eg. trunk number of caller being queued.)
- Ringing
- Answered
- Transferred
- Disconnected

Field 15  
**2nd Party Type t,a,s,x**

*Description*

2nd party type in message. See 2nd party ID for values.

*Values*

t = trunk.

a = agent ACD line.

s = business station.

x = agent PBX line.

p = Pilot number.

*Present in Messages*

- Ringing (a or x for ringing on ACD or PBX line).
- Answered (a or x for ringing on ACD or PBX line).
- Transferred (a or x for transferring call on ACD or PBX line).
- Disconnected (Disconnected party)

Field 16  
**2nd Party ID 0 to 6 digits**

*Description*

Second party ID in message.

*Values*

if type = t ID = trunk number of caller.

if type = a ID = ACD line of caller.

if type = s ID = Business station of caller.

if type = x ID = PBX line number of caller.

if type = p ID = ACD Pilot number.

*Present in Messages*

- Ringing
- Answered
- Transferred
- Disconnected

Field 17  
**3rd Party Type t,a,s,x**

*Description*

Third party type in message. See third part ID for values. Only in Transferred Message. Indicate the "to" in the transfer.

*Values*

t = trunk.  
a = agent ACD line.  
s = business station.  
x = agent PBX line.  
p = pilot.

*Present in Messages*

- Transferred

Field 18  
**3rd Party ID 0 to 6 digits**

*Description*

Third party ID in message.

*Values*

if type = t ID = trunk number of caller.  
if type = a ID = ACD line of caller.  
if type = s ID = Business station of caller.  
if type = x ID = PBX line number of caller.  
if type = p ID = ACD Pilot number.

*Present in Messages*

- Transferred

Field 19  
**Agent ID (Future)**

Field 20  
**Agent Name (Future)**

Field 21  
**IVR Announcement (Future)**

Field 22  
**IVR Log Call ID (Future)**

Field 23  
**Account Number Field (Screen Pop)**

Field 24  
**Name Field (Screen Pop)**

Field 25  
**Misc. Field (Screen Pop)**

# Agent Audit Trail Field Descriptions

Field 1

**Date Stamp Format - MM/DD/YYYY**

*Present in Messages:* All

*Example:*

Field 2

**Date Time Stamp Format - MM/DD/YYYY HH:MM:SS**

*Present in Messages*

- All

Field 3

**Agent Logon ID**

*Present in Messages*

- All

Field 4

**Agent Name**

*Present in Messages*

- All

Field 5  
**Agent DN**

*Description*  
Agent's name as logged into ACD.

*Values*

*Present in Messages*

- All

Field 6  
**Agent Line**

*Description*  
Indicates the agent line reported.

*Values*

PBX

ACD

Field 7  
**Transaction Code**

*Description*  
Indicates the type of transaction reported.

*Values*

Logon

Ready

Break

Work

Tally

Logoff

Auto Answer

Manual Answer

Hold

Trunk Trouble

Ringing

Answered

Disconnected

Field 8  
**Agent State**

Field 9  
**Agent Break Code**

Field 8  
**Agent Tally Code**

Field 11  
**ACD Call ID. 1 - 999999 Value wraps around**

*Description*

ACD assigns a sequential Call ID for an inbound call. This number is in each subsequent ACD Infolink message until the call is disconnected. This number is assigned sequentially from 1 until it reaches 999999. Therefore cannot be considered unique in a long time span where there is a chance it would wrap around. Probably using a portion of the date with this number would make it unique forever.

*Present in Messages*

- All

Field 12  
**Call Key**

*Description*

Julian Date plus 6 digit ACD Call ID.

*Present in Messages*

- All

Field 13  
**ACD Call Type**

Field 14  
**Call Sub Type**

Field 15  
**Call Control Code**

Field 16  
**Pilot / DNIS**

*Description*

Current pilot number of the call when answered by the agent.

*Values*

1000 - 999999

Field 17  
**ANI**

*Description*

The ANI associated with the call. This would be a null field if not received from the calling CO. This could also contain internal station number if this is an internal call.

*Values*

Any numeric in *range 0-16 digits*

Field 18  
**Answering Split** (Future dependent on ACD features)

Field 19  
**Screen Pop Account Number**

*Description*  
The ACCOUNT NUMBER field from the TFB screen pop string.

Field 20  
**Screen Pop Name**

*Description*  
The NAME field from the TFB screen pop string.

Field 21  
**Screen Pop Misc**

*Description*  
The MISC field from the TFB screen pop string.

Field 22  
**Unique Record ID**

*Description*  
The MISC field from the TFB screen pop string.