

Mitel MiContact Center Enterprise

CALCULATION METHODS FOR REPORTS - DESCRIPTION

Release 9.5



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Calculation Methods for Reports - Description
Release 9.5 – September 2020

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INTRODUCTION

This document contains information on how calculations are performed for information found in reports produced by Report Manager as well as information that appears in Real Time Windows.

REPORTS

The name and a description of specific calculations for reports produced by Report Manager are given below.

Service Access

Table 1: Service Access

| | |
|-----------------------|---|
| Total Abandoned Calls | Sum of calls abandoned during (Welcome Message + Selection Message + Request for Caller Input + Others) |
| Total Offered Calls | Sum of direct in calls + Sum of overflowed in calls |

Service Group

Table 2: Service group

| | |
|------------------------------|---|
| Total Abandoned sessions | Sum of sessions abandoned during (Callback Offering + Playing Message + Queuing + Alerting) |
| Total Queue Sessions | Sum sessions (abandoned in queue + abandoned in queue during Callback offer + abandoned in queue while a message is being played + answered while waiting in queue) |
| Total Offered Sessions | Sum of direct in + overflowed in sessions offered to this service group |
| Average Queue Time Answered | Total answered queue sessions duration / Answered queue counter |
| Average Queue Time Abandoned | Total abandoned queue sessions duration / Number of abandoned queue sessions |
| Average Queue Time | Total answered queue sessions duration / Number of answered sessions |
| Average Alerting Time | Total alert duration / Number of answered sessions |
| Average Servicing Time | Total Conversation duration / Number of answered sessions. |
| Average On Hold Time | Total On Hold duration / Number of answered sessions |
| Average Clerical Time | Total Clerical duration / Number answered sessions Note that for calls transferred to another agent, only the clerical time for the final agent handling the session will be included for the session. |

Calculation Methods for Reports - Description

| | |
|---------------------------------|---|
| Average Waiting Time | $\frac{\text{(Sum of queue time and alerting time for all answered sessions)}}{\text{No. of sessions answered}}$ <p>Note: For an E-mail that had been rejected, the queue time includes the time that the e-mail was actually waiting in the service group queue, as well as any time spent sitting in an agent's Call window until it was eventually rejected by the agent.</p> |
| Average Session Time | $\frac{\text{(Sum of answered queue sessions duration + alert duration + total conversation duration + total on hold duration)}}{\text{(Number of answered sessions)}}$ |
| Average Handling Time | $\frac{\text{(Sum of conversation, on-hold and clerical time for all answered sessions)}}{\text{No. sessions answered}}$ <p>Note: For an E-mail that had been rejected and re-routed to another agent, the handling time applies only to the agent the actually handled the E-mail.</p> <p>Note that for calls transferred to another agent, only the clerical time for the final agent handling the session will be included in the handling time the session.</p> |
| Average Time of Abandoned Call | $\frac{\text{Abandoned sessions duration}}{\text{Sum of sessions abandoned during (Callback Offering + Playing Message + Queuing + Ringing)}}$ |
| Abandoned Rate (%) | $\frac{\text{Sum of sessions abandoned during (Callback Offering + Playing Message + Queuing + Ringing)}}{\text{(Sum of directed in and overflowed in sessions)}}$ |
| Queue Rate (%) | $\frac{\text{Sum of sessions (abandoned in queue + abandoned in queue during Callback offer + abandoned in queue while a message is being played + queue calls that have been answered)}}{\text{(Sum of directed in and overflowed in sessions)}}$ |
| Service level (%) | $\frac{\text{Sessions answered within service level time}}{\text{(Sum of answered sessions + abandoned in queue + abandoned in ring)}}$ |
| <= 10 sec Response Rate (%) | $\frac{\text{Answered sessions within 10 sec}}{\text{(Sum of directed in + overflowed in sessions)}}$ |
| 10 - 20 sec Response Rate (%) | $\frac{\text{Sum of answered sessions within 10 - 20 sec}}{\text{(Sum of directed in + overflowed in calls)}}$ |
| 20 - 30 sec Response Rate (%) | $\frac{\text{Sum of answered sessions within 20 - 30 sec}}{\text{(Sum of directed in + overflowed in calls)}}$ |
| 30 - 60 sec Response Rate (%) | $\frac{\text{Sum of answered sessions within 30 - 60 sec}}{\text{(Sum of directed in + overflowed in calls)}}$ |
| 60 - 120 sec Response Rate (%) | $\frac{\text{Sum of answered sessions within 60 - 120 sec}}{\text{(Sum of directed in + overflowed in calls)}}$ |
| 120 - 180 sec Response Rate (%) | $\frac{\text{Sum of answered sessions within 120 - 180 sec}}{\text{(Sum of directed in + overflowed in calls)}}$ |
| 180 - 300 sec Response Rate (%) | $\frac{\text{Sum of answered sessions within 180 - 300 sec}}{\text{(Sum of directed in + overflowed in calls)}}$ |
| > 300 sec Response Rate (%) | $\frac{\text{Sum of answered sessions greater than 300 sec}}{\text{(Sum of directed in + overflowed in calls)}}$ |

Agent Group**Table 3: Agent Group**

| | |
|-----------------------------|---|
| Offered Calls | Sum of sessions answered + service sessions rejected + service sessions abandoned ring + service sessions ring time-out counter |
| Callback Accepted Calls | Callback offered # - Callback rejected by agent - # Callback time out while alerting agent |
| Callback Completed | Callback offered # - Callback time out - # Callback rejected - # Callback failed |
| Average Alerting Time | Total service group alert session duration / Service group answered session counter |
| Average Servicing Time | Total service group answered session duration / Number of answered sessions by the Service Group. (Defined as a counter.) |
| Average On Hold Time | Total service group parked session duration / Service group answered session counter |
| Average Clerical Time | Total service group clerical session duration / Service group answered session counter |
| Average Handling Time | (Sum of service group answered session duration + service group parked session duration + service group clerical session duration) / Service group answered session counter |
| Average Callback Setup Time | Service group Callback setup duration / Number of callback calls for this service group |
| % Voice Ready | Duration that agent was marked as Ready for Voice / Total agent logon duration |
| % Voice Not Ready | (Agent logon duration # Duration that agent was marked as Ready for Voice) / Total agent logon duration |
| % Chat Ready | Duration that agent was marked as Ready for Chat / Total agent logon duration |
| % Chat Not Ready | (Agent logon duration # Duration that agent was marked as Ready for Voice) / Total agent logon duration |
| % Message Ready | Duration that agent was marked as Ready for message / Total agent logon duration |
| % Message Not Ready | (Agent logon duration # Duration that agent was marked as Ready for message) / Total agent logon duration |
| % Open Media Ready | Duration that agent was marked as Ready for open media / Total agent logon duration |
| % Open Media Not Ready | (Agent logon duration # Duration that agent was marked as Ready for open media) / Total agent logon duration |
| % Voice Idle | Agent idle duration for Voice / agent logon duration |
| % Voice Busy | (Sum of service call ring duration + service call conversation duration + service call parked duration + service call clerical duration + service call Callback setup duration + service call Callback duration) / Agent logon duration |

Calculation Methods for Reports - Description

| | |
|-----------------------------------|---|
| % Non-Service Call | (Sum of personal incoming call duration + personal outgoing call duration) / Agent logon duration |
| % Chat Idle | Agent idle duration for Chat / agent logon duration |
| % Chat Busy | (Total duration that the agent was busy handling service group chats) / Agent logon duration |
| % Chat Take Over Session | (Agent take over session duration) / Agent logon duration |
| % Message Idle | Agent idle duration for Message/Agent logon duration |
| % Message Busy | (Total duration that the agent was busy handling service group open media sessions) / Agent logon duration |
| % Open Media Idle | Agent idle duration for Open Media / Agent logon duration |
| % Open Media Busy | (Total duration that the agent was busy handling service group open media) / Agent logon duration |
| % Alerting | (Sum of ring duration + Callback call setup duration) / Agent logon duration |
| % Servicing | Sum of servicing duration / Agent logon duration |
| % On Hold | Sum of parked time for this service group answered by this agent / Agent logon duration |
| % Clerical | Sum of clerical time for the service sessions answered by agents / Agent logon duration |
| % Idle | 100% - (Sum of service sessions alert duration + service sessions servicing duration + service call parked duration + service session clerical duration + service group call Callback Setup duration + |
| % Callback Setup | Sum of Callback setup duration / agent logon duration |
| Average Outgoing Time | Total personal outgoing duration / Personal outgoing call counter |
| Average Incoming Non Service Time | Total personal incoming duration / Personal incoming call counter |

Agent

Table 4: Agent

| | |
|--------------------------|---|
| Offered Calls | Sum of sessions answered + service sessions rejected + service sessions abandoned ring + service sessions ring time-out counter Note that if an agent transfers a voice call to another agent, the transferring agent will not have an Offered Call counted for that call. However, the servicing time will be included for the agent. |
| Callback Accepted Calls | Callback offered # Callback rejected by agent # Callback time out while ringing on agent call counter |
| Callback Completed Calls | Callback offered # Callback time out # Callback rejected # Callback failed |
| Average Alerting Time | Total service group alert sessions duration / Service group answered sessions counter |
| Average Servicing Time | Total service group answered sessions duration / Service group |

Calculation Methods for Reports - Description

| | |
|-----------------------------|---|
| | answered sessions counter |
| Average On Hold Time | Total service session On Hold duration / Service group answered session counter |
| Average Clerical Time | Total service group clerical sessions duration / Service group answered sessions counter |
| Average Handling Time | (Sum of service group answered sessions duration + service group parked session duration + service group clerical sessions duration) / Service group answered sessions counter |
| Average Callback Setup Time | Service group Callback setup duration / Callback offered by agent for this service group |
| % Voice Ready | Duration that agent was marked as Ready for Voice / Total agent logon duration |
| % Voice Not Ready | (Agent logon duration # Duration that agent was marked as Ready for Voice) / Total agent logon duration |
| % Chat Ready | Duration that agent was marked as Ready for Chat / Total agent logon duration |
| % Chat Not Ready | (Agent logon duration # Duration that agent was marked as Ready for Voice) / Total agent logon duration |
| % Message Ready | Duration that agent was marked as Ready for message / Total agent logon duration |
| % Message Not Ready | (Agent logon duration # Duration that agent was marked as Ready for message) / Total agent logon duration |
| % Open Media Ready | Duration that agent was marked as Ready for open media / Total agent logon duration |
| % Open Media Not Ready | (Agent logon duration # Duration that agent was marked as Ready for open media) / Total agent logon duration |
| % Voice Idle | Agent idle duration for Voice / agent logon duration |
| % Voice Busy | (Sum of service call ring duration + service call conversation duration + service call parked duration + service call clerical duration + service call Callback setup duration + service call Callback duration) / Agent logon duration |
| % Non-Service Call | (Sum of personal incoming call duration + personal outgoing call duration) / Agent logon duration |
| % Chat Idle | Agent idle duration for Chat / agent logon duration |
| % Chat Busy | (Total duration that the agent was busy handling service group chats) / Agent logon duration |
| % Chat Take Over Session | (Agent take over session duration) / Agent logon duration |
| % Message Idle | Agent idle duration for Message/Agent logon duration |

Calculation Methods for Reports - Description

| | |
|-----------------------------------|---|
| % Message Busy | (Total duration that the agent was busy handling service group messages) / Agent logon duration |
| % Open Media Idle | Agent idle duration for Open Media / Agent logon duration |
| % Open Media Busy | (Total duration that the agent was busy handling service group open media) / Agent logon duration |
| % Alerting | (Sum of ring duration + Callback call setup duration) / Agent logon duration |
| % Servicing | Sum of servicing duration / Agent logon duration |
| % On Hold | Sum of on hold time for this service group answered by this agent / Agent logon duration |
| % Clerical | Sum of clerical time for the service sessions answered by agents / Agent logon duration |
| % Idle | 100% - ((Sum of service sessions alert duration + service sessions servicing duration + service call parked duration + service sessions clerical duration + service group call Callback Setup duration + service call Callback duration) / agent logon duration) |
| % Callback Setup | Sum of Callback setup duration / Agent logon duration |
| Average Outgoing Time | Total personal outgoing duration / Personal outgoing call counter |
| Average Incoming Non Service Time | Total personal incoming duration / personal incoming call counter |

REAL TIME WINDOWS

The name and a description of specific calculations for Real Time Windows are described below.

Table 5: Real Time Windows

| VALUE | CALCULATION METHOD |
|--|--|
| Abandoned Rate | No. of abandoned calls / (No. of answered calls + No. of abandoned calls) |
| Average Waiting Time | (Sum of queue time and ring time for all answered calls) / No. of calls answered |
| Average Handling Time | (Sum of talk, on-hold and clerical time for all answered calls) / No. of calls answered |
| Average Time to Abandon | (Sum of queue time + ring time before abandoned) / (No. of calls abandoned in queue + No. of calls abandoned in ring) |
| <Summary> of Service Groups window | |
| Number of Calls in Queue for <Summary> | Total queued calls from all accessible service groups |
| Service Level (%) | Not applicable |
| Busy/Ready (X/Y) | Sum of all agents that are busy handling service calls / Sum of agents that are available for service calls (An agent that can answer service calls for multiple service groups is only counted as one agent.) |
| Longest Waiting Time (LWT) | The longest LWT among all the LWT's for all service groups |
| Number of Calls in Queue | Sum of all queued calls for all service groups |
| Skill Choice | Not applicable |

| VALUE | CALCULATION METHOD |
|---|---|
| Estimated Waiting Time | |
| Based on Agent Availability during Performance Interval | <p>EWT's (Estimated Waiting Time values) are calculated continuously for the skill choices that have been included for the service group. The EWT displayed for a service group depends on the skill choice(s) currently used by Route Manager.</p> <p>First Choice EWT = Number of calls currently in queue for this service group * Average Queue Time based on the Performance Interval defined for this service group * (Average number of Ready agents based on the Performance Interval defined for this service group / Number of Ready agents meeting the requirements for skill choice 1) / Average number of calls in queue for this service group during the Performance Interval</p> <p>Second Choice EWT = Number of calls currently in queue for this service group * Average Queue Time based on the Performance Interval defined for this service group * (Average number of Ready agents based on the Performance Interval defined for this service group / Number of Ready agents meeting the requirements for skill choices 1 and 2) / Average number of calls in queue for this service group during the Performance Interval</p> <p>Third Choice EWT = Number of calls currently in queue for this service group * Average Queue Time based on the Performance Interval defined for this service group * (Average number of Ready agents based on the Performance Interval defined for this service group / Number of Ready agents meeting the requirements for skill choices 1, 2 and 3) / Average number of calls in queue for this service group during the Performance Interval</p> |
| Based on last ten calls | EWT's are calculated based on the average queue time of the last ten calls / Number of ready agents for this service group |
| Ready Agents of <Summary> | Total number of agents that have been logged on and available for all accessible service groups |
| Logged on Agents of <Summary> | Number of agents that have logged on for all accessible service groups |
| Service Level | No. of calls answered within specified minutes and seconds (service level time) / (Sum of No. of calls answered and No. of calls abandoned (in ring + queue) + No. of calls rejected) |

IVR QUEUE REPORTING

This section describes the differences in reporting for Service Accesses used in Script Manager IVR Queue Handling.

CASE 1 – CALL DEFLECTS OUT FROM SCRIPT MANAGER IVR QUEUE HANDLING

In this scenario, the call is sent to Script Manager for IVR Queue Handling, and then is deflected out to an external destination.

| REPORT ITEM | REPORT CALCULATION |
|---|----------------------------------|
| Initial Service Access | Direct + Handled |
| Script Manager IVR Queue Service Access | Direct + Overflowed Out |
| Service Group | Received Direct + Overflowed Out |

CASE 2 – CALL DISCONNECTS WHILE IN SCRIPT MANAGER IVR QUEUE HANDLING

In this scenario, the call is sent to Script Manager for IVR Queue Handling, and then the caller disconnects while connected to Script Manager.

| REPORT ITEM | REPORT CALCULATION |
|---|--|
| Initial Service Access | Direct + Handled |
| Script Manager IVR Queue Service Access | If SetCallResult is sent from Script Manager with Call Completed: Direct + Handled If SetCallResult is sent from Script Manager with Call Abandoned, or not SetCallResult received: Direct + Abandoned |
| Service Group | If SetCallResult is sent from Script Manager with Call Completed: Received Direct + Completed If SetCallResult is sent from Script Manager with Call Abandoned, or not SetCallResult received: Direct + Abandoned |



Note: It is also possible to set the value Call Cleared in SM SA as Abandoned in SeCCfg on the Router Service tab. If this option is set and SetCallResult is not sent from the IVR Queue script, the call will be treated as abandoned; otherwise, it will be treated as completed.

CASE 3 – CALL COMPLETES SCRIPT MANAGER IVR QUEUE HANDLING AND RETURNS TO SERVICE GROUP QUEUE

In this scenario, the call is sent to Script Manager for IVR Queue Handling, and then is returned to the Service Group queue and handled by an agent.

| REPORT ITEM | REPORT CALCULATION |
|---|-----------------------------|
| Initial Service Access | Direct + Handled |
| Script Manager IVR Queue Service Access | Direct + Handled |
| Service Group | Received Direct + Completed |



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