

## ACD record Real-time Format Specification, with Function Codes

.style1 {TEXT-ALIGN: center}\_\_\_\_\_

### Real Time Event Format Specification

The basic format for call events is shown in the following illustration. Note that all ASCII characters are enclosed in single quotes.

#### Call Event Format

#### Idle Event Format

#### Group and Path Statistics Event Format

#### Refresh Reports Event Format

### STX

ASCII start of text. Hex value 2. **NOTE:** This is a special character sent by the PBX to denote the start of the record. It is not saved in the raw data files.

### REC NUM

This is a two character field that contains the record number. This field goes from '00' to '99'. After the '99'<sup>th</sup> record, the numbers cycle back to '00'.

### FUNCTION / EVENT

The following function codes are used for event records:

|   |                          |
|---|--------------------------|
| A | agent login              |
| B | agent logout             |
| C | set DND                  |
| D | remove DND               |
| E | set make busy            |
| F | remove make busy         |
| G | answer ACD call          |
| H | answer personal call     |
| I | originate CALL           |
| J | agent idle               |
| K | group report             |
| L | work timer start         |
| M | work timer expire        |
| N | call hold                |
| O | hold retrieve            |
| P | hold abandon             |
| Q | path report              |
| R | refresh reports          |
| S | answered remote ACD call |

T  
U

Agent ringing  
Agent end ringing

For a complete list of ACD and MiTAI function codes please see the attached **Function\_Code\_Definitions.pdf** file.

## TIME

This six character field displays the time in 24-hour format.

## DIRECTORY NUMBER

The directory number is a seven character field.

## AGENT ID

This seven character field displays the agent ID. Blanks in this field means an agent is not logged in.

## BUTTON NUMBER

This field is the button number of the line appearance that initiated the event. Events that are line appearance independent, have a button number of zero. The following events always have a button number of zero:

**Note:** If ACD Make Busy Reason Codes are used, the reason code is placed in the Button Number field.

- agent log on
- agent log off
- work timer start
- work timer end
- set make busy
- remove make busy
- set DND
- remove DND event.

The call events that have button numbers are:

- answer ACD call
- answer personal call
- originate call
- agent idle
- call hold
- call hold retrieve
- call hold abandon

## ETX

End of text. Hex value 3. **NOTE:** This is a special character sent by the PBX to denote the end of a record. It is not saved in the raw data files.

**Keywords:** acd records event real time mitel 3300 pbx technical reference

<http://micc.mitel.com/kb/KnowledgebaseArticle51046.aspx>

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