CALLISTO

PROFACD

CSV REPORTS

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Reports

This document describes how to export call and login reports from ProfACD application in CSV format.

This guide is intended for software integrators.

Access and authentication

In order to download CSV files, access the system using HTTP(S).

The URL has the following format:

`https://<callisto>/LogonPage.asp?user=<aUser>&pwd=<aPassword>&page=<aRequest>`

callisto	The IP address or domain name of the Callisto system.
aUser	The name of a Callisto user.
aPassword	The corresponding password.
aRequest	The request itself. It consists of the path to the application followed by a query string.

Since aRequest itself is a query string value, the “nested” query string contained within this value needs to be percent-encoded. Specifically, the ampersand character (&) needs to be encoded as %26, and the space character may be encoded as %20.

The request is executed if the authentication succeeds.

CSV format

By default, the CSV output file uses a semicolon (;) as field delimiter, and lines are terminated with a carriage return (\r). The field delimiter can be changed with the optional query string parameter csvDelim.

Detail reports

These are reports on call details, corresponding to the detail reports that are accessible through the Callisto web UI. They can be generated by calling the application /Applications/Inbound/<*ProfACD*>/src/RepDetails.asp followed by a query string. <*ProfACD*> is the name of the ProfACD instance, as set in the Open Application Manager.

The following parameters are available for the query string:

Parameter	Description	Value
inbound	Set whether inbound non-ACD calls shall be included.	Boolean. 1 will include the calls, 0 will exclude them.
outbound	Set whether outbound non-ACD calls shall be included.	
startDate	Set the start date and time for the time period to report on.	String of the format YYYY-MM-DD%20hh:mm. Notice the string %20 between the date and time, which is a percent-encoded space character. The time

Parameter	Description	Value
endDate	Set the end date and time for the time period to report on.	is in 24-hour format.
csv	Include or exclude the header row in the CSV file.	Set to 1 to include the header row, or set to 2 to omit it.
csvDelim (optional)	Set the delimiter to use in the CSV file. If omitted, the semicolon will be used.	Any viable character to use as CSV separator. Common separators include commas (,), semicolons (;) and vertical bars (|).

The following URL will request a report on all calls (including non-ACD calls) conducted in June 2024. The user Fredd.Bloggs is used to access a ProfACD instance named ProfACD2.

```
https://<callisto>
/LogonPage.asp?user=Fred.Bloggs&pwd=yrghZag2AGy6Nlf
&page=/Applications/Inbound/ProfACD2/src/RepDetails.asp?csv=1%26inbound=1%26out
bound=1%26startDate=2024-06-01%2000:00%26endDate=2024-07-01%2000:00
```

Output file

The output CSV file will contain the following data:

DateTime	The date and time of the call in the format YYYY-MM-DD hh:mm.
Caller*	The caller number.
Destination*	The destination number.
AnTime	Duration of any played ACD announcements in seconds.
ACD	The name of the ACD call queue through which the call was conducted. If the call was conducted without ACD, the value will read either *Inbound NonACD* or *Outbound NonACD*.
QueueTime	Duration the caller waited in the queue in seconds.
Agent*	Either the agent number or the termination state if the call was not directed to an agent.
TalkingTime	Duration of the actual conversation in seconds.
TotalTime	Total duration of the call in seconds.

*This information might be omitted, depending on whether the privilege RepNumUnveiled has been enabled for the user. See User manual – Privileges.

Login history reports

These are reports on agent's login history, corresponding to the login history reports reports that are accessible through the Callisto web UI. They can be generated by calling the application /Applications/Inbound/<*ProfACD*>/src/RepLogin.asp followed by a query string. <*ProfACD*> is the name of the ProfACD instance, as set in the Open Application Manager.

The following parameters are available for the query string:

Parameter	Description	Value
startDate	Set the start date and time for the time period to report on.	String of the format YYYY-MM-DD%20hh:mm.
endDate	Set the end date and time for the time period to report on.	Notice the string %20 between the date and time, which is a percent-encoded space character. The time is in 24-hour format.

Parameter	Description	Value
csv	Include or exclude the header row in the CSV file.	Set to 1 to include the header row, or set to 2 to omit it.
csvDelim (optional)	Set the delimiter to use in the CSV file. If omitted, the semicolon will be used.	Any viable character to use as CSV separator. Common separators include commas (,), semicolons (;) and vertical bars (|).

The following URL will request a report on all agent's login sessions in June 2024. The user Fredd.Bloggs is used to access a ProfACD instance named ProfACD2.

```
https://<callisto>
/LogonPage.asp?user=Fred.Bloggs&pwd=yrghZag2AGy6Nlf
&page=/Applications/Inbound/ProfACD2/src/RepLogin.asp?csv=1%26startDate=2024-06
-01%2000:00%26endDate=2024-07-01%2000:00
```

Output file

The output CSV file will contain the following data:

Agent*	The agent number.
ACD	The name of the ACD call queue in which the agent was logged in. If the agent had the not-ready state active, the value will read <*Not Ready*>.
StartDateTime	The date and time at which the agent logged in.
EndDateTime	The date and time at which the agent logged off.
TotalTime	Total duration of the login session.

*This information might be omitted, depending on whether the privilege RepNumUnveiled has been enabled for the user. See User manual – Privileges.

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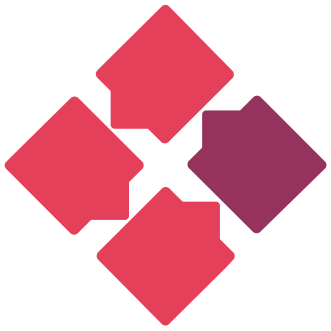

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