

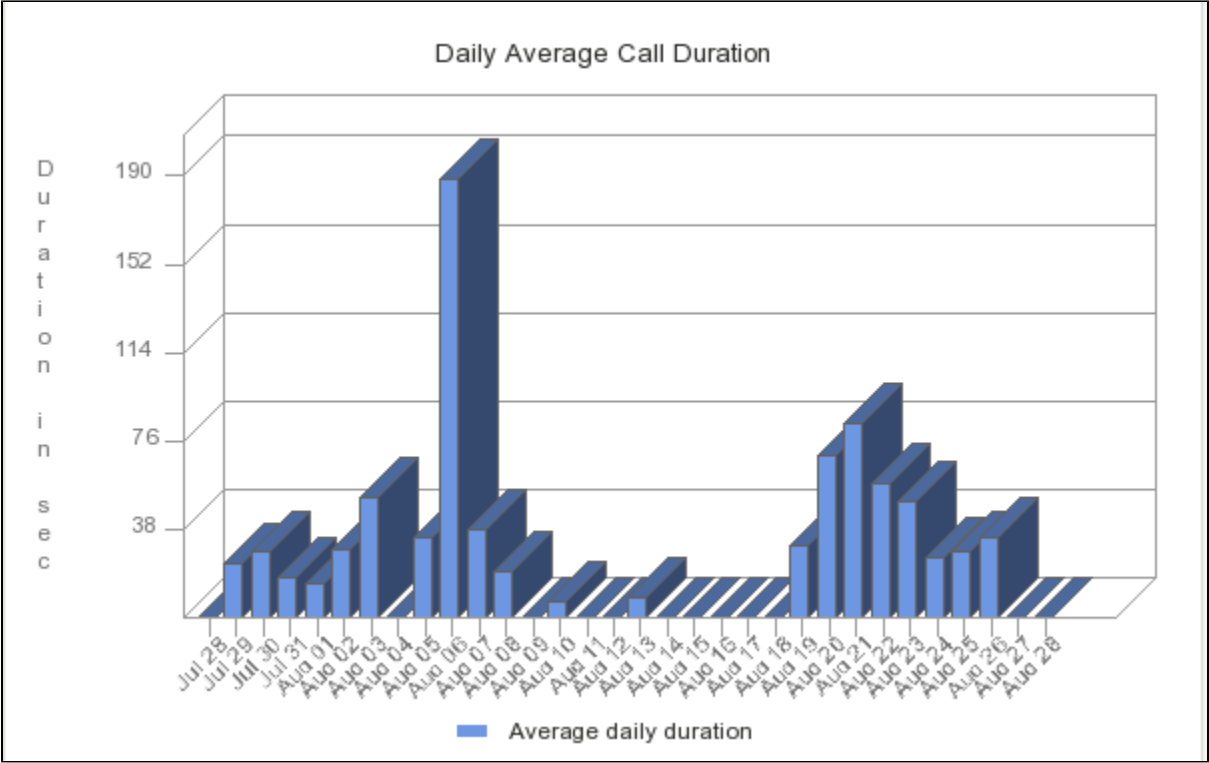
# Average Call Duration

This page describes the Average Call Duration report, which displays both a graphical representation and a table with numeric information about the average length (in seconds) of all the daily/monthly calls placed in the system.

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## ACD graph

The bar chart offers an overview of the average calls duration for every day/month of the chosen time interval, helping you to keep an eye on the customer's traffic.



Screenshot: The ACD graphic for all the channels in the system

The graphic and the figures may vary from one channel to another.

## ACD table

The table has two columns, providing the daily/monthly average duration of calls:

- **Day/Month:** The day(s) or the month(s) the average duration is computed for. If you have chosen a time interval shorter or equal to a month, this column will display the **Days**. Otherwise, the **Months** will be shown.
- **Duration:** The average length, in seconds, of all the calls made in a day/month.

Day	Duration
Jul 28, 2012	00:00:00
Jul 29, 2012	00:00:24
Jul 30, 2012	00:00:29
Jul 31, 2012	00:00:18
Aug 01, 2012	00:00:15
Aug 02, 2012	00:00:30
Aug 03, 2012	00:00:52
Aug 04, 2012	00:00:00

Screenshot: The table for the 8 days interval

## Search for statistics

If you want to view the **ACD** statistics for a particular period of time or for a certain channel, you can use the available search controls to define your preferences:

Show Average Call Duration between <start\_date\_time> and <end\_date\_time> for channel <channel\_name>

Where:

- **<start\_date\_time>**: Specify when the time interval for the current statistics starts. Mandatory format: yyyy-mm-dd hh:mm. Default value: the first day of the current month.
- **<end\_date\_time>**: Specify when the time interval for the current statistics ends. Mandatory format: yyyy-mm-dd hh:mm. Default value: the current date and time.
- **<channel\_name>**: Choose the channel for the statistics.
  - **All** - Displays the ACD for all the channels in the system.
  - **<channel\_name>** - Displays the ACD of a specific channel that you can select from those available in the system.
  - **System Internal** - Displays the ACD strictly for the local calls. External calls will not be included.

After deciding on the filters, click the [Search](#) link. The graphic and the table will be updated.

If no calls were made between the selected dates, the graphic and the table will not be generated.

## Export Statistics

You can export the ACD data to a .csv or a Microsoft Excel file. To do so, please follow the next steps:

1. Click the [Export](#) icon in the upper right side of the screen.
2. Choose the columns to be exported and the output file format. If you choose to export the data to a Microsoft Excel file, the output will be a table with all selected columns. On the other hand, if you choose to export the data to a .csv file, the output will be a list with the entire selected information in the following format:

```
<day> <duration_in_seconds>
```

3. After defining all preferences, click the [Save](#) icon. You will be asked to confirm if you want to save the file to your computer or just open it.

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